



Annual Report 2010



PENNSYLVANIA

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## A SAFE PLACE TO CALL HOME

Ruth has traveled all over the world. She knows many languages, and the histories of many foreign countries.

More importantly, she successfully dealt with a disability from birth and raised two children. Her life also involved a very abusive marriage and several admissions to mental health facilities.

Today, Ruth sometimes acts as though the past is the present and becomes very confused. Yet, as a resident of a Volunteers of America affordable housing complex, she can maintain dignity, independence and ongoing help in receiving supportive mental health care.



Frank moved into Volunteers of America's Laurel Towers with little more than the clothes on his back, confronted with the hard issues of poverty.

Thanks to the many people who donate gently used items to the Volunteers of America Thrift Stores, he selected clothing and other necessities such as a bed, blankets and kitchen items from our Thrift Store at no cost to him. Through the assistance of our Emergency Services program, Frank has been able to restart his life.



## HER PATH TO BUSINESS SUCCESS

Marlene suffered traumatic brain injury from an automobile accident. In time, her talent, creativity and skills were regained, supporting her desire and ability to go back to work in the graphic design arena. Upon returning to work, she attempted to meet the traditional requirements of an eight-hour work day, although doctors recommend she take an afternoon nap. This was necessary as a long-term result of traumatic brain injury is the need to rest the brain more often than just at night to recuperate. Her employer found it hard to accommodate her need to nap and Marlene found napping to be impossible in the office environment. She was laid off.

Marlene was referred to Volunteers of America's Working Order program, a business incubator for individuals with disabilities and people who faced barriers to being employed in a traditional work environment. Through business development support from our Working Order team and financial help from the Office of Vocational Rehabilitation, which supported the purchase of home office equipment, Marlene is now a freelance graphic designer serving the needs of multiple clients.



## STATEMENT OF REVENUE AND EXPENSES

June 30, 2010

### PUBLIC SUPPORT AND REVENUE

Contributions, bequests and special events, net of direct benefit costs	\$ 2,101,557
United Way	121,379
<b>Total public support</b>	<b>2,222,936</b>
Government funding	3,839,721
Program service fees	280,320
Rental income	75,794
Investment income	103,657
Other revenue	107,672
<b>Total other revenue</b>	<b>567,443</b>

**Total revenues from operations** **6,630,100**

### OPERATING EXPENSES

Program Services	
Encouraging positive development	2,940,669
Fostering independence	538,642
Promoting self-sufficiency	2,120,784

**Total program services** **5,600,095**

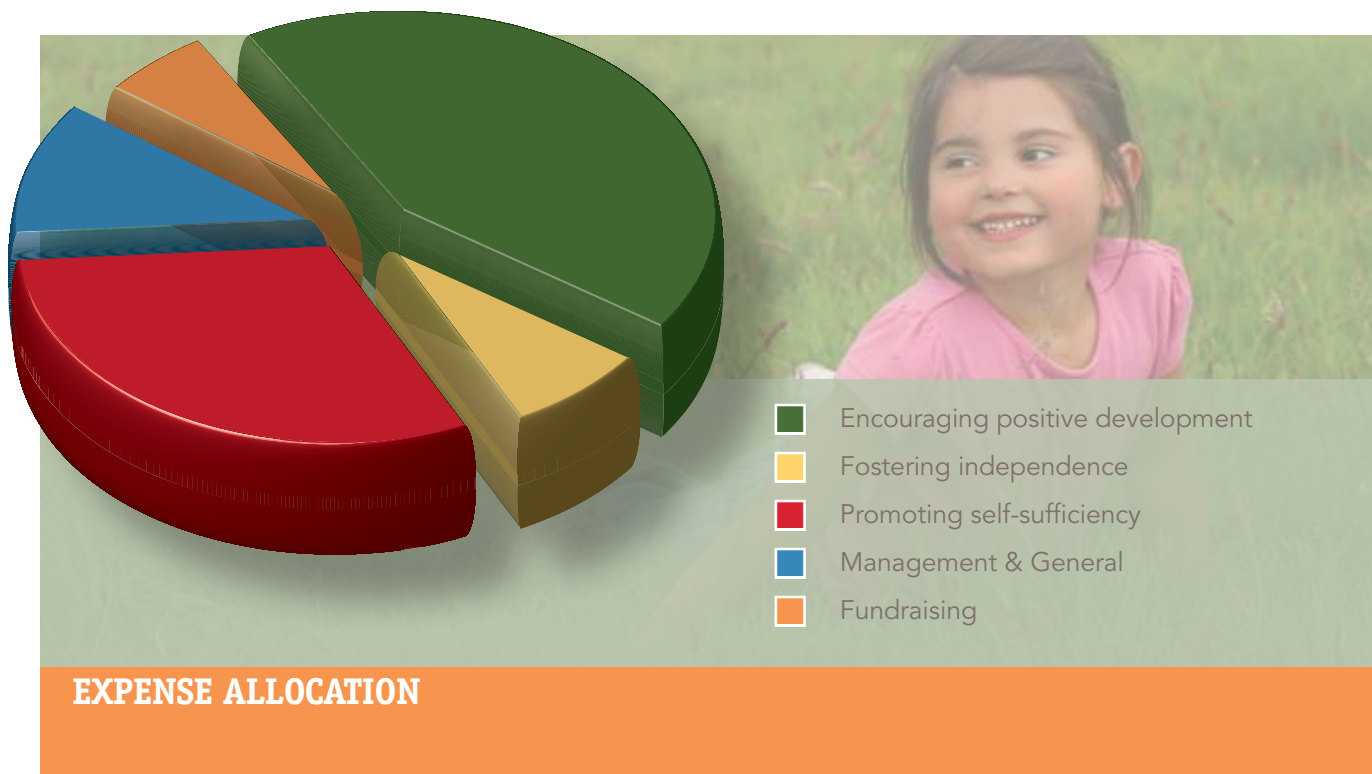
### SUPPORT SERVICES

Management & General	778,848
Fundraising	425,702

**Total support services** **1,204,550**

**Total operating expenses** **6,804,645**

**Excess (Deficit) from operations** **(174,545)**



## SERVICE STATISTICS

### Encouraging Positive Development 1,428 People Served

#### Children and Youth

- Amachi Pittsburgh
- All of Us Care
- Caring Alternatives
- Foster Care
- Hartman Home
- Supporting Stronger Families
- Volunteers of America Children's Center

### Promoting Self-Sufficiency 163,374 People Served

#### Community Enhancement

- Action Team
- Capitol Egg Hunt
- Christmas Toy Drive
- Emergency Services
- Operation Backpack
- Pennsylvania Workwear Program
- Thrift Stores

#### Employment and Training Services

- Working Order

#### Homeless Services

- Manna House Apartments

#### Housing for Families and Single Adults

- Family Apartments
- Garrahan Street

### Fostering Independence 641 People Served

#### Elderly Services

- Laurel Towers
- Dial-A-Driver

#### Housing for the Disabled and Elderly

- Laurel Towers
- New Song Village
- Palmer House
- PlainsView Apartments
- Third Street Apartments

#### Mental Health

- Master Leasing Program
- Supportive Living Program

### 165,443 Total People Served

#### Volunteers

- 2,657 total volunteers trained and recruited

## You can contribute with confidence...

**YOU CAN FEEL GOOD ABOUT THE GIFTS YOU MAKE** to Volunteers of America because 88 cents of every dollar spent goes to support vital services for people in need. We take our stewardship — and your generosity — seriously. And we are not the only ones paying attention to our care and commitment.



**Charity Navigator** – America's premier independent charity evaluator working to guide intelligent giving, has given Volunteers of America a ranking indicating we exceed or meet industry standards and perform as well as or better than most charities in our cause.



**The Better Business Bureau Wise Giving Alliance**, which strives to help donors give wisely, has evaluated Volunteers of America and determines it meets or exceeds the standards of charitable accountability.

The Volunteers of America Children's Center is accredited by the **National Association for the Education of Young Children**, and has received the **Keystone Stars** highest rating of Four Stars!



**"SHE BELIEVED IN ME  
AND GAVE ME DIGNITY."**

"Several years ago, I found myself praying as hard as I ever had for me, my daughter and my unborn baby. I was pregnant, single, barely able to pay the rent, had little family support, and above all—no hope. I was living a life of despair and desperation.

"God heard my prayers, and sent Crystal, a caseworker from Volunteers of America, into my life. She gave support and friendship; she believed in me and gave me dignity. She also helped me enroll at the community college.

"I'm now working full time, and my children know the value of an education and that abuse is never acceptable. We live in a nice home, and my baby is now a healthy 4-year-old. Every day, she tells me she loves me! Volunteers of America truly made a life-changing difference for my children and me. We'll always be grateful!"



**RECOVERY IS A JOURNEY...ONE STEP AT A TIME**

For much of her adult life, Isabel has struggled with mental illness, seizures and anxiety attacks. Compounding her torment was the physical and mental abuse she endured from her ex-boyfriend.

"After having boiling water thrown on my face and ending up in the emergency room, I knew I had to escape that terrible relationship," she revealed. She fled with her two small children to a new town where a therapist referred her to Volunteers of America of Pennsylvania.

For Isabel, her journey of recovery has become much easier with the help of Volunteers of America's Supportive Living Program.

Her caseworker helped her find a clean, safe apartment after there was a shooting in her old neighborhood. The worker also assisted her with getting the right medications and applying for Social Security benefits. Having all of this in place has allowed Isabel to move forward with her life, and in the near future to be able to secure employment.

In addition, she has learned to prepare a variety of healthy meals, manage her finances, and be a good parent.

With each step along her journey, Isabel has gained the confidence to thrive in the community of her choice and achieve life goals.

"Connecting with the Supportive Living Program was one of the best decisions I ever made," she said with a broad smile. With the support of her caseworker, Isabel has made tremendous strides and is eager to have a fulfilling life.



## DONORS (July 1, 2009 – June 30, 2010)

**THANK YOU** for helping us touch the mind, body, heart and spirit of those we serve. Through your generous donations, we are able to create positive and lasting change through programs that support, empower and transform lives!

### VISIONARY CIRCLE – CHAMPION \$25,000 - \$49,999

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Volunteers of America of Pennsylvania wishes to THANK THE DONORS OF \$1,000 OR MORE. We also extend our appreciation to all other cash donors and in-kind donors of vehicles and other items to help our consumers.

Volunteers of America has made every effort to assure completeness and accuracy. Errors or omissions are deeply regretted. Please report errors by calling 717-236-1440.



## Volunteers of America®

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[www.voapa.org](http://www.voapa.org)

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### THRIFT STORE LOCATIONS

675 Silver Spring Road  
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717-766-6264

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Wilkes-Barre, PA 18701  
570-829-5100

2550 Paxton St.  
Harrisburg, PA 17111  
717-558-0400