



deep compassion

compassion  
rebuild lives

support 2008 Annual Report stabilize independent housing

our home

community

*There are no limits to caring<sup>®</sup>*



Volunteers of America<sup>®</sup>  
Northwest Ohio

## ***PRESIDENT and BOARD CHAIR MESSAGE***

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*Meeting the most pressing social needs, Volunteers of America Northwest Ohio provides services to men, women and children faced with homelessness, disabilities, aging, incarceration, drug and alcohol recovery, and the need for emergency assistance. We help them build a better future knowing that each person is unique. Our services touch their mind, body, heart and spirit.*

*We measure our success in the positive change in people's lives and our community. We depend on your support to help make the difference that really matters. Visit us at [voanwo.org](http://voanwo.org) to find out more about our mission and services and the critical work being done in Northwest Ohio.*

*Sincerely,*

**Sue Reamsnyder**  
*President/CEO*

**Scott Brown**  
*Chairman*  
*Board of Directors*

*Reach and  
uplift all people.*

*Bring them  
to the knowledge  
and active service  
of God.*

## OUR MISSION

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

Volunteers of America, illustrating the presence of God through all 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.

Volunteers of America, through its ministry of service, invokes the spirit of giving and helping to provide housing and human assistance programs. We endeavor to empower our clients to attain the highest possible level of self-sufficiency.

## ENCOURAGING POSITIVE DEVELOPMENT

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### HELPMATES

**Helpmates** is an auxiliary volunteer program established more than 30 years ago. Volunteers knit, crochet, sew and donate thousands of items that are distributed to more than 35 nursing homes, schools, and organizations throughout Erie County.

- 1,460 people were served by **Helpmates** volunteers.

### SCHOLASTIC BOOKS

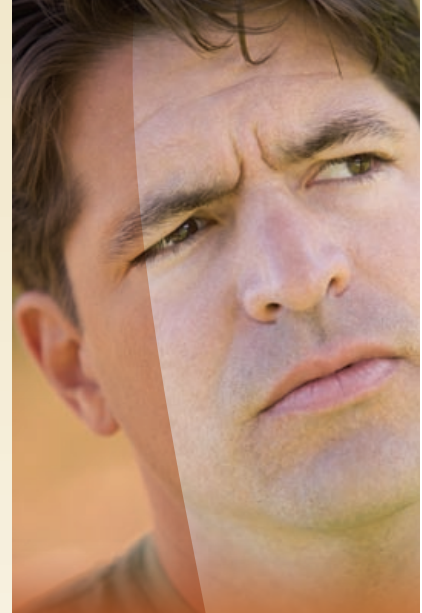
**Scholastics** is the largest publisher and distributor of children's books. Scholastics partners with Volunteers of America to distribute thousands of books, games, and craft items to Northwest Ohio children. The goal of this program is to ensure each book gets into the hands of a child to encourage literacy.

- 993 **Scholastic Books** were distributed to children.

### VOLUNTEERS

**Volunteers** are an important part of our work. They actively engage in many of our services, like preparing and serving meals at the homeless shelter, packing and delivering Christmas food baskets, adopting families and children during the holiday season.

- 1,512 volunteers provided 79,277 hours of volunteer time to Volunteers of America.



*Create  
opportunities  
for people  
to experience  
the joy of  
serving others.*

## PROMOTING SELF SUFFICIENCY

### COMMUNITY TREATMENT CENTER


Our community treatment center offers programs for men who have been released from prison, or who have been referred by their supervising parole or probation officer. Individualized case management, cognitive behavioral education, and employment assistance helps men secure employment, re-unite with their families, and learn sober-living skills.

- 65% of the residents of the Community Treatment Center successfully completed the program.

### HOUSING

Every day, Volunteers of America helps hundreds of people in Northwest Ohio with housing needs. We serve homeless families and individuals, disabled, elderly, and veterans. Our programs cut across the entire continuum of care reaching those who are homeless or about to become homeless. Services include homeless prevention, emergency shelter, transitional housing, Veterans transitional housing, and permanent supportive housing.

- Crossroads Emergency Shelter and Transitional Housing Program served 537 homeless adults and children.
  - 72% of Crossroads transitional housing participants moved into permanent housing
  - 28% of Crossroads transitional housing participants had employment income.
- Serenity House provided transitional housing to 59 chemically dependent homeless adults.
  - 94% of Serenity House participants moved into permanent housing.
  - 76% of Serenity House participants had employment income.
- The Homeless Prevention and Direct Housing program helped 767 individuals and families with rental assistance, utility assistance, and other support services.
- 113 elderly and disabled individuals resided in HUD subsidized apartments owned and managed by Volunteers of America.



*Measure success  
in positive change  
in the lives  
of individuals  
and communities.*

## COMMUNITY ENHANCEMENT

Each year, more than 1,600 families and individual receive assistance at Christmas with food baskets, toys, and gifts. In addition, throughout the year, Erie County residents can access the food pantry for food items and other grocery products.

- Christmas Food Baskets, Christmas Cheer, and Food Pantry
  - More than 15,000 Northwest Ohio residents received assistance with food, gifts, clothing, and toys

## FOSTERING INDEPENDENCE

### MENTAL HEALTH

Adult family homes provide a supportive environment to adults diagnosed with a severe mental illness. Residents receive assistance with daily living skills, self-administration of medication, and person care services.

- Adult Care Facilities and subsidized apartments for mentally ill adults served 44 adults.
  - 90% of the residents in the adult care facilities had improved functioning.
  - 90% of the residents in the adult care facilities experienced greater self determination.

### BOARD OF DIRECTORS 2007-08

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*U.S. Bank*




*Endeavor to  
empower people  
to attain the  
highest possible  
level of  
self-sufficiency.*

## ***EVER FEEL LIKE GIVING UP...I DID, UNTIL I FOUND VOLUNTEERS OF AMERICA***

The last two years felt like a fog as Terri recalls her struggle with mental illness, chemical dependency and misdiagnosis. “I was a nurse in a mental health ward, then I was told I had a break down and was bipolar.” Terri explains. “I used to help people, now I couldn’t help myself. I don’t know where I would have ended up if it hadn’t been for Volunteers of America Northwest Ohio.” For ten years she couldn’t get her life back together. She lost custody of her children, lost her home and her career. Just when it felt like life was over she stepped in the doors of Volunteers of America Northwest Ohio.

“I can’t say it was always easy, it wasn’t,” states Terri. “One thing I did know though, no matter how many times I gave up on myself, my case manager at Volunteers of America Northwest Ohio never did, he believed in me when I couldn’t even believe in myself. Through his compassion and concern for me, I found the courage to change, the courage to ask questions about my recovery and the courage to become the person I am today.” Terri’s life today is one of success. She has permanent housing, custody of her daughter and plentiful visitations with her son in a healthy environment. As you look around her home you see new furnishings, giggling children and a warmth that comes from recovery of the soul, that’s the difference Volunteers of America Northwest Ohio makes.



*“...no matter  
how many times  
I gave up on  
myself, my case  
manager at  
Volunteers of  
America North-  
west Ohio never  
did...”*

*hope*

## HOME IS A PLACE WHERE YOU'RE CARED FOR

When walking into the two bedroom apartment that Paula and her six year old daughter share you wouldn't know that a few short months ago they were homeless. Paula and her daughter were sheltered at Volunteers of America Northwest Ohio's Crossroads Homeless Services Center. Paula is grateful that a transitional housing unit was open when they had no where to go. "It's scary to think that you and your child may be on the street," states Paula. "Thank God Volunteers of America Northwest Ohio was there when we needed them.

Paula and her daughter are both disabled and now both receive Social Security and have permanent housing of their own. It was a long wait though. Social Security doesn't come over night. It took them three long years to receive benefits, they had exhausted every resource available to them. They stayed with family and friends until the burden became too much. "It just wasn't their responsibility to take care of us," sighs Paula. "It's tough out there. Everyone we know was struggling just to survive themselves. Until you are homeless, with absolutely no place else to turn, you can not know the feeling of hopelessness and despair, especially for a mom who's fundamental role is to care for her child," states Paula. "So we came to Crossroads for a place to stay and what we found was a home, a place where we were cared for", says Paula.

Paula and her daughter both love their new apartment but are so appreciative that Volunteers of America Northwest Ohio was there when they were unable to care for themselves. They were given the strength and support that was needed to make their lives whole again. Paula is amazed over all the help that was offered to her and her daughter. Not only did they receive great care, they always knew they were cared about. "We were given back our dignity and Volunteers of America Northwest Ohio thinks of everything," exclaims Paula "they helped us with the security deposit for our new place too, and even helped us get furniture."

Volunteers of America Northwest Ohio tries to think of everything from ensuring that families and individuals make it to needed doctors appointments and disability hearings to providing school clothes and Christmas gifts to children. Homelessness doesn't have to be tragic; it can be a nurturing positive life change that puts families back on their feet and back into permanent housing. That's where you will find Paula and her daughter; because being there when we are needed is what Volunteers of America Northwest Ohio does everyday, they create a home where people are cared for.

A photograph of a woman with long brown hair, wearing a purple top, giving a thumbs up gesture. The photo is partially obscured by a dark red circular graphic on the right side of the page.

*"We were given  
back our  
dignity..."*

## **BATTLE CONTINUES ON HOMEFRONT FOR U.S. VETERAN**

For countless U.S. veterans returning from the wars in Iraq and Afghanistan, the fight is merely moving to new soil as they face a variety of personal, emotional and societal reintegration issues which will often lead to homelessness, joblessness, ongoing addictions and mental health crisis.


But at least one organization has demonstrated that it doesn't have to be that way.

“Many veterans just don't have a good support system to come home to,” says Sean McConnell, a director with the Volunteers of America Northwest Ohio board. McConnell, a sergeant first class and 17-year veteran of the U.S. Army Reserves, also served in Iraq as part of a combat service support unit from the beginning of the war in 2003 until April 2004.

McConnell was involved with Volunteers of America even before his deployment to Iraq, connecting veterans in need of mental health care with the programs and services they required. He believes that his own experience as a veteran has helped him develop a deeper relationship with other veterans, who now trust him to get them the treatment, career counseling and housing assistance they need.

“I have a better rapport with them because they know I understand their needs,” McConnell says, adding that he was not so different from many of them upon his return. “I know it took me a long time to snap back to normal, and I'm still working on it after being back for four years.”

While in Iraq, McConnell's truck was hit by an improvised explosive device (IED), and he suffered injuries that caused him considerable pain, but he still opted to finish his tour. Through it all, McConnell says he was lucky that, upon his 2004 return home, he did have a strong base of family, friends and even staff at the U.S. Department of Veterans Affairs (with whom he worked previously) who knew him before he was deployed and could recognize changes in his behavior. McConnell's story is not atypical, either. Volunteers of America—which has served the needs of veterans nationwide for more than 20 years—is reporting a dramatic change in the demographics of the veterans it is assisting.



*“Many veterans just don't have a good support system to come home to...”*

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Now, McConnell and his colleagues at Volunteers of America in Ohio and in Volunteers of America offices across the country are working to provide that same support to other veterans who are not so fortunate.

Services include substance abuse treatment, transitional and permanent housing for the homeless and chronically mentally ill, vet-to-vet peer counseling, workforce training, job placement and referrals to additional community resources.

In addition, while many veterans may already have problems such as addiction or mental illness before entering the military, McConnell says these problems are often heightened during deployment, leaving some veterans even less able to reintegrate upon their return. While Volunteers of America offers programs and assistance addressing these issues, getting those who need the help to use it can be difficult.

“Unfortunately, many veterans are reluctant to utilize the resources available to them or hesitant to admit that they don’t know how to access the help that is obtainable, because they still carry so much of the military pride,” McConnell explains. “This means that the battle continues needlessly everyday for a lot of the men and women.”

The most recent statistics compiled by the U.S. Department of Veterans Affairs states that nearly 400,000 veterans experience homelessness over the course of a year—meaning that roughly one in three homeless individuals in the U.S. is a veteran. There are currently more homeless Vietnam veterans than there were fatalities in the war itself.

“You would be shocked at the number of homeless vets out there,” says McConnell, who through Volunteers of America, assists veterans in finding housing and connecting with Veterans Administration services that they don’t know how to access. “I personally want to make sure that veterans have the opportunity to come home and have a home rather than getting caught up in the red tape of government.”



*“This means  
that the  
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and women.”*



## STATEMENT OF ACTIVITIES

	June 30, 2008	June 30, 2007
<b>REVENUE AND SUPPORT</b>		
Contributions	38,3421	427,159
In-Kind contributions	195,079	94,772
Grants from Federal and State Agencies	3,580,096	3,439,749
United Way	22,425	29,900
Legacies and Bequests	5,000	—
Other Revenue	186,432	156,340
Net Assets Released from Restrictions	30,284	—
<b>TOTAL REVENUE AND SUPPORT</b>	<b>\$4,402,737</b>	<b>\$4,295,059</b>
<b>PROGRAM SERVICES</b>		
Encouraging Positive Development	79,678	54,217
Fostering Independence	739,320	792,248
Promoting Self-Sufficiency	2,972,682	2,549,839
<b>TOTAL REVENUE AND SUPPORT</b>	<b>3,791,680</b>	<b>3,396,304</b>
<b>SUPPORT SERVICES</b>		
Management and General	545,430	491,696
Administrative Fees Paid to National	82,704	82,450
Fund Raising	77,325	261,245
<b>TOTAL EXPENSE</b>	<b>4,497,139</b>	<b>4,231,695</b>
<b>INCREASED IN NET ASSETS</b>	<b>(30,048)</b>	<b>63,364</b>
<b>NET ASSETS - Beginning of the Year</b>	<b>2,905,280</b>	<b>2,841,916</b>
<b>NET ASSETS - End of the Year</b>	<b>\$2,875,232</b>	<b>\$2,905,280</b>

## BALANCE SHEET

	June 7, 2008	June 30, 2007
<b>CURRENT ASSETS</b>		
Cash and Cash Equivalent	\$871,406	\$1,009,56
Accounts Receivable	450,226	262,094
Pledges Receivable	11,628	15,635
Investments	521,240	581,374
Inventory	4,625	9,525
Prepaid Expenses and other Current Assets	—	2,046
<b>TOTAL CURRENT ASSETS</b>	<b>\$1,859,125</b>	<b>\$1,880,241</b>
<b>PROPERTY AND EQUIPMENT</b>		
	1,713,823	1,674,213
<b>OTHER ASSETS</b>		
Pledges Receivable - Long-term	6,586	18,084
Other Noncurrent Assets	—	8,341
<b>TOTAL CURRENT ASSETS</b>	<b>\$3,579,534</b>	<b>\$3,580,879</b>
<b>LIABILITIES AND NET ASSETS</b>		
Trade Accounts Payable	125,577	133,823
Bank Line of Credit	—	82,845
Current Portion of Long-term Debt	20,922	17,496
Accrued Liabilities and Other	244,164	208,125
<b>TOTAL CURRENT LIABILITIES</b>	<b>390,663</b>	<b>442,289</b>
<b>LONG TERM Notes Payable</b>		
	—	—
<b>LONG TERM DEBT Mortgage Payable</b>		
	313,639	233,310
<b>TOTAL LIABILITIES</b>	<b>704,302</b>	<b>675,599</b>
<b>NET ASSETS</b>		
Unrestricted	287,5232	2,905,280
Total Liabilities and Net Assets	\$3,579,534	\$3,580,879

rebuild lives

Support our home

community

deep compassion  
independent housing  
stabilize

**Champion \$10,000+**

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Church  
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Buckeye TeleSystem

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stabilize  
 independence  
 improved functioning  
 self-determination

rebuilding  
 encouraged  
 dedicated to helping  
 rebuild lives

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