



ANNUAL REPORT

2015-16

YOU Make It Possible to Help Us Lift Up People in Need

At Volunteers of America Greater New Orleans, you make everything we do possible.

Whether you are a donor, volunteer or someone who supports us in other ways, you enabled us to positively change the lives of 50,497 persons in need during 2015-16. You energized every program and helped extend every hand in compassion. Here are some of the many accomplishments you helped us achieve.

You helped homeless veterans find hope.

Over the past year Volunteers of America expanded our acclaimed Veterans Services programs in two significant ways. We opened the Oscar J. Tolmas Veterans Center, on Pitt Street in Uptown New Orleans, to accommodate 20 more veterans struggling with homelessness with additional transitional housing and rehabilitation services.

The center is named for a local real estate developer and veteran who left his estate to a charitable foundation, which generously contributed funding for the center.

In late 2015, we received a \$2 million Veterans Administration grant that will continue to fund our Supportive Services to Veterans Families (SSVF) program statewide. SSVF finds places to live for veteran families in crisis—and helps prevent homelessness. A key component helps stabilize families by delivering comprehensive case management.

You helped us grow to help more people in underserved areas.

Volunteers of America is reaching out to serve more people in Lafourche and Terrebonne Parishes. In January, we broke ground on Academy Place in Houma, a new housing initiative to help seniors age with options. The development is refurbishing the long-vacant Houma Elementary School into one- and two-bedroom apartment homes for independent seniors. Academy Place is the second Volunteers of America housing initiative in the area. See photos and read more about our expansion plans for Lafourche/Terrebonne on page 5.

You helped more at-risk children receive healthy and nutritious meals.

Thanks to generous gifts from donors, our Fresh Food Factor program added new equipment. This enables us to prepare more meals for more children, spreading good nutrition to at-risk students throughout the community.

You helped the most vulnerable in our community.

Thank you on behalf of all the individuals and families served by our more than 20 programs in southeast Louisiana.

We invite you to look closely at this Annual Report to learn more about this year's progress. Meet some of the people we serve, check out our financial data, and look at the data on people served. Remember: your generosity made it all possible. Thank you for all you do to help people in need!



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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.

This Year, Like All Years, You Help Us Do So Much

As we complete a rewarding year of service to people in need, we salute you—our devoted supporters, donors, volunteers and friends.

You are more than advocates. Your gifts of time, activism and financial resources make possible everything we do to help the most vulnerable in our communities. Volunteers of America remains a collaborative movement in which many people unite to help others.

Over the past year, you effectively ended homelessness for veterans in New Orleans. That's right; we have a place for every veteran on the streets. You expanded affordable housing for seniors in the Houma area. You brought life-saving help to veterans struggling with post traumatic stress and independence to persons with disabilities. You fed 1.3 million nutritious meals to local at-risk school children. You even saved lives. Our Crisis Response program on the Northshore works daily to prevent suicide.

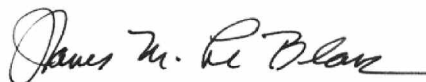
There are too many accomplishments to list in these pages. Overall, we affirm that our organization is growing in all the right ways—in stability, in outreach and in proper allocation of resources to effectively uplift people in need.

A prime reason for Volunteers of America's success is the stellar leadership of our Board of Directors. We welcome two new distinguished board members, David Konur, CEO, Cardiovascular Institute of the South in Houma, and attorney Lynn Swanson, managing member of Jones, Swanson, Huddell & Garrison, LLC.

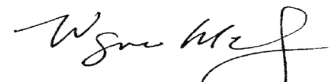
Our amazing staff also deserves applause. This year, three outside organizations recognized the quality of our staff. Our all-important CARF accreditation was renewed, and we credit our staff members for their hard work in earning re-accreditation. The American Correctional Association accreditation was renewed for our Residential Re-Entry program, and the surveyors made a special note that residents were treated humanely and with dignity. And, Unity of Greater New Orleans honored our Supportive Services program as "Outstanding Homeless Program of the Year." These three accomplishments display the commitment and excellence shown every day by staff members in every program.

In 2016, Volunteers of America celebrates 120 years of service to our country's vulnerable neighbors. Our local organization has been active in New Orleans for most all of those years, always reaching out and improving the lives of people in great need.

Thanks to you, our supporters, we are poised for a bright future of helping people who need help the most. On behalf of those we have served this year, we extend our gratitude for uplifting their lives and our communities.



James M. LeBlanc | President/CEO



Wayne M. Baquet, Jr. | Board Chair

I Want to Share What Volunteers of America Offers

By Fred H. Myers

For over 25 years, I have had the opportunity to be exposed to the mission of Volunteers of America Greater New Orleans through my business association with President and CEO Jim LeBlanc. This allowed me to understand the organization's important work over a broad sector of our community. I saw, through Jim's leadership, a nonprofit run like a business, with consideration for growth and expansion of services—and keen insight into the revenue side of the ledger.



Almost 10 years ago, I was asked to serve on the committee for the organization's major fundraiser, the Reach for the Stars breakfast. This was a way to give back to our community, using my time and resources, in a more personal way.

Volunteers of America programs serve such a wide array of consumers in our area. The after-school Lighthouse Program was the first program to have a personal impact on me. Seeing these young students receiving after-school tutoring and snacks until their parents got off work impressed me. The children were immersed in the projects and benefited from the one-on-one tutoring. The program also had accountability for the parents. The absence of parent participation meant the child could not be in the program. It was so much more than child care.

I also soon learned about the organization's supportive services provided in many area homes for persons with disabilities. These services provide

Mr. Myers, pictured above with his wife Sue, is a Board Member of Volunteers of America Greater New Orleans and Chairman of the Board, F.H. Myers Construction Corp.

safe, comfortable, respectful living environments, where individuals with intellectual and developmental disabilities learn skills to help them become more independent. Volunteers of America Greater New Orleans provides so many services, such as adoption, senior housing, veterans housing and training. Many programs remain unknown to most in our community.

I garner great satisfaction in using my business and personal relationships to help others learn about Volunteers of America Greater New Orleans and the Reach for the Stars annual giving program, which provides financial resources to continue these vital, important services to so many in our area. I want to share what these programs offer our less fortunate citizens.

7 of 10 children with an incarcerated parent will likely end up behind bars themselves. Our Mentoring Children of Promise program works to change this alarming statistic. Children in the program also achieve a high rate of academic success—94%!



Fresh Food Nurtures Healthy Bodies, Minds

Robin Gorman is passionate about feeding and nurturing children.

As director of child nutrition at Lake Forest Charter School, Gorman's passion led her to choose Fresh Food Factor as the school's food service provider starting with the 2013-14 school year.

She wanted a food service partner that would exceed expectations with its product and truly use fresh food as it professed. Three years later, she continues to be impressed by the way Fresh Food Factor delivers on its mission.

Volunteers of America started Fresh Food Factor to ensure that fresh, healthy meals are available to nourish both the bodies and minds of local schoolchildren. Foods without preservatives and low in sodium, including lots of fruits and vegetables, are staples of Fresh Food Factor. Fresh Food Factor has grown to serve more than 1.3 million meals over the last year.

"We collaborate with Fresh Food Factor and have a genuine working relationship focused on the children's well-being," says Gorman. "When children, especially those at risk, leave lunch with a full belly, they are better behaved in the classroom, make fewer trips to the nurse and do better in school. We couldn't do this without Fresh Food Factor."



Navy Veteran Overcomes Hard Times with Help

Dustin, a proud Navy veteran, always viewed life as an adventure. He loved seeing the world as a boatswain's mate, going to college on the GI bill and living in a variety of cities after leaving the service.

Unexpected crises ended Dustin's adventures. He came to New Orleans for a new job, but the offer disappeared after he arrived and he couldn't afford his new apartment. His savings had gone to complicated dental issues. Nearly homeless, he found shelter at our Veterans Transitional Housing program.

Instead of being able to regroup, Dustin unfortunately suffered a stroke. Stays in the hospital and a rehab center followed. As he was regaining his ability to walk and speak, another crisis hit: hernia surgery. He couldn't lift anything for weeks.

"How was I going to live?" Dustin wondered. "Fortunately,

Volunteers of America provided me with a home so I could recover. Once I was able to start looking for work, they were there with job leads and bus passes to get to interviews."

With our support, Dustin is healthy and working at New Orleans Hamburger & Seafood Co. "I appreciate my case workers, Ms. Anita and Ms. Robin, who told me to focus on getting better and not to worry. They were always there."

Dustin is now saving to get an apartment of his own. "Had it not been for the help of Volunteers of America, I don't know where I'd be today."

Nearly 80% percent of veterans we serve achieve the target outcomes of residential stability, increased earning potential and greater self-determination.



We Never Give Up on People, Even When Helping Is Hard

Volunteers of America wouldn't give up on Ernestine, a middle-aged Covington resident with mental illness. Ten years ago, a clinic staffer called our Northshore offices and said Ernestine needed help. Mental illness had taken her ability to hold a job. It was winter, and she was living in an abandoned home without windows. Jeanne Lovern, who helps persons with mental illness in our Case Management and Supportive Housing programs, set out to find Ernestine.

It wasn't easy, but Lovern finally found her. Thus began a long journey of supporting Ernestine through illness and other problems. First, Lovern got Ernestine the care she needed in a hospital and arranged housing when she got out.

Volunteers of America understands that people with mental illness do best with a supportive professional to help manage their care and lend a hand with finances, appointments and challenges. Our Case Management program offers this support, which worked well for Ernestine. Over time and with continuous support, she is managing her illness, living on her own and building a life.

Two years ago, Ernestine wanted to learn to read. Case worker Kate King found a former teacher, a volunteer with our RSVP program, to teach Ernestine. They still work together every Tuesday. Ernestine also attends church and visits friends. Lovern and King describe her as "a doll who is friendly and likeable."

Ernestine always "speaks from the heart" and inspires others, including sharing her story at our mental health forum, a small group which meets at our Northshore office.

Intervention by Volunteers of America's behavioral health care coordination can reduce the hospital visits of persons with mental illness by as much as 90%, suggest studies done in Louisiana.



Vincent Embraces Full Life, Thanks to Volunteers of America

Vincent is a man-about-town in Slidell, where he lives and works. He loves to go dancing. He displays unique moves and presents flowers to the ladies. He works out at the gym.

where he lived with seven other persons with disabilities and a caring staff. Vincent flourished.

Five years later, Vincent yearned for more. Our Supported Living Services program helped him move into his own apartment and find a job. Vincent led an even more independent life.



Things weren't always so rosy. Born with Down syndrome to a loving family, Vincent spent his childhood at Hammond State School. It was common then to place children like Vincent in institutions.

Vincent was recently diagnosed with early dementia, a common diagnosis in persons with Down syndrome. Volunteers of America is supporting Vincent and meeting his needs. He remains in his home with our staff providing round-the-clock care. When he needs more, he can move back into our community home.

When Vincent was older, Volunteers of America helped him find a better way. He moved into one of our residential community homes,

Says Supported Living Services Program Director Jenny Dexter, "We have lived every step of life's journey with Vincent for more than 30 years. This next phase will be no different. Just like your family, Volunteers of America is part of Vincent's family. We adjust to life changes to help him live a good, whole life. If we weren't there for him, who would be?"

50,497 PEOPLE SERVED

Children and Family Services 1,023

Adoption and Maternity—Adoption Services	42
Adoption and Maternity—Community Outreach/Education	19
Adoption and Maternity—Counseling	56
Family Economic Security	83
Lighthouse Afterschool Program	538
Mentoring Children of Promise	160
P3—Positive Pathways Youth Program	125

Community Enhancement Services 46,451

Auto Enterprise	828
Fresh Food Factor	8,450
Healthy Lifestyle Choices	2,591
RSVP Program—St. Tammany	32,952
Volunteer Services	1,630

Correctional Services 234

Residential Re-Entry Center	234
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Elderly Services 232

Repairs on Wheels	163
The Terraces on Tulane	69

Emergency Services 418

Crisis Response Program—Suicide Prevention	418
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Health Services 221

Case Management	183
HIV/AIDS Prevention	38

Housing Management 1,113

Elderly Housing	270
Single Room Occupancy	152
Workforce Housing	691

Intellectual Disability Services 158

Community Living Services	64
Supported Living Services	94

Mental Health Services 718

Case Management—Northshore	46
Case Management—Southshore	103
Housing Case Management	12
Path Program—Outreach and Referral Services	344
Permanent Supportive Housing—Northshore	85
Permanent Supportive Housing—Southshore	116
Supportive Housing Program	12

Veterans Services 1,042

Homeless Veterans Reintegration	460
Supportive Services for Veterans Families	225
Veterans Transitional Housing	310
Veterans Transitional Housing Savings Program	47

New Housing Opens Doors for New Services in Lafourche, Terrebonne

You help us ensure everyone has a safe, affordable place to call home.

Volunteers of America is growing geographically as well as in numbers of people served, adding new services in Lafourche and Terrebonne Parishes, southwest of New Orleans. Beautiful, high-quality affordable housing complexes are leading the way for other critical services to people in need. Last Jan. 5, Volunteers of America broke ground on a much-needed senior housing development, Academy Place, a renovation of the old Houma Elementary School, built in 1931. When completed in spring 2017, Academy Place will offer 103 affordable one- and two-bedroom apartment homes for seniors at all income levels aged 62 and above.

The school hasn't been used for students since 1970, when it was converted to school board offices. Now vacant, the historic building is being repurposed into apartments with high ceilings, wood floors and original architectural elements. New construction will supplement the renovation. This "green" environmentally responsible development will feature old oak trees, community centers and landscaped gardens.



Bayou Cane Apartments

help veterans get their lives on track. The goal is gainful employment and job retention. We partner with employers in construction, hospitality and security companies to help veterans find good jobs.

Academy Place is our second affordable housing venture in Houma. We opened Bayou Cane Apartments, an 82-unit, mixed-income initiative, in 2015. Both are joint initiatives with Renaissance Neighborhood Development Corp., a collaboration of our organization and Volunteers of America National Services. A portion of the apartments are reserved for working persons and families earning up to 80 percent of area median income. Fifteen apartments are reserved for persons with disabilities. Volunteers of America staff are on on-site, offering supportive services to help residents remain stable and economically self-sufficient.

7 out of 10 households pay more than 30% of their income for housing. Our affordable workforce housing initiatives help such families find decent, safe places to live without straining their budgets.

Senior housing is in short supply in Houma. "This development addresses a great need in that community, and we are happy to add to our array of services in Terrebonne and Lafourche Parishes," says President/CEO Jim LeBlanc. "We also believe that our housing presence allows us to expand services to include veterans outreach, services to people with intellectual disabilities and other expertise that we can bring to that community." LeBlanc thanked the Terrebonne Council on Aging and Terrebonne Parish Consolidated Government for their support.

Helping area veterans who are homeless is already in the works. Volunteers of America recently launched a Homeless Veterans Reintegration program in Houma. This service, which has been active in New Orleans, offers job training and extensive supportive services to



Academy Place rendering

society members

Volunteers of America honors those donors who made a major commitment to supporting people in need by joining our Reach for the Stars Society. Donors who took an extra step to make their commitment to the Reach for the Stars Society perpetual are members of the Evergreen Society. Thank you for helping to ensure our organization's future remains bright.

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The average child in Louisiana eats less than 2 daily servings of fruits and vegetables a day instead of the recommended 5. And 4 out of 10 children are either overweight or obese. Our Fresh Food Factor serves up plenty of healthy meals to boost nutrition and fight childhood obesity.

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Ye Olde College Inn
Your Nutrition Delivered

Statement of Activities

REVENUE	2016	2015
Public Support.....	\$2,450,775.....	\$2,699,629
United Way.....	107,945.....	113,457
Grants and Contracts.....	19,665,846.....	19,685,155
Program Fees.....	2,808,142.....	1,869,850
Rental Income.....	510,954.....	314,831
Developer Fee Income.....	1,605,381.....	100,000
Enterprise Sales.....	800,913.....	745,947
Other.....	4,570,385.....	3,620,192
Total Revenue.....	\$32,520,341...	\$29,149,061

PROGRAM EXPENSES

Children and Youth.....	\$7,102,222.....	\$5,988,768
Community Enhancement.....	151,714.....	162,929
Correctional Services.....	1,828,552.....	1,958,062
Disabilities Services.....	7,274,936.....	7,449,299
Elderly Services.....	793,503.....	770,964
Health Care Services.....	283,220.....	250,153
Homeless Services.....	2,328,821.....	2,430,948
Housing.....	9,823,935.....	8,633,737
Mental Health.....	19,299.....	10,737
Total Program Expenses.....	29,606,202.....	27,655,597
Total Support Expenses.....	4,537,101.....	4,021,041
Total Operating Expenses.....	34,143,303.....	31,676,638
Deficit from Operations.....	-1,622,962.....	-2,527,577
Non-Operating Activity*.....	-151,940.....	5,272,788
Change in Net Assets.....	-1,774,902.....	2,745,211
Net Assets—beginning of year.....	44,562,555.....	41,883,011
Other change in Net Assets.....	6,080,909.....	-65,668
Net Assets—end of year.....	\$48,868,562...	\$44,562,555

Balance Sheet

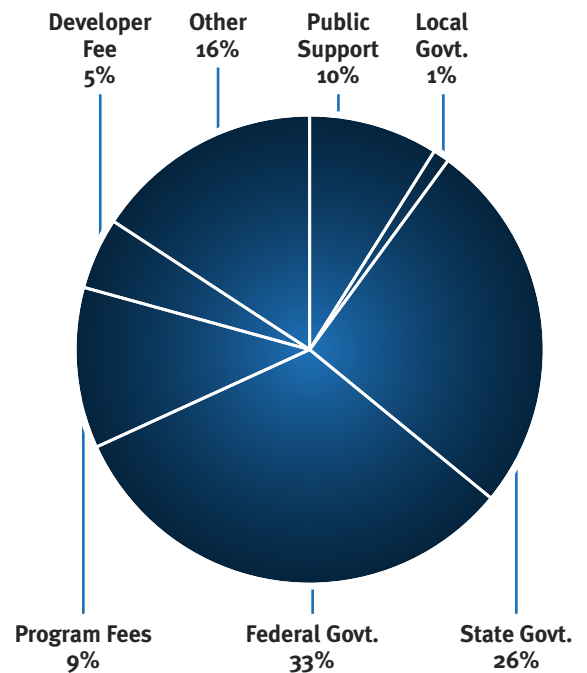
ASSETS	2016	2015
Current Assets.....	\$13,321,389.....	\$11,759,760
Fixed Assets.....	84,299,279.....	76,703,865
Other Long-Term Assets.....	21,871,434.....	21,185,663
Total Assets.....	\$119,492,102..	\$109,649,288

LIABILITIES & NET ASSETS

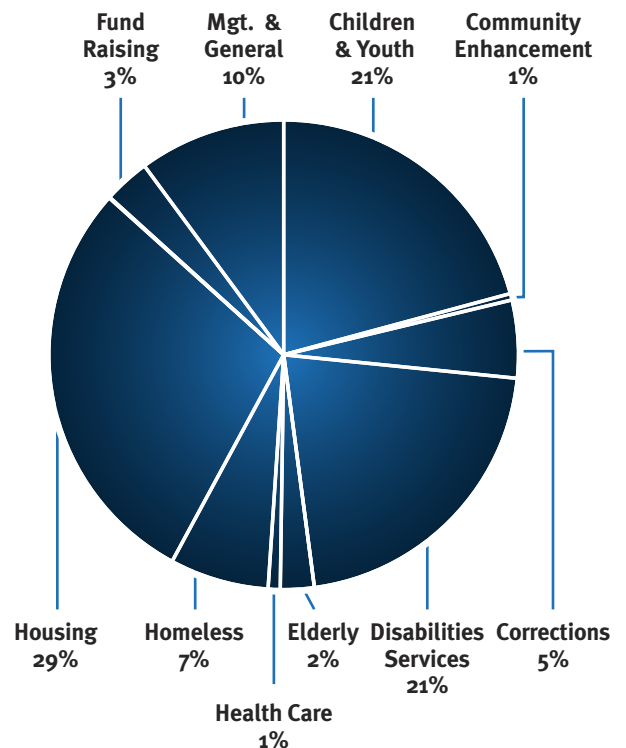
Current Liabilities.....	\$10,652,518.....	\$10,349,580
Other Long-Term Liabilities.....	59,971,022.....	54,737,153
Total Liabilities.....	\$70,623,540.....	\$65,086,733
Net Assets.....	48,868,562.....	44,562,555
Total Liabilities & Net Assets.....	\$119,492,102..	\$109,649,288

* 2015 higher as a result of an asset disposition

OPERATING REVENUE BY SOURCE



EXPENSES BY PROGRAM FUNCTION





Best Part of Mentoring? Seeing Change in a Child Who Needs Help

Volunteer to be a mentor. Learn more at voagno.org.

When Ke'mion was eight, he was angry at the world and acting out at school. Ke'mion lived with a single loving mother, but his father was incarcerated. He needed a man's loving influence in his life.

Ke'mion came to our Mentoring Children of Promise program for at-risk children who may also have an incarcerated parent. His mentor, Glynn Jones, says, "I took him under my wing, and started doing things all the time with him." Jones, a Marrero resident, has horses, and soon the two were riding together.

Today, at age 15, Ke'mion's troubled years are behind him. "He really did a turn-around," Jones says. "He's into sports, and that has showed him discipline. I'm so proud of him." Ke'mion is also a junior "buffalo soldier," riding to celebrate the heritage of 19th century African-American mounted regiments.

The most rewarding part of mentoring, Jones believes, is seeing change in a child who is struggling. "I enjoy being around this kid. The time I spend with him is so worthwhile." And he adds, "There are plenty of other kids who don't have dads who need help."

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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