



ANNUAL REPORT

2018-19

Your Support Transforms Our Communities Every Day

Volunteers of America is creating hope and providing stability to those in need.

Thanks to your tireless support, Volunteers of America Southeast Louisiana changed the lives of more than 57,000 persons in need last year.

With over 20 different social service programs, your support allows Volunteers of America to create new programs to help those in need and continue to support our most vulnerable neighbors with our existing programs in our 16-parish service area, which extends beyond metro New Orleans to include all of southeast Louisiana.

For nearly 125 years, Volunteers of America has worked to help children, adults, seniors and persons with disabilities. From adoption services to helping persons with disabilities to supporting veterans, our programs **create hope, provide stability** and **transform communities**.

Our adoption and maternity program creates forever families through adoption and supports mothers in need. Tim and Katie always knew they wanted to start a family, but when that didn't happen naturally, our adoption program created hope by pairing the loving couple with baby Nora. Now, the three (top right) are inseparable.

Providing stability is important to a person's success, just ask Donna. Since 1992, the 67-year-old woman (bottom right) with an intellectual disability has been a resident at our Constance community home. During that time, she's worked at a local grocery store, just a short walk from her home. Volunteers of America's Community Living Services program operates seven community homes providing individuals like Donna with 24-hour support to ensure they can still live and work independently.

Other programs transform communities, like our Retired and Senior Volunteer Program. Volunteers like 75-year-old Ann Voochies spends her time reading to elementary students at Lyon Elementary in Covington. That's just one of the many volunteer opportunities our seniors on the Northshore use to improve their communities. Ann's story on page 2 shows how rewarding giving back can be.

Those are just a few examples of how you have changed lives over the past year. Many more can be found in this Annual Report. Thank you for supporting Volunteers of America's mission of helping our community's most vulnerable.



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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.

Thank You For Supporting Our Community

Last year, Volunteers of America Southeast Louisiana touched the lives of more than 57,000 of our most vulnerable neighbors. That's an amazing number that was only possible because of your support.

Whether you are a new supporter or long-time friend, you made a positive difference in thousands of lives. You can see the difference you made in the pages of this Annual Report.

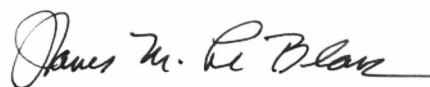
We hope you look closely at our facts and figures, but remember the true measure of success is how well we serve people in need. We measure our success in the hope we create, the stability we provide for those who need it most and the transformation that takes place in the 16 parishes that we serve.

You can see the hope you create in people like Ahmad, a graduate of our Fathers Focused on Family and Faith program, which provides counseling and parenting skills education to incarcerated fathers who will be released within six months. Ahmad's life is back on track, and his family is back together because of your support.

You can see the stability we provide to people like Dawn in our Supported Living Services program. When Dawn, who lives with an intellectual and physical disability, had nowhere else to turn, Volunteers of America was there to ensure she had a safe place to live and the support she needs to thrive. Dawn is part of Volunteers of America's family, and we'll be there for her for the rest of her life.

You can see how our communities are being transformed for the better through programs like our Retired and Senior Volunteer program. Our senior volunteers are making a difference in St. Tammany Parish by reading to schoolchildren, helping run food banks and filling dozens of other volunteer positions that help those who need it most.

With more than 20 social service programs, those are just a few examples of the people you helped us touch last year. Thanks to your support, Volunteers of America will continue to do great things today, tomorrow and for many years to come.



James M. LeBlanc | President/CEO



Christy Howley Connois | Board Chair

57,746

Children and Family Services
472

Adoption and Maternity—Adoption Services18
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Seniors Pass On The Value Of Reading To St. Tammany Parish Youth

RSVP volunteers give their time, experience to make a difference.

Your support not only allowed Volunteers of America Southeast Louisiana to help the elderly, but it empowered our retired volunteers to change St. Tammany Parish.

Last year, our Retired and Senior Volunteer Program (RSVP) touched more than 36,688 lives. Those lives include people struggling with hunger, individuals looking for a second chance to get on the right path and children looking for a little help to improve their reading skills.

For more than two decades, Lyon Elementary in Covington has welcomed our RSVP volunteers to make a difference. This past year, more than 40 volunteers generously spent their time reading with and mentoring 57 students in the Student Opportunity for Advanced Reading program.

Thanks to your support and volunteers like 75-year-old Ann Voochies, 100 percent of those students have improved their reading level by one grade or more.

“I really enjoy it,” Voochies says. “I get a lot out of it and the students do too. It makes me feel good. Some of these kids have a difficult home life, so I think they just like to talk. It’s a worthwhile thing to teach kids how to read.”

Voochies has been volunteering every Wednesday during the school year for more than 15 years.

“Sometimes it is hard to tell them goodbye at the end of the year,” she says. “For me, it’s rewarding because you’re able to make a connection with the kids. It is amazing how well



they read for second grade. Every student got something out of this. All of these students are better at the end of the year than in the beginning.”

Covington resident Sissy Couvillon has been volunteering for two years, after retiring from 40 years of teaching.

“I thought it would be fun to come back into the classroom, and I’ve really enjoyed working with the little ones,” she says. “It’s very different from high school, but I’m a big reader so that’s what drew me here. It’s my one time a week to come back into the classroom. It’s just so rewarding to help these young minds develop a love of reading.”

RSVP, funded by the National Senior Corps Program, offers seniors a variety of community service opportunities in St. Tammany Parish. Last year, more than 400 RSVP volunteers provided 38,000+ hours of service.



Dawn, Joddie, And Mary Live Independently Because Of You

Your support helps individuals with disabilities form meaningful relationships.

Dawn and Mary have been together for as long as they can remember, and thanks to your support, they'll continue to make memories and cheer on their beloved New Orleans Saints.

The two were roommates in our Constance Community Home before they moved into Volunteer of America's Supported Living Services program more than 20 years ago.

Dawn is a person with Down syndrome, and Mary has been diagnosed with autism. Despite those intellectual and developmental disabilities, the two are living independently.

"Dawn is Mary's voice," program facilitator Melody Pritchard says. "She knows Mary so well that she lets others know what she needs—what she likes and dislikes. The two look out for each other. I don't remember a time when they weren't together. They truly love each other."

Our Supported Living Services program allows people with disabilities to remain in their homes, living independently, obtaining and maintaining employment and enjoying social activities with support from qualified staff. This program serves adults with a variety of disabilities, including intellectual and developmental disabilities, as well as elderly individuals.

After Dawn lost her home because of Hurricane Katrina, the 53-year-old still had Mary and Volunteers of America to help her pick up the pieces. Now, the duo added a third member when Joddie, who is also in the Supported Living Services program, moved in.

"Dawn loves community and loves all things New Orleans," Melody says. "She loves to socialize. She loves to play cards. She loves people, so when Joddie moved in, it

was perfect. They love living together. Dawn and Joddie were already friends, so it was a natural fit."

That was more than three years ago, and the memorable moments keep coming. Dawn's favorite memory with Mary and Joddie was her 51st birthday, a Saints-themed barbeque at Lafreniere Park.

"I love Joddie," Dawn said, as the roommates posed for the photo below. "I love Mary. This is really great."

Pritchard says that sense of community with other individuals in the program is special.

"A lot of times, the only people in our consumers' lives are the people who are paid to be there," Pritchard says. "We love all our consumers like family, but it's important for them to have that connection with other people in the program. The bond between Dawn, Joddie, and Mary is really special."

With your support, Volunteers of America is honored to be able to give Dawn, Joddie, and Mary the support they need, and we'll continue to be there as long as they need us.



Your Support Is Helping Ahmad Cook Up Success

Fathers Focused on Faith and Family program is changing the lives of incarcerated fathers.

Thanks to your support, you've changed the lives of more than 40 incarcerated fathers like Ahmad.

Ahmad is a graduate of Volunteers of America's Fathers Focused on Family and Faith program, which provides counseling and parenting skills education to incarcerated fathers who will be released within six months.

Since Ahmad completed the program and was released last year, his life has been filled with positives. He started working at a local restaurant and opened his own catering company—Keem Cuisine LLC.

"I would like to thank Volunteers of America for helping me build a stronger relationship with my child," he says. "I'm a better father today, and I'm working to follow my passion for cooking."

He's applied to several different culinary schools and is currently catering small events throughout the New Orleans area and offering lunch specials on selected days while working a part-time job. Ahmad also has been spending more time with his daughter and working on being a better father.

That never seemed possible before your help.

"It's been very rewarding to see Ahmad's and everyone's growth in the program," case manager Abbie Freeman says. "You can see them grow up so much. It's usually quiet at first, but by the fifth class, they really, really open up. They all want to be the best fathers that they can be."

The 12-week program follows the Inside/Out Dad® curriculum, which is designed specifically for incarcerated fathers and used in more than 400 facilities in all 50 states. The program helps reduce recidivism rates by reconnecting incarcerated fathers to their families, providing the motivation to get out and stay out.

The fathers, ages 17 to 24, also participate in a mentoring group where they receive both one-on-one and group mentoring services to enhance resilience pre- and post-release—arming them with the tools to be

successful upon their release. Fathers also receive comprehensive transitional services to expedite their community reintegration as well as intensive case management to reduce recidivism while reintegrating into the community.

Thanks to your support, fathers like Ahmad have the tools and support to thrive in the community.

The program helps reduce recidivism rates by reconnecting incarcerated fathers to their families, providing the motivation to get out and stay out.



Homeless Veteran Is Back On His Feet Because Of Your Support

Stanley is one of hundreds of veterans who received a helping hand.

Navy veteran Stanley never thought he would need someone to provide a roof over his head, but your support helped him overcome his struggles.

Stanley is one of the many success stories you created through Volunteers of America's Veterans Transitional Housing program.

The 24-month program provides intensive case management, support services, and treatment for veterans experiencing homelessness. After residents are stabilized, they contribute a portion of their income as rent, but they also save a percentage to have a reserve for expenses when they complete and move out of the program into permanent housing—like Stanley did last year.

"I am so appreciative for Volunteers of America—they provided a place to live when I was at the end of my rope, they treated me with the respect and dignity that I deserve as a veteran and a human," Stanley says. "I will always be grateful."

Stanley came to New Orleans to help a friend. He eagerly packed up his life in Arizona and moved to Slidell to help open a convenience store and a gas station.

But when Stanley arrived, he developed a medical problem and ended up in the hospital for a few weeks. He came back to work only to have the medical issues return, which ended in another hospital stay. Only this time, his friend couldn't hold his job.

Without a job and no savings, Stanley couldn't keep his apartment. He moved into a hotel room.

"I remember one of the last nights that I was in that hotel room, trying to figure out where to go, what to do; it was like the room was closing in on me," Stanley says. "I was at the end of my rope. I thought maybe I should just end it all. Would anyone miss me? Probably not, I thought."

Thanks to your support, Volunteers of America stepped in, and Stanley received the services he needed.



...Volunteers of America...provided a place to live when I was at the end of my rope, they treated me with the respect and dignity that I deserve as a veteran and a human.

"The staff has been so great—everyone treated us with such kindness and dignity," Stanley says. "My case worker, Ms. Robyn, has been amazing. In some ways, she's like a drill instructor and makes sure we are following our program to get back on our feet. She stayed on me and helped me get a job as a custodian. I don't know where I'd be without Volunteers of America."

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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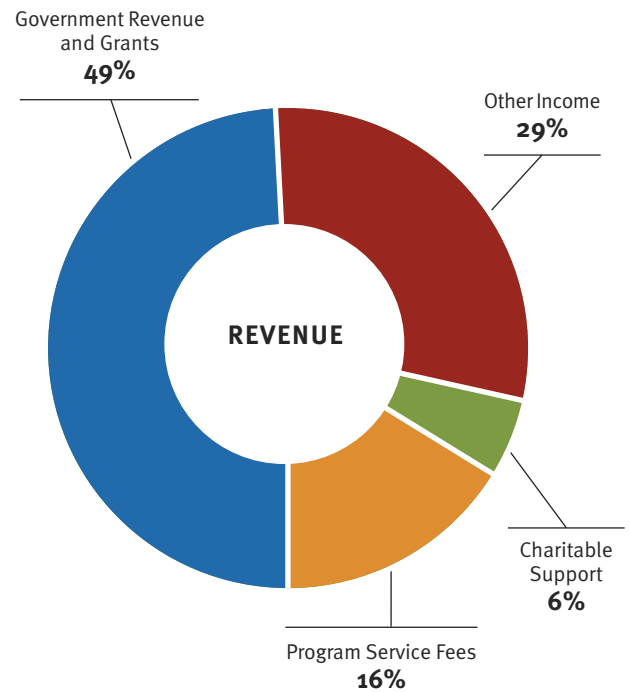
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	Network for Good	RosaMary Foundation	

Statement of Financial Position

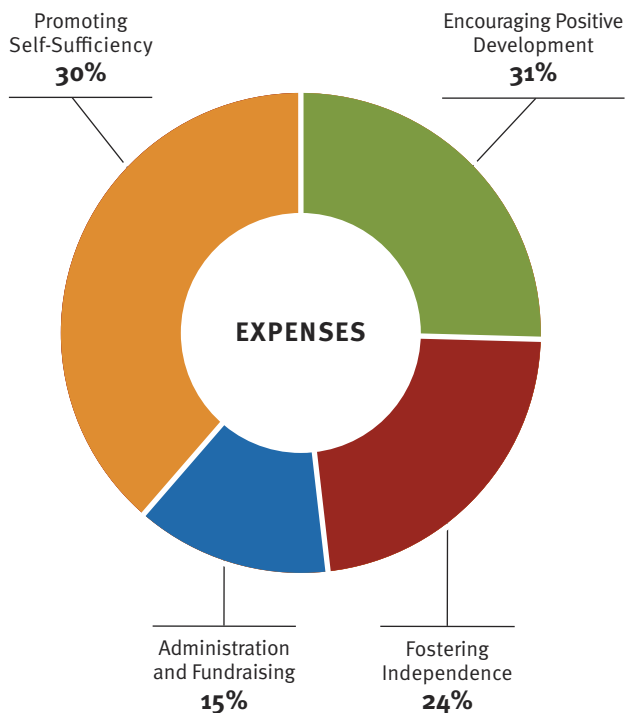
ASSETS	6/30/2019	6/30/2018 <i>Restated</i>
Cash, Accounts Receivable and Current Assets	\$10,614,286	\$11,307,104
Property and Equipment, Net	93,770,653	96,882,559
Other Assets	12,038,460	22,605,761
Assets Total	\$116,423,399	\$130,795,424
LIABILITIES		
Current Liabilities	\$10,236,410	\$11,695,815
Long Term Liabilities	41,141,294	62,567,365
Liabilities Total	\$51,377,704	\$74,263,180
NET ASSETS		
Unrestricted Net Assets Total	\$63,996,010	\$56,405,258
Restricted Net Assets Total	1,049,685	126,986
Liabilities and Net Assets Total	\$116,423,399	\$130,795,424



Statement of Financial Activities

REVENUES	6/30/2019	6/30/2018 <i>Restated</i>
Government Revenue and Grants	\$21,206,162	\$20,298,994
Program Service Fees	6,733,856	8,245,599
Other Income	12,715,933	9,432,894
Charitable Support	2,661,499	2,454,304
Revenues Total	\$43,317,450	\$40,431,791

EXPENSES	6/30/2019	6/30/2018 <i>Restated</i>
Encouraging Positive Development	\$10,917,267	\$10,079,185
Fostering Independence	8,311,032	7,577,562
Promoting Self-Sufficiency	10,566,025	10,202,111
Administration and Fundraising	5,138,067	5,915,429
Operating Expense Total	34,932,391	33,774,287
Surplus before Interest and Depreciation	8,385,059	6,657,504
Depreciation	3,504,232	3,608,070
Interest Expense	1,017,454	1,218,658
Change in Net Assets	3,863,373	1,830,776
Other Changes in Net Assets	4,650,078	6,211,424
Change in Net Assets Total	\$8,513,451	\$8,042,200





Volunteers Help Transform Our Community

Giving back your time makes an impact. Learn more at voasela.org.

Metairie resident Tieacie Penn knew she wanted to give back to her community.

Volunteers of America Southeast Louisiana gave her that opportunity, and the culinary student at Nunez Community College has come back time after time to keep making a difference.

“I’ve volunteered with Volunteers of America before, and I just love giving back like this,” she says, while planting flowers at Sherwood Forest Elementary. “This is beautiful. Jesus blessed me with so much, so if I can help out others, I will. This was a perfect opportunity to do that.”

Penn was part of a special Day of Service this spring in New Orleans East that was sponsored by Volunteers of America and the Home Depot Foundation. The special clean up focused on the neighborhoods of Sherwood Forest, Fauberg, Idlewood, and Lake Forest Estates as well as Lake Forest Elementary and Sherwood Forest Elementary, which receive healthy and fresh meals from our Fresh Food Factor program.

New Orleans District E Councilwoman Cyndi Nguyen added that volunteers like Penn make a huge difference.

Penn agrees: “I’m just so thankful to give back. I know the students will love these improvements, and I hope it makes their school year a little more special.”

Join the Booth Legacy and remember us in your will. Call Charlotte D’Ooge at (504) 486-8686 for more details.

Various Volunteers of America Southeast Louisiana 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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