

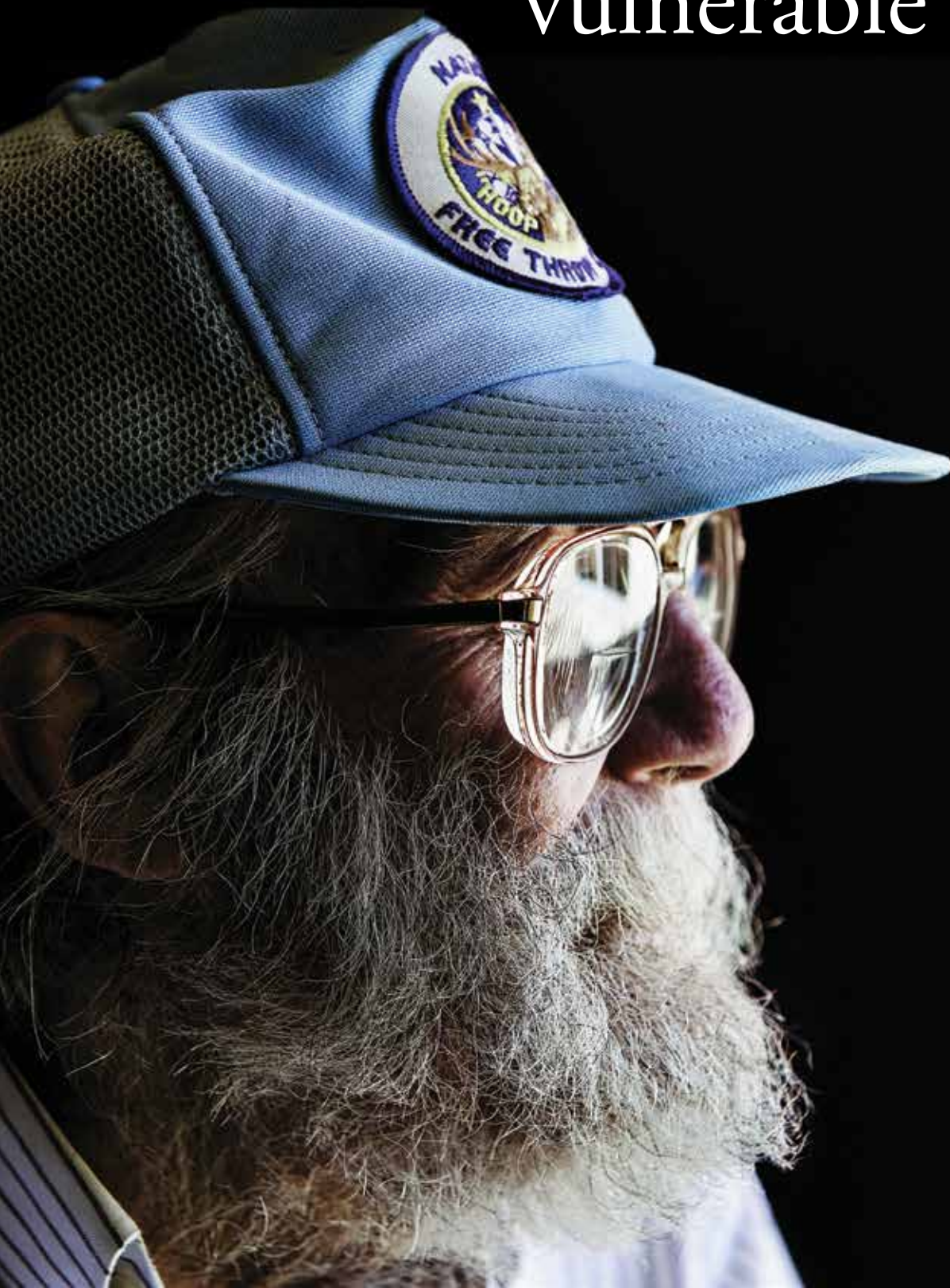


Annual Report 2012



Volunteers of America®  
TEXAS

Helping the most  
vulnerable Texans





Dear Friends,

In 2012, Volunteers of America Texas faced many challenges. Changing government funding models, a sluggish economy in which many are still struggling and one of the nation's highest poverty rates tested us in our mission to serve those most in need.

In circumstances like these, it is not enough to maintain the status quo. In order to deliver upon our promise to help the most vulnerable among us, we adapted to these challenges by amending and adjusting our courses of action.

Volunteers of America Texas conscientiously evaluated its programs and began implementing increased operational efficiencies and organization-wide collaboration in order to increase our impact. We thoughtfully stewarded our supporters' gifts by investing strategically in facilities, programs and services. We carefully selected leaders for our organization who will help us improve quality and expand the reach of our services.

Thousands of Texans are in the fight of their lives—struggling to find a job after addiction or incarceration has torn their lives apart, struggling to give their families a safe place to live, struggling to live independently. Through our commitment to change and our compassionate care, disciplined stewardship and collaborative service, Volunteers of America Texas will be there to help them.

We continue on this journey of change in 2013 and hope you will join us in our ministry of service to humanity as we build stronger communities for many years to come.

Sincerely,

Melody Timinsky  
President & CEO

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# A Ministry of Service to Humanity



A faith-based, nonprofit organization, Volunteers of America Texas has been making a difference in Texas communities for almost a century. Offering a vast array of human services, our organization lifts the most vulnerable people in society out of the shadows to help them fulfill their potential, and in turn, build a stronger community.

Located in more than 30 urban and rural communities in Texas, our services vary from region to region based on the needs of the community. But, the spirit of our commitment is always the same: to help those most in need.

**Our services include:**

- Addiction treatment, recovery and prevention programs
- Affordable housing for seniors and low-income families
- Community re-entry programs for those transitioning from prison
- Housing and services for adults with intellectual and developmental disabilities
- A continuum of support services

## Locations

### Addiction Treatment & Support

Fort Worth  
Houston  
San Antonio

### Addiction Prevention Programs for Youth

Dallas  
Fort Worth  
Houston

### Affordable Housing for Seniors

Abilene  
Albuquerque, NM  
Austin  
Burleson  
Cleveland  
Conroe  
Dallas  
Fort Worth  
Fredericksburg  
Garland  
Gonzales  
Houston  
Kerrville  
Nacogdoches  
Navasota  
Rosenburg  
San Antonio  
Tulia  
Victoria  
The Woodlands

### Affordable Housing for Adults with AIDS

Fort Worth

### Affordable Housing for Adults with Physical & Mental Disabilities

Arlington  
Austin  
Houston  
San Antonio

### Affordable Housing for Individuals with Developmental Disabilities

Arlington  
Austin  
Dallas  
Fort Worth  
Grand Prairie  
Irving  
Plano

### Affordable Housing for Low-Income Families

Alamo  
San Juan  
Santa Rosa

### Community Re-entry Programs

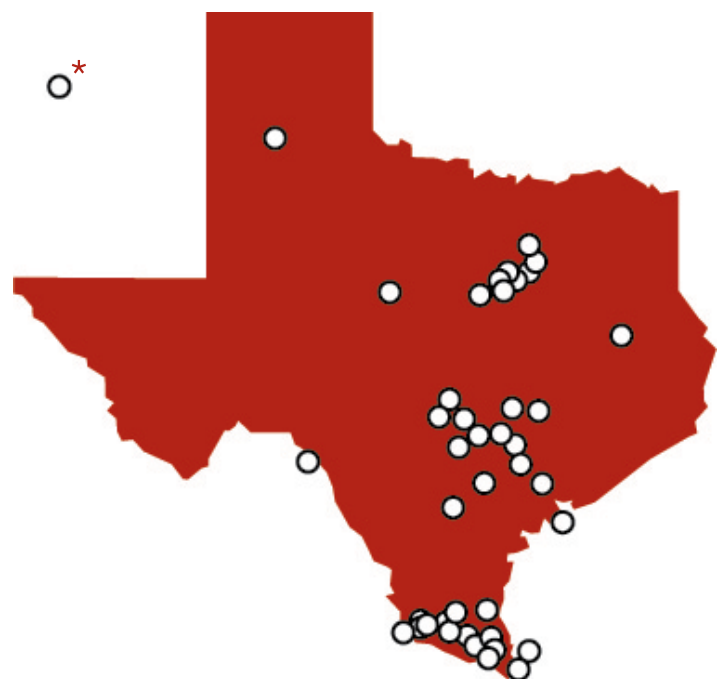
Fort Worth  
Hutchins

### Home & Community-Based Services for Individuals with Disabilities

Arlington  
Austin  
Dallas  
Fort Worth  
Grand Prairie  
Houston  
Irving  
Plano

### Life Enrichment Centers for Individuals with Disabilities

Houston  
Plano



\* Out of state—Albuquerque, NM

# Touching the mind, body, heart & spirit of those we serve



## Addiction Treatment & Recovery

When an addictive disorder takes hold in a person, it takes hold hard, with the potential to create and entwine itself with other issues. Poverty, violence, incarceration, homelessness and other substance related conditions feed on addiction, and it feeds on them.

Our addiction treatment and recovery support programs incorporate a continuum of residential treatment and support services that treat the whole person and not just the addiction. In addition to recovery from substance use disorders, our clients have the opportunity to benefit from job preparation programs, housing placement, treatment for domestic abuse/trauma, family counseling and more to help get them back on their feet, contributing to their families and the community.

## Affordable Housing

A home is so much more than shelter. It is the foundation for creating a stable, fully realized life. Yet, affordable housing is out of reach for millions of Americans, and this shortage contributes significantly to poverty and homelessness.

With more than 40 housing communities across the state, Volunteers of America Texas is one of the largest nonprofit providers of quality, affordable housing for low- and moderate-income households in Texas. We specialize in permanent housing options for families, seniors and individuals with intellectual and developmental disabilities who otherwise might have to turn to unsafe, blighted housing or, worse, the streets.

## Community Re-entry

For many, incarceration is not a one-time occurrence, but a cycle. Re-entering the community with a prison record presents numerous obstacles—employment, decent housing, credit and more. These inherent obstacles compound the problems that contributed to the individual's incarceration in the first place.

Volunteers of America Texas begins working with individuals while they are still in prison as they prepare to re-enter the community, helping them build life skills and overcome problems with addiction. We stand by individuals in the process of re-entering the community, helping them identify resources and creating a network of support they need in order to be successful.

## Intellectual & Developmental Disabilities

At Volunteers of America Texas, we believe that when you see and work with the potential in people, you can accomplish more than anyone thought was possible. By identifying and cultivating the strengths and interests of individuals with intellectual and developmental disabilities, we support them as they build personal independence and participate as fully as possible in the community.

At Volunteers of America Texas, our Home and Community-Based Services program helps people with intellectual and developmental disabilities have the chance to live in a nurturing home setting. We collaborate with individuals and their families to provide them with the self-help, socialization and adaptive skills needed to be active, contributing members of their communities. Our Life Enrichment Centers offer affordable, customized support and guidance with individualized activities to meet the broad spectrum of functioning abilities. Finally, our In-Home Care and Community Support services make it possible for individuals with disabilities to live in a home setting by creating a personalized program to improve self-help, socialization and adaptive skills.

## A Continuum of Support Services

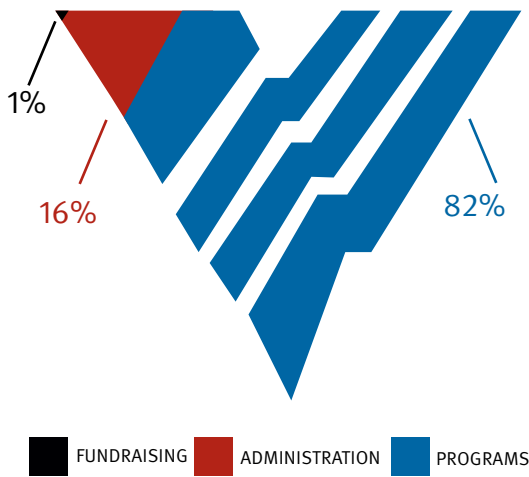
To better equip and empower the individuals we serve to become stable, productive and engaged members of their families and communities, Volunteers of America Texas strives to offer a continuum of services that support our clients and address the needs of the whole person. These include financial and employment assistance, job training, child care, transitional housing and drug prevention programs for youth.



**VOLUNTEERS  
OF AMERICA  
TEXAS**

*provides  
compassionate,  
caring service  
that strengthens  
the most  
vulnerable  
individuals in  
society and  
builds healthier  
communities.*

## EXPENSES



NOTE: During the year ended June 30, 2011, the Organization began a capital campaign to construct a new facility and renovate a second facility. During the year ended June 30, 2012, the Organization determined that the new construction project was not viable. Donors who made contributions and pledges specific to the new construction project were contacted and presented three options: 1) the donor could redirect the contribution or pledge to the capital campaign's renovation project or another Organization program; 2) the donor's unpaid pledge could be canceled and written off; or 3) the donor could request a refund of the contributed amount.

Nearly all individual donors opted to maintain their donation. Recognizing donations from foundations would require approval from their respective boards to redirect the contribution and considering the timing in relation to the Organization's fiscal year end, the Organization decided to write off or refund such pledges. Pledges made and refunded or written off during the year ended June 30, 2012, were netted to contribution revenue. For pledges that were made during the year ended June 30, 2011, the Organization wrote off, refunded and accrued refunds totaling \$409,813. Included in this amount is a refundable pledge of \$350,000, accrued by the Organization pending notification of the status of a request to redirect the funds for other purposes. Pledges receivable at June 30, 2012, and 2011, are as follows:

	2012	2011
Amounts due in:		
Less than one year	\$17,283	\$417,074
One to five years	25,971	43,090
Less allowance for uncollectible amounts	(5,473)	
	<b>\$37,781</b>	<b>\$460,164</b>

FOR THE YEAR ENDING JUNE 30

## INCOME STATEMENTS

	2012	2011
Revenues from Operations		
Total Public Support	\$373,071	\$1,173,415
Revenue & Grants from Government Agencies	17,271,302	18,270,795
Other Revenue	1,922,969	2,156,648
<b>Total Revenues from Operations</b>	<b>\$19,567,342</b>	<b>\$21,600,858</b>
Program Services		
Community Re-entry	3,684,808	3,769,869
Treatment & Community Services	5,980,160	6,258,418
Intellectual & Development Disabilities	6,629,404	7,274,752
Housing	359,875	335,401
Total Program Services	\$16,654,247	\$17,638,440
Supporting Services		
Management & General	\$3,042,740	\$2,676,986
Resource Development	164,550	185,209
Fees Paid to National Org.	362,002	384,822
Total Supporting Services	\$3,569,292	\$3,247,017
<b>Total Expenses</b>	<b>\$20,223,539</b>	<b>\$20,885,457</b>
Excess of Revenue Over Expenses	(\$656,197)	\$715,401
Non-operating Items	(268,387)	140,637
<b>Change in Net Assets (VOATX &amp; Affiliates)</b>	<b>(\$924,584)</b>	<b>\$856,038</b>
Non-controlling Interest in Limited Partnerships' Losses	(312,796)	(348,906)
Consolidated Increase in Net Assets	(1,237,380)	507,132

## BALANCE SHEETS

	2012	2011
Assets		
<i>Current Assets</i>		
Cash and Equivalents	\$2,696,833	\$2,158,157
Accounts Receivable, Net	2,035,033	2,241,425
Other Current Assets	99,636	694,262
Total Current Assets	\$4,831,502	5,093,844
<i>Fixed Assets</i>		
Land & Buildings	8,715,041	9,071,943
Furnishings & Equipment	2,423,534	2,330,154
Accumulated Depreciation	(6,014,392)	(5,839,486)
Total Fixed Assets	5,124,183	5,562,611
<i>Other Assets</i>		
Other	1,058,130	971,150
Limited Partnerships' Assets	9,304,531	9,527,197
Total Other Assets	10,362,661	10,498,347
<b>Total Assets</b>	<b>\$20,318,346</b>	<b>\$21,154,802</b>
Liabilities and Net Assets		
<i>Liabilities</i>		
Current Liabilities	\$2,289,179	\$1,429,477
Other Liabilities	1,195,704	1,744,612
Limited Partnerships' Liabilities	6,838,933	6,748,803
Total Liabilities	\$10,323,816	\$9,922,892
<i>Net Assets</i>		
Unrestricted		
Volunteers of America Texas Inc.,		
Development Corp., and the Foundation	\$7,352,072	\$8,069,582
Non-controlling Interest in Limited Partnerships	2,465,598	2,778,394
Total Unrestricted Assets	9,817,670	10,847,976
Temporarily Restricted	176,860	383,934
Total Net Assets	\$9,994,530	\$11,231,910
<b>Total Liabilities and Net Assets</b>	<b>\$20,318,346</b>	<b>\$21,154,802</b>



# Encouraging Self-Sufficiency

## The Financial Opportunity Center



In Houston, the Volunteers of America Texas Financial Opportunity Center gives veterans and others a resource where they can go to receive job skills training, employment placement services and classes in basic money management.

The center has a reputation for successful job placement of individuals who are the most difficult to place, and due to high demand, more space for staff and training is needed.

Thanks to The Home Depot Foundation, J.P. McGovern Foundation, United Way of Greater Houston and other funders, renovations are now underway and more individuals are leaving poverty behind ... permanently.

### The Facts: Employment and Financial Literacy

- The ability to find good jobs is one of the most important aspects of a family's financial security.
- High levels of debt, back child support and expenses often undermine the value of work.
- Those who access public benefits to supplement their working income are 30 percent more likely to stay employed.

*Volunteers of America is making a measurable impact every day in local communities across the country to help homeless and at-risk veterans. They share our commitment to ensure that every veteran has a safe place to call home.*

**– Kelly Caffarelli, President, The Home Depot Foundation**

### Amber's Second Chance

Alcohol and drug abuse nearly cost Amber custody of all three of her children. She had lost parental rights to one of her children, and her in-laws were given custody of the other two.

To improve her children's lives and her own, Amber completed a residential substance abuse treatment program at Volunteers of America Texas. She then enrolled in a series of workshops, employment training and financial coaching services offered by the Financial Opportunity Center.

Through these programs, Amber has grabbed a second chance at life. Today she is employed and lives with her in-laws to help care for her children.



# Nurturing Positive Relationships

## Incarcerated Women Bond with their Children

Volunteers of America Texas offers two programs designed to help families through the crisis of incarceration and re-entry: **Mothers and Infants Nurturing Together (MINT)** and **Look Up and Hope**.

**MINT** is a residential program that promotes bonding and parenting skills for low-risk female inmates who are pregnant. Located at Volunteers of America Texas' Avenue J facility in Fort Worth, the MINT program offers clients childbirth, infant care and parenting classes. Women in MINT also benefit from classes that help them build self-esteem and prepare for their eventual re-entry into society.

The **Look Up and Hope** initiative, located in Houston and part of a nationwide program, works with children whose mothers are incarcerated. It offers prisoners, their children and their children's caregivers an array of support services to help them create and maintain economic stability, foster positive relationships, support school success and prevent the juvenile delinquency that stems from a troubled home environment.

### The Facts: Incarcerated Mothers

- Between 1991 and 2007, the number of mothers in federal and state prisons increased 122 percent.
- During the same period, the number of children nationwide with mothers in prison more than doubled.
- 91 percent of incarcerated mothers participating in a Look Up and Hope research study suffered from a history of substance abuse.

### A New Life with Promise

Sheila had made some bad decisions in life. As a recovering drug addict, when times got tough, Sheila began using and dealing prescription pain medications.

When she was arrested for drug possession, she knew she had to pay the price, but she didn't want to inflict her problems on her unborn child.

Thanks to the **Mothers and Infants Nurturing Together** program in Fort Worth—one of the only programs of its kind in the nation—Sheila discovered an alternative.

# Fulfilling Potential

## Services for Adults with Disabilities

At Volunteers of America Texas, our Home and Community-Based Services program works to ensure that adults with special needs have the chance to live in a nurturing home setting. We collaborate with individuals with disabilities and their families to help provide them with the self-help, socialization and adaptive skills they need to grow.



### Joe Achieves Independence

Born with cerebral palsy, Joe lived with his parents until they both passed away in 2010. Joe wanted to live on his own, but he never thought he would be able to. But with the help of Volunteers of America Texas, Joe began living independently in August 2010.

Through the Home and Community-Based Services program, members of the Volunteers of America Texas staff helped Joe find an apartment. Each week, staff members spend time with Joe, helping him complete tasks like budgeting, cleaning and going to the Laundromat. Joe also receives visits from a nurse, who monitors his health.

Joe's newfound independence has inspired him to set more goals for himself, including buying a computer and finding a job. Volunteers of America Texas is now providing him with job training skills he'll need in the workplace.

Through Volunteers of America Texas, Joe has accomplished what he thought was impossible. He is proud of his achievements and is looking forward to the new possibilities that life has to hold.

### The Facts: Intellectual & Developmental Challenges

- 10 million Americans with disabilities need daily long-term services and supports.
- 300,000 people with disabilities nationwide are on waiting lists of up to eight to 10 years for home and community-based, long-term services and supports.
- Most long-term care is provided by family members that incur out-of-pocket expenses of \$6,000 to \$16,000 annually.

*When I didn't know where to turn to get the help I needed for my son, Volunteers of America Texas was there.*

**Mary Ann, mother and foster care provider for her adult son, Kevin**





## Securing Stability Affordable Housing

A home is the foundation on which individuals can build a successful life, securing their health, safety and well-being. Yet, many Texans struggle to fulfill this most basic of human needs. At Volunteers of America Texas, we provide quality affordable housing to nearly 1,500 low- to moderate-income family members and seniors across the state, giving them a comfortable and safe place to live.

### Joan's Story

After years of helping people finance their homes in the mortgage industry, Joan found herself in need of one. At age 76, Joan could not find work, and her limited budget made it difficult to find a safe place to live. But then she found Volunteers of America Texas.

Last year, Joan moved into an apartment at Thomas Square, one of Volunteers of America Texas' affordable housing developments for seniors. "This is just the greatest place in the world," said Joan. The move has freed her of worries about housing security, so now she has the energy and resources to "pay it forward" and help others.

Having balanced a career with raising five children, Joan is not one to sit idly by. Joan returned to a hobby she has always loved – making dolls. She makes large, handcrafted Little Orphan Annie and Raggedy Ann and Andy dolls that could fetch more than \$100 each if she chose to sell them. But, that is not what she had in mind.

With the help of a minister who conducts a Bible study class at Thomas Square, Joan gives the dolls to children who otherwise would have no gifts at Christmas. "It just breaks my heart to think of those children with no Christmas," said Joan. "This is just one thing I can do to help."

### The Facts: Housing Insecurity

- The primary cause of homelessness is a shortage of affordable housing.
- Nearly 7.5 million American families spend more than half their income on rent each year.
- 8 million senior households have an annual income below \$10,500.

*This is just the greatest  
place in the world.*



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Michael Aldridge	Chili's	Gladys Ford	Kathy Holman
Mercedes Alejandro	Christ Centered Homes	Tony Fore	Jackie Hood
Stephanie Allen	Church Without Walls	Mary Fortier	Barry Hoppin
Amcare Residential Living	Cici's Pizza	Joyce Foster	Ella Horne
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Shahsultan Bapat	Alwena Cooper	Lisa Gamble	Harold Hughes
Patrick Bartell	Craig Cooper	Martha Gammon Dent	Human Dynamics
Basic Western USA	Bonnie Crecy	Francisco Garcia	Esmail Ihami
Matthew Beard	Deborah Crews-Baird	Teresa Garcia	IHOP
Donna Beggs	Max Cruse	Michelle Garcia-Thomas	Immanuel Baptist
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Lavelua Benton	Jonathan Culling	Martha Gardner	Lonnie Jackson
Best Buy	Ruth Cummings	Jeannette George	Ruth Jackson
Stacy Biggs	P. Daniels	Angela Gier	Tammie Jaksa
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Susanna Loh	Jane Owen	Betsy Rutledge	Yolanda Turner
Jean Longway	John Pallasch	Daniel Ryan	US Plumbing Services
Stefanie Lopez	Deborah Parker	Sabre Holdings	Kim Underwood
Donald Loving	Andre Parrott	James Saccomanno	United Healthcare
Charles Luke	Michael Parrott	Marilyn Saccomanno	United Way of Greater Houston
Amanda Luther	Angela Parsons	Blanca Nelly Saldana-Gardendon	Patrick Upton
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Anthony Macal	Wanda Parsons	Joseph Salgado	Steve Wakefield
Stacey Macdonald	Chris Pate	Giuseppe Salomone	Walmart
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Maddox & Associates	James Patterson	Nadine Scamp	Franklin Wesley
Carlos Maese	Oris Patterson	Barbara Scarborough	Patsy White
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Manheim Dallas	Grant Perry	Dennis Schuster	Ila Wiklund
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Susan Miller	Theresa Ramirez	Ivan Stogdill	
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Molina Health Care	Margaret Rawls	Clifford Suen	
Marion Moore	Leon & Valerie Ray	Michael Sullivan	
Florida Moran	Randy & Shelly Reid	Target	
Col. John Morgan	Robert Reilly	Tarrant Area Food Bank	
Betty Morris	Elda Reyes	Catherine Tarte	
Jeb Moser	Rene Reyna	Jeanie Taylor	
Sonia Munoz	Orren Richardson	Robert & Margaret Taylor	
	Mauricio Rivas		



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THANK YOU  
to our loyal donors

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Volunteers of America®

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