



# ANNUAL REPORT 2021



## VOA TEXAS LIGHTS THE NIGHT BLUE TO CELEBRATE 125 YEARS OF NATIONAL SERVICE

On Monday, March 8, 2021, a small reception of nearly 35 donors, volunteers, supporters, and VOA Texas staff members was held at the Omni Dallas Hotel to celebrate Volunteers of America's national anniversary. President and CEO Angela King gave remarks about VOA's history and legacy both locally and nationwide. Sentiments from VOA National CEO, Mike King, were shared by video. After a brief update about the organization's winter storm response, Angela led our guests in a toast in honor of this significant milestone.

VOA Texas solicited participation from all the major downtown Dallas landmarks to turn their LED building lights blue. VOA branding illuminated the Dallas skyline, once voted the world's best, the entire night on Reunion Tower, Bank of America Plaza, AT&T Discover District and the Omni Dallas Hotel.



President and CEO,  
Angela King, gives  
"Cheers to 125 more years!"



Bruce Woodward, VOA  
Texas Board of Directors  
and Ericka English,  
Director of Marketing &  
Communications, VOA Texas



WE SERVE HUNDREDS OF RESIDENTS LIKE MAURINE BEENE WHO HAVE CHOSEN VOA TEXAS TO AGE IN PLACE. SHE'S BEEN LIVING IN OUR FORT WORTH SENIOR APARTMENT COMPLEX FOR MORE THAN 30 YEARS! USE THE QR CODE TO SEE HOW SHE CELEBRATED HER 100TH BIRTHDAY OR [CLICK HERE TO WATCH THE VIDEO.](#)



# A WORD FROM OUR CEO



Flexibility has been the name of the game for Volunteers of America Texas in the last couple of years. As we approached a year of pivoting and adjusting to life as we knew it during a global pandemic, folks in North Texas were hit with a one two punch from Mother Nature. The severe winter weather event, that I affectionately call Snow-vid, provided another test of our resiliency as an organization.

Like many of our neighbors, some of our properties received extensive damage. In addition to our group homes that serve persons with intellectual disabilities and our senior housing sites receiving damage, our administration office in Euless, TX was gutted to the studs after a pipe burst and flooded the first floor. Construction is underway at the Euless office with a projected move-in date of summer 2022. Additionally, our group home clients are finally home after being displaced for nearly a year.

Thank you for your unwavering support of the VOA Texas mission, which not only has allowed us to continue to do what we do, but expand our services and help people with the most need in the state. With the addition of supportive services to help people who are homeless and jobless due to the pandemic, we have reached people who have said, “My life is better because of VOA Texas.”

With your help, it is our desire to make VOA Texas more visible. Throughout this report, you will find QR codes that link to impact stories from our website. Scan the QR codes with the camera on your phone and share those links with your family, friends and colleagues. Generosity isn’t only monetary; sometimes it can be as simple as sharing knowledge of supportive services to help a friend in need. Thank you for being a friend to VOA Texas.

Sincerely,

A handwritten signature in black ink that reads "Angela King". The signature is written in a cursive, flowing style.

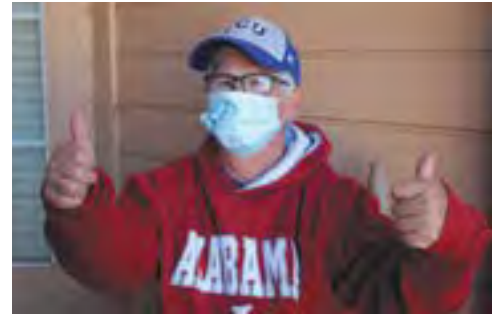
Angela King

VOA TEXAS, PRESIDENT/CEO



# VOA TEXAS HERO HELPS STAFF ESCAPE SEVERE WINTER WEATHER

Jeff, a resident in a VOA Texas group home for people with intellectual and developmental disabilities, is A-okay following a staff member's generosity during last year's severe winter weather. He and his housemates are finally back in their home after a pipe burst during last year's freeze. The home had to be gutted and renovated because of the damage.



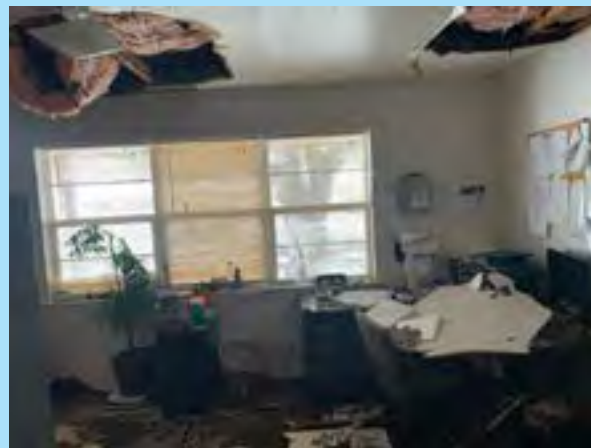
Richard Kemp, a 21-year veteran employee was on duty that night at Pamela House, a VOA Texas group home for individuals with intellectual and developmental disabilities. "The lights went out and it got really cold. The clients started shaking," he said. "They wanted to know when power would return and what we were going to do."



Richard moved the housemates to the van in the driveway so they could warm up as he contemplated his next move. Local hotels were booked from other residents seeking power and warmth, but he had been lucky. "I knew there was power, water and heat at my house so I told [my supervisor] they can come stay with me."

Which is how it came to be that Richard hosted residents in his own home, cooking three meals a day for an entire week, (reportedly more than he had ever cooked before!) "He made pork chops, chicken, green beans, spaghetti, pizza and oatmeal," recounted Jeff, a resident of Pamela House. Of the experience he remarked "I'd never seen anything like it."

Richard even slept on the floor, moving his daughter into his own bed while Jeff and his housemates occupied the other rooms. Richard said, "It was crazy, but I'd do it again. I love those guys." Richard's love was obvious in his actions!



SCAN THE QR CODE  
BELOW TO WATCH A  
SHORT VIDEO OR  
[CLICK HERE.](#)



**DAMAGE TO PAMELA HOUSE DUE TO SEVERE WINTER WEATHER IN FEBRUARY 2021.**

# OUR SERVICES

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# 173

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PEOPLE  
RECEIVED  
COVID RELIEF

---

VOLUNTEER HOURS

---

# 6,956

---

# 11,000

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TOTAL  
SERVED

VETERANS  
HELPED THIS  
YEAR

# 615

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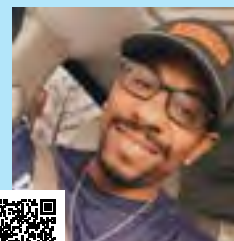
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# 5,620

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CHILDREN AND THEIR  
FAMILIES RECEIVED  
EDUCATION SERVICES

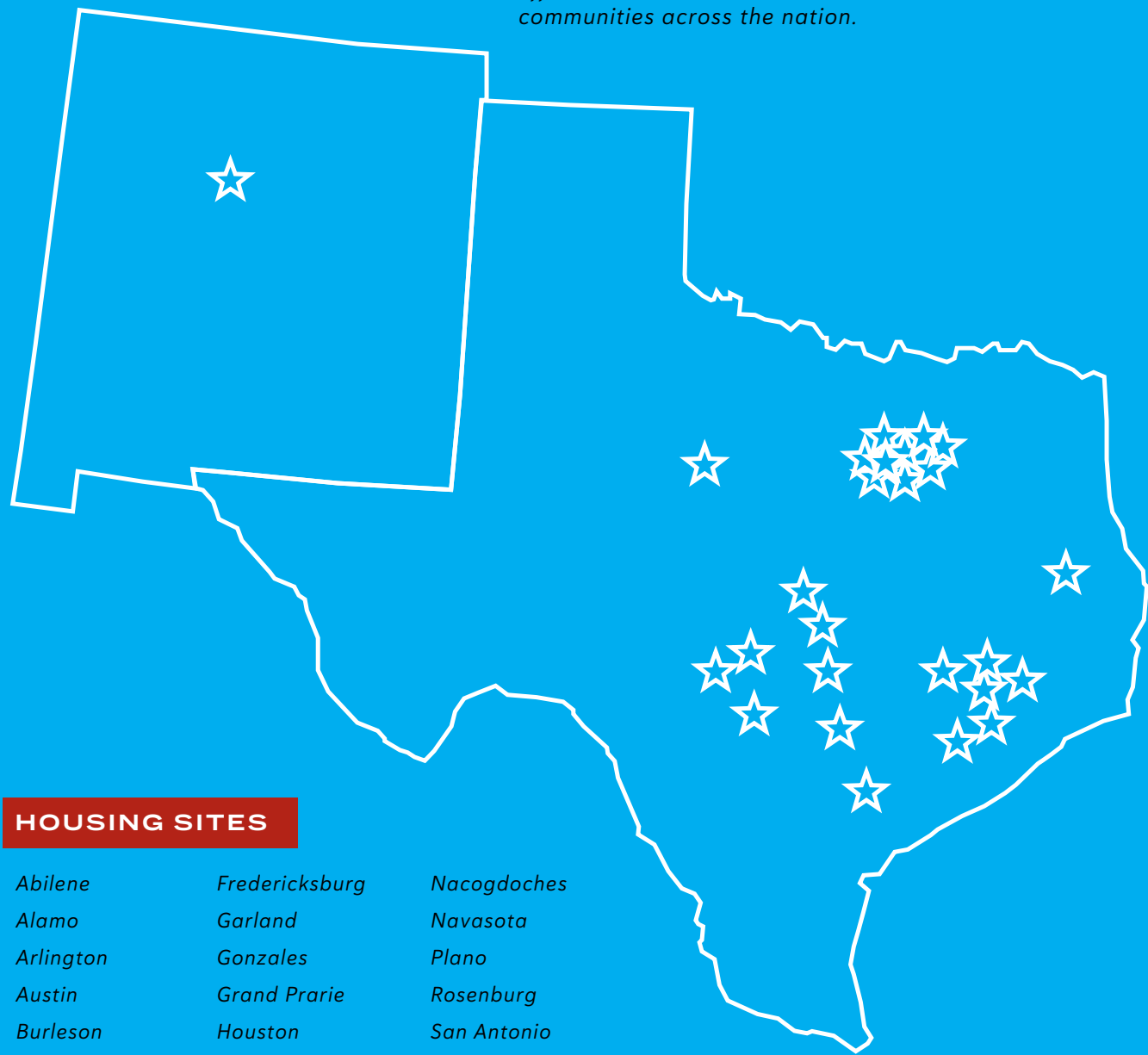
"IN THE TIME OF COVID AND BEING IN BETWEEN JOBS, THE CASE MANAGEMENT SERVICES ALLOWED ME TO FOCUS ON MY SESSIONS WITHOUT HAVING ANY WORRY ABOUT HOW I WILL PAY MY BILLS. I WILL BE FOREVER GRATEFUL FOR THE STAFF AT VOA TEXAS AND HOW THEY'VE HELPED MY FAMILY." QUENTIN, COVID-19 RELIEF RECIPIENT. SCAN THE QR CODE OR [CLICK HERE TO READ MORE.](#)



# WHERE WE SERVE

40+ HOUSING COMMUNITIES ACROSS TEXAS AND NEW MEXICO

*Stars indicate VOA Texas locations. VOA affiliate offices coordinate services in more than 400 communities across the nation.*



## HOUSING SITES

- |            |                |               |
|------------|----------------|---------------|
| Abilene    | Fredericksburg | Nacogdoches   |
| Alamo      | Garland        | Navasota      |
| Arlington  | Gonzales       | Plano         |
| Austin     | Grand Prairie  | Rosenburg     |
| Burleson   | Houston        | San Antonio   |
| Cleveland  | Irving         | San Juan      |
| Conroe     | Kerrville      | Santa Rosa    |
| Dallas     | Lampasas       | The Woodlands |
| Eules      | Liberty Hill   | Victoria      |
| Fort Worth |                |               |

# OUR PROGRAMS & SERVICES



## CHILDREN AND YOUTH

- Parenting sessions
- Family life skill sessions
- Education about the dangers of substance abuse
- Improve communications with parents
- Empower youth to make positive choices when faced with peer pressure



## COMMUNITY ENHANCEMENT

- Information and referral
- Food
- Collaborations with the faith community
- Disaster Relief
- COVID Relief



## CORRECTIONAL SERVICES

- Residential re-entry centers
- Work release programs
- Diversion and pre-trial services
- Residential treatment
- Family support
- Dispute resolution and mediation services



## EMPLOYMENT AND TRAINING SERVICES

- Adult literacy
- Computer centers
- Work experience programs
- Counseling
- Job placement
- Supportive employment for individuals with disabilities



## BEHAVIORAL AND MENTAL HEALTH

- Crisis counseling
- “Hotline” programs
- Transportation
- Supported independent living



## SUBSTANCE USE DISORDER

- Residential recovery centers
- Outpatient services
- Opioid addiction treatment



## HOUSING

- Elderly
- Family
- Disabilities
- Veterans



## VETERANS

- Supportive housing
- Mental health and addiction treatment
- Employment training



# WE COULDN'T DO IT WITHOUT YOU

Has the pandemic hurt your volunteer numbers? This is a question Ericka English, Director of Marketing and Communications, is often asked by members of the media who report on the negative impacts of the COVID-19 pandemic. "When the media calls, there is almost a sound of disappointment in their voice when I tell them our volunteer statistics, because that means they have to find another angle to their story."

Last year, nearly 400 volunteers from the corporations listed below volunteered their time to VOA Texas. At nearly 7,000 hours, the economic impact of our volunteer engagement is close to \$200,000.

Alamo Area Council AACOG  
Alamo Hospice  
Asurion  
Church on the Hill  
Compass Retirement  
CVS Pharmacy  
Dean's Professional Services  
Easter Seals  
Exxon Retiree  
First United Methodist Church  
Food Bank of the Golden Crescent  
Forester's Financial

Freedom Church  
Gillespie County Needs Council  
Hilti North  
Hope  
Hope for Health  
Houston Community College  
InterFaith Woodlands Food Bank  
Jazz Foundation of America  
Meals on Wheels  
Montgomery County FB  
Morning Rotary Club  
Nacogdoches Library

National Charity League (NCL)  
Navy Recruiters Dallas  
New Century Hospice  
Nimitz Museum Rotary Club  
One Anonymous  
Peterson Medical Center  
Post Acute Medical  
Right at Home Health Agency  
Riverside Church  
Salvation Army  
Table Community Church

THROUGH THE HELP OF OUR CORPORATE PARTNERS, VOA TEXAS SUPPORTS HUNDREDS OF HUMAN SERVICE PROGRAMS. OUR WORK TOUCHES THE MIND, BODY, HEART, AND, ULTIMATELY, THE SPIRIT OF THOSE WE SERVE, INTEGRATING OUR DEEP COMPASSION WITH HIGHLY EFFECTIVE SERVICES.



THE TABLE COMMUNITY CHURCH IN FORT WORTH, TX IS ONE OF MANY ORGANIZATIONS WHO DONATE THEIR TIME AND TALENTS TO THE MISSION OF VOA TEXAS. EACH FIFTH SUNDAY, IN LIEU OF SUNDAY SERVICE AT THEIR CHURCH, MEMBERS HOST A WORSHIP SERVICE AT THE LOCAL VOA TEXAS RESIDENTIAL RE-ENTRY CENTER. THEY FOLLOW THEIR WORSHIP SERVICE WITH A SERVICE PROJECT AT THE SITE. SCAN THE QR CODE BELOW OR [CLICK HERE](#) TO WATCH A SHORT VIDEO.





# WOMEN IN PLAY

VOA Texas hosted former professional basketball player and coach in the Women's National Basketball Association (WNBA), Nancy Lieberman for the 2021 Women in Play luncheon series.

More than 200 people filled Verona Villas, a Frisco event venue, to get inspired and learn more about how VOA Texas is helping to uplift women.



## 2020-2021 COMMITTEE MEMBERS INCLUDED:

Wren Ovard, Chair, Tropical Smoothie Café Frisco Bowl/FC Dallas  
Laura G. Druck  
Diana S. Gats, Immediate Past Co-Chair, VPT Enterprise, LLC  
Kathy O'Neal, Immediate Past Co-Chair, Club, Resort & Hospitality Consulting, LLC  
Cathy Harbin, PGA & LPGA Professional  
Robin Head, VP Of Development, VOA Texas  
Angela King, CEO, VOA Texas  
Ericka English, Director Of Marketing and Communications, VOA Texas  
Angie Ravaioli-Larkin, Head Golf Coach, Texas Christian University  
Lori Little, National Affordable Housing Trust  
Bettye Odle, Kathy Whitworth Invitational  
Jeanne Smith, Greater Dallas Korean American Chamber Of Commerce

# WE'VE PERFECTED OUR FOLLOW-THROUGH



MORE THAN \$90,000 WAS RAISED IN SUPPORT OF THE VOA TEXAS MISSION TO HELP THE VULNERABLE TO REACH THEIR FULL POTENTIAL. OUR FIFTH ANNUAL SHOOT FORE A SECOND CHANCE GOLF TOURNAMENT WAS HELD ON MONDAY, SEPTEMBER 13, 2021, AT LAS COLINAS COUNTRY CLUB IN IRVING, TX.

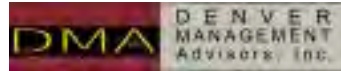




## 2021 SPONSORS



PRESENTING  
SPONSOR



## 2021 COMMITTEE MEMBERS

Drew Noss, Chair - Higginbotham Insurance	Preston Sams - Guardian Construction
Bruce Woodward - Myan Management	Ben Haag - Dallas Regional Chamber
Lynn Toomer - EGA Construction	Brian Head - Blackmon Mooring
Duane Lock - River Oaks Energy	Robert Stephens - PwC
Barbara Sullivan - River Oaks Energy	Eric McCabe - UBEO
David Carner - MRI Software	Tiera Adams - BNSF
Dan Greene - Centimark	

# 2021 FOUNDATION GIVING

*VOA Texas was awarded nearly \$5.5 million in foundation grants!*

## DALLAS AREA FOUNDATION GIVING

Bob Barker Company Foundation  
Eugene McDermott Foundation  
George and Fay Young Foundation  
Harold Simmons Foundation  
HEB Grocery Company Contributions  
Junior League Transfer Project  
Matthews Foundation  
Niagara Bottling - Operation Backpack  
North Texas Food Bank  
TurningPoint Foundation  
United Way of Tarrant County  
Mission United  
United Way of Tarrant County  
Women's United

## HOUSTON AREA FOUNDATION GIVING

United Way of Greater Houston  
The Home Depot Foundation  
Niagara Cares Foundation  
LISC CDBG  
LISC SAVY SAVER  
LISC YEAR 12  
LISC DIGITAL LENDING  
CITI Foundation  
LISC LITERACY  
Capital One  
Regions Bank  
Veritex Bank  
Bancorpsouth/Cadence



IN THE THROES OF A GLOBAL PANDEMIC, VOA TEXAS HAS BEEN TRULY BLESSED BY THE OUTPOURING OF SUPPORT FROM DONORS AND FRIENDS IN THE COMMUNITY. BEVERLY TERRANOVA, 88 OF ARLINGTON, IS ONE OF MANY BRIGHT STARS WHO SHINED THEIR LIGHT IN A TIME OF NEED. SCAN THE QR CODE BELOW OR [CLICK HERE](#) TO READ MORE ABOUT WHAT INSPIRED BEVERLY TO GIVE TO VOA TEXAS.



# BOARD OF DIRECTORS



## BOARD CHAIR DEBBIE PERRAULT

VOA Texas is elated to have Debbie Perrault as the chair of our Board of Directors. Debbie is the retired former Laboratory Regulatory Specialist at Parkland Health & Hospital System where she planned and managed daily operations of the Pathology Department.

### **DUANE LOCK**

*VICE CHAIR*  
River Oaks Energy

### **LORI LITTLE**

*SECRETARY*  
National Affordable Housing Trust

### **HAROND ROBERTS**

*DIRECTOR*  
Quietflex Manufacturing Co.

### **JESSICA HERNANDEZ**

*DIRECTOR*  
Parkland Hospital

### **NANCY BERGE**

*DIRECTOR*  
Parkland Health and Hospital

### **PATTI MCCOY, PHD**

*DIRECTOR*  
DSP Marketing & Branding

### **DAVID CARNER**

*DIRECTOR*  
Credit Bureau Connection, Inc.

### **ANGELA KING**

*PRESIDENT & CEO*  
VOA Texas

### **BRUCE WOODWARD**

*DIRECTOR*  
Myan Management Group, LLC

### **CATHY DAVID**

*DIRECTOR*  
World Market

### **SEENU AKUNURI**

*DIRECTOR*  
PricewaterhouseCoopers LLP

### **LUKE ELLIOTT**

*DIRECTOR*  
Texas Bank

### **ROBERT L. STEPHENS**

*DIRECTOR*  
PricewaterhouseCoopers LLP

### **JULIA BUTHMAN**

*DIRECTOR*  
Prudential

# STATEMENT OF FINANCIAL POSITION

ASSETS	2021	2020
<u>Current assets:</u>		
• Cash and cash equivalents	\$6,028,382	\$4,840,634
• Accounts receivable, net	4,209,756	2,906,306
• Prepaid expenses	165,225	169,633
<b>Total current assets</b>	<b>10,403,363</b>	<b>7,916,573</b>
 <u>Property and equipment, net:</u>	 5,072,150	 5,526,738
 <u>Other assets:</u>		
• Assets held in custody for others	71,704	54,037
• Due from affiliates, net	1,575,972	1,036,170
• Property held for sale	-	64,786
• Other, net	4,276	3,926
• Limited partnerships' assets	7,110,167	7,267,020
<b>Total other assets</b>	<b>8,762,119</b>	<b>8,425,939</b>
<b>Total assets</b>	<b>\$24,237,632</b>	<b>\$21,869,250</b>

*The information presented here is a compilation prepared by management of audited financial data from Volunteers of America, Inc. and subsidiaries, affiliates, locally chartered and unchartered corporations. All Volunteers of America affiliates are required to have audits by independent certified public accountants. More detailed information is available upon request from the Volunteers of America National Office.*

*Consolidated Statement of Financial Position*  
*June 30, 2021 (with comparative totals as of June 30, 2020)*

<b>LIABILITIES AND NET ASSETS</b>	<b>2021</b>	<b>2020</b>
<u>Current liabilities:</u>		
• Accounts payable	\$1,304,356	\$646,577
• Accrued expenses	1,118,116	1,016,212
• Refundable advance	347,101	325,113
• Due to affiliates	36,686	40,858
• Current portion of notes payable	122,349	119,531
• Current portion of capital lease obligations	54,926	84,134
<b>Total current liabilities</b>	<b>2,983,534</b>	<b>2,232,425</b>
<u>Long-term liabilities:</u>		
• Notes payable, net of current portion	2,605,161	2,738,182
• Capital lease obligations, net of current portion	9,081	54,119
• Other liabilities	71,704	54,237
• Limited partnerships' liabilities	8,016,468	8,109,133
<b>Total long-term liabilities</b>	<b>10,702,414</b>	<b>10,955,671</b>
<b>Total liabilities</b>	<b>13,685,948</b>	<b>13,188,096</b>
<u>Net assets (deficit):</u>		
Without donor restrictions attributable to:		
• VOAT and Development Corp	11,457,985	9,523,267
• Non-controlling interests in limited partnerships	(906,301)	(842,113)
<b>Total net assets</b>	<b>10,551,684</b>	<b>8,681,154</b>
<b>Total liabilities and net assets</b>	<b>\$24,237,632</b>	<b>\$21,869,250</b>

# STATEMENT OF ACTIVITIES

## REVENUES

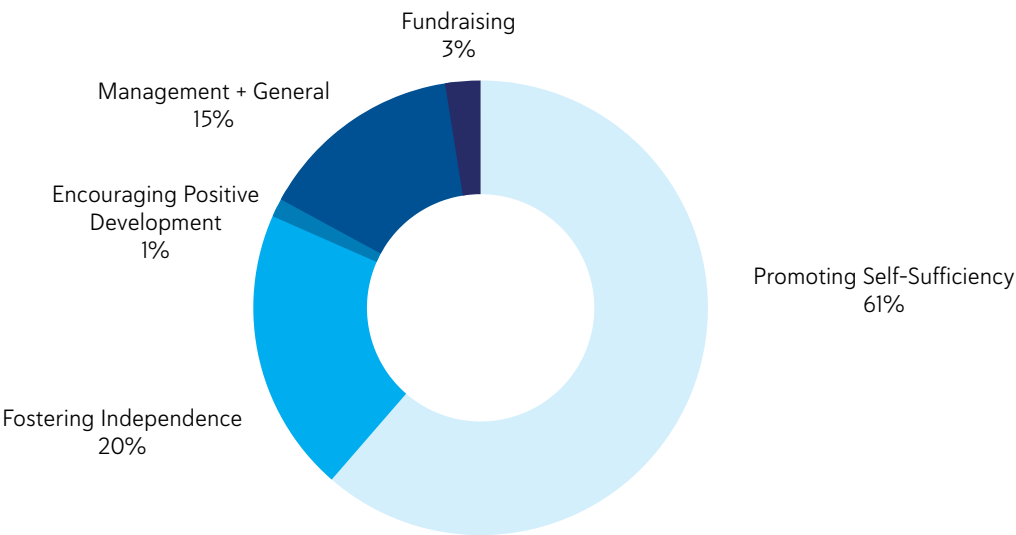
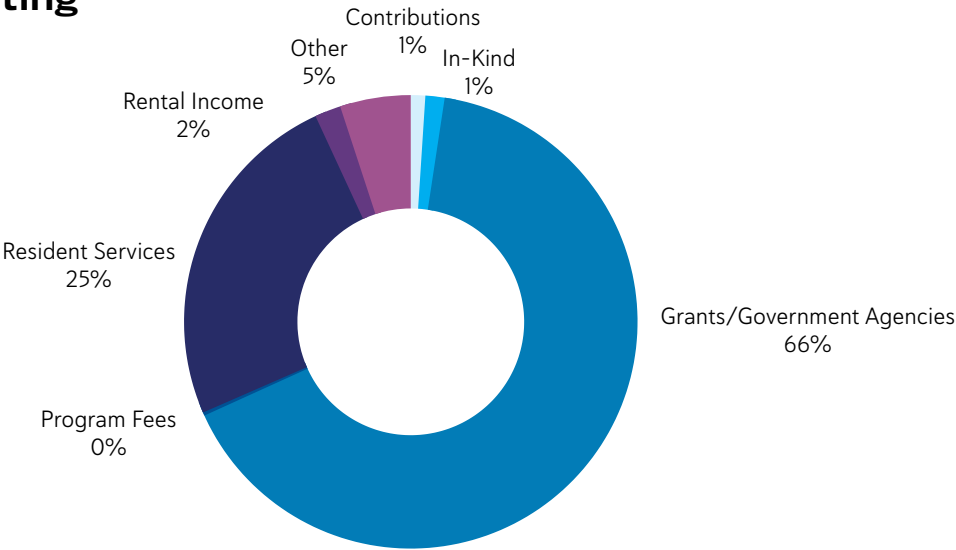
2020

	Without Donor Restrictions	Limited Partnerships (without donor restrictions)	Operating Total	Eliminations	Total	2020 Total
<b>Revenue from operations:</b>						
Contributions	\$ 3,095,751	\$ -	\$ 3,095,751	\$ -	\$ 3,095,751	\$ 2,142,105
In-kind contributions	411,991	-	411,991	-	411,991	359,762
Revenue and grants from governmental agencies	18,604,379	1,231,808	19,836,187	-	19,836,187	18,255,248
Program Fees	232,759	-	232,759	(161,721)	71,038	502,020
Resident service revenue	7,426,459	-	7,426,459	-	7,426,459	7,371,433
Rental Income	58,165	503,019	561,184	-	561,184	568,071
Other operating income	1,178,505	341,439	1,519,944	-	1,519,944	1,148,208
<b>Total revenue from operations</b>	<b>31,008,009</b>	<b>2,076,266</b>	<b>33,084,275</b>	<b>(161,721)</b>	<b>32,922,554</b>	<b>30,346,847</b>
<b>Operating expenses:</b>						
<b>Program services:</b>						
Promoting self-sufficiency	17,276,627	2,665,530	19,942,157	(161,721)	19,780,436	16,993,572
Fostering independence	6,522,551	-	6,522,551	-	6,522,551	6,760,053
Encouraging positive development	422,018	-	422,018	-	422,018	433,048
<b>Total program services</b>	<b>24,221,196</b>	<b>2,665,530</b>	<b>26,886,726</b>	<b>(161,721)</b>	<b>26,725,005</b>	<b>24,186,673</b>
<b>Support services:</b>						
Management and general	4,699,649	-	4,699,649	-	4,699,649	3,924,179
Fundraising	807,262	-	807,262	-	807,262	687,404
<b>Total support services</b>	<b>5,506,911</b>	<b>-</b>	<b>5,506,911</b>	<b>-</b>	<b>5,506,911</b>	<b>4,611,583</b>
<b>Total Operating expenses</b>	<b>29,728,107</b>	<b>2,665,530</b>	<b>32,393,637</b>	<b>(161,721)</b>	<b>32,231,916</b>	<b>28,798,256</b>
Change in net assets from operations	1,279,902	(589,264)	690,638	-	690,638	1,548,591
<b>Non-operating items:</b>						
Interest income	11,528	-	11,528	-	11,528	8,205
Gains on disposal of property and equipment	-	-	-	-	-	134,048
Gain on sale of property held for sale	48,459	-	48,459	-	48,459	-
Gain on involuntary conversion	594,829	525,076	1,119,905	-	1,119,905	374,240
<b>Total non-operating items</b>	<b>654,816</b>	<b>525,076</b>	<b>1,179,892</b>	<b>-</b>	<b>1,179,892</b>	<b>516,493</b>
Change in net assets	\$ 1,934,718	\$ (64,188)	\$ 1,870,530	\$ -	\$ 1,870,530	\$ 2,065,084

Consolidated Statement of Financial Position  
June 30, 2021 (with comparative totals as of June 30, 2020)



**REVENUE \$32,922,554**  
**Operating**



**EXPENSES \$26,725,005**  
**Operating**

VOA TEXAS IS POSITIONED FOR GROWTH.  
SCAN THE QR CODE TO THE RIGHT OR [CLICK HERE](#) TO SEE HOW WE'RE BUILDING BETTER  
COMMUNITIES.



# POSITIONING FOR GROWTH

## THE GALBRAITH

As one of the largest providers of affordable housing in the United States of America, VOA continues to invest in opportunities that improve the lives of residents who choose to call VOA home. This is evident as one drives south on US HWY 75/I-45 in downtown Dallas. If you glance to the right, you'll see a state-of-the-art high-rise called The Galbraith. The mixed-use residential complex will include all the features and amenities one would expect in a modern building. VOA has partnered with Matthews Southwest to bring this building to downtown Dallas.

Located in downtown Dallas, Texas, The Galbraith is located next to the redevelopment of Matthews Southwest in the historic Dallas High School building and DART'S Pearl/Arts District rail station. Featuring efficiency, one, two and three bedroom apartment homes, The Galbraith will offer unique designs, convenience, affordability and a downtown lifestyle second to none.



## THE OAKS

VOA Texas is building in the historic Oak Cliff neighborhood, just south of downtown Dallas. Our newest development, The Oaks is located just minutes from the Bishop Arts District. Framing for the soon-to-be senior apartments is visible once you approach the property at the corner of Page Ave and Llewellyn Ave.

Volunteers of America National Services (VOANS) was selected by the Dallas Housing Authority Housing Solutions for North Texas to partner on the mixed income, senior affordable residential housing project.

VOA Texas will provide property management services for The Oaks which will consist of 260 units for seniors 62 and older, a fully furnished clubhouse, fitness room, business center, activity room, craft room, and healthcare facility leased to a local provider.

**SCAN THE QR CODE  
BELOW TO WATCH A  
SHORT VIDEO.**



The site is ideal for senior housing as it has the following features and linkages: a bus stop in the front of the site, it is surrounded by single family homes, and an elementary school, with a grocery store, a drug store and a full service medical and surgical hospital less than a mile from the site.

VOA Texas has begun compiling a list of potential residents who have expressed interest in making The Oaks their new home. The project is slated to be completed in 2023.



VOA  
125

*Years Strong*

HELPING REBUILD  
1.5 MILLION LIVES  
A YEAR SINCE 1896

**VOATX.ORG**

VOLUNTEERS OF AMERICA TEXAS  
300 E. Midway Drive // Euless, TX 76039 // (817) 529-7300

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