



ANNUAL REPORT

2014-15

Helping More Than 55,000 Rebuild Their Lives

This past year, Volunteers of America extended hope to more than 55,000 people in need throughout southeast Louisiana. Just as we have done for more than a century, our staff, supporters and volunteers united to transform—and restore—lives.

Many of those whose lives were transformed are veterans. During 2014-2015, three of our 20 community programs focused on veterans.

One program helped to effectively end veteran homelessness in New Orleans, meeting a challenge from Mayor Mitch Landrieu. Our Supportive Services for Veterans Families (SSVF) program offers help to any honorably discharged veteran in our state who is homeless or in danger of becoming homeless.

We also do much more. Our Transitional Housing Program serves homeless male veterans by offering housing, substance abuse counseling, intensive care coordination and support services for 24 months. From our Napoleon Avenue veterans facility, our staff works with veterans individually to help them develop a plan to rebuild their lives.

Success rates are impressive: more than 78 percent of veterans find a stable home, increase their income and achieve greater self-determination. More importantly, 70 percent have a place to call home a year after leaving our program.

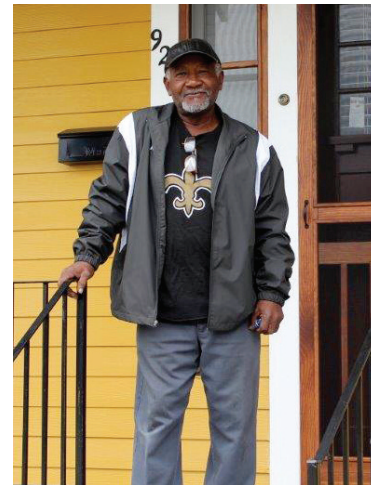
Many veterans who are homeless need help in gaining job skills and finding jobs that pay living wages. That's where our Homeless Veterans Reintegration Program (HVRP) comes in. They help

veterans such as Robert, a former Army mechanic who served our country in the late 1970s.

Robert's difficulties began after his mother died. He had lived with her as primary caregiver over her five-year illness. He was devastated, and then had to leave the family home because of conflict with his sister. He lost his driver's license because of DUIs and had trouble getting to work. Faced with no income and no home, Robert turned to Volunteers of America. Though devastated, he was positive and determined to regain self-sufficiency.

The HVRP program helped Robert find a job as a security guard, and he's been employed for six months. Our team helped him qualify for a housing voucher, and last month he moved into his new home. Robert is excited to be rebuilding his life, and he's grateful for Volunteers of America's support.

Volunteers of America serves the most vulnerable in their greatest time of need. Robert's story is just one example of our compassion and quality services that make a real difference in rebuilding lives.



Robert stands outside his beautiful home in Gretna. He credits Volunteers of America for helping him turn his life around.

Volunteers of America serves people in need through more than 20 different programs that help children and families, veterans, persons with disabilities and seniors. Check out our program data on page four to learn more.

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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.

2014-15: Always Leading, Growing, Serving

Volunteers of America is a lot like New Orleans and the surrounding region we serve. We're both a dynamic mix of the historic and the new. We're both inspired by spirited, generous people, and we have an exciting future ahead.

Over the past year, Volunteers of America has remained committed to well-established programs that help people in need year after year. At the same time, we're creating innovative new ways to address current human issues. And, we're expanding geographically. Focusing on all these things simultaneously keeps Volunteers of America relevant and effective.

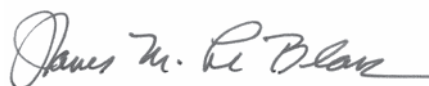
2014-15 has been a great year for existing programs such as our veteran's initiatives and Fresh Food Factor. Our work with veterans, in particular, is thriving. We proudly report that we helped meet Mayor Mitch Landrieu's challenge to effectively end veterans' homelessness in New Orleans. We continue to lead in helping veterans in crisis in many beneficial ways.

We're staying current with new efforts such as our Positive Pathways Program, known as P3. You can read an early P3 success story on the foldover page at right. P3 intervenes in the lives of young offenders, giving them the attention and guidance they need to turn their lives around. We're also deepening our commitment to Terrebonne Parish with Bayou Cane Apartment homes, a workforce housing community in Houma. Another development for seniors, Houma School Apartments, is in the works.

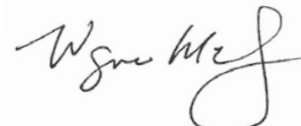
One thing that never changes is our appreciation of our volunteers and donors. We rely on old friends and new friends such as the Oscar J. Tolmas Charitable Trust, like the Home Depot Foundation and The Brown Foundation to help us transform the lives of the 55,000 people we served last year.

At Volunteers of America we say that we serve thousands of people a year, but we do it one person at a time. Our work remains deeply personal, and we treat each person who comes to us for help as an individual. In this Annual Report, you will read the stories about people whose lives have been transformed. They are the heart of our mission.

Volunteers of America has been transforming lives in New Orleans since the 1890s. We continue to look ahead with hope. If you'd like to join us as a donor or volunteer, or if you'd like to learn more about our organization, contact us anytime at voagno.org.



James M. LeBlanc | *President/CEO*



Wayne M. Baquet, Jr. | *Board Chair*



Christopher is studying to be a veterinary technician.

With The Right Support, Anything Is Possible

Give to help our Supported Living Program meet its funding gap at voagno.org.

Christopher, 24, loves animals. He's also tenacious, a trait that is helping him pursue a career as a veterinary technician. Christopher has Asperger's syndrome, a developmental disability on the autism spectrum that can bring challenges. Yet, with the right kind of support, persons with Asperger's can use their strengths to achieve success.

Christopher gets just the right kind of help through our Supported Living Services Program, which works with 100 persons with disabilities. By supplying professionals who know how to help, the program allows people with disabilities live independently. Since 2008, a Direct Support Professional named Christy has been at Christopher's side. The classwork he must master in the veterinary tech program remains tough. He enrolled in a time-management course to help, and now, with Christy's encouragement, he's tackling microbiology.

Unfortunately, this program has a funding gap of \$150,000 to provide the level of services needed for our most vulnerable neighbors. That is only a gap of \$4 per person per day for the Supported Living Services Program to help persons with disabilities use their strengths to reach their dreams. We invite you to share our commitment and, with your gift, help continue this important and inspirational work.

P3 Helps Young Offenders Find Positive Pathway

Read more about how Volunteers of America transforms young lives at voagno.org.

Domonique, 17, has a story common to many teens in New Orleans. He enjoys playing football and hanging out with friends, but sometimes makes bad choices. Last January, he was suspended from school. While suspended, he found himself in the wrong place at the wrong time and was charged with simple battery.

Here's where Domonique's story takes a positive turn. Instead of finding more trouble, Domonique was referred to our Positive Pathways Program (P3), which helps young offenders change their lives for the better. Volunteers of America started this important initiative to give young people involved in the juvenile justice system a real chance to rebuild their lives.

P3 uses proven ways to support and guide youth. Domonique was assigned a coach, who saw past his recent troubles. The coach could see that Domonique liked school—math was his favorite subject—but he needed guidance. With her help,

Domonique started turning his life around.

Since joining P3, Domonique has avoided trouble, attends school daily and goes to all his court hearings. He has great rapport with his teachers and counseling staff. Domonique also made big changes in his choice of friends and activities. He is on his way to graduating from high school and becoming the first in his family to enter college, with a full scholarship. Crediting his P3 coach with keeping him on the straight and narrow, Domonique has found his positive pathway.



Domonique proudly displays the Most Outstanding Student award he earned at Dillard University's Upward Bound college program. His P3 coach helped him enroll in the program.

PEOPLE SERVED | 55,350

Children and Family Services	1,082	Health Services	331
• Adoption and Maternity—Counseling	71	• HIV/AIDS Prevention	137
• Adoption and Maternity—Community Outreach/Education	57	• Case Management	194
• Adoption and Maternity—Adoption Services	36	Housing Management	858
• Mentoring Children of Promise	202	• Workforce Housing	456
• Lighthouse Afterschool Program	566	• Elderly Housing	250
• Family Economic Security	83	• Single Room Occupancy	152
• P3—Positive Pathways Youth Program	67	Intellectual Disability Services	172
Community Enhancement Services	50,151	• Community Living Services	66
• Auto Enterprise	841	• Supported Living Services	106
• Volunteer Services	4,572	Mental Health Services	1,168
• RSVP Program—St. Tammany	35,790	• Permanent Supportive Housing—Southshore	495
• Fresh Food Factor	4,494	• Permanent Supportive Housing—Northshore	80
• Healthy Lifestyle Choices	4,454	• Supportive Housing Program	73
Correctional Services	211	• Case Management—Southshore	89
• Residential Re-entry Center	211	• Case Management—Northshore	10
Elderly Services	269	• Housing Case Management	18
• Repairs on Wheels	214	• Path Program—Outreach and Referral Service	403
• The Terraces on Tulane	55	Veterans Services	692
Emergency Services	416	• Veterans Transitional Housing	186
• Crisis Response Program—Suicide Prevention	416	• Homeless Veterans Reintegration	214
		• Supportive Services for Veterans Families	271
		• Veterans Transitional Housing Savings Program	21

Young Mother With No Hope Finds Hope

Learn more about the successes of our Permanent Supportive Housing program at voagno.org.

Meet a New Orleans woman we'll call Jasmine, a 24-year-old recovering addict with children. Jasmine shows Volunteers of America's success in transforming the lives of people who truly have nowhere else to go.



In 2014, Jasmine and her children were living in a shelter when she came to our Permanent Supportive Housing program for help in rebuilding her life. Jasmine faced many challenges, yet she had clear goals. She wanted to be a better parent, complete the Job Corps program, get a job, find a place to live and continue in

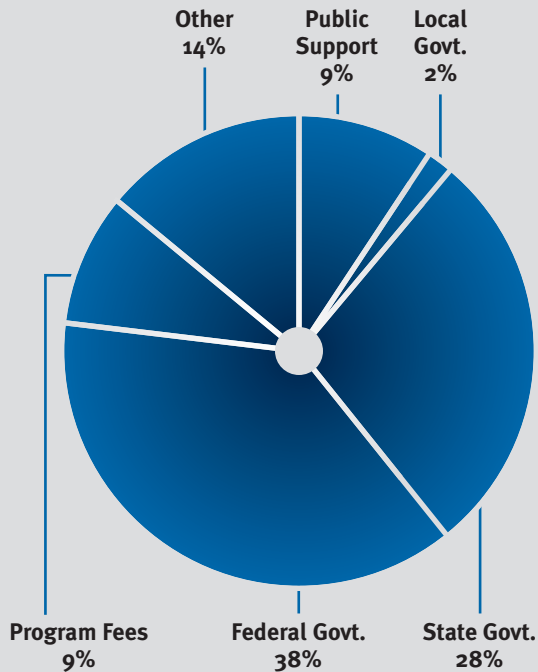
recovery. We offered what Jasmine needed most—help from a skilled case manager, ready to address all Jasmine's issues and give support.

Fast forward to 2015. Despite setbacks, Jasmine met her goals! She completed Job Corps and holds a job at a nursing home. She and her children live in a rental home, and she pays 30 percent of her income for rent. Most important, Jasmine remains in recovery.

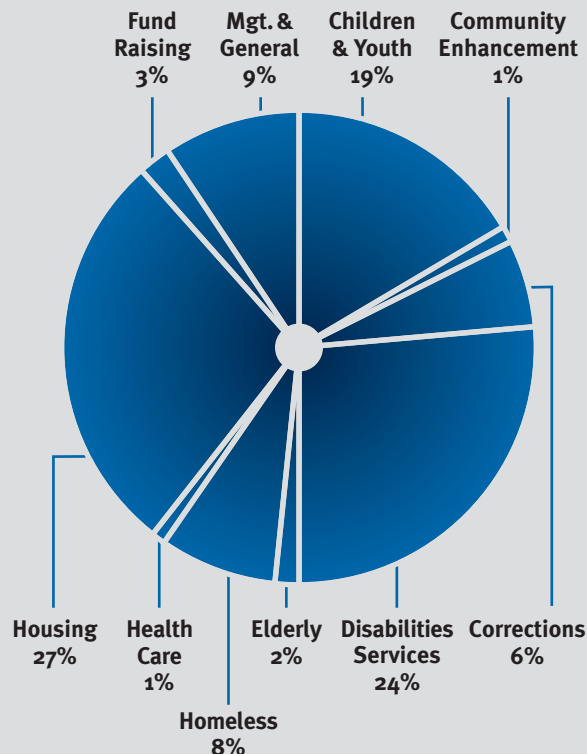
Often, society looks at people like Jasmine and wonders where answers and hope can be found. Volunteers of America provides those answers. Permanent Supported Housing and other programs are truly a lifeline for many.

FINANCIALS

OPERATING REVENUE BY SOURCE



EXPENSES BY PROGRAM FUNCTION



Statement of Activities

REVENUE	2015	2014
Public Support	\$1,863,439	\$3,347,231
United Way	113,457	84,535
Grants and Contracts	19,714,628	19,896,465
Program Fees	2,699,757	1,524,748
Rental Income	314,831	268,462
Developer Fee Income	100,000	3,086,348
Enterprise Sales	745,947	741,365
Other	3,631,944	3,628,327
Total Revenue	\$29,184,003	\$32,577,481

PROGRAM SERVICES

Children and Youth	\$5,988,768	\$4,873,301
Community Enhancement	162,929	142,983
Correctional Services	1,958,062	1,859,790
Disabilities Services	7,449,299	7,849,069
Elderly Services	770,964	718,161
Health Care Services	250,153	250,196
Homeless Services	2,430,948	2,809,522
Housing	8,633,737	7,732,533
Mental Health	10,737	11,303
Total Program Services	27,655,597	26,246,858
Total Support Services	3,806,692	3,763,608
Total Operating Expenses	31,462,289	30,010,466
Non-Operating Activity	5,267,319	1,056,417
Change in Net Assets	2,989,033	3,623,432
Net Assets—beginning of year	41,883,011	33,909,287
Other Change in Net Assets	(95,140)	4,350,292
Net Assets—end of year	\$44,776,904	\$41,883,011

Balance Sheet

ASSETS	2015	2014
Current Assets	\$9,649,388	\$9,764,113
Fixed Assets	81,786,443	72,077,916
Other Long-Term Assets	18,213,457	19,599,170
Total Assets	\$109,649,288	\$101,441,199
LIABILITIES & NET ASSETS		
Current Liabilities	\$10,135,231	\$8,605,802
Other Long-Term Liabilities	54,737,153	50,952,386
Total Liabilities	\$64,872,384	\$59,558,188
Net Assets	44,776,904	41,883,011
Total Liabilities & Net Assets	\$109,649,288	\$101,441,199



Generosity, Love For Others: Natural Resources In Volunteering

We have meaningful volunteer opportunities for persons of all ages and interests at voagno.org. For information on RSVP in St. Tammany, call (985) 612-1050.

Dianne, 73, who lives on the North Shore, had been retired for several years when she came to Volunteers of America looking for ways to help others and her community.

Now contributing more than 300 hours a year to RSVP, Dianne finds volunteering extremely rewarding. She treasures the moment when a child's face lights up after understanding a new concept. In addition to tutoring, she also answers calls from North Shore residents looking for assistance at our Mandeville office.

She appreciated that our organization's Retired Senior Volunteer Program (RSVP), active and respected in St. Tammany, offers a wide array of volunteer projects. Because Dianne believes that education and mentoring are answers to many problems our children face, she chose to work with students. In one of RSVP's beneficial programs, Dianne was matched with a student needing help with reading skills.

Dianne has come to understand how much volunteering enriches her own life, even as she makes an impact on students she mentors. She shares her belief that when you are young, your life is full and people turn to you for advice and expertise. As time goes on, she says, your voice may become less important and you develop a void in your life. Dianne thanks Volunteers of America for making her feel relevant again.

REMEMBER THE BOOTH LEGACY IN YOUR WILL

voagno.org

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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