



2009 ANNUAL REPORT





## A CONVERSATION WITH THE PRESIDENT

*Kay Toran reflects on the year 2009 at VOA Oregon*

### *What VOA Oregon accomplishments are you most proud of in the past year?*

This has been a very challenging year for all non-profits. The downturn in the economy has had two impacts. There are fewer dollars available, and there are more people in need. But because we've maintained our focus on cost-effective, results-oriented approaches, we were in a stronger position to compete successfully for limited dollars.

I couldn't be more proud of our staff. Their talent and commitment inspire me. Every day, they empower people to rebuild their lives, strengthen their families, and help provide safety and security to our communities. They make a tremendous difference during a tough economy.

### *What does the future look like for VOA Oregon?*

One goal that we are pursuing is to expand our enterprise operations, like Catering for a Cause and our Resale Outlet. By doing so we'll be in a better position to subsidize programs that may lose government funding.

Volunteers of America Oregon will continue to set high goals and standards for our performance by embracing best practices. We'll continue to test, evaluate and modify these approaches to ensure that we are addressing community needs effectively and efficiently.

We will enhance our partnerships and collaborations, and seek out funding that will help us serve the same populations, but in a deeper, richer way.

We will continue to advocate for policies and services that respond to populations most in need. Even if it is not our agency that provides the service, it is important that our voices are heard in support of those most vulnerable.

### *What plans and developments for 2010 are you most excited about?*

We have good news to report. In 2009, we launched Adelante, a culturally-specific problem gambling and addiction treatment program for the Latino community. Similarly, we are also developing a culturally-specific problem gambling program to serve the Asian community.

InAct, our outpatient treatment program, will partner with Bridges to Change to pilot a new program combining clean and sober housing with intensive outpatient services and recovery mentoring. This program is innovative, supported by best practices and is cost-effective.

We will also begin to see the results of the Center for Disease Control's study of our Home Free domestic violence intervention program. We are eager to see the full impact of Home Free's services and their potential to serve as a groundbreaking model for responding to domestic violence and reducing homelessness.

We are privileged to partner with Providence Health and Services, which has enabled us to increase the number of frail elderly and disabled adults attending our adult day centers. This is a growing population that needs a community support system. We are pleased that we, along with Providence, are on the ground floor in meeting this need.

***You recently celebrated your 10-year anniversary as CEO of VOA Oregon. How has the organization changed and developed over the years?***

When I started as President/CEO, we were smaller and served fewer in our community. Ten years ago we had ten programs. Today we have more than twenty and are much more visible in the community. During that time, we piloted new programs and, in some instances, closed programs when there were other organizations who were able to meet the need. We have also acquired vital, community-based programs that were struggling and introduced our agency efficiencies, partnerships, and committed base of donors to stabilize and increase their effectiveness.

We saw the need to maintain adult day services to serve the frail elderly and disabled. We did so.

We saw the need to develop a support system for offenders returning to the community. We did so.

We saw the need to change our model for responding to domestic violence. We did so and went from serving 140 to over 5,000 each year.

After 10 years with VOA Oregon, I know more than ever that our work is important because those we serve are important. As a community, we're only as strong as our most vulnerable member.

We have been around, and we will be around, transforming lives and positively impacting our community.

*We need your support more than ever! Please use the enclosed envelope to make a donation.*  
- Kay

Volunteers of America Oregon served nearly 19,000 individuals in the Portland metropolitan area through more than 20 different programs, for example:



111 adults and 220 children received assistance to leave abusive situations and access their own permanent housing through Home Free's "Housing First" program.

Over 200 elderly and disabled adults benefited from Adult Day Services that enabled them to remain in their communities with their family caregivers.



caring

# who you're helping

100% of Women's Residential Center participants have a stable income and are employed, attending school, or are full-time parents upon graduation.



With support from Family Relief Nursery, 70 parents strengthened their families, developed parenting skills, and created healthy environments for their 105 children to thrive.



Our programs are provided by a staff who have won both local and national awards for their innovative and effective approach.



Our 340 employees provide 24 programs to our community.



Our team includes social workers, addiction counselors, parenting consultants, teachers, family therapists, and domestic violence survivor's advocates.

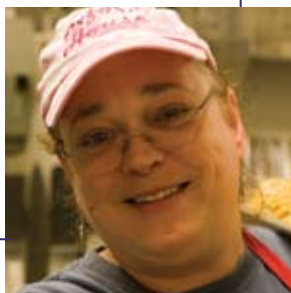


service

# who we are



Our staff members have received both local and national recognition for the quality and effectiveness of their work.



Last year, 615 volunteers provided over 27,000 hours of service.

Eleanor Fagg was in the midst of retirement and an active member of her church when the mother of one of her Sunday School students entered the Women's Residential Center (WRC) for addiction treatment. Eleanor helped to care for the woman's children on weekends, but wanted to pitch in some other way at the WRC.

"What we really need," her friend said, "is an arts and crafts class."

Eleanor, a skilled seamstress and craftswoman, sprang into action. That was 12 years ago. Nearly every Friday since, Eleanor has brought her craft supplies, including sewing machines and fabric, and shared her time and talents with the 40 residents, teaching them to sew by making quilts, pillows, and other gifts.

Eleanor scours garage sales for used sewing machines, and a local sewing store refurbishes them – for free. Any woman who wants one is presented with a sewing machine when she graduates from the WRC. Along with their newfound freedom from addiction, they have the tools and skills to immediately give back to their family and friends. Many keep in touch with Eleanor long after they graduate, for help with their sewing or just to check in.

"The women have become part of my life," she says. "The years have been very fun. I value the opportunity to be with them."



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# Your support inspires the community

From seamstresses to groundskeepers, support group facilitators to storytellers, Volunteers of America Oregon offers a wealth of opportunities for individuals and groups to share their time and talents with programs that truly change lives.

Sally could have been another statistic. Growing up, the constants in her life were poverty, instability and abuse. At the age of 12, after being treated for injuries from the abuse, a doctor told her that she would likely never have children. She ran away from home at 14 and began using drugs to dull the pain. The next two decades were a blur of addiction and the criminal behavior that funded it. But then something happened that she least expected: she became pregnant.

The love she felt for her new little baby was transformative. Sally knew things had to change, but she didn't know how. She was homeless and estranged from her family, had a ninth grade education and few real friends. But when her parole officer referred her to drug free housing, things began to change. She began treatment for drug abuse. Then, Sally and her daughter Lyrica enrolled in Family Relief Nursery, and mother and daughter began to thrive.

FRN helped Sally develop positive parenting skills, something she never saw modeled as a child. They helped her set goals for her life and for Lyrica and helped her work to achieve them. When Sally relapsed into her addiction last year, FRN was there to help her through it, and Sally is now clean and sober. Lyrica, meanwhile, explored her world in FRN's therapeutic classrooms, blossoming into the bright, caring, curious three-year-old she is today.

Sally began classes at Portland Community College in Fall 2009, with a plan to major in liberal arts and eventually work with at-risk youth. Says Sally, "I think I'm destined to help people."



Family Relief Nursery is partially funded by the Portland Children's Levy.



Your support  
inspires  
change

*...The love Sally felt for her new baby was transformative. She knew things had to change, but she didn't know how...*

Anna was a single mother, a full-time college student, and homeless. She'd left the man who abused and controlled her, who threatened to hurt her and take their daughter somewhere Anna would never find her. It was a struggle, but her life was beginning to look hopeful – she was doing well in school and living with her daughter Olivia in a makeshift room in her sister's garage.

But one day when Anna came home, her abuser was there. He had convinced her family that he was a good guy who just wanted to be with them again. Anna knew she had to leave once more, but with her sister's house no longer a safe option, she had nowhere to go.

Like Anna, up to 40% of domestic violence survivors become homeless at some point. VOA Oregon provided a domestic violence shelter in Portland since 1925, helping 150 women and children each year. But with one in seven women in Multnomah County abused each year, the shelter barely scratched the surface of the issue.

In response to this overwhelming need, VOA's domestic violence program, now called Home Free, closed its shelter in 2003 and transformed into a groundbreaking model that helps survivors and their children well past the crisis of fleeing a violent home. Last year, Home Free served over 5,000 adults and children with a broad array of support, including assisting 111 families in establishing their own homes.

Home Free helped Anna find permanent housing in a safe neighborhood and supported her by helping her set goals, cover monthly expenses, and win scholarships. Anna and Olivia were beginning to thrive, but Anna still didn't trust it.

"So when is the bomb going to drop?" Anna asked Rachel, her advocate, one day. "When is everything going to fall apart?"

"It may not always be smooth, but it really can be pretty darn good from here," Rachel assured her. "This is really how life can be."

And it has been good. Today, Anna is a dean's list student with the goal of achieving her Master's in Social Work. She has full custody of Olivia, who is thriving in preschool.



Home Free's children and family programs are partially funded by the Portland Children's Levy.



Your support  
inspires  
innovation

*...Anna knew she had to get away from her abuser again, but she had nowhere to go. Like Anna, up to 40% of domestic violence survivors become homeless at some point...*

# financials

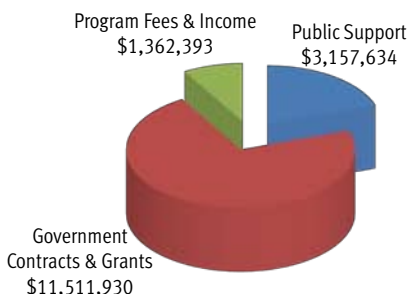
## Statement of Financial Position

	2009	2008
Assets		
Current Assets	\$6,238,742	\$6,531,693
Long-term Investments & Pledges	1,262,303	1,020,757
Property & Equipment (net)	3,831,551	3,878,687
<b>Total Assets</b>	<b>\$11,332,596</b>	<b>\$11,431,137</b>
Liabilities and Net Assets		
Current Liabilities	\$848,824	\$843,135
Long-term Liabilities	68,321	385,648
<b>Total Liabilities</b>	<b>917,145</b>	<b>1,228,783</b>
<b>Net Assets</b>	<b>10,415,451</b>	<b>10,202,354</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$11,332,596</b>	<b>\$11,431,137</b>

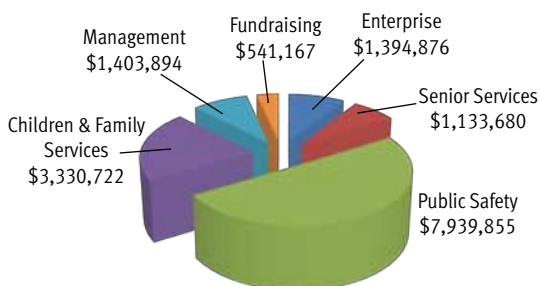
## Statement of Activities

Revenue from Operations	\$16,031,957	\$14,378,844
Operating Expenses	15,744,194	14,065,541
Operating Revenue in Excess of Expenses	287,763	313,303
Investment gains (losses)	(74,666)	158,402
Increase in Net Assets	213,097	471,705
Net Assets, Beginning of Year	10,202,354	9,730,649
Net Assets, End of Year	\$10,415,451	\$10,202,354

## Revenue from Operations



## Operating Expenses



# leadership

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*We nurture, uplift  
and empower the most  
vulnerable members of  
our community.*

## Our Mission

Volunteers of America Oregon changes lives by promoting self-determination, building strong communities and standing for social justice.

*Please remember  
Volunteers of America  
Oregon in your will.*

Make a donation online

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We wish to thank those who support our programs. These include:

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