



# 2014 Annual Report

Dear Reader,

Volunteers of America Oregon has effective and widely recognized expertise in cultural responsiveness, prevention and treatment, and child and youth development. Our leadership in developing culturally-specific services is demonstrated across our agency in programs for adults and children: ¡Adelante!: culturally-specific substance abuse and gambling prevention and treatment for Latinos; Asian Gambling: culturally-specific gambling prevention and treatment for Asians; Men’s and Women’s Residential Treatment centers; Community Partners Reinvestment: culturally-specific corrections transition services for men 18-25.

Our work over the past year has been to integrate these areas of expertise into programming that comprehensively serves our youngest, most vulnerable people. Service integration for early childhood programming responds to needs identified at the state and local level. The state of Oregon seeks to ensure that every child has access to early childhood education that will support their development and facilitate kindergarten readiness—particularly children of color who may have high needs and children in poverty, who are less likely to have structured pre-school experiences. This is particularly important for the children served by

Volunteers of America Oregon who have multiple risk factors. Children we serve can face issues related to discrimination and poverty; they grow up in families where they may be exposed to addictions, domestic violence, or child abuse. Our programs recognize how critical it is to enable children who experience these forms of trauma and dysfunction to get back on track with healthy social, intellectual, physical, and mental development in order to disrupt the cycle of poverty and abuse.

Addressing the need for kindergarten readiness and overall early childhood risk prevention and intervention services, Volunteers of America Oregon is bolstering our children and family services to comprehensively support families in recovery, experiencing domestic violence, child abuse, or the traumas of racial discrimination and poverty. With a key partnership with The Miracles Club Recovery and Wellness services for African American families and our Family Relief Nursery and Family Recovery Support programs, we are building on our respective strengths to enhance service delivery to these families. We do so with trauma-informed services and a diverse staff. Our families are strengthened as a result of our culturally-specific services and our focus on outcomes.

This year's  
Volunteers of  
America Oregon  
Annual Report  
allows you, our  
valued donors  
and partners,  
to see your  
support at work  
in integrated,  
comprehensive, culturally responsive services that  
exemplify program excellence across the organization  
with a focus on investing in healthy early development  
as the greatest defense against risk.



Sincerely,

A handwritten signature in black ink, appearing to read 'Kay D. Toran'.

Kay D. Toran, President and CEO

# Leadership

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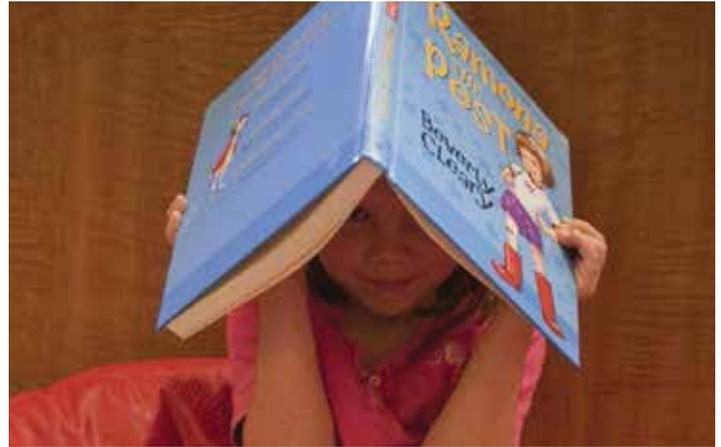
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**Kay Toran**

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## Partnerships for Child Success

Volunteers of America Oregon is coordinating integrated services to resolve trauma and risk among the youngest children, disrupting cycles of poverty, addictions, and abuse, and promoting healthy development in our flagship program. The Family Relief Nursery (FRN) has enhanced both its abuse prevention and kindergarten readiness efforts through two significant partnerships: one enables us to integrate Montessori curriculum and staff development training into our therapeutic child care model and another offers culturally-specific child abuse prevention programming.

FRN serves families with children 6 weeks to 5 years old at risk of abuse and neglect. It offers therapeutic trauma-informed child care and the 12-week Nurturing Parenting education course, resource referral, respite child care, and home visits. FRN strengthens families, gets children back on track developmentally, and helps parents reduce risk factors and build healthy, safe homes. Risks

include poverty, unemployment, history of abuse, and domestic violence. These children and families are those most at risk of long-term, devastating outcomes. The physical pain and emotional trauma of abuse leads many youth and teens to substance abuse, self-harm, and academic failure.

FRN families lack the early childhood support to sustain healthy, on-track development and kindergarten readiness. These high risk, vulnerable children rarely have access to pre-school experiences. But we know that FRN programming supports development of key assets in children that are correlated with kindergarten and academic success. Research conducted for the Early Learning Council (ELC) found that FRN outcomes align with those found to be critical to school readiness. Colorado's Director of Early Childhood Education states: "We really have increased our understanding that social-emotional skills are just as important if not more important than early reading skills at helping

students become academically strong in later grades.” Similarly, ELC researchers found that behavior and social emotional development are critical predictors of academic success.

As Waltz shows, social emotional development is a strong indicator of success:

*“The foundations of social competence that are developed in the first five years are linked to emotional well-being and affect a child’s later ability to functionally adapt in school and to form successful relationships throughout life.”*

–National Scientific Council on the Developing Child

FRN participants in the therapeutic classrooms focus on these critical developmental benchmarks, but measures and outcomes for the program have traditionally not identified our success in the scholastic arena. We had to develop a formalized process for aligning the components of FRN’s therapeutic care and family strengthening with identified components of kindergarten readiness, and we had to enhance the strategies that help children overcome trauma and promote the skills that help them succeed in school.

We are achieving these goals with our partnership with Montessori Northwest. Montessori curriculum facilitates children’s promotion of trust in themselves and their world, confidence in their emerging abilities, functional independence, task persistence, and self-regulation. These components help children become socially and emotionally healthy, bolstering the trauma-informed strategies of the therapeutic classroom. The partnership began in spring 2014. We continue to work to integrate Montessori curriculum into the FRN model and to develop data collection and analysis tools to report on the partnership’s outcomes.

1. The Importance of Social Emotional Development in Youth Children” Megan Waltz. Ready 4 K. <http://www.child-rensacademyonline.net/wp-content/uploads/2013/01/Importance-of-SEL-In-Early-Childhood-Dev.pdf>

## Family Relief Nursery

140 children served

100% of program participants enter pre-school or kindergarten on program exit

65% of children’s parents/caregivers demonstrated improved parent-child interactions at follow-up

100% of families have incomes below the poverty level

479 home visits completed



## Miracles Relief Nursery

Volunteers of America Oregon and Miracles Club:  
New Program for African American Families

Volunteers of America Oregon's addictions prevention and treatment programs have had a long and successful partnership with The Miracles Club (MC), an African-American culturally-specific peer recovery social organization helping people live safe and drug-free lives. Miracles Club sought to offer services in the East Portland neighborhoods where many of the families in need of their services have moved, seeking more affordable housing. MC has partnered with two strategic programs in the East Portland neighborhood: our Satellite Family Relief Nursery and Family Recovery Support Program. VOAOR and Miracles have strengthened and

deepened our partnership with new funding opportunities that augment our programs with culturally responsive services for African American families.

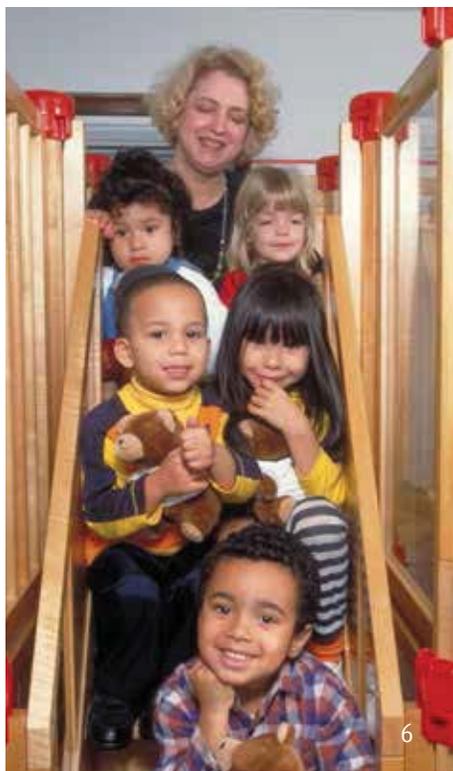
To serve the most highly at-risk children, MC and FRN recognized the need to address the over-representation of African American families in the child welfare system. African Americans are 14% of the population but make up 31% of the children in foster care. A variety of factors contribute to this: child welfare workers have prosecuted cases involving children of color at much higher rates than white children for the same or similar reports. Communities of color also struggle disproportionately with substance abuse, poverty, and unemployment, factors that contribute to challenges with parenting. A major concern raised is that rather than expending resources and support to assist these challenged parents, child welfare removes children and offers funding and support to relatives or foster parents.<sup>2</sup> We proposed to support the parents, help them overcome their challenges, and enable children to remain in strengthened, healthier homes. With funding from the City of Portland Children's Levy, we created the Miracles Relief Nursery within Family Relief Nursery. With Miracles Club recovery mentors teaming with FRN staff for culturally-specific parenting education and home visiting and our culturally responsive trauma-informed therapeutic classrooms, we have created an innovative, responsive, and effective model that meets client needs and prevents child abuse.

2. The Racial Geography of Child Welfare: Toward a New Research Paradigm  
Dorothy E. Roberts. *Child Welfare*, #87. 2008: 125-150.

## Anticipated Outcomes

The goals of these strategic partnerships are:

1. To more transparently track and provide evidence of kindergarten readiness among children at the FRN. To demonstrate that the integration of Montessori curriculum contributes to children developing self-regulation and self-efficacy, which both prepares them for academic success and, critically resolves behavioral issues that make parenting challenging.
2. The Miracles Relief Nursery will facilitate access to services for more African American families; families will engage actively in all facets of the programming, including parenting education and home visits; and MRN staff and programming will be fully culturally responsive.
3. A related goal is that, with support from Montessori NW and a comprehensive data collection system, we will create tracking tools and outcome reporting that will identify program successes and ongoing challenges, with a goal of instituting a replicable model for child abuse prevention services nationwide.





## Miracles and Family Recovery Support Services for African American Families

Our Family Recovery Support (FRS) program offers a recovery-oriented system of care to adults in recovery who may also be involved in the child welfare system. Many have never parented successfully or free of addictions, and FRS recognizes the critical element of parenting support in sustaining recovery. Miracles Club sought to engage more family-centered activities, as well as reach African American families in need in East Portland. Miracles and FRS collaborated to integrate culturally responsive peer recovery, counseling, mentoring, and family support for African American parents in recovery into the FRS model. With funding from the Federal Administration on Children and Families, Children's Bureau, this partnership will provide families with a welcoming, respectful, child-friendly space that offers the substance use recovery services and resources that facilitate long-term success.

The Miracles FRS partnership is unique in its cultural responsiveness, but also in the family oriented recovery model that allows adults to meet in a place where they can attend 12-step meetings, group, individual or family counseling, and learn from and interact with peers facing the same challenges of sustaining recovery and parenting successfully. Critically, the program addresses the potential trauma children experience in homes where parents had active addictions, but also in being separated from that parent either by child welfare, the criminal justice system, or residential treatment. The impact of this trauma is variable but unavoidable, and FRS's inclusion of children in the healing process supports them in overcoming that trauma so that they can achieve healthy emotional growth, which is also critical to academic success.

The program will allow African Americans to access services in the neighborhoods where they live. The

program is so well sited, “People from the neighborhood see the Volunteers of America Oregon sign and know they can just come in and get help,” notes Program Director, Theresa Willett. Miracles Club is also eager to meet with families who struggle with recovery, but may not know how to deal with issues involving their children. They may not have custody of their children, or know help is available. Miracles Recovery Mentors provide the most appropriate support. Mentors have the same life experiences and offer support as program participants deal with life on life’s terms. Miracles Recovery Mentors are the people who are there to help with any barriers FRS families need to overcome.

The Volunteers of America Oregon-Miracles Club collaboration creates the culturally responsive, strategic social services that effectively meet the needs of African American families in recovery and at risk of child abuse in our community. Recognized with significant funding support, this collaboration will continue to grow and enable us to provide comprehensive culturally-specific services to a critically underserved community.



## Family Recovery Support

68 families served

32% men

68% women

10% American Indian/  
Alaska Native

3% African American

28 got a GED

9 found Employment

29% are in

residential treatment

36% rent their own

home

100% had child

welfare involvement

67% of children

are 0-9



## Home Free's Child and Youth Advocacy Services

A common thread through Volunteers of America Oregon's work is helping children who have experienced violence or other trauma overcome its impact on their well-being. Our programs seek to support children wherever or however they experience that trauma. Home Free's services for children and youth experiencing domestic violence are another critical and effective asset in this endeavor. Located in The Gateway Center, a drop-in center for survivors of domestic violence, Home Free's Child and Youth Advocacy Services offer children and their safe parents the information and support they need to heal from these experiences and move forward together.

National studies find that 10-20% of children in the United States experience domestic violence in their homes. Children often witness the violence perpetrated against their mothers. When they don't see it, they may hear loud noises or see mom's injuries or distress. Regardless of what they see or hear, children feel the atmosphere of tension and intimidation that the batterer creates in their home. Even after a survivor may have left the relationship, an abuser's

attempts to control her and the children often do not end—the abuser may ask the children to report where their mom goes and who she is with, or may tell the children that their mom is the one to blame for the violence and for the family being apart.

Being exposed to an abusive person causes confusing feelings, guilt and anxiety for children. Younger children especially who don't have the coping skills to deal with these emotions can be overwhelmed by them. Home Free's Child and Youth Advocacy Services are designed to provide children ages 4 to 11 and their safe parents with comprehensive, flexible support to address these negative effects of domestic violence. Child advocates work individually with children and in support groups (called 'Safe Spaces' groups), providing accurate information about domestic violence, emotional support, and safety planning tailored to each child's unique needs and situation.

One 5 year old girl who met with a child advocate played with the dollhouse, often acting out a father

being mean to a mother and daughter. Her mother told us that her daughter had nightmares, separation anxiety, and that the girl's teachers reported she was distracted at school. While playing with the dollhouse, the child and the advocate were able to talk about how the little girl in the dollhouse was feeling and what she could do to stay safe from the fighting. After several meetings, the mother said her daughter was calmer, having fewer nightmares, and was more engaged at school.

Allowing children to have a safe space to learn about and overcome their overwhelming feelings is crucial to overcoming the trauma they have experienced and sustaining healthy emotional, physical, and intellectual growth. Home Child and Youth Advocacy Services support early child development for the youngest family members experiencing domestic violence.

Each session of Safe Spaces support group ends with the children standing in a circle saying together the "Thought for the Day." Children often come up with their own thoughts for the group to say and in a recent support group, one child came up with a thought which was then emphatically echoed by all the children in the group: "Domestic violence is NOT okay in your family!"



## Home Free Child and Youth Advocacy

22% of those  
served by Home  
Free were 6 and  
under

24% were 6-12

146 children and  
teens were served  
in the Child and  
Youth Advocacy  
Program

63 parents  
received parenting  
information and  
support

# Program Outcomes

## Treatment & Prevention Services

### Youth Prevention Services

- 392 served
- 96% of youth served reported positive outcomes/interactions with the community and/or their school
- 82% of core group youth reported a positive increase in their academic performance.
- 89% of core group youth reported a decrease in behavioral issues.
- 82% of core group families reported improvement in behavioral problems.
- 73% of core group families completed one 6-week class session.
- 15% African American
- 26% Latino
- 47% Male
- 53% Female
- 5% Age 4 and under
- 60% Age 5-11
- 16% Age 12-14
- 6% Age 15-17

## Children, Family & Seniors

### Home Free

- 4457 served
- 340 people in 160 households (170 adults and 170 children) were vouchered into safety at local motels.
- 78 households (78 adults and 154 children) were provided with permanent housing assistance this fiscal year.
- 1,340 received outstationed or outreach services
- 98% had made safety plans, 92% had made individualized goal plans, 87% had completed at least half of their goals, 100% evidenced or reported an increased knowledge of local resources and options available to them, and 94% evidenced or reported enhanced coping skills and increased self-sufficiency

### Seniors Adult Day Centers

- 85% of clients are 56 or older
- 51% have incomes below poverty level
- 8% are immigrant or refugee
- 16% African American
- 14% Asian American
- 7% Latino
- 63% have Dementia
- 50% have Chronic Disease

## Public Safety

### Men's Residential Treatment Center

- 218 served
- 178 were homeless
- 65% grew up in homes with parental substance abuse
- 18% had involvement with child welfare as children
- 72% exited successfully

### Women's Residential Treatment Center

- 167 served
- 45% uninsured
- 71% mental health diagnosis
- 94% homeless
- 83% grew up in homes with parental substance abuse
- 62% grew up in homes with parental criminal activity
- 46% exited successfully

### Community Partners Reinvestment Program

- 125 served
- All enrolled in mentoring services
- 100% of participants successfully completed mentoring program requirements

# Financials

## Statement of Financial Position

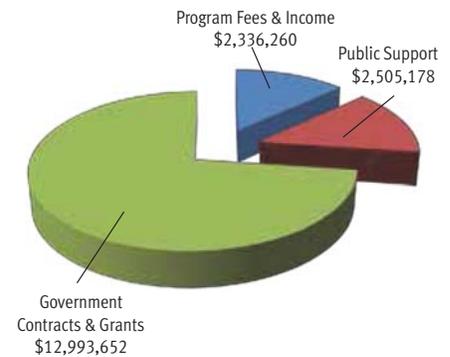
	2014	2013
<b>Assets</b>		
Current Assets	\$7,864,174	\$7,383,611
Long-term Investments & Pledges	1,398,853	1,339,634
Property & Equipment (net)	3,830,283	3,940,763
<b>Total Assets</b>	<b>\$13,093,310</b>	<b>\$12,664,008</b>
<b>Liabilities and Net Assets</b>		
Current Liabilities	\$1,428,436	\$1,268,289
Long-term Liabilities	105,645	118,057
<b>Total Liabilities</b>	<b>1,534,081</b>	<b>1,386,346</b>
<b>Net Assets</b>	<b>11,559,229</b>	<b>11,277,662</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$13,093,310</b>	<b>\$12,664,008</b>

## Statement of Activities

Revenue from Operations	\$17,835,090	\$16,861,704
Operating Expenses	17,741,203	16,875,517
Operating Revenue in Excess of Expenses	93,887	(13,813)
Investment gains (losses)	187,680	120,110
Increase in Net Assets	281,567	106,297
Net Assets, Beginning of Year	11,277,662	11,171,365
Net Assets, End of Year	<b>\$11,559,229</b>	<b>\$11,277,662</b>

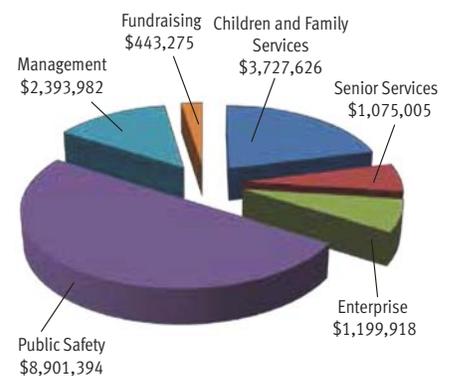
## Revenue from Operations

\$17,835,090



## Operating Expenses

\$17,741,200



## We thank those who partner with us to provide vital services. These include:

Clackamas County  
Gateway Center for Domestic Violence Services  
Home Forward (formerly the Housing Authority of Portland)  
Human Solutions  
The Miracles Club  
Multnomah County Aging & Disability Services  
Multnomah County Commission on Children, Families, and Community  
Multnomah County Courthouse  
Multnomah County Department of Community Justice  
Multnomah County Department of County Human Services  
Multnomah Education Service District  
Myan Management  
My Little Waiting Room® at Providence Portland and St. Vincent Medical Centers  
Oregon Department of Corrections  
Oregon Department of Education - USDA  
Oregon Department of Human Services  
Oregon Department of Justice Crime Victims' Assistance Section  
Oregon State Police  
Portland Children's Levy  
Portland Police Bureau  
Providence ElderPlace  
SE Works, Inc  
Substance Abuse & Mental Health Services Administration  
United States District Court-District of Oregon Parole and Probation  
United Way of the Columbia-Willamette  
US Bureau of Justice Assistance/Second Chance Act  
Veteran's Administration  
Wallace Medical Concern



United Way of the  
Columbia-Willamette



## Home Free Circle of Support, Senior Caring Connection Society, and Family Relief Nursery Bright Beginnings Society

These individuals have made a five-year, \$5,000 or greater pledge to support our domestic violence intervention, Adult Day Center, or child abuse prevention programs.

Deanna Bitar  
Keren Brown Wilson and Michael Deshane  
David and Terry Cavano  
Jamieson and Tiffany Grabenhorst  
Jim and Linda Heisler  
Tom Kelly and Barbara Woodford  
Pamela and Michael Morgan  
Kay Sohl  
John and Jamie Strohecker  
Anonymous  
David and Barbara Underriner  
Moggy Vanderkin  
Chrissy and Don Washburn

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