



crisis \kri-sēs\ NOUN: A time of intense difficulty, trouble, or danger.

LEADING PEOPLE FROM CRISIS TO STABILITY
2011-2012 ANNUAL REPORT



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



2011-2012
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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 /yōōnə-tē/ 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
- Substance Abuse Treatment and Recovery Services
- Veterans Family Services
- Safe Shelter for Seniors
- Affordable Housing for Seniors and Families
- Transitional Housing for Youth, Families and Individuals
- Foster Youth Services
- Mental Health Services
- Community Re-Entry Services
- 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), 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.

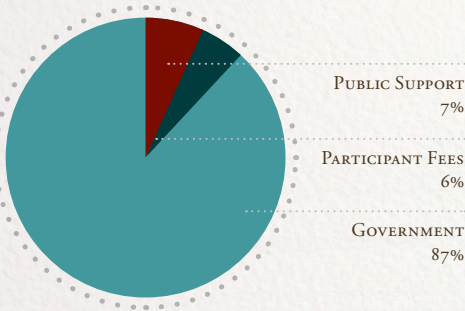
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Power in numbers

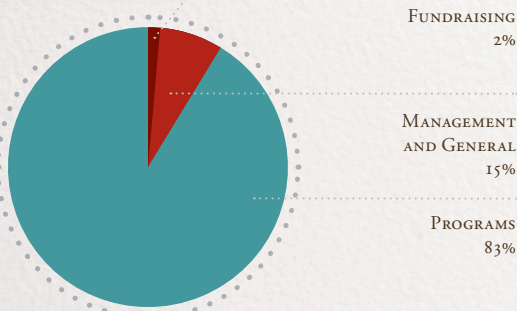
power /'pouər/ NOUN: The ability or capacity to perform or act effectively.

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

	2012	2011
REVENUES FROM OPERATIONS		
PUBLIC SUPPORT	\$1,036,315	\$1,161,130
GOVERNMENT REVENUE & GRANTS	12,638,999	13,234,071
OTHER REVENUE	815,073	844,142
TOTAL REVENUE	14,490,387	15,239,343
PROGRAM SERVICES		
PROMOTING SELF SUFFICIENCY	11,801,589	12,437,982
FOSTERING INDEPENDENCE	274,622	276,781
TOTAL PROGRAM SERVICES	12,076,211	12,714,763
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
TOTAL SUPPORTING SERVICES	2,599,104	2,470,564
TOTAL EXPENSES	14,675,315	15,185,327
EXCESS (DEFICIT) FROM OPERATIONS	-184,928	54,016
NON OPERATING GAINS/LOSSES	-27,823	-4,969
CHANGE IN NET ASSETS	\$-212,751	\$49,047

BALANCE SHEETS

	2012	2011
ASSETS		
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
TOTAL CURRENT ASSETS	4,913,490	4,478,647
FIXED ASSETS		
LAND AND BUILDINGS	5,817,118	5,701,264
FURNISHINGS & EQUIPMENT	987,854	978,166
ACCUMULATED DEPRECIATION	-2,104,494	-1,904,991
TOTAL FIXED ASSETS	4,700,478	4,774,439
OTHER ASSETS	774,161	788,009
TOTAL ASSETS	\$10,388,129	\$10,041,095
LIABILITIES & NET ASSETS		
CURRENT LIABILITIES	\$2,457,246	\$1,894,754
OTHER LIABILITIES	1,985,000	1,987,707
NET ASSETS	5,945,883	6,158,634
TOTAL LIABILITIES AND NET ASSETS	\$10,388,129	\$10,041,095

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

shel-ter /shel-t ɚ/
NOUN: A place giving protection from bad weather or danger.

from the storms of life

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

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

to build a better future

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 worried. You made me feel worry and safe. I am thankful for all the kind people who cooked 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 walk 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

On an average day

16,430

Total people served

694,799

Nights of shelter

422,730

Meals Served

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.

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

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2011-2012 ANNUAL REPORT

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