

# IMPACT REPORT



Helping Oklahoma's Most Vulnerable

# YOU ARE THE DIFFERENCE

## Helping People Thrive

Surviving to thriving. Our goal for every client we serve. Thrive means to flourish, to prosper, to grow vigorously. When people thrive, people are living their best life.

When you invest your time and treasure and join in our mission, you are helping the disabled to thrive. You are helping seniors with affordable housing and health and wellness services to thrive. You are helping people challenged with mental illness and addictions with housing and money management services to thrive. You are helping veterans to not just get a job but one that fits their skills in order to thrive.

**Enjoy these stories of people who are thriving!**



**Joyce** is a resident at our Oklahoma City senior housing complex. Like most seniors, her social security income limits her housing choices leaving many seniors in her situation living in less-than-desirable conditions. Our senior housing provides clean, affordable apartments with health and wellness activities and support to assist in medical care. With these supports in place, seniors live independently with a community of friends.

## PROGRAMS



PAYEE SERVICES FOR DISABLED

HOUSING FOR HOMELESS

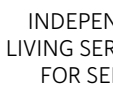


VETERANS EMPLOYMENT SERVICES

RESIDENTIAL SUPPORT FOR DISABLED



SENIOR HOUSING



INDEPENDENT LIVING SERVICES FOR SENIORS



RETIRED SENIOR VOLUNTEER PROGRAM



**Beth** and her cat Ginger, live with support from the Intellectual and Developmental Disabilities program. With supportive residential caregivers, Beth lives a full life working and doing her favorite activities. Beth loves to shop and get dressed up. Attending The Night To Shine prom is Beth's highlight of the year.

**Kim** is a veteran pursuing a new career path. She is grateful for the employment services provided to help her achieve long-term goals. Kim said, "You all do great things for veterans and it means so much."



Front Cover: **Alfred**  
In his 80 years, Alfred has lived a difficult life challenged by substance abuse. With supportive housing services, Alfred is no longer homeless and he is thriving. He is famous for his good cooking and enjoys caring for his mother and grandchildren.

**Greg** is a Retired Senior Volunteer in the RSVP program in Muskogee. Major flooding of the area rivers in eastern Oklahoma caused much damage to homes and businesses last spring. Greg helped several families remove drywall and damaged furniture. Not only do RSVP volunteers help their communities on a daily basis, they are ready to assist wherever there is a need. Thanks to Greg and the other 400 volunteers in the RSVP program who are helping people to thrive.

## WHO WE ARE

Dating as far back as the aftermath of the American Civil War, Volunteers of America (VOA) 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

*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 the slogan "For God and Country."*



*"The War Inside" video about Moral Injury, was displayed in Times Square, New York City, for World Suicide Prevention Day on Sept. 10, 2019.*

## MORAL INJURY

In 2019, Volunteers of America began a focused effort to combat Moral Injury, a growing crisis that has received little support until now. Moral Injury is a term used to describe the mental anguish that results from doing something against your moral code. While Moral Injury was first identified in soldiers returning from combat, it is also experienced by a wide array of people - mothers escaping from domestic abuse who may feel guilt over placing their children in dangerous situations, nurses, doctors and caregivers for loved ones who feel they didn't do enough for someone who needed them, those battling addiction who worry they have hurt or alienated friends and family.

Moral Injury often leads to self-harm. People turn to alcohol, drugs, self-isolation and even suicide to avoid the pain of their feelings. This internal struggle may leave some feeling emotionally fragile.

VOA is dedicated to raising awareness of Moral Injury as well as helping those affected to move beyond the emotional trauma so they can again lead healthy, productive lives.

GET THE FULL STORY ON MORAL INJURY



PEOPLE PROVIDED MONEY  
MANAGEMENT SERVICES  
PREVENTING HOMELESSNESS

**959**

**145**

VETERANS HELPED WITH  
EMPLOYMENT SERVICES

HOMELESS  
RECEIVED HOUSING

**52**



**9,751** PEOPLE  
SERVED

SENIORS LIVING IN  
QUALITY HOUSING WITH  
SUPPORTIVE SERVICES

**438**

**7,214**

PEOPLE SERVED  
BY 410 RSVP  
VOLUNTEERS

PEOPLE WITH SPECIAL  
NEEDS PROVIDED  
RESIDENTIAL CARE

**164**

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## VETERANS BUSINESS CHAMPION AWARD

The Tulsa Regional Chamber presented the 2019 Veterans Business Champion Award to Volunteers of America Oklahoma Veterans Employment program at an awards luncheon in October 2019.

The award represents the dedication of the Volunteers of America Oklahoma team in assisting veterans with meaningful employment in Tulsa. Since the inception of the veterans employment program five years ago, over 500 veterans have been served with job placement services which include job coaching, résumé building, interviewing skills, and referrals to veteran-friendly employers.



# 2019 STATEMENT OF ACTIVITIES

## BALANCE SHEET

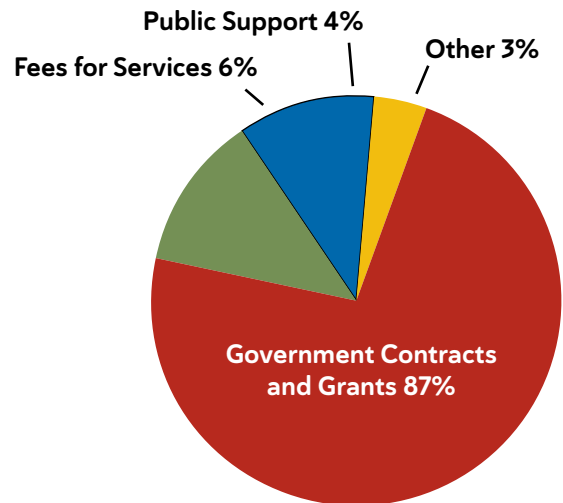
### Assets

Current assets .....	\$2,213,865
Land, buildings and equipment.....	\$788,440
Other assets.....	\$1,368,290
<b>Total assets .....</b>	<b>\$4,370,595</b>

### Liabilities and Net Assets

Total liabilities.....	\$1,612,956
Total net assets .....	\$2,757,639
<b>Total liabilities and net assets.....</b>	<b>\$4,370,595</b>

## SOURCE OF FUNDS



## INCOME STATEMENT

### Operating Revenues

Total donor support.....	\$536,727
Government agencies/grants.....	\$10,604,025
Other revenue .....	\$992,673

**Total revenue from operations..... \$12,133,425**

### Operating Expenses

Program services:	
Fostering independence.....	\$8,791,817
Promoting self-sufficiency .....	\$1,401,997
Total program services.....	\$10,193,814
Management and general.....	\$1,659,674

**Total Operating Expenses.....\$11,853,488**

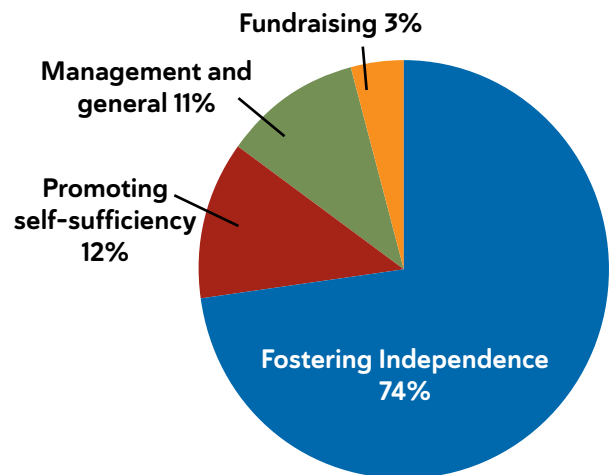
Gain from operations.....	\$279,937
Income from other activities .....	\$26,712

Change in net assets .....

Net assets—beginning of year.....

**Net assets—end of year..... \$2,757,639**

## USE OF FUNDS



### OTHER INFORMATION

Program Services: 86%

Management, Fundraising, General: 13%

Volunteers of America Oklahoma manages eleven (11) affordable housing properties (400 individual units) for the elderly and the disabled in Oklahoma and Kansas.

For complete financial statements, visit [voaok.org](http://voaok.org).

# SERVING 31 COUNTIES ACROSS OKLAHOMA AND INTO KANSAS

## AGING SERVICES

### AFFORDABLE SENIOR HOUSING OKLAHOMA

Broken Arrow– Sequoyah Creek Apartments  
Choctaw–Bent Oak Apartments  
Kingfisher–Autumn Trace Apartments  
Oklahoma City–Meadow Cliff, Southwoods Apartments

### KANSAS

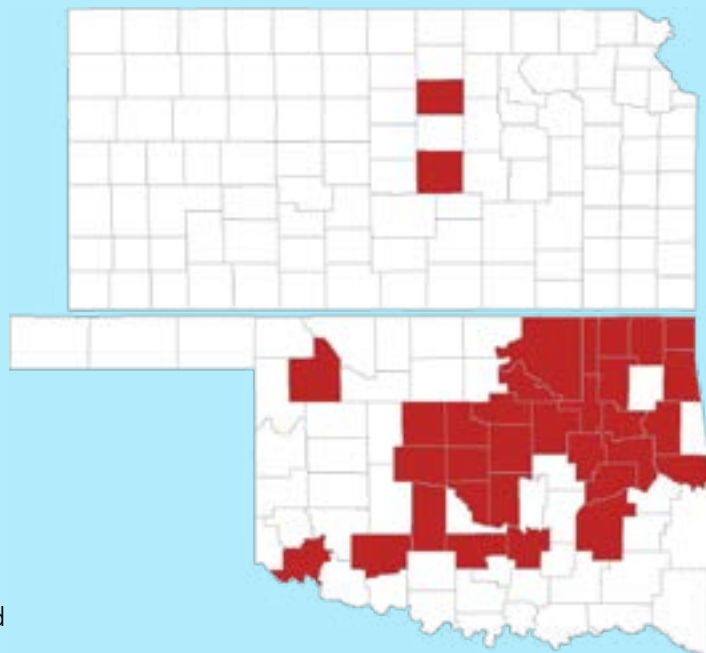
McPherson–Edinburgh Manor Apartments  
Salina–Market Place Apartments and Saline Apartments

### AFFORDABLE HOUSING FOR THE DISABLED

Broken Arrow Living Center  
Hope Housing, Northeastern Oklahoma  
Tulsa and Jenks Living Center

### RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)

Volunteers serving in Muskogee, Cherokee, McIntosh and Sequoyah counties.



## HOMELESS PREVENTION SERVICES

### MONEY MANAGEMENT SERVICES

Clients served in: Canadian, Cherokee, Cleveland, Comanche, Craig, Creek, Delaware, Garvin, Grady, Jackson, Lincoln, Logan, McIntosh, Muskogee, Oklahoma, Okmulgee, Osage, Ottawa, Pawnee, Payne, Pontotoc, Pottawatomie, Rogers, Seminole, Sequoyah, Tulsa, Wagoner and Woodward counties.

### HOUSING FOR CHRONIC HOMELESSNESS

Clients served in Tulsa county.

### VETERANS EMPLOYMENT SERVICES

Veterans served in: Tulsa, Creek, Okmulgee, Osage, Pawnee, Rogers and Wagoner counties.

## INTELLECTUAL/DEVELOPMENTAL DISABILITY SERVICES

Clients served in: Canadian, Cherokee, Cleveland, Creek, Delaware, McIntosh, Muskogee, Nowata, Oklahoma, Okmulgee, Osage, Ottawa, Payne, Rogers, Sequoyah, Tulsa and Washington counties.

### TULSA HEADQUARTERS

9605 E. 61st Street, Tulsa, OK 74133 | 918-307-1500

### OFFICE LOCATIONS

Bartlesville  
4017 S.E. Price Rd., Bartlesville, OK 74006 | 918-331-0300

Bernice  
PO Box 3837, Bernice, OK 74331 | 918-256-9812

Muskogee  
3536 Chandler Rd., Muskogee, OK 74403 | 918-683-1578

Oklahoma City  
7510 N. Broadway Ext., Ste 205, Oklahoma City, OK 73116  
405-418-8522

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