



Volunteers
of America®

OREGON



2008
Annual
Report

FULLFILLING 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 18,000 individuals through our 20 innovative programs in four divisions: Children and Family, Rehabilitation, Senior Services, and Business Enterprises.



A CONVERSATION WITH THE PRESIDENT

Kay Toran reflects on her career in helping others

Why do you do what you do?

I love working with people, particularly in a role that helps people to change or transform their lives. I am and will always be a change agent. I think that we can always make improvements and make things better. I am sure that this belief along with my desire to serve others, is why I sought to become a social worker. Helping and serving others is a way of life for me.

What in your background prepared you to lead one of the largest social service agencies in Oregon?

Achieving a Masters in Social Work with an emphasis in Planning, Administration & Community Organizing helped me learn the key elements of agency administration. I further developed these skills as Director of Affirmative Action for the State of Oregon. As the Administrator of the state's purchasing division, I gained an in-depth understanding of the business side of an organization. Then, as Director of the Oregon State Office for Services to Children and Families, I gained a comprehensive understanding of large-scale social service work. I love working at the macro level. For me, that is where institutional changes happen.

What is the most rewarding aspect of your job?

When employees tell me they love their jobs and the work that they do. I love it specifically when those employees tell me how much they love Volunteers of America Oregon. I am also very moved when I speak with participants and graduates of our programs. It brings me great joy when they share with me that our organization is why their lives have changed for the better.

What is the most challenging?

The need to constantly search for funds to support our work. We have high standards here. We believe in providing high-quality services. It is an ongoing challenge to know that I must be totally committed daily to ensuring that we have the resources to do the work. This is true whether we are supported by government, foundations, corporations, individual donors or our enterprise division.

Where do you see Volunteers of America Oregon going?

We're well-positioned to be the most comprehensive social services organization in our community. I want VOA Oregon to have sufficient capacity to respond to the needs of the most vulnerable in our community. This is a high responsibility and one that I take seriously—particularly as we face one of the most challenging economic times in our city, state and nation's history.

How will the economic crisis impact VOA Oregon?

This crisis will mean that there will be added pressures on our funding. Since our organization receives 67% of its funding from government contracts, we may see some decreases in those because of reduced government support. Although Volunteers of America Oregon is highly effective in raising dollars through fundraising, we will see a definite reduction in services if we see significant reductions in our government funding.

What are the most significant services VOA Oregon has expanded this year?

InAct, our outpatient substance abuse & gambling treatment program, now provides culturally-specific services to the Latino community via ¡Adelante! Also, a recent federal grant will allow us to expand our Day Treatment and Residential Support Programs to better serve homeless individuals dealing with addiction. This is an innovative, state-of-the-art model that will help set them on the path to better lives.

compassion

service

Sheila had nowhere to go...

Even when Sheila was giving birth to her son Jacob, when she needed her husband's support the most, he was high on drugs. His behavior was so erratic that Department of Human Services was called, and Sheila was given an ultimatum: if she took the baby home to the father, Jacob would be placed in foster care.

In addition to his drug use, her husband had a history of controlling, manipulating, and isolating Sheila. Sheila and Jacob moved in with Sheila's mother. Her husband promised that he would change; he even found a job, so Sheila and Jacob returned to live with him. But those promises proved empty when the cycle of drug abuse and domestic violence continued.

Sheila had to find a way out, and so started searching for a job. She was an experienced childcare worker, but she discovered that with an open DHS case, that door was closed. The more Sheila tried to leave, the more threatening and controlling her husband became. In the meantime, her mother, her only line of support, had moved to another state.

Sheila had nowhere to go, and no way to support herself and her son on their own. Then, Jacob was diagnosed with failure to thrive, which meant he was not growing and gaining weight at a normal rate and was at risk for cognitive delays.

A community health nurse helping to care for Jacob told Sheila about the Family Relief Nursery, and the teacher-interventionists there became the support system Sheila didn't have. They helped her develop a safety plan and set goals for housing, employment and education. Sheila attended the 20-week parenting course called Families Together, and received one-on-one coaching to facilitate Jacob's development. Jacob began to thrive. He got the attention, stimulation, and nutrition that he needed and started hitting the developmental benchmarks for his age.

With a renewed sense of self-worth and clear goals, Sheila applied and was accepted to Portland State University. She enrolled in the fall of 2008 and received financial aid and student housing for herself and her son, enabling her to leave her husband for good.

Jacob, now four years old, and Sheila are on the road to success with a new life, full of the promise of the future.

Sheila was just one of 60 families (with 85 children) helped by Family Relief Nursery last year. Family Relief Nursery works to strengthen families, helping parents and children alike to realize their potential and become vibrant members of our community.

Family Relief Nursery
Home Free
CourtCare



empowerment

nurturing

07-08 Highlights & Results

Children and Family Services Division

Family Relief Nursery: child abuse and neglect prevention

- After 6 months in the program, families demonstrating positive family functioning increased from 38% to 78%

Home Free: domestic violence intervention

- 110 women and their 240 children obtained permanent housing through the "Housing First" program
- 5,424 adults and children received in-person advocacy and support

CourtCare: safe, compassionate childcare at the Multnomah County Courthouse

- 910 children were spared the trauma of witnessing distressing court proceedings

John needed a second chance...

John first enrolled in the Men's Residential Center seven years ago and after graduating from the program, he enjoyed several years of recovery from alcoholism. He was an involved alumnus of the program for many years, attending all the annual picnics, block parties, and celebrations.

But then, he says, he got careless. He wasn't taking his addiction seriously. He stopped attending his 12-step meetings and started drinking again. And then a parole violation landed him in jail. Again.

John was back where he started, but the Men's Residential Center was there for him. The counselors welcomed him back into the program for the second time, and were proud of him for not giving up on his recovery. He made a promise to work hard on getting clean and staying that way, and any time this commitment wavered, his counselors were there to remind him of it and get him on track again.

John completed the entire one-year program at Men's Residential Center. The program helped John accept responsibility for himself and his actions and reach out to his community for support. He joined the church choir where he sings every Sunday, and was chosen to be president of his Oxford House, the clean and sober group home where he currently resides. He again attends regular 12-step meetings and is seeking employment.

"I'm holding on to my recovery so that other men who are new to the program can see my example," John says, "and know that they have a strong ally in VOA."

Last year, the Men's Residential Center served 186 men dealing drug and alcohol addiction, and a substantial portion of these graduates completed education, gained employment, and moved into clean and sober housing upon leaving the program.

Rehabilitation Services Divisions

- Over 10,600 individuals served through both outpatient and residential treatment programs
- Acquired InAct, an outpatient treatment program for alcohol & drug addiction, mental health, and problem gambling
- Launched ¡Adelante!, a culturally-competent Latino-specific outpatient treatment program for problem gambling and substance abuse



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

Thank *you*

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

City of Portland Children's Investment Fund
Housing Authority of Portland
Johns Hopkins University
Kaiser Permanente
Mt. Hood Community College
Multnomah County Aging & Disability Services
Multnomah County Department of Community Justice
Multnomah County Department of County Human Services
Multnomah County Health Department
Myan Management
Oregon Department of Corrections
Oregon Department of Human Services
Oregon Department of Justice Crime Victims' Assistance Section
Oregon State Police
Portland Police Bureau
Providence ElderPlace
SE Works, Inc
Substance Abuse & Mental Health Services Administration
US District Court Attorney Admission Fund

\$100,000+ Bill and Melinda Gates Foundation - Medical Teams International - Multnomah Bar Foundation - The Robert Wood Johnson Foundation **\$50,000-\$99,999** Estate of Marian F. Todd Jager - JEHT Foundation - Northwest Health Foundation - Volunteers of America, National Endowment **\$25,000-\$49,999** A-dec, Inc. - Estate of Hazel E. Nygaard - Herbert A. Templeton Foundation - Oregon Food Bank - Providence Health and Services Oregon - The Oregon Community Foundation

\$5,000-\$24,999 Alpha Computers - Ann and Bill Swindells Charitable Trust - Attorney Admission Fund, US District Court - Bank of America - Estate of John J. Bullinger - Columbia Helicopters, Inc. - David H. Sutherland and Co., Inc. - Dwyer Charitable Trust - ESCO Corporation - Express Personnel Services - Ferguson Wellman Capital Management, Inc. - Flextronics Foundation - Hoffman Corporation - JE Dunn Construction Northwest - Jeld-Wen, Inc. - Juan Young Trust - Jubitz Family Foundation - Kaiser Permanente - Maybelle Clark Macdonald Fund Neil Kelly Company - OHSU Foundation - Pacific Power - Portland Development Commission - Portland General Electric - Portland Women's Foundation - Robert D. and Marcia H. Randall Charitable Trust - Rose E. Tucker Charitable Trust - Scholastic Books Inc. - Bill and Cathy Stoller - Symantec Corporation - The Autzen Foundation - The Collins Foundation - The Samuel S. Johnson Foundation - U.S. Bank - Ulta Salon Cosmetics - Verizon Foundation **\$2,500-\$4,999** Azumano Travel - Marjorie Belluschi - Children's Trust Fund of Oregon - Colamette Construction Company - Mark and Ann Edlen - Michael and Penny Fahey - Diane Flaherty - George Fox University - Harold and Arlene Schnitzer CARE Foundation - Hilton Portland and Executive Tower - Intel Corporation Jesuit High School - KeyBank - KPMG LLP - Pamela Lesh - Lucky Limousine and Towncar Service L.L.C. - Melvin Mark Companies - Newberg Rotary Club - Northwest Natural - Oregon State University Alumni Association - Oregon State University Foundation - Oregon Women Lawyers Foundation - Paramount Equity Mortgage - Parker Paint - Scott and Loni Parrish Portland State University Foundation - Providence Health and Services Newberg - Rocket Appraisal - Fred and Jan Shipman - Springbrook Properties, Inc. - The Jackson Foundation - The ODS Companies - The T.F. Dixon Family Foundation, Inc. - TVT Die Casting and Management - United Way of The Columbia-Willamette Chrissy and Don Washburn - Wells Fargo - Willamette Dental - Women's Care Foundation

Home Free Circle of Support & Senior Caring Connection Societies

Loen and Sho Dozono - Alexa and Thomas Heinicke - Greg and Suzanne Meenahan - Joe and Jan Nunn - Carol and Rick Terrell - Dave and Barbara Underriner - Tom and Carolyn Wenrich

These individuals made a minimum pledge or donation of \$5,000 to support our domestic violence intervention or Adult Day Center programs

\$1,000-\$2,499 Alzheimer's Foundation Of America - Andersen Construction Company - Mary Cate Anderson - Assurety NW Inc. - Ken and Celia Austin - Terry Baker - Garthe Brown - Chubb Group of Insurance Companies - Patricia Dunahugh and Dr. J. B. McMullan - Eagle's View Management Company, Inc. - John and Jane Emrick - Harry A. Merlo Foundation - Harsch Investment Corp - Vincent Herberholt - George and Monica Hosfield - Peter and Jan Jacobsen - Tom Kelly and Barbara Woodford - Josephine Kern - Knowledge Learning Corp. - Laura and Jeffrey Krum - Bob Lanz - Dr. Susan Lenski - Norbert and Christine Leupold - Magaurn Video Productions - Meyer Projection - Karolyn Neupert - Oregon Ballet Theatre - Oregon State University - Oregon Symphony - Nicholas Ramsey - Greg and Suzanne Rickman - RV Kuhns and Associates - Suzanne and Mike Salas - Dean and JoEllyn Schultz - Sherman Clay/Moe's Piano - Dr. and Mrs. Ambrose Shields - SIGMA Investment Management Company - Sock Dreams - Stevens Printing - Mr. and Mrs. Carl Swett - Betty Thompson - Kay Toran - Bob and Betsy Unger - University of Portland - Dorothy Van Domelen - Woodruff Sawyer and Company - Grant and Colleen Yoshihara - Al and Dot Zindel

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I support **VOA**
because it has so
many programs
and helps so
many people.”
— Tom Kelly, President,
Neil Kelly Company

uplifting

affirming

Linda's mother couldn't be left alone...

After 15 years working for the same company, Linda was laid off. She wanted to change careers and needed new skills, so she went back to school.

Then, her mother Viola fell and was rushed to the hospital. The doctor said it was a slight stroke and that her mother could come home soon, but that relief evaporated with the very next sentence: *Your mother cannot be left alone. You're going to have to make arrangements for her care.*

Because of the stroke, Viola often became confused, incoherent, and uneasy on her feet, and required Linda's constant attention. Linda moved in with her mother, and for the next few months, she worked two part-time jobs to make ends meet while juggling the demands of being her mother's caregiver. Putting her own aspirations on hold, Linda quit school. But even then, the demands of balancing caregiving with other commitments overwhelmed her.

Then, Linda heard about Volunteers of America Oregon's Adult Day Centers, which provide a safe, stimulating environment for elderly and disabled adults. At first, Viola wasn't sure if it was the right place for her, but she soon took to the therapeutic activities. Every weekday, she rides the bus to the Lambert House Adult Day Center in southeast Portland where she participates in the gardening, music, and art therapy classes. The classes help improve her physical condition and coordination, and her emotional well-being has improved, too, through the friendship and interaction with fellow seniors. The depression caused by isolation also lifted.

The time Viola spent at Lambert House allowed Linda to complete schooling, and she was immediately hired in a new job. But a few months later, Linda was diagnosed with breast cancer. Amidst the worry and uncertainty of her illness, she knew her mother would be safe while she underwent treatment and surgery.

Linda says, "It's just like a family there. It really brings out the best in people."

Our Adult Day Centers served 208 enrolled participants last year, making it possible for them to live at home with family caregivers and remain in their communities.

Lambert House
Marie Smith Center
Whispering Pines Senior Village



carings

Senior Services Division

- Family caregivers holding jobs (52%) received respite, enabling them to maintain employment
- 188 nursing assessments were conducted to monitor participants' overall health and wellness
- Accreditation from CARF (Commission on Accreditation of Rehabilitation Facilities) was extended for three more years, to 2010

Debra was given a choice...

When Debra entered the Women's Residential Center, she didn't know how much her life was about to change. She had spent time in and out of jail for the previous 10 years and had been involved in a string of bad relationships. Then, after another probation violation, her probation officer gave her a choice: return to jail or start treatment. She chose treatment.

It was not easy. Living in close proximity with 40 other women who were also trying to get clean presented its own sets of challenges, and Debra wasn't sure if the program could help her.

"The hardest part of treatment is letting go of the people and things you used to associate with and establish a new pattern," Debra says. "I learned that I have choices, and those choices fall on me. No one can make me do anything but me."

While in treatment, Debra began working in the Volunteers of America Oregon Food Services program and began to gain vital skills to help her re-enter the workforce. In addition to helping her change her way of thinking, her time at the Women's Residential Center helped Debra to re-establish her relationship with her father and her four children.

When she graduated from treatment, Debra was first hired as a dishwasher and helped to coordinate meals. After six months, she was promoted to cook, and within that year, she was made the kitchen manager. Earlier this year, after two and a half years in the program, she became Program Manager for Catering for a Cause. Today, she oversees a staff of four, as well as six to ten WRC participants. Catering for a Cause produces 300-500 meals per day for both internal and external clients, as well as catering special events, parties, and meetings for businesses in the community.

Her job allows her to remain in contact with the program that transformed her life. "The WRC staff are always there to help you, even after you've left the program, for housing or job referrals," Debra says. "VOA stands by their clients. It's a safe place; the door is always open for women to come back, and clients are always welcome here for a meal and support."

Located at the WRC, Catering for a Cause gives VOA Oregon clients vital skills and direct experience working in the food service and hospitality business, helping them to enter the workforce after completing treatment. Support from these endeavors also goes to directly fund other VOA Oregon programs.

Catering for a Cause
Resale Outlet
Vehicle Donations



community

potential

07-08 Highlights & Results

Business Enterprises Division

- An average of 95 cars are collected by the Vehicle Donation Program every month
- Catering for a Cause serves 12,000 meals each month
- Last year, the Resale Outlet served over 150,000 customers

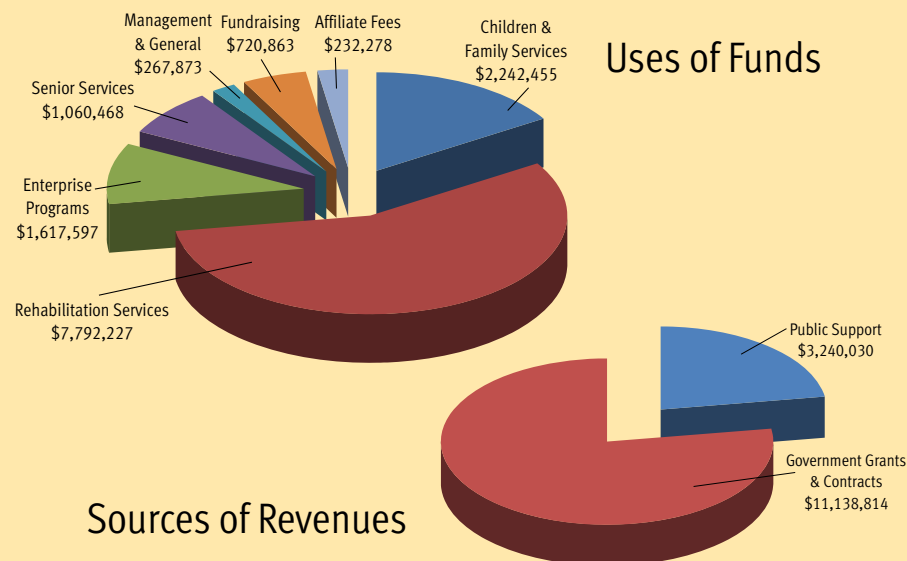
Financials

Statement of Financial Position

	2008	2007
Assets		
Current Assets	3,663,020	2,874,120
Property & Equipment (net)	3,878,687	3,848,401
Long Term Investments	3,900,717	4,019,335
Totals	\$11,442,424	\$10,741,856
Liabilities and Net Assets		
Current Liabilities	854,422	587,958
Long Term Liabilities	385,648	423,249
Total Liabilities	1,240,070	1,011,207
Total Net Assets	10,202,354	9,730,649
Total Liabilities & Net Assets	\$11,442,424	\$10,741,856

Statement of Activities

Revenues from Operations		
Total Operating Revenue	14,378,844	13,405,966
Operating Expenses		
Total Program Services	11,864,919	9,988,293
Excess/Loss From Operations	313,303	1,412,838
Non-Operating Gains/Losses	158,402	265,200
Change in Net Asset	471,705	1,678,038
Net Assets Beginning of Year	9,730,649	8,052,611
Net Assets End of Year	\$10,202,354	\$9,730,649



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affirming

hope

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 Vision

Volunteers of America Oregon is a leader in creating vibrant, compassionate communities where every member is valued, every home is safe and every life is self-determined.

Our Mission

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



**Volunteers
of America®**

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