Dear Friend,

Last year, we served more than 14,000 thousand people! That’s nearly double from two years ago, prior to Hurricane Harvey. While much of our work continues in helping those affected by the storm rebuild their lives, it has taught us a lot about the resiliency of the populations we serve, though they are still very vulnerable. Throughout the pages of this annual report you’ll find stories of our transformative work as it relates to rebuilding the lives of Texans who rely on us each day.

This year, we’ve renewed our focus to helping those battling Moral Injury. Once thought of as a crisis faced only by soldiers returning from combat, Moral Injury is now known to be a “wound of the conscience” that can affect anyone, often leading to self-harm, addiction and isolation. Nationally, Volunteers of America is proud to take the lead in support of this often overlooked cause.

Lastly, I’d like to take this opportunity to announce the countdown to our 125th National anniversary celebration in March 2021. It is a time for us to recommit to the ideals that got us to where we are today, while also seeking out and embracing the new ideas and innovations that will allow us to scale our services well into the future.

Thank you and God bless you,

Sincerely,

Angela King
National President and CEO
Volunteers of America
WHO WE ARE

Dating as far back as the aftermath of the American Civil War, Volunteers of America has always been on the front lines empowering and advocating for veterans, at-risk youth, and families torn apart by the day-to-day struggle to obtain basic necessities and a life with dignity. Today the fight continues with VOA having grown to become one of the nation’s largest nonprofit providers of quality affordable housing as well as long-term skilled nursing care and health services. From seniors and people with disabilities to the homeless and those recovering from addiction, the VOA network of more than 16,000 professionals empowers 1.5 million people in over 400 communities each year.

ABOUT THE WORD VOLUNTEER

When Volunteers of America was founded in 1896, volunteerism had a different meaning. To “volunteer” meant to serve others as a vocation. Early members of VOA called themselves “Volunteers of America,” and carried on under the slogan “For God and Country.”

~15K PEOPLE SERVED ANNUALLY

220 VETERANS & HOMELESS HELPED THIS YEAR

SENIORS & PERSONS WITH DISABILITIES PROVIDED HOUSING 1,315

LOW INCOME FAMILIES RECEIVED SAFE, AFFORDABLE HOUSING 600

1,811 VOLUNTEERS SERVED MORE THAN 15,244 HOURS

1,811 VOLUNTEERS SERVED MORE THAN 15,244 HOURS

~15K PEOPLE SERVED ANNUALLY

1,811 VOLUNTEERS SERVED MORE THAN 15,244 HOURS

1,811 VOLUNTEERS SERVED MORE THAN 15,244 HOURS
After surviving domestic violence and other life-altering events, Tammy became homeless. For more than five years, she relied on resources from the Salvation Army and a local women’s center, while living unsheltered between the streets and tents.

It wasn’t until Tammy was connected with Volunteers of America Texas (VOA Texas) in Conroe that she began to gain back the hope that she had lost. Through VOA Texas, Tammy was able to get connected with The Way Home’s Permanent Supportive Housing resources and begin the process of finding a home of her own.

Tammy recently moved into her new apartment, filled with new furniture and other essentials courtesy of the Welcome Home Fund. “Words cannot express how grateful I am to have a place to heal and start to grow deep roots,” said Tammy.

“WORDS CANNOT EXPRESS HOW GRATEFUL I AM TO HAVE A PLACE TO HEAL AND START TO GROW DEEP ROOTS.”
Our Offices Across Texas

With more than 40 housing communities across the state, Volunteers of America Texas is one of the largest providers of affordable housing for low-income households in Texas.

Stars indicate Volunteers of America Texas sites across Texas and New Mexico.

Texas
- Abilene, TX
- Alamo, TX
- Arlington, TX
- Austin, TX
- Burleson, TX
- Cleveland, TX
- Conroe, TX
- Dallas, TX
- Euless, TX
- Fredericksburg, TX
- Garland, TX
- Gonzales, TX
- Grand Prairie, TX
- Houston, TX
- Irving, TX
- Kerrville, TX
- Lampasas, TX
- Nacogdoches, TX
- Navasota, TX
- Plano, TX
- Rosenberg, TX
- San Antonio, TX
- San Juan, TX
- Santa Rosa, TX
- The Woodlands, TX
- Victoria, TX

New Mexico
- Albuquerque, NM

“I love my apartment home. It’s peaceful, quiet and there are always volunteers around who treat us to parties and bingo. We have plenty of space and Charlie loves the dog park.”
Rosales is a former client in the VOA Texas Mothers and Infants Nurturing Together program. “I am truly grateful for having had the opportunity to initiate an intimate relationship with my daughter, Ella, from the day she was born until we were released. You feel such an overwhelming love for your baby when they’re born and I know nothing can compare to the bond I was able to share with her while at the MINT program and I have a stronger emotional attachment with her thanks to the program.”

Michelle, former Resolana client recently graduated with honors with her Associates Degree from Eastfield College. She even graduated Magna Cum Laude! She was in our Resolana program inside the Dallas County Jail in 2015 and was the very first graduate of our mentoring program. She even still keeps up with her mentor today. In fact, her Mentor, Linda Noblin was at her graduation. Her degree is in chemical dependency counseling and she is now working toward obtaining her Licensed Chemical Dependency Counselor Certification. She currently works as a tech at Nexus Recovery Center, where she has worked for several years now.

Ryan, 29, turned the key to his very first home in the summer of 2019. He’s a participant in the Volunteers of America Texas housing program in Conroe, TX. “It feels good to be home,” he said as he entered his place. “I was in CPS care from age 3 until I aged out at 18,” he shared. When he aged out of care, Ryan found himself living on the streets in Katy, TX. He also ran into a few problems with the law. At 19, a friend dropped Ryan off at the Salvation Army in Conroe, TX, for shelter and food. Since then, he’s been homeless off and on, between couch surfing and living in his car. Ryan’s days on the street ended when Ryan heard about the Volunteers of America Texas housing program in Conroe through a current VOA Texas housing participant. By the time Ryan enrolled into the VOA Texas housing program he was living in a tent in the woods of Montgomery County. He searched and found the phone number to the Montgomery County Project Manager for the Coalition for the Homeless and was given an assessment interview. Ryan met all the requirements to be a part of the Permanent Supportive Housing program, a VOA referral was created, and the rest is history. Presently, Ryan is working hard to find a respectable job and saving for a car.
CONSOLIDATED STATEMENT OF FINANCIAL POSITION

ASSETS

Current assets:
- Cash and cash equivalents $3,124,993 $1,707,527
- Accounts receivable, net 2,808,042 2,138,638
- Prepaid expenses 122,056 98,097
Total current assets 6,055,091 3,938,262

Property and equipment, net 5,485,037 5,512,119

Other assets:
- Assets held in custody for others 32,111 62,905
- Due from affiliates, net 835,945 1,011,708
- Property held for sale 64,786 129,572
- Other, net 3,926 7,601
- Limited partnerships’ assets 7,225,487 7,880,139
Total other assets 8,162,255 9,091,925

Total assets $19,702,383 $18,542,306

LIABILITIES AND NET ASSETS

Current liabilities:
- Accounts payable $845,109 $484,191
- Accrued expenses 943,103 789,712
- Due to affiliates 41,421 50,744
- Current portion of notes payable 220,352 154,589
- Current portion of capital lease obligations 127,424 109,819
- Line of credit 452,000
Total current liabilities 2,629,409 1,589,055

Long-term liabilities:
- Notes payable, net of current portion 2,238,408 2,326,778
- Capital lease obligations, net of current portion 110,240 202,856
- Other 395,787 758,159
- Limited partnerships’ liabilities 7,712,469 7,663,811
Total other liabilities 10,456,904 10,951,604

Total liabilities 13,086,313 12,540,659

Net assets (deficit):
- Without donor restrictions attributable to:
  - VOAT and Development Corp 7,103,052 5,785,320
  - Non-controlling interests in limited partnerships (486,982) 216,327
Total net assets 6,616,070 6,060,647

Total liabilities and net assets $19,702,383 $18,542,306

June 30, 2019 (with comparative financial information at June 30, 2018)

The information presented here is a compilation prepared by management of audited financial data from Volunteers of America Texas, Inc. and subsidiaries, affiliates, locally chartered and unchartered corporations. All Volunteers of America affiliates are required to have audits by independent certified public accountants. More detailed information is available upon request from the Volunteers of America National Office.

Volunteers of America Texas Chief Financial Officer, Kontrena Evans wins big while attending her first Volunteers of America National Conference held in Scottsdale, AZ in June 2019. She walked away with a new Kindle during the Ideas for Action! session.
SECOND ANNUAL SHOOT “FORE” SECOND CHANCE GOLF TOURNAMENT

MORE THAN $76,000 RAISED DURING THE ANNUAL TOURNAMENT TO HELP VULNERABLE TEXANS.

The second annual Shoot ‘Fore’ a Second Chance Golf Tournament was held on Monday, October 29, 2018 at the Las Colinas Country Club in Irving, TX.

SPONSORS:

Together, donations and sponsorships from our corporate partners have amounted to millions of dollars’ worth of support. These donations help energize hundreds of human service programs including affordable housing, healthcare, senior care, behavioral health programs and more.

Nearly 2,000 volunteers crossed the threshold to engage and enhance our programs at Volunteers of America Texas. Collectively, 1,811 volunteers from churches, corporations and individual contributors, donated 15,244 hours to living out our mission of helping the vulnerable to reach their full potential.

During Fiscal Year 2019, VOA Texas coordinated a total of 21 service projects. Volunteers performed everything from painting, building and planting vegetables in our community garden to playing BINGO with seniors in our affordable housing apartments and hosting baby showers for expecting inmates in our Mothers & Infants Nurturing Together program.

Annually, groups donate food for birthday and holiday parties for those in our care. Volunteers have made our Ministry of Service what it is today. Although our name is commonly mistaken to indicate we are a placement agency for volunteers, with dedicated, mission-driven companies and organization on our side, what’s in a name is hard to deny.

Thank you to the following groups for all of the invaluable contributions you’ve made to make Volunteers of America Texas a great place to live, work and start over:

Exxon, Freedom Church, Forester’s Financial, Golden Pass LNG, Golin PR, Houston Texans, Lockton Companies, Simpson Housing Group, Starbucks, Tarrant County College, Texas Instruments, The Table Community Church, University of Texas at Arlington, and UPS.
## CONSOLIDATED STATEMENT OF ACTIVITIES

### REVENUE FROM OPERATIONS

<table>
<thead>
<tr>
<th>Source</th>
<th>Without Donor Restrictions</th>
<th>Partnerships (without donor restrictions)</th>
<th>Operating Total</th>
<th>Eliminations</th>
<th>2019 Total</th>
<th>2018 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$2,846,639</td>
<td>$ -</td>
<td>$2,846,639</td>
<td>$ -</td>
<td>$2,846,639</td>
<td>$1,760,951</td>
</tr>
<tr>
<td>Government grants and contracts</td>
<td>19,324,656</td>
<td>1,286,785</td>
<td>20,611,441</td>
<td>-</td>
<td>20,611,441</td>
<td>20,763,665</td>
</tr>
<tr>
<td>Program fees</td>
<td>851,188</td>
<td>-</td>
<td>851,188</td>
<td>(163,028)</td>
<td>688,160</td>
<td>642,261</td>
</tr>
<tr>
<td>Rental income</td>
<td>37,266</td>
<td>470,941</td>
<td>508,207</td>
<td>-</td>
<td>508,207</td>
<td>515,140</td>
</tr>
<tr>
<td>Other operating income</td>
<td>1,226,797</td>
<td>29,342</td>
<td>1,256,139</td>
<td>-</td>
<td>1,256,139</td>
<td>1,256,037</td>
</tr>
<tr>
<td><strong>Total revenue from operations</strong></td>
<td><strong>24,286,546</strong></td>
<td><strong>1,787,068</strong></td>
<td><strong>26,073,614</strong></td>
<td><strong>(163,028)</strong></td>
<td><strong>25,910,586</strong></td>
<td><strong>24,938,054</strong></td>
</tr>
</tbody>
</table>

### OPERATING EXPENSES

<table>
<thead>
<tr>
<th>Service</th>
<th>Without Donor Restrictions</th>
<th>Partnerships (without donor restrictions)</th>
<th>Operating Total</th>
<th>Eliminations</th>
<th>2019 Total</th>
<th>2018 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promoting Self Sufficiency</td>
<td>12,153,344</td>
<td>2,150,777</td>
<td>14,404,121</td>
<td>(163,028)</td>
<td>14,241,093</td>
<td>13,968,003</td>
</tr>
<tr>
<td>Fostering Independence</td>
<td>6,278,528</td>
<td>-</td>
<td>6,278,528</td>
<td>-</td>
<td>6,278,528</td>
<td>6,376,508</td>
</tr>
<tr>
<td>Encouraging Positive Development</td>
<td>529,375</td>
<td>-</td>
<td>529,375</td>
<td>-</td>
<td>529,375</td>
<td>593,630</td>
</tr>
<tr>
<td><strong>Total program services</strong></td>
<td><strong>19,961,247</strong></td>
<td><strong>2,150,777</strong></td>
<td><strong>21,121,024</strong></td>
<td><strong>(163,028)</strong></td>
<td><strong>20,948,996</strong></td>
<td><strong>20,938,341</strong></td>
</tr>
<tr>
<td>Management and general</td>
<td>3,440,550</td>
<td>-</td>
<td>3,440,550</td>
<td>3,574,493</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fundraising</td>
<td>641,632</td>
<td>-</td>
<td>641,632</td>
<td>712,788</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total support services</strong></td>
<td><strong>4,082,182</strong></td>
<td><strong>-</strong></td>
<td><strong>4,082,182</strong></td>
<td><strong>-</strong></td>
<td><strong>4,082,182</strong></td>
<td><strong>4,286,881</strong></td>
</tr>
<tr>
<td><strong>Total operating expenses</strong></td>
<td><strong>23,143,429</strong></td>
<td><strong>-</strong></td>
<td><strong>25,294,206</strong></td>
<td><strong>(163,028)</strong></td>
<td><strong>25,131,178</strong></td>
<td><strong>25,225,022</strong></td>
</tr>
<tr>
<td>Change in net assets from operations</td>
<td>1,143,137</td>
<td>(363,709)</td>
<td>779,408</td>
<td>-</td>
<td>779,408</td>
<td>(286,968)</td>
</tr>
</tbody>
</table>

### NON-OPERATING ITEMS

<table>
<thead>
<tr>
<th>Item</th>
<th>Without Donor Restrictions</th>
<th>Partnerships (without donor restrictions)</th>
<th>Operating Total</th>
<th>Eliminations</th>
<th>2019 Total</th>
<th>2018 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest and dividend income</td>
<td>1,062</td>
<td>-</td>
<td>1,062</td>
<td>-</td>
<td>1,062</td>
<td>957</td>
</tr>
<tr>
<td>Gains (losses) on disposal of property/equipment</td>
<td>173,019</td>
<td>-</td>
<td>173,019</td>
<td>-</td>
<td>173,019</td>
<td>(503,364)</td>
</tr>
<tr>
<td>Miscellaneous income</td>
<td>534</td>
<td>-</td>
<td>534</td>
<td>-</td>
<td>534</td>
<td>-</td>
</tr>
<tr>
<td>Equity distributions</td>
<td>- (339,600)</td>
<td>-</td>
<td>(339,600)</td>
<td>-</td>
<td>- (339,600)</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total non-operating items</strong></td>
<td><strong>174,015</strong></td>
<td><strong>(339,600)</strong></td>
<td><strong>(164,585)</strong></td>
<td><strong>(339,600)</strong></td>
<td><strong>(503,364)</strong></td>
<td><strong>-</strong></td>
</tr>
<tr>
<td>Change in net assets</td>
<td>$1,137,732</td>
<td>($703,309)</td>
<td>$414,423</td>
<td>-</td>
<td>$414,423</td>
<td>($789,377)</td>
</tr>
</tbody>
</table>

### 103 YEARS STRONG IN TEXAS.

124 YEARS NATIONALLY.

It all began in New York City, March 8, 1896. Since then, Volunteers of America has continued to serve those in need and today serves 1.5 million people annually.

To celebrate our 125th anniversary, in March 2021, we’re inviting our entire organization to join us in New York City. A homecoming that will bring us together to honor the past as we look toward the future.

#VOA125TH
VOA TEXAS
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Consultant, Former COO at VOA
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Former CEO VOA Baton Rouge
Baton Rouge, LA

HELPING THE VULNERABLE REACH THEIR FULL POTENTIAL

VOLUNTEERS OF AMERICA TEXAS is the charity that always steps forward to help vulnerable Texans. For nearly 100 years, we have taken on the most difficult tasks to help the most underserved.

THIS IS WHY WE DO WHAT WE DO.™