

Volunteers of America®

NORTHERN CALIFORNIA & NORTHERN NEVADA

## Leo's Message:

Thanks to you, our donors, the year 2011-2012 was one of growth for Volunteers of America. Because of dedicated supporters like you, we have added veterans and their families to the long list of individuals we uplift.

One of the most rewarding aspects of working here at Volunteers of America is seeing firsthand how individuals working together can effect real change. Change for our clients, and change in our community.

Every donor plays a role in our clients' successes. When a former foster youth graduates from college, it is

because of you. When a young mother overcomes her addiction, and is reunited with her child, it is because of you. When a senior citizen escapes an abusive situation and finally feels safe, it is because of you.

Thank you for sharing in our successes, and for continuing to support the men, women, youth, children, seniors, and veterans who look to Volunteers of America to help them on their journeys.

God Bless,



Leo McFarland

President & Chief Executive Officer, Volunteers of America Northern California & Northern Nevada



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## ABOUT VOLUNTEERS OF AMERICA

Volunteers of America is a national, non-profit, faith-based organization dedicated to helping those in need rebuild their lives and reach their full potential. For over 117 years, our ministry of service has supported and empowered those who are most vulnerable in our communities. Our work touches the mind, body, heart—and ultimately the spirit—of those we serve, integrating our deep compassion with highly effective programs and services.

# Unity in service

u·ni·ty /yōōnētē/ NOUN: Harmony or agreement between people or groups.

## A GREATER RANGE OF RELIEF

Over the last year, Volunteers of America Greater Sacramento & Northern Nevada merged with the Bay Area affiliate, creating Volunteers of America Northern California & Northern Nevada. This merger allows us to support our colleagues throughout the region, expand and enhance our programs and provide more opportunities for our donors to experience our mission.

At the same time, we welcome aboard Foster a Dream, a non-profit serving the foster youth of the bay area with resources, workshops and tools for empowerment. Foster a Dream is a natural fit with the work our organization has been doing with former foster youth here in Sacramento. By providing tools to the youth while still in the foster care system, and transitional

living and skills workshops once they are emancipated, I have incredibly high hopes for these young men and women in our community.

## NEW NAME, MORE ACCESS

All told, Volunteers of America Northern California & Northern Nevada offers 45 locally managed programs aimed at ending homelessness, supporting the most vulnerable, and transforming our community into a safer, healthier place. Our services include:

- Homeless Shelters and Services
- Transitional Housing for Youth, Families and Individuals
- Substance Abuse Treatment and Recovery Services
- Foster Youth Services
- Veterans Family Services
- Mental Health Services
- Safe Shelter for Seniors
- Community Re-Entry Services
- Affordable Housing for Seniors and Families
- Permanent Supportive Housing

As you might imagine, there are some changes that come along with this merger; a new logo, new website address ([www.voa-ncnn.org](http://www.voa-ncnn.org)), new colleagues and volunteers to get to know. However, even with all these changes, our commitment to providing comprehensive programs that empower the homeless, the elderly, the disabled, families in need, and youth to change their lives forever, remains constant.

We look forward to providing more opportunities for our supporters to get involved and sharing stories of change from these new service areas. Thank you for joining us on this new adventure.

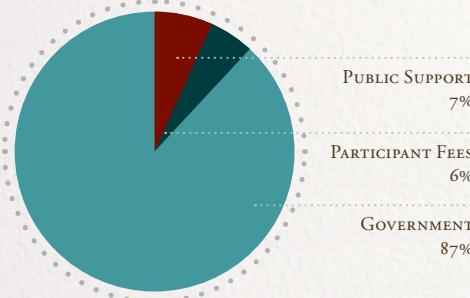
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# Power in numbers

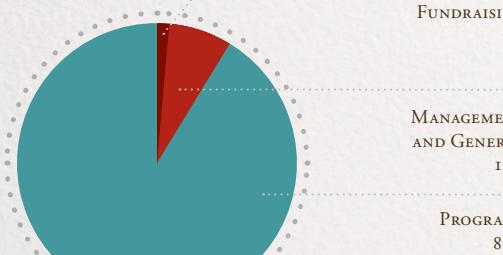
**power** /'pouər/ NOUN: The ability or capacity to perform or act effectively.

## REVENUE BY SOURCE



Major government funders include: the United States Department of Housing and Urban Development, the United States Department of Veterans Affairs, the United States Department of Labor.

## EXPENSES



TO REQUEST A COPY OF OUR AUDITED FINANCIAL STATEMENTS, PLEASE CALL (916) 442-3691.

## FINANCIALS

FOR THE YEAR ENDING JUNE 30

### STATEMENT OF ACTIVITIES

#### REVENUES FROM OPERATIONS

	2012	2011
PUBLIC SUPPORT	\$1,036,315	\$1,161,130
GOVERNMENT REVENUE & GRANTS	12,638,999	13,234,071
OTHER REVENUE	815,073	844,142
<b>TOTAL REVENUE</b>	<b>\$14,490,387</b>	<b>\$15,239,343</b>

#### PROGRAM SERVICES

PROMOTING SELF SUFFICIENCY	11,801,589	12,437,982
FOSTERING INDEPENDENCE	274,622	276,781
<b>TOTAL PROGRAM SERVICES</b>	<b>\$12,076,211</b>	<b>\$12,714,763</b>

#### SUPPORTING SERVICES

MANAGEMENT AND GENERAL	1,951,745	1,880,071
FUNDRAISING	353,791	293,695
FEES PAID TO NATIONAL ORGANIZATION	293,568	296,798
<b>TOTAL SUPPORTING SERVICES</b>	<b>\$2,599,104</b>	<b>\$2,470,564</b>
<b>TOTAL EXPENSES</b>	<b>\$14,675,315</b>	<b>\$15,185,327</b>
EXCESS (DEFICIT) FROM OPERATIONS	-184,928	54,016
NON OPERATING GAINS/LOSSES	-27,823	-4,969
<b>CHANGE IN NET ASSETS</b>	<b>\$-212,751</b>	<b>\$49,047</b>

#### BALANCE SHEETS

	2012	2011
<b>ASSETS</b>		
CASH & CASH EQUIVALENTS	\$2,720,998	\$2,402,647
ACCOUNTS RECEIVABLE, NET	1,953,518	1,911,365
OTHER CURRENT ASSETS	238,974	164,635
<b>TOTAL CURRENT ASSETS</b>	<b>4,913,490</b>	<b>4,478,647</b>
<b>FIXED ASSETS</b>		
LAND AND BUILDINGS	5,817,118	5,701,264
FURNISHINGS & EQUIPMENT	987,854	978,166
ACCUMULATED DEPRECIATION	-2,104,494	-1,904,991
<b>TOTAL FIXED ASSETS</b>	<b>4,700,478</b>	<b>4,774,439</b>
OTHER ASSETS	774,161	788,009
<b>TOTAL ASSETS</b>	<b>\$10,388,129</b>	<b>\$10,041,095</b>
<b>LIABILITIES &amp; NET ASSETS</b>		
CURRENT LIABILITIES	\$2,457,246	\$1,894,754
OTHER LIABILITIES	1,985,000	1,987,707
NET ASSETS	5,945,883	6,158,634
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$10,388,129</b>	<b>\$10,041,095</b>

# Recovery for the battle-scarred

re·cov·er·y /ri'kəvərē/

NOUN: A return to a normal state of health, mind, or strength.

Joe and Erma met as young, single parents more than 17 years ago. Coming from a long line of military service, Joe signed up and honorably served his country through the National Guard. They had dreams of opening a restaurant in downtown Sacramento, but the Army called Joe up for active duty.

Two tours of Iraq later, Joe returned home to his wife and teenage son; he was struggling with few job prospects, a shrinking bank account, and undiagnosed Post Traumatic Stress Disorder (PTSD). Without other housing options, they were living in his sister's garage. Anxieties were high; even the smallest of daily stresses could set Joe off.

The future was looking bleak for the Grolls, until Erma, looking for a state employment office, accidentally walked into Volunteers of America's Supportive Services for Veteran Families.

"From that moment, our lives changed," says Joe. They were assigned to Frank, a case manager, who helped the Grolls navigate the resources at their disposal. 10 days later, Joe and Erma moved into a nice rental home, and Joe was working with the VA receiving help for his PTSD.

Volunteers of America's Supportive Services for Veterans Families program provides help to extremely low income veteran families who are, or are at risk of being, homeless. From housing, to workshops, and financial planning to child care, Volunteers of America's case managers work to make sure that our veterans are more than off the streets, they want to make sure our veterans will never be on the streets again.



"I WAS A PRESSURE COOKER, READY TO EXPLODE. I THANK GOD EVERY DAY FOR YOU."

-JOE

## Facts & Figures

1 in 6 homeless people in the US is a veteran.

# Shelter from the storms of life

**shelter** /shel-tər/

NOUN: A place giving protection from bad weather or danger.

Even in sunny California, winter is a brutal time to be homeless. With every shelter bed in Sacramento filled, there are still hundreds of men and women left out in the cold. For the last three years a unique partnership between Volunteers of America, Sacramento Steps Forward and the faith community has helped bridge the gap for these men and women. Winter Sanctuary is a nomadic shelter program, wherein up to 100 homeless men and women are transported to a different house of worship each night. These houses of worship offer a hot meal, fellowship, and a safe, warm, dry place to sleep for the night.

Winter Sanctuary creates an incredible environment of love, as volunteers from each congregation welcome the guests and then spend the evening visiting and connecting with people they may never have had the opportunity to meet.



"I THANK GOD AND YOU FOR WINTER SANCTUARY. IT REALLY SHOWS THE SPIRIT OF THE LORD IS WORKING IN THIS COMMUNITY."

- STEVEN



# Strength to build a better future

**strength** /streNG(k)TH/ NOUN: Stamina, mental or physical.

Life in foster care is challenging for kids. What many may not realize, those challenges are magnified when youth "age out" at 18 years of age and are on their own. Former foster youth have no safety net, no support in learning to navigate the adult world. When things get tough, there is no "home" to return to. Without a safe place to go, too many former foster youth find themselves on the street or in jail. Luckily for Vlada, she did have a place to go.

Born in the Ukraine, Vlada immigrated to the United States at 13 years old with her father. At 15, she was placed in foster care after suffering years of abuse at her father's hands. After the trauma of her upbringing, foster care, for all its ups and downs, was a relief.

During her three years in foster care, Vlada lived in three different foster homes before she aged out at 18. Vlada's social worker was on the ball, helping her stay focused on her future and encouraging her to sign up for the Volunteers of America's Transitional Housing for Former Foster Youth.

The program provides housing, case management and skills classes to help former foster youth successfully transition to adulthood. "The case managers really care, they really want you to succeed," Vlada shares her experience working with her case manager, Blanche.

With Blanche's guidance, Vlada signed up for college courses and found a job at an affordable housing agency. "It's a choice," says Vlada. "We are all young, but we can work, and we can take advantage of the opportunities we have."



"I SEE IT AS A GREAT OPPORTUNITY TO HAVE MORE TIME, TO HAVE A SAFE, FORGIVING PLACE TO GROW UP AND FIGURE OUT WHAT TO DO WITH YOUR LIFE. THANK YOU FOR ALL THIS."

- VLADA

# Hope for the forlorn

**hope** /hōp/ NOUN: A feeling of expectation and desire.

Henry spent all his 60-plus years working and taking care of others. A few years ago, he had a wonderful wife and fulfilling work as a contractor. Then the recession hit and work dried up. Soon after, his wife passed away. He lost his home. He sold his truck to make ends meet. In April, 2011, he was on the street.

On the street for over a year, Henry's health declined. Walking was becoming difficult, and he knew he would not last much longer sleeping in the bushes under the overhang of a building. He was afraid, all the time. Despondent, Henry tried to end his life, more than once. Each time, he was saved at the last moment by strangers.

Finally, a kind soul at the Senior Center referred Henry to Volunteers of America's Senior Safe House. The staff helped him sign up for the Social Security benefits to which he is entitled, and is working on finding affordable senior housing. More than anything, the Senior Safe House has given Henry a safe home. "The staff here does not judge, and they actually care," Henry reports.

The Senior Safe House is a beautiful residential property, caring for up to six senior citizens. Here, guests are safe from abuse and neglect, while Volunteers of America staff and volunteers coordinate with state and local resources to help seniors find secure housing and aid. The Senior Safe House is 100% donor funded, and relies upon the dedicated volunteers who provide service daily.

"THE PEOPLE WHO COME HERE GET TO HAVE A LIFE AGAIN, AND I WILL TOO. THANK YOU."

-HENRY

I am writing this letter because I think you are doing a great job with a much needed program. When I was referred to you by the person who got my call for help, I was being abused by my own sister, and I felt I had to take the treatment, because I was too afraid to tell my kids, and I was told they were too poor to care for me.

When I walked in your doors, I was sad, frightened and unwanted. You made me feel worthy and safe. I am thankful for all the kind people who looked for me, washed my clothes and made me feel like a real person again. It meant a lot to me because these were all strangers to me. I was ready to just pack out and be homeless, rather than keep living where I was.

There are others that could be saved by your program.

I am with my daughter now, and she is so good to me. Thank you for your care and kindness,

Georgia, 82 years old

P.S. Tell everyone I will always remember their kindness, while I was at the Senior Safe House.



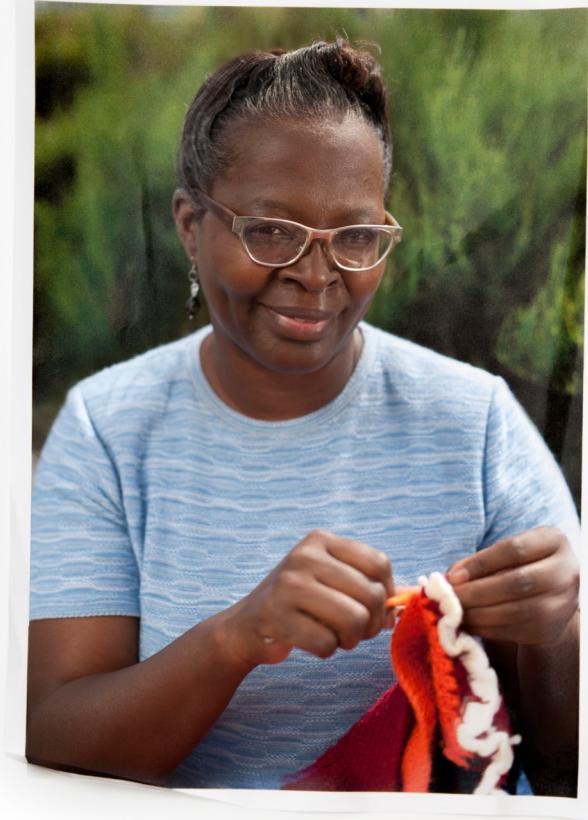
# Dreams can come true

**dream** /drēm/ NOUN: A cherished aspiration, ambition, or ideal.

Ruth Ann, at age 56, was working as a care provider for homeless people and seniors when her life-long health problems suddenly worsened. No longer able to do her job, she soon lost her apartment. Her landlord was kind enough to give her time to find alternate arrangements, but because of the severity of her health problems, every shelter program turned her down.

When Ruth Ann finally found Volunteers of America's Women's Shelter, her health was in bad shape. In fact, her case manager, Mary was so concerned, she rushed her to the emergency room.

While at the Women's Shelter, Ruth Ann's health began to stabilize, she began working on job skills, and finding the resources to help her achieve self-sufficiency. Ruth Ann has been thrilled by how caring Mary is, working with Ruth Ann's needs. Currently, Ruth Ann's goal is to find part time work in Reno.



"WHEN I FIRST GOT HERE, I WAS SO DISTRAUGHT, I COULDN'T CONCENTRATE. BUT NOW I'M FEELING STRONGER AND READY TO TAKE ON CHALLENGES THANKS TO YOU."

-RUTH ANN

# Impact

**impact** /im- pakt/ NOUN: A significant or major effect.

From July 1, 2011 – June 30, 2012

**16,430**

Total people served

**694,799**

Nights of shelter

**422,730**

Meals Served

On an average day

**1,903**

People sheltered

**162**

People in substance abuse treatment programs

**1,155**

Meals served

**1,168**

Youth served

**13,169**

Adults served

**2,093**

Seniors served

**1,200**

People served through Winter Sanctuary

**6,376**

Backpacks provided to homeless/ low-income children

**10,047**

Adults provided with residential substance abuse treatment services

**3,216**

Adults and children provided with emergency shelter

**1,890**

Homeless adults, families and former foster youth with long-term transitional housing/supportive services

**669**

Homeless adults, families and youth in transitional housing programs

**251**

Families in an affordable housing facility

**360**

Seniors in an affordable housing facility

**461**

Individuals in emergency shelter programs

# You make our work possible

**you** /yü/ PRONOUN: The reason we can lead people from crisis to stability.

VOLUNTEERS OF AMERICA NORTHERN CALIFORNIA AND NORTHERN NEVADA gratefully acknowledges the following individuals, corporations and foundations for financial gifts received between July 1, 2011 and June 30, 2012.

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Gray	Jon Peddig Research	Margaret Lial Revocable Trust	Patricia A. Pinkos	David W. Sheehan	Cornelis Van Aalst
He Graybill	Charlene Jones	Jackie Marshall	Jordan Pitta	Ardson & Gladys Shegoian	Mitchell Van Bourg
Greeley	Elisabeth Jones	Janet Martin	Lavinia Pitts	Joan Sherlock	Diane Vanmaren
& Inge Green	Steven M. Joseph, M.D.	Joanne Martinez	Charles Polanski	Vivian Sherman	Jean Vargas
Cleo Greenwood	Sandra Jurey	Donald Rubin & Olympia Martyn	Carol Pollard	James Shively	Richard Vargus
Greeson	D. Jurkovich	Mary, Bill & Goldie Fund	Betty Pommon	David Short	Cynthia Vaughan Gordon
Gred Gress	Jeff Jury	Cleo Mayer	Ivan Ponber	Chris Sigler	Lynne Verdone
Grier	Hosam Kaddoura	Len & Gail McCandless	Marjorie Pope	Sigma Mfg & Logistics,LLC	Cathy Vidas
Griffin	Rose Kaerth	Debbie McCarthy	Michael Poplardo	Juliana Morotti & George Siller	Saul Villanueva
as Gruber	William Kassis	Roslyn McClain	Kristie Powell	Elizabeth Simmons	Mary Ann Vosika
Eugene Gualco	Kevin & Janey Kaster	Robert McDonald	William Powers	Alvera Simon	Willard Wade
Via Guillory	Laura Keilin	Sherry McFarland	Barbara Pratt	Barbara Simonson	Judith Waegell
S Guillory	Gail Kelly	Marjorie McGranahan	James Pratt	William & Barbara Simpers	Deanne Walker
Gunderson	Lorraine Kendall	John McIlwraith	Bruce Hagel & Debra Price	Margie Sing	Donald Walker
Gupta	Barbara Kensett	Janice Mckay	Matthew Printup	Walter Slipe	Michael Walker
Haas	Sheila Kerins	Desirae McKinney	Janet Quesenberry	Alan & Patricia Smith	James Walis
& Anna Hackett	Kenneth Kerri	James McManigal, Jr.	Jane Radeflinger	Cynthia Smith	Rich & Julie Ward
Hackett	Frank & Nancy Ketchel	Patricia McMilen	Joseph Ragland	Ellie Smith	Carol Warmingard
Han Halde	Doris Keyes	Lynn McRae	Dave Ralston	Ken Smith	Philip Warner
Hall	Allen King	Patricia Meade	Carolyn Ranken	Mary Smith	David Waters
Hard Heller	John Kipp	Cindy Melvin	John Ranlett	Wayne & Cheryl Smith	Lynne Wayne
Hanne Hammer	Patricia Kiska	Lyman Menger	Chris Rapaski	Robert Smurlo	Arnold Weber
Hanna	Eldice Kistner	Mercury Springs Foundation	Lawrence Raphael	Debbie Snider	Susan Weber
Has Hansen	Kathy Klein	Kristin Messer	Holly Rasmussen	Maria Soares	Vincent Weis
Hathabaugh	Katharine Kleinke	Gerald & Nancy Meyers	Marlene Rater	Manuel & Catherine Sotello	Harriet Weller
Hardy	Henry Klyce	Brent Mikesell	Norman & Marcia Ready	Bernice Sotelo	Marshall Wells, II
Jean Hardy	Arthur Knapp	Martin Miller	Ken Redler	Gene Souris	Charles Welsch
Harger Pajak	William Knight	Melva Mills	Shelagh Reed	David & Bette Sousa	Kenneth Wemmer
O'Mara & Tom Harrington	James Koehler	Damien Minnaha	Helen Reedy	James Spencer	John Wendell
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& Carol Hartzell	Belle Krumholz	Betty Moore	Carol Rhodes	Church	Barry White
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Gelee Hausey	Nicholas & Annis Kukulan	Bettye Morgan	Georgia Richmond	Leigh Stamets	Marion Whitwill
as Haven	Michael Kurtz	Mildred Mulder	Robert & Deborah Richter	William & Jardee Stanley	Joyce Viberg
Haydon	Emma Kvasnica	Harold Mulnix	R. J. & Kathryn Riddell, Jr.	Charlotte Starn	David Williams
Hayes	Linda Lacampagne	Margaret Murphy	Del Riedlinger	Art Stecher	James & Roberta Williams
Hel Hayes	Kent and Greta Lacin	Col. R. A. Murray, Ret.	Lucille Robertson	Elizabeth Stein	Veronica Williams
Headley	Sophia Lacin	William Muscardini	Ondina Rocco	Nancy Stevens	Arnold Wilson
He Heaser	Bruce Lahey	Robert Musgrave	Eileen Rock	Dan & Donna Stewart	Julie Wilson
Beth Helmckamp	Paul & Melinda Lake	Kay Muther	Mary Rodes	Laura Stickelman	Linda Wilson
ience & Betty Hermer	Lambda Chi Alpha Fraternity	Bruno Nachtergaelle	Cynthia Rodriguez	Donald Stiver	Raymond & Dorothy Wilson
Hernandez	Margie Lamica	John & Lois Nash	Contessa Rogers	Alfred Stoess	Robert Wilson, Jr.
lio Hernandez	Mary C. Lancaster	David Neuman	Evelyn Rogers	Mildred Stone	William Wilson, Jr.
& Betty Herrier, Jr.	Patricia Landsberg	Harriet Newman	Mike Rogers	Carolyn Storer	David Winter
Haret Heseltine	Judith Lane	Eric Nichols	Clarence Rolen	Patricia Strader	Amanda Withrow
er Hibbard	Peggy Lane	Perry F Nichols	John & Doris Rosales	Jeffrey Strand	Dale Witt
as Hibdon	Lawrence LaPierre	James Nolan, II	Richard & Florence Rose	Marianne Strassman	Jean Wohlson
Gail Highborg	Gretchen Larsen	Rita Nowlin	Jerome A. Rosenthal	Straw Hat Pizza	Marielea Wolf
Hill	Jennifer Lau	Mario Nunez	Willard J. Ross	John Strom	Marcia Wolfe
ert Hill	David Lauer	Genevieve Nygaard	William Rothschild, Jr.	Laura Summers	Florence Wong
on & Barbara Hill	Harry & Roberta Lawrence	Jacqueline Oelke	Peter Rudd	Rama Sundaram	Charlene Woodward
Hilne Hillebrandt	Judy Leavell	Shiuko Ogawa	Anne Rudin	Mickey Sunley	Dr. Heidi Wright
Hinkson	Marshaun LeBeau	Francis O'Leary	Christina Ruesga	Donald Surgeon	Marilyn Yalom
ia Hokes	Peter Lee	William Olitivo	Lawrence Ruff	Elizabeth Sutro	Steven Zapotocky
ia Johnson & Kenneth Holmberg	Cyndi Lee	Victoria O'Loughlin	Susan Rusher	Joy Sweeny	Laleh Zelinsky
Hom	Don Lee	Lance Olson	Nancy Russ	Jo Ann Syfestad	Paul & Helen Zgraggen
Hoover	Lisa Lee	Sven Olund	Virginia Russ	William & Marilyn Sykes	Beverly Zook
lope	Jock & Carmen Leighton	Thomas O'Malley	Ide Russell	Vladimir Sykes	
Hull	Lend-A-Hand Senior Services	Ellen O'Neill	Cassandra Ryan	Jeanne Tarbell	
en & Doni Hummert	John Leonard	Joseph Orr	Don Ryan	Rose Tassielli	
ense Hurdle	Wayne Leonard	John Orr	Mary Ann Ryan	Elizabeth Taylor	
ia Hurley	Jean W. Lesser	Elisa Ortega	David Sabiston	Kathleen Taylor	
usband	Albert Levine	Theresa Ortega	Rev. Anthony Sadler	Rich & Michele Taylor	
ne Hwan	Barbara Levy	Theresa O'Shea	Florinda Sanchez	Kathy Tefcher	
o Inada	Phyllis Levy	Carol Oster	Norman Sanguineti	Bridget Teranen	
Incardi	S. D. Levy	Ravinder Oswal	Vivian Sartelle		

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**stability** /stə-bi-lə-tē/ ADJECTIVE: Firmly established; not likely to fail.

LEADING PEOPLE FROM CRISIS TO STABILITY  
2011-2012 ANNUAL REPORT

## Office Locations

### NORTHERN CALIFORNIA

#### ADMINISTRATIVE OFFICE

1900 Point West Way, Suite 270  
Sacramento, CA 95815-4700  
(916) 442-3691

### NORTHERN NEVADA

#### ADMINISTRATIVE OFFICE

335 Record St., Suite 231  
Reno, NV 89512  
(775) 322-7143

.....  
[www.VOA-NCNN.org](http://www.VOA-NCNN.org)

.....  
[info@VOA-NCNN.org](mailto:info@VOA-NCNN.org)

.....  
[giving@VOA-NCNN.org](mailto:giving@VOA-NCNN.org)

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[VOAAutoDonation.org](http://VOAAutoDonation.org)



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