Dear Friends,

Volunteers of America Oregon (VOA Oregon) is on a trajectory of improving service equity across programs, and increasing the number of individuals we serve. We are proud of this year’s successes in how we engaged communities, delivered equitable services, and most importantly garnered support from major philanthropists like Arlene and Jordan Schnitzer, who matched fundraising efforts dollar for dollar at our 2017 DePriest Awards Ceremony.

In 2016, partnerships were forged that made a lasting impression on how we prevent child abuse. With the generous support of The Collins Foundation, MJ Murdock Charitable Trust, and Hedco Foundation, our East Family Relief Nursery location received a much needed remodel, allowing us to increase the number of infants and toddlers we care for annually from 125 to 150. Adult Day Services continue to provide much needed support that helps our most vulnerable seniors feel safe, respected, engaged and well cared for.

Oregon health parity legislation has assured that more individuals who need addiction and mental health treatment services receive parity in health care coverage. The Men’s Residential Center (MRC) continues to do great work with this population that is deserving of a second chance. The MRC provides men and their families with programming that addresses their needs, improves their lives, and provides the men with opportunities to give back to their communities in a meaningful way.

It is our VOA Oregon tradition to support the values that change the narrative in the lives of those we serve. In 2018, we are excited to continue our work in serving the most vulnerable and under served people throughout our community from the older adults and at-risk kids, to the abused, and those in need of additional support. Our services promote social justice, service equity and self-determination – which are the building blocks of a strong community.

Thank you for your continued support. We look forward to the work we will do together in the new year!

Sincerely,

Kay Toran, President/CEO

Volunteers of America Oregon values:
• High quality of service to our community
• Ethical communications
• Diversity, inclusivity and equity
• Partnerships/collaborations and innovative solutions
• Compassion and acceptance
When you walk in you will see joy on the faces of children; each one files in ready to play with their favorite teachers, make friends, and run around outside. The safe and welcoming environment allows a chance for kids to learn and grow, while giving families and parents relief. As one mother puts it, this program “gives me time to re-charge my mom battery.”

Family Relief Nursery (FRN) serves families at risk of child abuse and neglect. It provides them with support on many levels including parenting education, trauma informed therapeutic childcare, home visitation, and resource referrals. All of this settled within a community that needs it most. The satellite nursery was intentionally located in high poverty, resource poor East Portland to facilitate access in an area of greater diversity and child poverty.

With the challenges that the families face: poverty, trauma, and behavioral issues to name a few, the biggest need is support. At FRN they focus on the needs of the individual. The children have a stable and consistent presence with Early Childhood Education Specialists who listen and help. Through both the classes and home visits, the children learn valuable skills that will help them both at home and in everyday social interactions. “My sons respond better to the program at FRN than other schools. I hear them using terms and skills they have learned through the program at home. They have learned to use ‘gentle touch’ when playing with their younger sister.”

The resource room supplies families with clothing and food; specialists also provide resource referrals which work to fully assist the family. The parenting classes create an additional support group for families to share their challenges, learn strategies, connect with other families and make friends themselves. “I was hesitant about attending the parenting classes, but it turned out to be wonderful. They helped me bring structure to our family and how we identify ourselves through family values and routines.”

“The nursery has supported our whole family. When families are supported it prevents a lot of other developmental issues. I feel very fortunate to have received as much help as we have.”

Results

Served:
- Children – 153
- Parents – 110
- Families 109

Programs:
- Respite Care 534 hours
- Home Visits 903
- Parenting Classes 28
- Therapeutic Classroom 764 classes
Adult Day Services

Giving People a Voice, When Everything Else Has Been Stripped Away.

Donnie was angry about his limitations due to his diagnosis. All of his freedoms and choices were stripped from him. He lost his friends and most of his family. He refused to get out of bed unless it was for a doctor’s appointment. You can imagine the challenges this brought to the family. His sister, Lynette, was considering residential placement as caregiving for her brother was starting to take its toll on their family. She reached out to her Aging Disability and Veterans Services Case Worker who then recommended the VOA Oregon Adult Day Center services.

How can you find purpose with limitations? How do you create an environment where people feel safe, wanted and useful? The staff at Lambert House and Marie Smith Center create a community for people with physical, cognitive and intellectually altered abilities. Every day they ensure a respectful environment were clients are embraced, heard, seen and given purpose.

“How Lambert House is where my friends are. The staff make me feel like I matter and do not treat me like a child or my disorder.” - Donnie

How do you support the whole person?
Through community. There are many partners that assist in providing care to the whole individual, including Providence ElderPlace, The Veterans Affairs, Oregon Project Independence, Medicaid and private pay.

“Donnie now initiates engagement with people, helps them participate in activities and builds relationships with other participants. He truly feels that he belongs, that he has a purpose.” - Lambert House staff

The services provide additional resources to assist with health needs, referrals, as well as further information and education to families who need more support.

“This program makes it possible for me to successfully provide care and think that tomorrow is a possibility. Lambert House saved my life.” - Lynette

How do you help people live each day with joy and purpose? The direct care staff at our Adult Day Centers show a grace, love, and respect for participants each day. They build relationships with every individual through daily interactions, activities and laughter.

“Donnie now initiates engagement with people, helps them participate in activities and builds relationships with other participants. He truly feels that he belongs, that he has a purpose.” - Lambert House staff

Results

- Serving 240 people per year
- Ages range from 34 – 102
- 58% of participants have cognitive impairment
- 42% of participants have behavior/emotional disorders
Volunteers of America Oregon proudly boasts about the work it is able to do in the lives of men and their families served at the Men’s Residential Center (MRC), one of our flagship programs. Since 1990, we have been providing inpatient and outpatient treatment services for men struggling with substance use disorders. Through the leadership of Greg Stone, LCSW, our program has grown significantly over the years now serving more than 200 men per year.

In 1994, we started a Speakers Bureau program in which the clients from the MRC join a staff member to visit local middle and high schools and share stories of their lives. We stay away from the fear tactics which have previously been used in prevention and instead focus on how the men are impacted by their substance abuse and what they are working on today to change their lives. The students respond well to this. They truly appreciate and resonate with the honesty and the vulnerability the men display when telling their stories. While it is difficult to sit in front of a classroom and tell details about your life, which can flare up feelings of guilt and shame, our clients consistently come away from the speakers bureau sessions with a joy that they were allowed to be used as a resource in prevention. They speak with a passion that shines through any nervousness or apprehension. While they regret their decisions, they also know that this is their life and it is hard to regret that.

The second way we offer prevention is through our Al Forthan Memorial Scholarship. Al Forthan was the first MRC client to go to Portland Community College for his Certified Alcohol and Drug Counseling degree and started working at the MRC soon thereafter. He was one of the most effective counselors in the history of the MRC. In 2006, Al Forthan passed away with 14 years clean time and Greg Stone, the Program Director at the MRC, created the scholarship to honor him. The first year a $500 scholarship was given to a senior at Jefferson High School (Al’s alma mater) and this year we were able to award $69,500 to high school seniors throughout Oregon who come from homes impacted by substance abuse and poverty. We see a good education as the great equalizer in people’s lives. Since the scholarships establishment in 2006, $417,500 has been awarded to 281 Oregon High School students. In 2017, 37 students received a total of $69,500 in scholarship funds.

We want to see a world where families are not torn apart because of addiction and children are not forced to grow up before their time. A world where children do not watch their parents’ lives deteriorate and sometimes end because of their use of alcohol or drugs. It starts with one person deciding to live a clean and sober life and moving their family in a positive direction.

**Results**

**Participants:**
- 242 men served
- 46% between the ages of 26 to 35
- 64% Caucasian
- 17% African American
- 9% Hispanic
- 6.2% Multi-Racial
- 2.5% Asian/Pacific Islander
- 0.83% Native American

**Volunteers:**
- 90 community volunteers
- 9,791 volunteer hours

"They genuinely care about your success."
Statement of Financial Position

Assets 2017

- Current Assets $11,386,007
- Long-term Investments and Pledges 85,600
- Property & Equipment (net) 4,237,882
- Total Assets $15,709,489

Liabilities and Net Assets

- Current Liabilities $1,056,663
- Long-term Liabilities 25,397
- Total Liabilities $1,082,060
- Net Assets 14,627,429
- Total Liabilities & Net Assets $15,709,489

Statement of Activities 2017

- Revenue from Operations $19,788,743
- Operating Expenses 18,787,817
- Operating Revenue in Excess of Expenses 1,000,926
- Investment gains (losses) 165,353
- Increase in Net Assets 1,166,279
- Net Assets, Beginning of Year 13,461,150
- Net Assets, End of Year $14,627,429

Public Support

- 7%

Governmental Agencies

- 60%

Medicaid Revenue

- 22%

Program Services Fee

- 8%

Rental Income

- 1%

Catering

- 2%

Revenue from Operations

- Program Services 83%
- Management and General 14%
- National Dues 2%
- Fundraising 1%

Operating Expenses

- National Dues 2%
- Management and General 14%
- Program Services 83%
Thank you to all of our partners who provide vital services and support.

Administration of Children, Youth, and Families, Children’s Bureau
Aging Disabilities Veterans Services
Allies in Change
Alzheimer’s Foundation of America
Arlene Schnitzer & Jordan Schnitzer
BEST Program
Burlington Northern Santa Fe Foundation
Bridge to Change
Cascade Behavioral Healthcare Project Respond
Cascade Behavioral Healthcare Urgent Walk-In Clinic
Carlin Gable School
Central City Concern
Center for Family Success
City of Portland
Clackamas Community College
The Collins Foundation
Community Partners for Affordable Housing
Community Warehouse
Dual Diagnosis
Eliot Neighborhood Association
Emanuel Hospital Emergency Department
Fred and Patty Hopp Foundation
Fourth Dimension Recovery Services
Gateway Center for Domestic Violence Services
The Greenbrier Companies
Harold & Arlene Schnitzer CARE Foundation
Hedco Foundation
Holzman Foundation
Home Forward
Human Solutions
Impact Northwest
Jackson Foundation
Kaiser Permanente
KGW Toy Drive
LifeWorks Northwest
Lines for Life
Londer Learning Center
Maybelle Clark Macdonald Fund
Miracles Club
Mercy Corps Northwest
MJ Murdock Charitable Trust
Multnomah County Aging & Disability Services
Multnomah Bar Association
Multnomah County Courthouse
Multnomah County Crisis Line
Multnomah County Domestic and Sexual Violence Coordination Office
Multnomah County Joint Office of Homeless Services
Multnomah County Department of Community Justice
Multnomah County Health Department
Multnomah Education Service District
Multnomah County’s Client Emergency Basic Need’s Fund (CEBEN)
Myan Management
My Little Waiting Room* at Providence Portland and St. Vincent Medical Centers
NAP Housing
New Avenues for Youth
Nike
Nonprofit Association of Oregon
North by Northeast Community Health Center
National University of Natural Medicine
OHSU Richmond Clinic
Oregon Community Foundation
OCF Joseph E. Weston Public Foundation
Oregon Department of Corrections
Oregon Department of Education
Oregon Department of Human Services
Oregon Department of Justice Crime Victims’ Assistance Section
Oregon Project Independence
Oregon School Based Health Alliance
Oregon State Police
Our Father’s Heart Ministry
Outside In
Planned Parenthood of the Columbia Willamette
Plaza Townhomes
Portland-area Oxford Housing
Portland Children’s Levy
Portland Community College
Portland Police Bureau
Portland State University
Project Access Now
Project Quest
Providence Health & Services - Oregon
Providence ElderPlace
Q Center
Rapid Response Program
Robert Brady Charitable Trust
Rose E. Tucker Charitable Trust
Sacred Vessel Natural Medicine
Southeast Works
Spirit Mountain Community Fund
Substance Abuse & Mental Health Services Administration
TransActive
Trimet
US District Court-District of Oregon Parole and Probation
United Way of the Columbia-Willamette
University of Portland
U.S. Bureau of Justice Assistance/Second Chance Act
U.S. Department of Agriculture
U.S. Office of Juvenile Justice and Delinquency Prevention
Veteran’s Administration
Vocational Rehabilitation
Volunteers of America, Inc.
Wallace Medical Concern
Wayne Scott, LCSW
Western States Chiropractic College

*Note: “My Little Waiting Room” is a program that provides a comfortable and safe space for children during dental appointments.
2018 Action Plan

In 2018 VOA Oregon will continue to address:
- Opioid epidemic
- Exponential growth of the elder population
- Prevention programming for substance abuse, problem gambling, and teen dating violence
- Domestic violence prevention
- Investment in software support through electronic health record

Thank you to all of you who donated to VOA Oregon in 2017. We greatly appreciate your support of our services in order to continue our work in serving the most vulnerable and under-served people throughout our community.

Stay Tuned
Keep your eyes open for information on these 2018 events:
DePreist Award for Excellence
Home Free fundraiser
Family Relief Nursery fundraiser

Stay Connected
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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.