



ANNUAL REPORT

2013-14

Ashton, adopted through Volunteers of America and now served by the Supported Living Services program, with his mother, Ann.

Helping 64,000 Find Hope And Support

Since 1896, Volunteers of America's ministry of service has supported and empowered America's most vulnerable people, touching the mind, body and spirit of those we serve. Last year Volunteers of America touched the lives of more than 64,000 people in the Greater New Orleans area—your neighbors, friends and co-workers among them.

We do this through more than 20 programs that help others in their time of need—at-risk youth, elderly, homeless veterans, persons with disabilities and others. We serve some for a short time, offering a hand up to get them back on their feet. For others in great need, we provide a lifetime of services.

Meet Ashton, known as Joey, adopted as an infant through Volunteers of America. His adoptive father, Ashton Sr., a federal probation officer, volunteered at our Residential Re-entry Center where he learned about our Adoption program.

Ashton and his wife Ann struggled for years to become parents. They joined the Adoption program and a short time later adopted Joey. At the age of nine, Joey was diagnosed with autism. When he became eligible for state services for people with developmental disabilities, his parents selected Volunteers of America as his service provider. They felt comfortable working with the same agency that helped bring Joey into their family. Today, at age 31, Joey still receives services through our Supported Living Services program.

Like many adopted persons, Joey became curious about his birth parents and asked his mother to contact the Adoption program for more information. The Adoption Program Manager was able to contact Joey's birth mother, who agreed to meet him and his adoptive mother. Joey learned that his birth mother married and had three other children. Joey looks forward to building a relationship with her and meeting his half-siblings.

Joey's story, like many others, shows how Volunteers of America touches lives in so many ways. We are the charity that always steps forward to help the most vulnerable.

It has been a year of growth and enthusiasm at Volunteers of America. We served more than 64,000 of the most vulnerable people in communities throughout southeast Louisiana. Thanks to our donors and supporters, we continue to respond to the most pressing human needs through existing programs and new initiatives.

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MISSION

Volunteers of America is a movement organized to reach and uplift all people and bring them to the knowledge and active service of God.

Volunteers of America, illustrating the presence of God through all that we do, serves people and communities in need and creates opportunities for people to experience the joy of serving others. Volunteers of America measures its success in positive change in the lives of individuals and communities we serve.

New, Expanded Services Uplift Our Most Vulnerable

Thank you to our valued donors and supporters for helping Volunteers of America serve more than 64,000 people in great need over the last fiscal year. Because of your help, we have been able to transform the lives of thousands of people throughout the 16 parishes we serve. We encourage you to look at this year's Annual Report to learn how we respond to our area's most pressing human needs—serving individuals with disabilities, providing housing and case management, creating forever families through adoption and providing services for veterans in crisis.

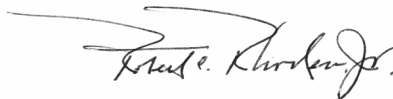
This past fiscal year has been a year of service as well as a year of planning for the future. We are excited to have laid the foundation for expanding services to the Houma area starting with affordable housing. Volunteers of America was also awarded funding by the Department of Labor through a \$1.5 million grant to help formerly incarcerated young persons rebuild their lives through employment training and support services. Veterans Services also remained in the spotlight, as we supported the needs of our community through programs aimed at homeless veterans.

Volunteers of America, this year especially, benefitted from unprecedented support from people like you. We formed the new Booth Legacy to ensure future services are funded—13 supporters were named as founding members, and thousands supported the GolfStar Classic, the Reach For The Stars breakfast and the Christmas Wish project. In addition, so much of what we do could not be accomplished if it were not for the thousands of volunteers that donated the valuable gift of their time this year.

Thank you for all you do to help Volunteers of America help others. We're on an inspiring journey that truly transforms lives.



James M. LeBlanc | *President/CEO*



Robert C. Rhoden, Jr. | *Board Chair*

Bonds Of Friendship Endure Over Time

Carl and Stella may seem like an unlikely pair, but these two have forged a devoted, lasting friendship.

Stella, a person with an intellectual disability, grew up in foster care and has no family nearby. Carl is a facilitator in our Supported Living Services program which helps people like Stella with daily tasks so they can live independently—assisting with goal setting, money and medication management,

transportation and socialization. The program serves more than 100 children and adults with intellectual and developmental disabilities, cerebral palsy and epilepsy, as well as some elderly.



Carl and Stella, part of our Supported Living Services program, have grown as close as family over the years.

Sometimes, the program staff and the people they serve form a strong family-like bond. This is what happened with Stella and Carl. The two met in 1989 when Stella was served by of our Supported Living Services program and Carl became her Direct Support Professional. Carl found that Stella had a kind spirit, and he enjoyed helping her keep doctor's appointments and run errands. But three months later, Stella became ineligible for the program when the government deemed her capable of living on her own.

the street safely on her way to the grocery. Stella often knocked on Carl's door with a question, and Carl always patiently and selflessly responded. This continued for years—14 to be exact.

But that was not the end of Stella and Carl's friendship. Carl happened to live in the same apartment complex as Stella and noticed she was struggling. He often lent a hand, helping decipher a utility bill or ensuring she crossed

What Carl didn't realize was that Stella's living conditions were deteriorating. He discovered she was having trouble caring for her living space and pets when she was on the verge of eviction. Carl went to work to help Stella re-enter the Supported Living Services program. In the meantime, to keep her in her apartment, Carl helped clean, paint and shampoo the carpet.

Now that Stella is back in Supported Living Services and getting the help she needs, she is thriving. At 64, she is employed, enjoys going for walks and is passionate about animals. She still lives in the same complex as Carl, and they remain close friends. Carl says Stella is almost like family to him and his wife.

Carl says, “You have moments where you feel an attachment to people, and they to you. The bottom line for me is that this is what God wants me to do—to serve others—and it’s been a blessing.”

PEOPLE SERVED | 64,087

Children and Family Services	1,143	Emergency Services	555
• Adoption and Maternity—Receiving Homes	10	• Crisis Response Program—Suicide Prevention ..	555
• Adoption and Maternity—Counseling	34	Health Services	234
• Adoption and Maternity—Wendy’s Wonderful Kids Foster Care Adoption	35	• HIV/AIDS Prevention	33
• Adoption and Maternity—Adoption Services	70	• Case Management	201
• Mentoring Children of Promise	261	Intellectual Disability Services	188
• Lighthouse Afterschool Program	453	• Community Living Services	70
• Family Resource Center	269	• Supported Living Services	118
• Creative Counseling	11	Mental Health Services	865
Community Enhancement Services	59,282	• Permanent Supportive Housing—Southshore ..	175
• Auto Enterprise	744	• Permanent Supportive Housing—Northshore ..	84
• Volunteer Services	1,493	• Supportive Housing Program	71
• RSVP Program—St. Tammany	38,892	• Case Management—Southshore	19
• Fresh Food Factor	11,944	• Case Management—Northshore	12
• Healthy Lifestyle Choices	6,209	• Housing Case Management	20
Correctional Services	252	• Shelter+Care Subsidized Housing	74
• Residential Re-entry Center	252	• Path Program—Outreach and Referral Service ..	410
Elderly Services	873	Veterans Services	695
• Repairs on Wheels	208	• Veterans Transitional Housing	138
• Elderly Protective Services	545	• Homeless Veterans Reintegration	241
• The Terraces on Tulane	120	• Supportive Services for Veterans Families	299
		• Veterans Transitional Housing Savings Program ..	17



Joseph says life will never be the same, “Thank you Jesus for your grace and mercy, and for giving me a second chance at life.”

A Second Chance

At 48, Joseph, a Veteran of the United States Navy found himself homeless and embarrassed about his situation. With no family or friends to help him with his struggles, he lived in his car—but that changed with a little help from our Veterans programs.

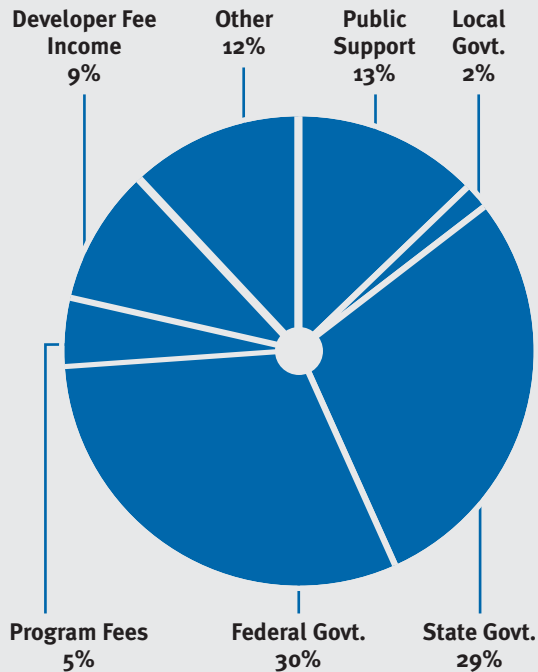
With a sense of confidence, dignity and purpose, Joseph is now putting the pieces of his life back together. He recently called to thank the staff for caring so much about homeless Veterans.

Volunteers of America has been a leader in providing comprehensive services for homeless Veterans for many years, and has been recently recognized for our work. At the National Alliance to End Homelessness conference, First Lady Michelle Obama acknowledged our efforts saying, “After Hurricane Katrina, Volunteers of America...shifted their focus to getting veterans into permanent housing as quickly as possible. And in the last three years, they’ve already helped more than 400 veterans across the state of Louisiana.”

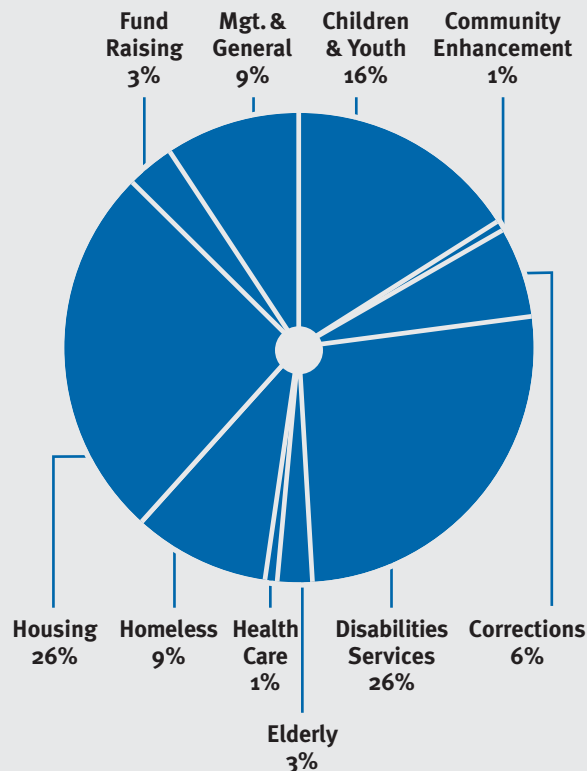
In support of the evidenced-based Housing First model, Joseph was placed into transitional housing within two weeks of contacting us. Shortly thereafter, with support of our Veterans Reintegration Program, he found a full-time job.

FINANCIALS

OPERATING REVENUE BY SOURCE



EXPENSES BY PROGRAM FUNCTION



Statement of Activities

REVENUE	2014	2013
Public Support	\$3,347,231	\$1,567,515
United Way	84,535	56,073
Grants and Contracts	19,896,465	19,967,529
Program Fees	1,524,748	909,840
Rental Income	268,462	274,471
Developer Fee Income	3,086,348	2,234,937
Enterprise Sales	741,365	400,413
Other	3,628,327	2,769,919
Total Revenue	\$32,577,481	\$28,180,697

PROGRAM SERVICES

Children and Youth	\$4,873,301	\$3,250,933
Community Enhancement	142,983	141,368
Correctional Services	1,859,790	1,721,475
Disabilities Services	7,849,069	8,958,992
Disaster/Emergency Services	0	0
Elderly Services	718,161	1,387,046
Health Care Services	250,196	284,065
Homeless Services	2,809,522	2,893,209
Housing	7,732,533	5,314,670
Mental Health	11,303	42,302
Total Program Services	26,246,858	23,994,060
Total Support Services	3,763,608	3,660,654
Total Operating Expenses	30,010,466	27,654,714
Non-Operating Activity	1,056,417	913,598
Change in Net Assets	3,623,432	1,439,581
Net Assets—beginning of year	33,909,287	32,689,538
Other Change in Net Assets	4,350,292	-219,832
Net Assets—end of year	\$41,883,011	\$33,909,287

Balance Sheet

ASSETS	2014	2013
Current Assets	\$9,764,113	\$14,148,531
Fixed Assets	72,077,916	65,902,136
Other Long-Term Assets	19,599,170	18,056,716
Total Assets	\$101,441,199	\$98,107,383
LIABILITIES & NET ASSETS		
Current Liabilities	\$8,605,802	\$11,686,077
Other Long-Term Liabilities	50,952,386	52,512,019
Total Liabilities	\$59,558,188	\$64,198,096
Net Assets	41,883,011	33,909,287
Total Liabilities & Net Assets	\$101,441,199	\$98,107,383



ROTARY CLUB OF NEW ORLEANS RIVERBEND | Helping At-Risk Youth

When Volunteers of America was founded in 1896, volunteering had a different meaning than it does today. In that time, volunteering to serve others was a full-time

commitment. That’s why our founders came to call themselves Volunteers of America. They volunteered their whole lives—their hearts, spirits and professional careers to help people in need.

Today, Volunteers of America’s staff of paid professionals adopts this same ideal of service. Yet, we also greatly depend on volunteers who dedicate their free time and talents to support our programs. One such volunteer group is the Rotary Club of New Orleans Riverbend.

This organization energetically supports our Readers to Leaders project. Members volunteer weekly to read to at-risk youth in our Lighthouse Afterschool program. The Rotary Club also seeks grant funding to provide students their own copy of the books that are read, so students may learn the value of building their own individual home libraries. “Our Rotary Club members have in many cases now been reading with some of the same students for almost three years, and we have seen first-hand how the students’ interest, vocabulary and literacy skills have increased,” says Jason Sanchez, President-elect, Rotary Club of New Orleans Riverbend.

Thanks, Rotary members. You show that the spirit of serving others envisioned by our founders remains vibrant.

REMEMBER THE BOOTH LEGACY IN YOUR WILL

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Various Volunteers of America of Greater New Orleans services are accredited by CARF; the Rehabilitation Accreditation Commission and ACA, the American Correctional Association. Volunteers of America is a nonprofit 501(c)(3) corporation. Contributions are tax-deductible to the full extent provided by the law.



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