

FY 2021-2022

ANNUAL REPORT





"I lost myself in my addiction; Resolana helped me find myself and be a better version of myself."

CHELSEA COLLIER
FORMER RESOLANA PROGRAM PARTICIPANT



**VOA
TEXAS**
300 E. MIDWAY DRIVE
EULESS, TX 76039



A WORD FROM OUR CEO ANGELA KING

Dear Friends,

Like many who are catching their breath following the COVID-19 pandemic, VOA Texas is taking the time to refresh, rebrand and regroup our organization.

We are also excited to see the growth in our workforce development opportunities in Houston as we are enrolling hundreds of additional clients in training this year which will lead folks to good jobs and a pathway out of generational poverty. We will be offering more than 40 different certifications, that include college degrees, technical licensure, and other career opportunities.

The impact of a safe, affordable place to live and a career that provides a path to financial stability, cannot be overstated as VOA Texas supports transformations for individuals and families that lead to sustainable change!

Internally, we are creating a culture of community with the roll out of our new mission, vision, and values. Over a year ago, a focus group made up of staff and facilitated by a leadership development coach, came up with terms and phrases for which VOA Texas will be known for, throughout the community and amongst staff. Recently, executive team members set out on a state-wide tour, meeting with every staff member across Texas to ensure our mission is infused in their daily dealings with colleagues and clients. You can find our new mission statement, vision, and values on the following page.

Thank you for your support and contributions to our mission. I hope the stories you read in this publication, as well as the outcomes we demonstrate will speak to the impact you've made by dedicating yourself to our cause.

Sincerely,

Angela King
Angela King
President, and CEO
VOA Texas

We begin with our strategic plan refresh. Our board members and staff leaders have finalized our strategic plan which will be our guide over the next two years. VOA Texas has many opportunities in our service area, particularly in affordable housing development, that will position us for growth and ensure we remain one of the largest providers of affordable housing.

Last year, we mentioned our newly constructed 260-unit, senior housing complex, The Oaks, that will soon open in the Oak Cliff Neighborhood in Dallas, TX. The complex, which has affordable and market rate units, will be nearly 70 percent occupied when it opens this summer. We have also partnered to manage a property owned by The Resource Center in Dallas, a new apartment complex for seniors which will address the needs of those we serve in the LGBTQ+ community. VOA Texas continues to be a leader in the conversations surrounding the housing crisis our nation is facing in terms of equity and affordability. We are also expanding our property management department as other agencies look to VOA Texas for expertise in these complex services.

MISSION

VOA Texas is a faith-based organization that empowers individuals and families to overcome obstacles to reach their full potential and thrive.

VISION

Communities where all people thrive – emotionally, physically, spiritually with justice and hope.



SERVICE

We bring a servant's heart to everything we do.



COLLABORATION

We accomplish great things by working together.



INTEGRITY

We do what is right with intent.



TRANSPARENCY

We are open and accountable.



INCLUSIVENESS

We intentionally value and include everyone.



COMPASSION

We treat others with respect and kindness.

PROGRAMS & SERVICES



CHILDREN AND YOUTH SERVICES

- Prevention
- Early intervention
- Crisis intervention
- Long-term services



CORRECTIONAL SERVICES

- Residential re-entry centers
- Work release programs
- Residential treatment
- Family supports
- Services for expecting female inmates



EMPLOYMENT AND TRAINING SERVICES

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



HOUSING

- Elderly housing
- Family housing
- Housing for those with disabilities
- Veteran housing



SUBSTANCE ABUSE

- Residential recovery centers
- Outpatient services
- Opioid addiction treatment



MORAL INJURY

- Therapy services
- Resilience Strength Training
- Veterans services



BEHAVIORAL AND MENTAL HEALTH

- Crisis counseling
- Day programs
- Drop-in centers
- Transportation
- Supported independent living



VETERANS

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



SENIOR SERVICES

- Affordable housing
- Supportive services
- Community engagement

VOA TEXAS OFFICES

TEXAS

Abilene, TX
Alamo, TX
Arlington, TX
Austin, TX
Burleson, TX
Cleveland, TX
Conroe, TX
Dallas, TX
Eules, TX
Fredericksburg, TX
Garland, TX
Gonzales, TX
Grand Prairie, TX
Houston, TX

Irving, TX
Kerrville, TX
Lampasas, TX
Nacogdoches, TX
Navasota, TX
Plano, TX
Rosenberg, TX
San Antonio, TX
San Juan, TX
Santa Rosa, TX
The Woodlands, TX
Victoria, TX

NEW MEXICO

Albuquerque, NM

THE OAKS



As part of VOA Texas' growing focus on affordable housing, we are building in the historic Oak Cliff neighborhood, just south of downtown Dallas. The Oaks is located just minutes from the Bishop Arts District and is the newest VOA Texas property to open. This beautiful new building 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 provides property management services for The Oaks which consists of 260 units for seniors 62 and older. The new facility includes a fully furnished clubhouse, fitness room, business center, activity room, craft room, and healthcare clinic run by Los Barrios.

The clinic will serve the residents as well as the local community. This site is ideal for senior housing as it has a bus stop in the front of the building, it is surrounded by single family homes, and an elementary school, with a grocery store, a drugstore, and a full service medical and surgical hospital less than a mile away.



HOUSTON TEXANS CARE VOLUNTEER DAY

VOLUNTEERS. IT'S IN OUR NAME.

Volunteers provide important support and services to the communities and clients we serve. Players and fans of the Houston Texans recently spent the day volunteering at our Heights Manor Apartments in Houston. Special thanks to the United Way of Greater Houston, Texans kicker Ka'imi Fairban and his teammates for choosing to give back to VOA Texas on Texans Care Volunteer Day!

SCAN OR CLICK THE QR CODE TO WATCH A SHORT VIDEO ON THE OAKS.



SCAN OR CLICK THE QR CODE TO WATCH A SHORT VIDEO.



YOUR IMPACT

VETERANS & HOMELESS HELPED THIS YEAR

208

1300

SENIORS & PERSONS WITH DISABILITIES
PROVIDED WITH HOUSING

~22K PEOPLE SERVED
IN 2022

LOW INCOME FAMILIES RECEIVED
SAFE, AFFORDABLE HOUSING

1,784



CRAIG SWAIN PERMANENT & SUPPORTIVE HOUSING PROGRAM PARTICIPANT

Craig Swain had it all. He was living a successful white-collar life, thanks to a genius for all things computers and the technology they entailed. It was a gift that Craig turned into a career, along with his natural fit for the corporate world. Well liked, polite and a master at his craft, good

paying jobs were easy to find. He had a nice home, a family. It was perfect. But it all changed in one day when his wife was diagnosed with cancer. Life as he knew it came to a screeching halt.

"Volunteers of America has been a light for me and I will pay that amazing gift forward as I volunteer to counsel the homeless."

SCAN OR CLICK THE QR CODE
TO READ CRAIG'S STORY.



VOLUNTEER IMPACT



1,310

VOLUNTEERS
SERVED
MORE THAN

7,872

HOURS

TOTAL VOLUNTEER ENGAGEMENT FINANCIAL ECONOMIC IMPACT

\$22,467

7,872.25 VOLUNTEER HOURS
X \$28.54 (VOLUNTEER HOURLY VALUE)

21st Century
Addiction Recovery
Agnes Varis Jazz Foundation
Charles Schwab
Danna Foundation
Delta Sigma Theta (Huntsville)
Kappa Mu
Department of Veterans Affairs
Exxon
Fannie Mae
Fort Bend County Transit
Fort Bend Meals on Wheels
Freedom Church
Galveston Area Council
Girls Inc. (Be Bold Institute)
Golden Creek Nursing and
Rehabilitation Center
Golden Crescent Food Bank
(Victoria Texas)
Grimes Health Resource Center
Harvest House Food Pantry

Hilti North America
Homeland Security and
Emergency Management
Houston Community College
Houston Food Bank
Houston Regional Office (VBA)
Houston Texans
Impact Dance Co.
Junior League Dallas
Little Zion Baptist (Nacogdoches
Texas)
Metrotex Health Care, Inc.
Murphy Oil Inc.
Nacogdoches Fire Department
Nacogdoches Public Library
Niagara Bottling Co.
Oxford House
PathFinders
Prairie View AM SEAL (Smart
Eating Active Living) Cooperative
Extension Program

Prairie View AM University
Rosenberg Fire Marshal Office
Rosenberg Police Department
Tarrant County College (TCC)
Texas A&M University
Texas AM AgriLife Extension
The Associations of Accountants
and Finance Professionals in
Business
The Mission Continues
The Phoenix
The Table Community Church
Uline Industries
United Way off Greater Houston
University of Texas Arlington
UT Physicians
Walgreens
Wessendorff Middle School
Wilderness Branch Baptist
Worth Baptist Church
YWCA

VALUED COLLABORATIONS

NEARLY
\$1.4 MILLION
IN GRANTS AND FOUNDATION AWARDS!



WILLIAM BALCOM RESIDENTIAL TREATMENT PARTICIPANT

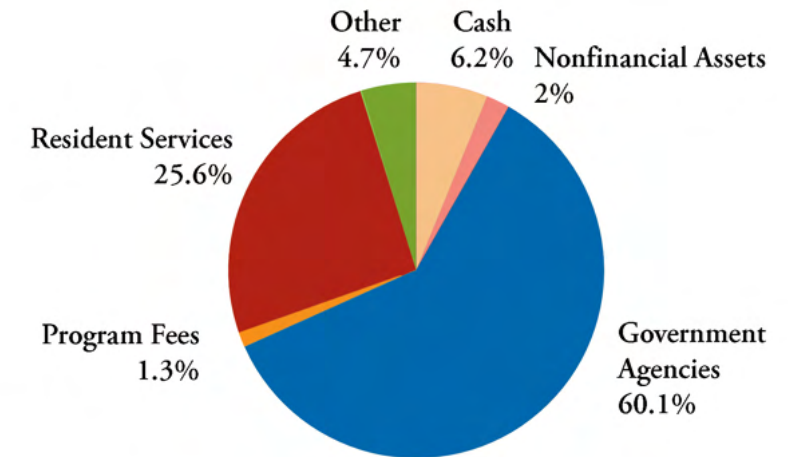
Two decisions. One to tell the truth and ask for help. The other is to say “no” to living at an address too close to trouble. Between making those two right decisions on his own and discovering a helping hand from Volunteers of America Texas, William Balcom’s life now is as different from what it used to be as the proverbial night and day.



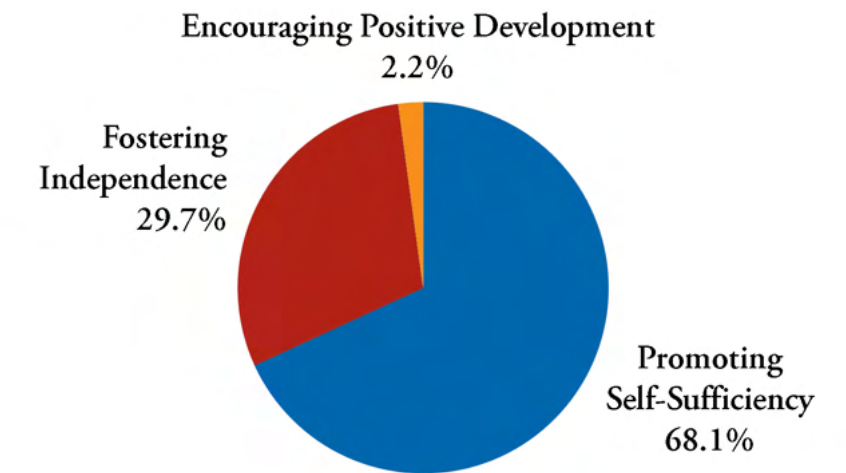
SCAN OR CLICK THE QR CODE
TO READ WILLIAM'S STORY.



TOTAL REVENUE FY 2022



TOTAL EXPENSES FY 2022



“I take pride in caring for myself and my family. When I found myself in a position where I couldn’t, VOA Texas was here.”

BRENDA TOLLIVER



SCAN OR CLICK THE QR CODE TO
READ BRENDA'S STORY.

VOLUNTEERS OF AMERICA TEXAS, INC. AND AFFILIATES

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

ASSETS	2022	2021
<u>Current assets:</u>		
• Cash and cash equivalents	\$10,077,708	\$6,028,382
• Accounts receivable, net	4,648,819	4,209,756
• Prepaid expenses	193,881	65,225
Total current assets	14,920,408	10,403,363
Property and equipment, net	5,868,840	5,072,150
<u>Other assets:</u>		
• Assets held in custody for others	29,881	71,704
• Due from affiliates, net	1,699,481	1,575,972
• Other, net	3,926	4,276
• Limited partnerships' assets	6,678,876	7,110,167
Total other assets	8,412,164	8,762,119
Total assets	\$29,201,412	\$24,237,632
LIABILITIES AND NET ASSETS	2022	2021
<u>Current liabilities:</u>		
• Accounts payable	\$1,137,815	\$1,304,356
• Accured expenses	1,239,200	1,118,116
• Refundable advance	173,421	347,101
• Deferred revenue	403,707	-
• Due to affiliates	50,352	36,686
• Lines of credit	4,250,000	-
• Current portion of notes payable	580,636	122,349
• Current portion of capital lease obligations	43,609	54,926
Total current liabilities	\$7,878,740	\$2,983,534
<u>Long-term liabilities:</u>		
• Notes payable, net of current portion	2,026,331	2,605,161
• Capital lease obligations, net of current portion	4,017	9,081
• Other liabilities	29,881	758,159
• Limited partnerships' liabilities	8,213,027	8,016,468
Total other liabilities	10,273,256	10,702,414
Total liabilities	\$18,151,996	\$13,685,948
<u>Net assets (deficit) without donor restrictions attributable to:</u>		
• VOAT and Development Corp	12,583,567	11,457,985
• Non-controlling interests in limited partnerships	(1,534,151)	(906,301)
Total net assets	11,049,416	10,551,684
Total liabilities and net assets	\$29,201,412	\$24,237,632

VOLUNTEERS OF AMERICA TEXAS, INC. AND AFFILIATES

CONSOLIDATED STATEMENT OF ACTIVITIES

	Without Donor Restrictions	Limited Partnerships (w/o donor restrictions)	Operating Total	Eliminations	2022 Total	2021 Total
REVENUE FROM OPERATIONS						
Contributions of cash	\$1,808,311	-	\$1,808,311	-	\$1,808,311	\$3,095,751
Contributions of nonfinancial assets	598,726	-	598,726	-	598,726	411,991
Government agencies, revenue & grants	17,614,062	-	17,614,062	-	17,614,062	19,836,187
Program fees	382,270	-	382,270	-	382,270	71,038
Resident service revenue	7,498,360	-	7,498,360	-	7,498,360	7,426,459
Rental income	48,596	1,820,747	1,869,343	-	1,869,343	591,184
Other operating income	1,370,707	218,765	1,589,472	(109,241)	1,480,231	1,519,944
Total revenue from operations	\$29,321,032	\$2,039,512	\$31,360,544	\$(109,241)	\$31,251,303	\$32,922,554
OPERATING EXPENSES						
Program services:						
Promoting self-sufficiency	15,540,742	2,675,953	18,216,695	(106,241)	18,107,454	19,780,436
Fostering independence	6,774,171	-	6,774,171	-	6,774,171	6,522,551
Encouraging positive development	491,105	-	491,105	-	491,105	422,018
Total program services	\$22,806,018	\$2,675,953	\$25,481,971	\$(109,241)	\$25,372,730	\$26,725,005
Support services:						
Management and general	4,662,089	-	4,662,089	-	4,662,089	4,699,649
Fundraising	816,266	-	816,266	-	816,266	807,262
Total support services	5,478,355	-	5,478,355	-	5,478,355	5,506,911
Total operating expenses	\$28,284,373	\$2,675,953	\$30,960,326	\$(109,241)	\$30,851,085	\$32,231,916
Change in net assets from operations	\$1,036,659	\$(636,441)	\$400,218	-	\$400,218	\$690,638
NON-OPERATING ITEMS						
Interest income	16,298	-	16,298	-	16,298	11,528
Gain on sale of assets	11,503	-	11,503	-	11,503	48,459
Gain on involuntary conversion	-	8,591	8,591	-	8,591	1,119,905
Other income	61,122	-	61,122	-	61,122	-
Total non-operating items	88,923	8,591	97,514	-	97,514	1,179,892
Change in net assets	\$1,125,582	\$(627,850)	\$497,732	-	\$497,732	\$1,870,530

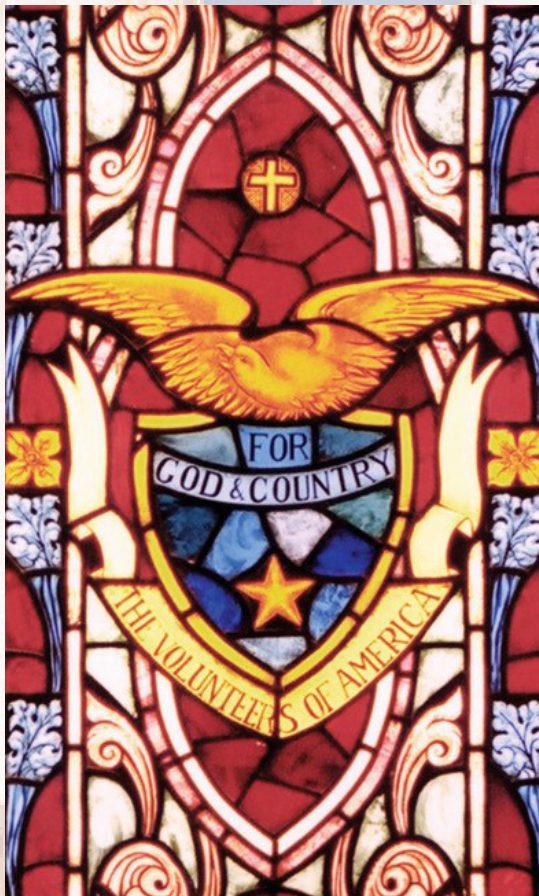
*“Resolana saved me.
It showed me what
might be possible.”*

KATHLEEN CALLAHAN



SCAN OR CLICK THE QR CODE TO
READ KATHLEEN'S STORY.





Volunteers of America
A Ministry of Service

MINISTRY: A FAITH DRIVEN ORGANIZATION

VOA Texas Minister, Tim Lloyd serves full time as the agency's Housing Support Manager. Day in and day out, he helps people in Conroe, Texas find safe, affordable housing through the organization's Permanent and Supportive Housing (PSH) Program.

One Saturday in April, he and his wife Becky found themselves on the doorstep of a home he had recently helped a client to acquire. Days before, the client, who wishes to remain anonymous, asked Tim to bless the property to establish a sense of peace and tranquility over the new space. Being a domestic violence survivor, the idea of a "safe" home brings an extra sense of importance.

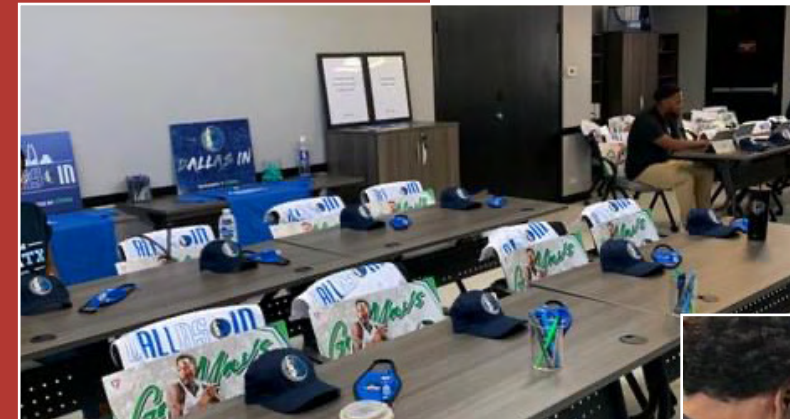
"A peace came over all of us as we silently entered the home," said Tim. With his Bible in hand, he prayed in every area of the home's interior, then outside to every outer wall and door. A bit unsure of his first house blessing, "I just closed my eyes and did my best to communicate with God and meet this client's request in a true and honest way," he said.

MAVS FOUNDATION TECH CENTER

The Mavs Foundation donated a new tech center to the VOA Texas residential re-entry program in Fort Worth, TX. The space was outfitted with new furniture, laptops, a privacy booth, new wall mural and new books which serves as a resource center for former offenders transitioning from prison back into the community.



Former NBA player and University of Michigan Fab Five member, Jimmy King, attended the dedication.



WOMEN IN PLAY ANNUAL LUNCHEON



Women in Play honoring Cynt Marshall, CEO of the Dallas Mavericks



2022 SPONSORS



Wealth
Management



2021-2022 COMMITTEE MEMBERS

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FC Dallas

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CEO, VOA Texas

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Greater Dallas Korean American
Chamber Of Commerce

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ERICKA ENGLISH
Director Of Marketing and
Communications, VOA Texas

KATHY O'NEAL
Immediate Past Co-Chair, Club, Resort
& Hospitality Consulting, LLC

ANGIE RAVAIOLI-LARKIN
Head Golf Coach, Texas Christian
University

CATHY HARBIN
PGA & LPGA Professional

LORI LITTLE
National Affordable Housing Trust



SHOOT "FORE" A SECOND CHANCE GOLF TOURNAMENT



2022 SPONSORS

2021-2022 COMMITTEE MEMBERS

- | | |
|---|---------------------------------------|
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Guardian Construction |
| BRUCE WOODWARD
Myan Management | BEN HAAG
Dallas Regional Chamber |
| LYNN TOOMER
EGA Construction Duane Lock -
River Oaks Energy | BRIAN HEAD
Blackmon Mooring |
| BARBARA SULLIVAN
River Oaks Energy | ROBERT STEPHENS
PwC |
| DAVID CARNER
MRI Software | ERIC MCCABE
UBEO |
| DAN GREENE
Centimark | TIERA ADAMS
BNSF |





HELP MAKE A DIFFERENCE **DONATE A CAR** VOA | VEHICLE DONATION PROGRAM

Your vehicle donation helps make a real difference in the lives of those we serve at VOA Texas.

Pick up is free and easy as 1-2-3.
You will also get a tax deduction if you are an itemizing taxpayer.



CALL

Call or complete the online donation form.



SCHEDULE

Schedule a free, convenient pick-up.



RECEIVE

Receive a donation receipt and that's it!

CALL US TO DONATE TODAY!
833-300-5737



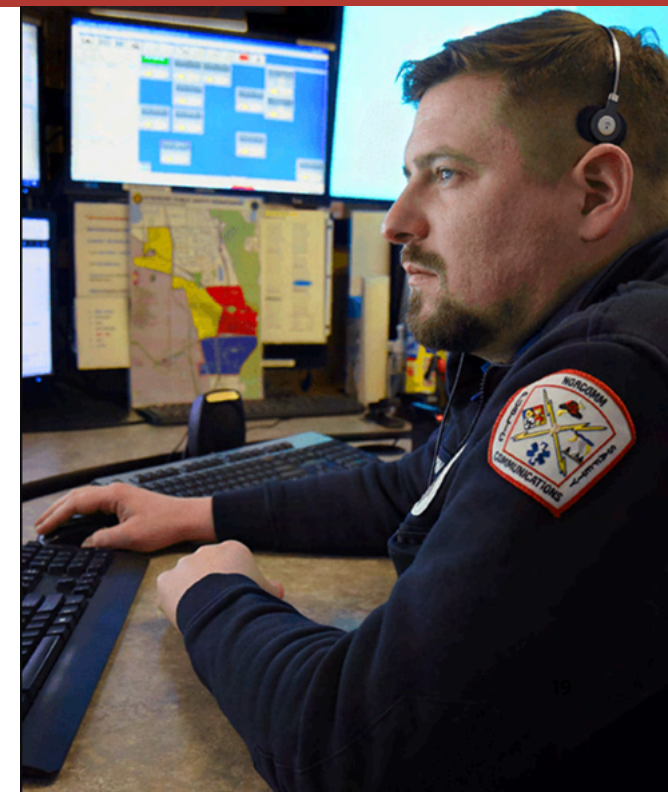
SCAN OR CLICK QR CODE TO
LEARN MORE OR MAKE A
DIFFERENCE WITH YOUR DONATION



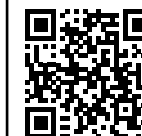
VOA | ReST 4 FIRST RESPONDERS

ReSILIENCE STRENGTH TIME

VOA|ReST 4 First Responders are free, peer-to-peer small group support sessions designed to help First Responders process feelings of moral discomfort and distress while reclaiming strength and commitment to their profession.



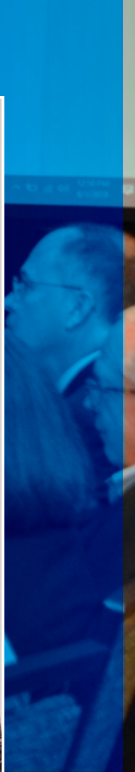
SCAN OR CLICK QR CODE TO
LEARN MORE ABOUT VOA | ReST





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.



VOA TEXAS BOARD OF DIRECTORS

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MS. JENNI STEELE
Vice President of Marketing,
NIAGARA Corp.



WE SERVED
22,000 LIVES
A YEAR SINCE 1917



VOATX.ORG

VOLUNTEERS OF AMERICA TEXAS
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