



ANNUAL REPORT 2007

Changing the Way Social Services are Delivered

FULFILLING OUR

Mission

At Volunteers of America Oregon we are passionate about solving the intractable social problems that trouble our community, and then blazing a trail with best practices and outcome-based programs. As we continue to change lives by promoting self-determination, building strong communities, and standing for social justice, our success is reflected back to us and into the community by the people we've touched. Last year we helped change the lives of nearly 22,918 individuals through our 18 innovative programs in three divisions: Children and Family, Rehabilitation, and Senior Services.

Promoting Self-Determination

We bring a renewed sense of hope, self-worth, and dignity to those who have suffered, failed, or been victimized by offering them the support, skills, and confidence they need to live self-sufficient and productive lives.

Building Stronger Communities

Our communities are only as strong and safe as the weakest members. We help individuals restore lives once broken by substance abuse and successfully transition men and women from prison back into our communities.

Standing for Social Justice

We advocate for the underprivileged, the underserved, and the abused. By empowering individuals with positive choices, they affirm their strengths, take responsibility, and gain the courage to live up to their full potential.

FROM THE DESK OF THE PRESIDENT

Greetings,

I'm happy to report that Volunteers of America Oregon has had another exciting and successful year of living up to our reputation. We continue to change lives, create safer and healthier families, and build stronger communities.

Each of our divisions has positive results to report. It's very significant to our seniors, the disabled, and their caregivers that since 2003 we have offered the only CARF (the Commission on Accreditation Rehabilitation Facilities) accredited adult day services in the state. Receiving this distinction underscores our commitment to providing nurturing programs that help maintain dignity while promoting self-determination.

Our unique and innovative domestic violence program, Home Free, continues to be recognized not only in Portland, but nationwide for bringing support and social justice to victims of intimate partner abuse with one of the most efficient and effective programs in the country. The program received a recognition grant from the Annie E. Casey program and was identified by the Center for Disease Control (CDC) as worthy of study and possible replication. Kris Billhardt, Home Free's Program Director is currently in discussions with other jurisdictions about modeling their own programs after Home Free.

We are grateful for this level of recognition, but more so because the program provides survivors of domestic violence in our community an opportunity to become productive, independent and effective parents and individuals.

As we continue to expand our reach into the community, we are pleased to announce the latest addition to our family of services—InAct, a substance abuse treatment program of the Multnomah County Drug Court. This new acquisition, along with the other vital programs operating in the Rehabilitation Division, will support our mission to build stronger and safer communities by restoring the lives of those who have been involved with the criminal justice system because of the debilitating results of substance abuse.

I applaud the success of all our programs and our Business Enterprise operations whose revenues help support our day-to-day operations. I also wish to express my thanks to our hardworking Board of Directors and capable staff who work tirelessly to help us achieve and exceed our goals. And finally, a heart-felt thanks goes out to our generous contributors. Without your continued financial support, it would not be possible to accomplish so much for so many. You can take pride in knowing that you play a significant part in creating positive change in our community.

Kay Toran, President and CEO
Volunteers of America Oregon



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CHILDREN AND FAMILY SERVICES DIVISION

- Home Free
- Family Relief Nursery
- CourtCare

FY 2006-2007 Highlights and Results

Home Free:

- 193 families served with emergency motel vouchers
- 93% of women obtained housing through “Housing First” services
- 5,001 adults and children received in-person services
- Recognized with the Annie E. Casey Foundation Family Strengthening Award

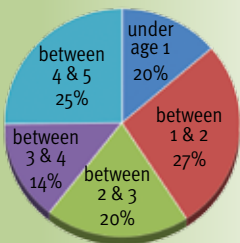
Family Relief Nursery:

- 71 families received child abuse & neglect intervention/prevention services
- After 6 months in the program:
 - families demonstrating positive family functioning increased from 36% to 78%
 - families demonstrating positive parent-child interactions increased from 46% to 78%

CourtCare:

- 704 children were spared the trauma of witnessing court proceedings

Age of CourtCare Participants



Charlene, a shy 15 year-old living in a small town, was unaware that her whole life was about to be turned upside down. On the way to school one morning, a stranger grabbed her, forced her into his car and sped across state lines. Charlene became a captive in her abuser’s home and was subjected to an unimaginable nightmare.

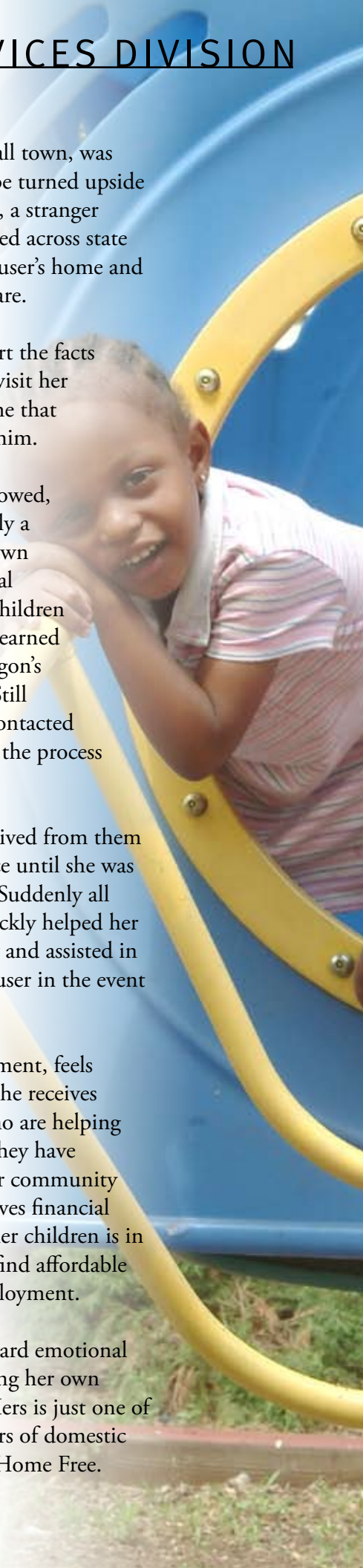
A few months later, in an attempt to distort the facts and protect himself, he drove her back to visit her family where she was forced to tell everyone that she had actually chosen to run away with him.


In the years of brutal humiliation that followed, Charlene gave birth to two children. Finally a member of the abuser’s family risked her own safety and helped Charlene escape to a local shelter. From there she fled with her two children and headed for Oregon. That’s where she learned of Home Free, Volunteers of America Oregon’s domestic violence intervention program. Still physically and emotionally battered, she contacted their crisis hotline. Home Free staff began the process to help Charlene find permanent housing.

The on-going therapeutic support she received from them was giving her a renewed sense of assurance until she was spotted by an acquaintance of her abuser. Suddenly all the old fears flooded back. Home Free quickly helped her relocate to another part of the community and assisted in securing a restraining order against her abuser in the event that he should ever find her.

Charlene is finally living in her own apartment, feels safe, and attends weekly support groups. She receives home visits from Home Free advocates who are helping her children overcome the severe trauma they have experienced, and she’s been linked to other community and governmental resources. She still receives financial support for rent and utilities, and one of her children is in school and doing well, but her hope is to find affordable childcare so she can begin to look for employment.

Charlene has a long road ahead of her toward emotional healing, but she’s on her way to determining her own future for the first time in her adult life. Hers is just one of thousands of stories about women survivors of domestic violence who have received support from Home Free.





“Home Free was there for me when I had no place to turn,” Charlene says. “They helped me find a safe place to live, gave my kids and me food and comfort, and they have spoken on my behalf when I wasn’t able.”

Standing for Social Justice

REHABILITATION SERVICES DIVISION

- **Men's Residential Center**
- **Women's Residential Center**
- **Community Detention Monitoring**
- **Portland Partners Reentry Initiative**
- **Day Treatment Program**
- **Community Partners Reinvestment Project**
- **Parenting Program**
- **Alcohol & Drug Outreach**
- **Integrated Family Services**

Danny grew up without a dad and his drug-addicted mother was unable to care for him. With no positive role models, he'd been involved with the juvenile justice system since the age of nine. His angry and resentful behavior landed him in a youth correctional facility at 15. When he got out, he thought he was bullet proof. But within a year, he was arrested on assault charges and tried as an adult. He emerged from prison six long years later with no education, no training, and no job prospects. This time he was scared, but he had two things: a dream to be an electrician, and more importantly he finally had someone in his corner.

Six months before he was released, he met Larry, a counselor with our Community Partners Reinvestment Project (CPR). And for the first time, Danny felt somebody in his life really understood and cared about him.

Twice a week he'd attended CPR's support group, completed their anger management class, and began to reflect on the costs of his risky behavior. Danny had high hopes, but the day he was released from prison, some of his old buddies threw him a keg party, just like the old days. Fortunately, his CPR Parole Officer showed up for a routine visit. With the Parole Officer's thoughtful intervention, Danny realized he would need to find new friends if he wanted to stay out of prison.

Once back in the community, Danny continued his treatment and got connected to resources. Through CPR's employment partners, he enrolled in an apprenticeship program and electrician's school. Life has changed for Danny; he's working towards his dream. He goes to school, has a job, and his own apartment. Because CPR is a collaboration of community-based service providers*, Danny received the array of support he needed to get a new start.

CPR is a unique transition program that supports and provides guidance to men ages 18 to 25 who are returning to the community after incarceration. Their mission is to facilitate a successful re-entry back into society and to reduce the likelihood of their returning to prison.

Thanks to the work of CPR's community partnership, we are helping build safer and stronger communities.

*Cascadia Behavioral Healthcare, SE Works One-Stop, Metropolitan Family Service, and Irvington Covenant Community Development Corporation

FY 2006-2007 Highlights and Results

Community Partners Reinvestment Project:

- 77% had not used illegal drugs in the past 30 days
- 91% had no alcohol or drug related health, behavioral or social consequences
- 86% had no involvement with the criminal justice system

Portland Partners Reentry Initiative:

- Served 283 people who have been released from incarceration since its inception in March 2006
- 68% of those enrolled have secured employment with an average wage of \$10.49/hour
- 99% of those enrolled have not been re-arrested for a new crime



Building Stronger Communities

SENIOR SERVICES DIVISION

- Marie Smith Center
- Lambert House

FY 2006-2007 Highlights and Results

- Served 206 seniors and adults with disabilities by providing health, social and wellness activities
- Family caregivers holding jobs (65%) received respite, enabling them to maintain employment

While most of the participants in our Senior Services Division are the frail and elderly, our two adult day centers are serving an increasing number of younger people with disabilities. Meet Amy, 32 years old, upbeat, uses a wheelchair and is determined to walk again.

Eight years ago, Amy had catastrophic complications during the birth of her second child. Her body shut down, her heart stopped, and she was left in a coma for nearly two months. Doctors didn't expect her to survive, much less have the capacity to communicate, use her limbs, or move around with assistance. Three months after regaining consciousness, she left the hospital in a wheelchair ready to face a long struggle toward rehabilitation.

For the next few years Amy's parents were her primary caregivers. But when her father passed away in 2006, and her mother became physically unable to care for her, Amy's sister Sarah stepped in. Sarah moved Amy and her two children from a small facility in California to her home in Portland. Through a referral, they found Marie Smith Center (MSC), one of two adult day centers operated by Volunteers of America Oregon, and arranged to take Amy on a tour.

"I was struck by the compassion and understanding of the staff from the minute we walked in," she said. "They got right down at Amy's eye level and introduced themselves. They weren't relating to her as a disabled person in a wheelchair. They saw a young woman full of life and potential. It was an easy decision to enroll her there."

Sarah wanted the best care possible for Amy, and since she bears the full responsibility of caregiving for Amy and the children, she was grateful for the opportunity to have some respite and time to recharge her own energy.

"Amy has a renewed sense of hope," Sarah noted. "She's eager to get up every morning knowing she has something wonderful to look forward to. Five days a week, she comes home happy and filled with stories of her day."

Our Adult Day Centers offer a wide range of stimulating activities. Along with the other participants, Amy paints in art therapy, exercises in chair yoga, and loves pet therapy. She joins in other staff-led activities and signs up for the monthly bus trip outings. Most importantly, she's changed her attitude from, "I wish I could walk again," to "I will walk again!" And to celebrate her new found self-determination, Sarah bought Amy a new pair of shoes.



Promoting Self-Determination

FINANCIALS

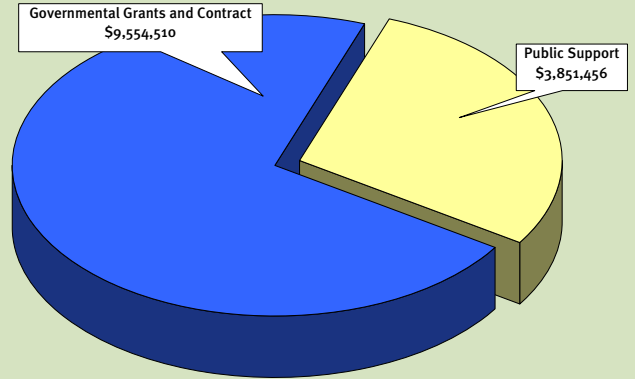
Statement of Financial Position

	2007	2006
Assets		
Current Assets	2,874,120	3,556,899
Property & Equipment (net)	3,848,401	3,955,205
Long Term Investments	4,019,335	1,837,698
	<u>\$10,741,856</u>	<u>\$9,349,802</u>
Liabilities and Net Assets		
Current Liabilities	587,958	838,432
Long Term Liabilities	423,249	458,759
	<u>1,011,207</u>	<u>1,297,191</u>
Total Net Assets	<u>9,730,649</u>	<u>8,052,611</u>
	<u>\$10,741,856</u>	<u>\$9,349,802</u>

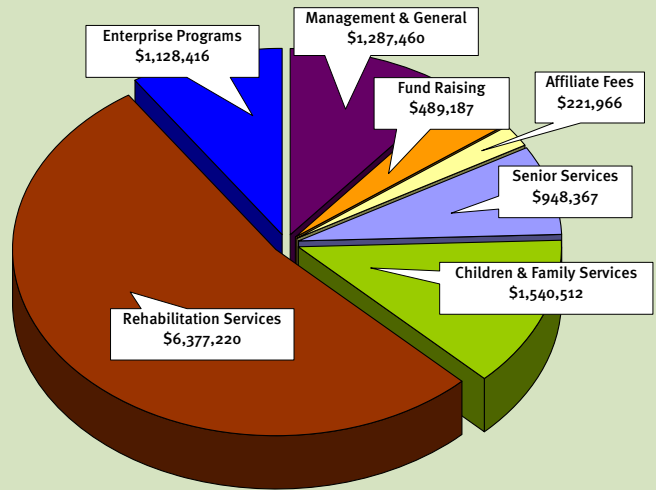
Statement of Activities

Revenues from Operations		
Total Operating Revenue	13,405,966	11,617,063
Operating Expenses		
Total Program Services	11,993,128	11,291,518
Excess/Loss From Operations	1,412,838	325,545
Non-Operating Gains/Losses	265,200	119,699
Change in Net Asset	1,678,038	445,244
Net Asset Beginning of Year	8,052,611	7,607,367
Nets Assets at end of year	<u>\$9,730,649</u>	<u>\$8,052,611</u>

Sources of Revenues \$13,405,966



Uses of Funds \$11,993,128



The annual financial statements of Volunteers of America of Oregon, Inc. are audited by the accounting firm of Hoffman, Stewart & Schmidt, P.C., Certified Public Accountants. The selected financial information in this annual report is not intended to be a complete financial presentation in accordance with generally accepted accounting principles. Complete copies of our annual audited financial statements are available for review at our Administrative Office.

WE THANK OUR GENEROUS DONORS

Volunteers of America Oregon greatly appreciates your gifts of cash and in-kind donations so important as we continue helping those in need. Our sincere thanks to all the individuals, foundations, agencies, and corporations who have supported us.

We also wish to recognize those that provide financial support to our programs. These include:

- | | |
|--|---|
| CASA | Multnomah County Department of County Human Services |
| Cascadia Behavioral Health | Oregon Department of Human Services, |
| City of Portland Children's Investment Fund | Multnomah Early Childhood Program |
| Community Safety Net | Oregon Criminal Services Justice Division |
| Head Start/Early Head Start | Oregon Department of Corrections |
| Housing Authority of Portland | Oregon Department of Human Services |
| Johns Hopkins University | Oregon Relief Nursery Association |
| Kaiser Permanente | Portland Impact |
| Medicaid | Portland Police Bureau |
| Mt. Hood Community College | Providence ElderPlace |
| Multnomah County Health Department | SE Works, Inc. |
| Multnomah County Aging and Disability Services | State of Oregon Criminal Justice Services Division |
| Multnomah County Department of Community Justice | Substance Abuse & Mental Health Services Administration |

We apologize for any omissions in this list due to lack of space. Please know your gift is greatly appreciated!

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Programs

Domestic violence
intervention

Childcare at the County
Courthouse

Child Abuse and neglect
prevention

Parenting education

Family counseling and
mediation services

Day centers for senior
and disabled adults

Residential drug & alcohol
treatments

Substance abuse
education & outreach

Transition programs for
offenders

Youth monitoring in
justice system

Corporate and
institutional
catering services

OUR MISSION

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



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

www.voaor.org



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