

VOLUNTEERS OF AMERICA TEXAS
IMPACT REPORT



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Letter from the CEO

As I reflect on Fiscal Year 2025, I am filled with deep gratitude and pride—for our mission, our people, and the communities we are honored to serve. This year's Impact Report captures not only the activities behind our work, but the resilience, dignity, and hope that define Volunteers of America Texas.

Last year was a year of both transition and growth. While we experienced a decrease in the total number of individuals served due to the conclusion of a prevention program, we simultaneously launched new initiatives that strengthened our ability to respond to urgent and evolving community needs. In total, VOA Texas served 13,447 individuals across 10,468 households, reaching children, adults, seniors, veterans, and families at critical moments in their lives. These numbers represent real people—neighbors striving for stability, independence, and opportunity.

We substantially increased our footprint in the permanent supportive housing space last year – providing property management to five (now six) PSH communities in the Austin area, providing housing and supportive services for people with barriers to housing.

From housing and supportive services for seniors and people with disabilities, to reentry programs, substance use treatment, and services for children and families, our teams showed unwavering commitment to meeting people where they are and walking alongside them toward lasting change.

Equally important is how we stewarded the trust placed in us. In FY25, Volunteers of America Texas managed nearly \$48 million in operating revenue, with the vast majority directed toward direct program services. Our clean audit, unmodified opinions, and continued compliance with federal and state funding requirements reflect the strong governance, internal controls, and financial discipline that support our mission. Fiscal responsibility is not separate from impact—it is foundational to it.

This year also marked my final year serving as President & CEO of Volunteers of America Texas. Leading this organization for the past 11 years has been the greatest honor of my professional career. Over my 40 years with VOA, I have had the privilege of working alongside an extraordinary board, dedicated staff, committed volunteers, and generous partners who believe, as I do, that everyone deserves a place to call home, a path forward, and the opportunity to thrive.

As I pass the baton, I do so with full confidence. VOA Texas is strong, mission-driven, and well-positioned for the future. The needs in our communities remain great—but so does our capacity to respond with compassion, innovation, and integrity.

Thank you for being part of this journey. Your support makes this work possible, and your partnership ensures that Volunteers of America Texas will continue to serve with purpose for generations to come.

With gratitude,



Angela King
President and CEO



More Than a Nonprofit

Since 1917, VOA Texas has been a steadfast presence, serving our state and its communities through times of challenge and change, including economic hardships, natural disasters, and now, the aftermath of the COVID-19 pandemic.

As part of the national Volunteers of America network, founded in 1896, we are proud to contribute to a larger legacy that touches the lives of 1.5 million people annually in over 400 communities across 46 states, including the District of Columbia and Puerto Rico.

Here in Texas, our comprehensive human services, housing and care programs – delivered by a dedicated team of compassionate professionals – empower thousands of individuals and families annually in over 30 urban and rural communities. From veterans and justice-impacted individuals to older adults, families experiencing homelessness, and those with intellectual and developmental disabilities, our work spans the full spectrum of need.

By addressing the minds, bodies, and spirits of those we serve, VOA Texas integrates deep compassion with highly effective programs, creating meaningful change that strengthens both our local communities and the nation as a whole. Together, we are building a brighter, more equitable future for all.

COMMUNITIES SERVED
30+



AGGREGATE REVENUE
\$44M



INDIVIDUALS SERVED
13,447




Programs and Services

Community-Based Services
1,538

Re-Entry Programs
1,625

Housing Assistance
2,456

Recovery and Addiction Treatment
1,202

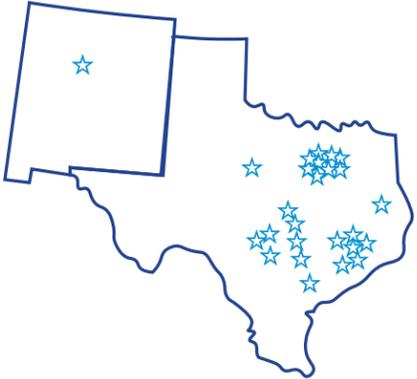
Assistance for Veterans
605

Intellectual & Developmental Disabilities Services
426

Workforce Development
3,574

ABOUT THE WORD “VOLUNTEER”

When Volunteers of America was founded in 1896, “volunteer” referred to anyone who served others as a vocation through a commitment to a mission. Today, we are still staffed by mission-driven professionals working to empower individuals and build thriving communities.



HOUSING IN OVER 40 COMMUNITIES ACROSS TEXAS AND NEW MEXICO

Our greatest strength at VOA Texas is that we are “in community.” With a dedicated team of over 300 professionals, we proudly serve more than 11,000 people each year across 30 urban and rural communities, empowering individuals and families to overcome challenges and thrive.

Hope After Service

Tamyka thought the worst was behind her when she left the Army in 2010. Years later, a seizure behind the wheel sent her car into a highway median, cost her a job and forced her to ask for help she had long avoided. “I’m grateful I reached out,” she said. “I needed to support my family, and I couldn’t do it alone.”

From Combat Medic to Civilian Life

Tamyka served from 2003 to 2010 as a sergeant combat medic, including a deployment to Iraq. The work demanded split-second decisions and steady hands. Back home, a different battle began. The corporate world felt murky compared with the clear rules she knew in uniform. Even her direct eye contact and clipped phrases — “Roger that,” “outside the wire” — landed wrong. “A supervisor had to teach me to look away every six seconds,” she said. “I didn’t realize my communication style intimidated people.”



Life Unraveled Again

Life stabilized, then unraveled again. During the pandemic, staying inside muted her triggers. Returning to offices and crowded roads brought stress and overstimulation. Seizures began in 2021. Her sister pushed her to seek care through the VA and quietly stepped in as a caregiver.

In 2022, Tamyka blacked out while driving to work. An ambulance crew saw her car drift and got her to a hospital, where she had several more seizures. She broke a foot and lost her job. Her sister died in early 2023, taking with her much of the medical history she had managed. “We were starting over,” Tamyka said.

The memories are layered — friends lost overseas, the Fort Hood shooting that shook her unit after they returned, near misses that haunt quiet moments. Like many medics, she sent patients to helicopters not knowing if they survived. Survivor’s guilt settled in. “I talk about the blood on my hands,” she said. “My mom reminds me there is a lot of blood I kept from being shed.”

Finding Support Through Volunteers of America

She turned to Volunteers of America in 2023 and again in 2025 when she hit another slump. Staff with the Homeless Veterans Reintegration Program met immediate needs — gas cards, interview clothing, pantry boxes and holiday gifts for her children. They covered months of child care and paid a phone bill and car insurance, support that helped her take interviews and accept work.

“They didn’t just see a veteran,” she said. “They saw a person.” That ethic helped her reengage with community. Through VOA, she networked with other veterans — some reluctant to identify as such — and started using benefits she once refused. The HVRP team made the process “seamless,” she said, and gave her space to be honest about grief, anxiety and pride.

A New Mission

Today, Tamyka works from home as a claims processor for a contractor helping reduce the VA’s backlog. The job returns structure and purpose — the things she sought when she first left the service. “Money matters — I need a job,” she said. “But they also fed my spirit. The people at Volunteers of America lived the mental health part by how they treated me.”

Tamyka’s story is not tidy. Seizures don’t keep a calendar. Grief arrives unannounced. But she has rebuilt a support system and a mission: care for her family, serve other veterans and keep choosing compassion, even when it costs something. “They came when I lost my North Star,” she said. “I can’t say enough about them.”



Read Tamyka’s Full Story



HOMELESS VETERANS REINTEGRATION PROGRAM

HVRP serves veterans who have served in the U.S. Armed Forces and are experiencing or at risk of homelessness. Participants must be willing to engage in support programs and services.

SUPPORTING VETERANS: Providing veterans experiencing or at risk of homelessness with career exploration, training, job placement, and essential supportive services to help them secure stable, well-paid jobs and regain independence.

BUILDING PARTNERSHIPS: Establishing strong partnerships among public, private, and nonprofit organizations to offer targeted services that help marginalized veterans overcome employment barriers and reintegrate into society.

Celebrating the First Completed Renovation



The VOA Texas Supportive, Healthy, Inspiring, and Nurturing Environments (SHINE) Program is a Harris County initiative designed to strengthen childcare by supporting facility repairs and renovations that improve safety, quality and resilience.



Program partners held a site visit to celebrate Tammy's Precious Little Angels as the first childcare home to successfully complete a renovation and repair project through the SHINE Child Care Facilities Fund grant program. The event recognized owner and director Tammy Harris for her commitment to enhancing her childcare environment and her continued dedication to serving children and families in the community.

Completed improvements included siding repairs to address disaster impacts and improve weather resilience; bathroom renovations to replace worn flooring and drywall; classroom upgrades to replace aging carpeting; lighting replacements and ceiling repairs related to prior leaks; and fencing enhancements to improve safety, security and site access. The celebration highlighted the positive impact these investments will have on early learning environments across Harris County.



Learn More About the SHINE Program

Finding Strength Through Struggles

When Lina walked through the doors of the Volunteers of America Texas in Houston, she carried more than the weight of her books. She carried the loss of her father, who was murdered, and the scars of a turbulent relationship that left her displaced and searching for stability.

VOA Texas has supported her every step of the way, from tuition and textbook assistance to purchasing pink welding tools in her favorite color. The program also connected Lina with mental health counseling and encouraged her commitment to self-care, including joining her local gym.

Despite the heartbreak, Lina was determined to build a different future. Referred through the Harris County Department of Community Supervision, she became one of the first participants in the **Disabilities Workforce Program - Teach Reach at VOA Texas.**

Her next milestone is saving for a car, a goal that will cut down long hours spent on public transportation and give her more time for both work and school. "I am grateful for all the support I have from the VOA Texas team to help me become the best welder I can be," Lina said.

With guidance and resources from the program, Lina enrolled at Houston Community College to pursue a degree in manufacturing and welding — a field she hopes will provide not just financial stability but also pride in her craft. She attends classes four days a week, while also working part time at H-E-B, where she recently earned a promotion.

Her journey, once defined by grief and struggle, is now marked by resilience and hope — proof that with the right support, even the heaviest burdens can lead to a brighter path forward.

"It hasn't been easy ... But I know my life goals are now within my reach."



Learn More About Workforce Support Programs





Shoot 'Fore' a Second Chance Golf Tournament

The 9th annual Shoot 'Fore' a Second Chance Golf Tournament, sponsored by Higginbotham, benefitted Volunteers of America Texas' critical programs such as workforce development and training which connects individuals to meaningful employment and affordable housing to ensure seniors and adults with disabilities have access to safe and affordable housing options.

By participating in this tournament, sponsors, players, and donors contributed to empowering individuals and strengthening communities through life-changing support and opportunities.



Angela King
Donna & Preston Sams

Seenu Akunuri
Bill Little

Robert Stephens
Stephanie Stewart

Operation Backpack

Operation Backpack® is Volunteers of America's annual back-to-school initiative designed to help level the academic playing field and ensure children in need have the tools to succeed in school. Each year, Volunteers of America Texas joins VOA organizations across the country to provide students with brand-new backpacks filled with essential school supplies – helping them start the school year prepared, confident, and ready to learn.

Through the generosity of volunteers, partners, and community sponsors, Volunteers of America Texas distributed more than 600 backpacks and supply packs across the state, including in the Dallas-Fort Worth, Austin, San Antonio and greater Houston areas. These resources help ease the financial burden on families and support students as they enter the classroom with what they need to fully participate and thrive.

Operation Backpack® is a powerful example of how local action contributes to national impact. Nationwide, the initiative has helped provide nearly 50,000 children with backpacks and school supplies—strengthening communities and supporting student success from coast to coast.



Beyond supplies, Operation Backpack® delivers something equally important: encouragement. When students have the right tools on day one, they're better positioned to engage in learning, build confidence, and focus on their goals.

This effort is made possible by the dedication and generosity of our sponsors and community partners, whose support helps expand access to educational resources and opportunity for children and families.

600+
Backpacks
Distributed



EVENT SPONSORS



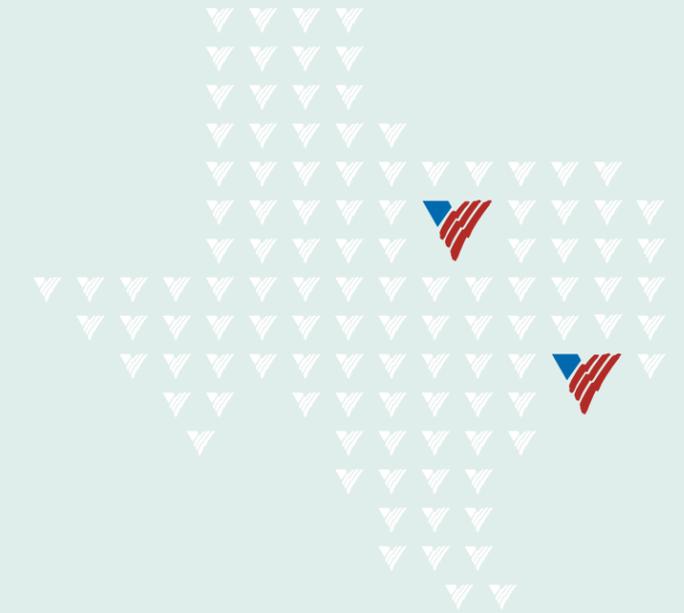
501
Volunteers



4,674
Hours

\$157,008
Economic Impact

Foundation and Grant Awards



DALLAS FORT-WORTH REGION



GREATER HOUSTON REGION



Community Partners



United Way of Greater Houston



GREATER HOUSTON
COMMUNITY FOUNDATION

LSC
HOUSTON



The Next Step, Inc.
The Next Step IS Success



RIVERSIDE
Barber & Beauty Institute



ADDRESSING COMPLEX ISSUES WITH THE HELP OF OUR PARTNERS

We are deeply grateful to our partners for their generous contributions of time, goods, and funds — all of which allow us to serve America's most vulnerable everyday. Together, we successfully leverage our resources to provide essential programming and services. With support from our partners, we can continue to fund existing programs, and create new services in response to emerging needs — all with attention to both the quantity and quality of the assistance we provide.

Media and Advocacy



Our second annual Operation Warm event on MLK Day was featured on CBS 11 News. The partnership with Five Star Subaru of Grapevine and Subaru Loves to Help, resulted in a donation of 500 coats to children in need.



The Dallas Morning News



VOA Texas recently appeared on both Univision Houston and Dallas-Fort Worth's Contigo Community Affairs Show. Linda Sullivan (left) and Ziceth Mendoza (right), VOA Texas Employment Specialist, represented VOA Texas to speak about the services we provide to the state and the Houston and DFW communities.



July 23, 2024

A New Affordable Seniors Housing Community in Dallas

Share X f in

Quality, affordable housing is hard to find, especially for seniors on a fixed income or with limited means. Nestled in the historic Oak Cliff neighborhood, just outside of downtown Dallas, we've helped finance The Oaks, a newly built community for lower-income seniors.

We worked with Optigo's lender Lument to provide \$22.1 million in permanent [tax-exempt financing](#) through Freddie Mac's unfunded forward product after the completion and stabilization of this mixed-income property in 2023. Volunteers of America National Services (VANS) was the guarantor, as well as a co-developer DHA Housing Authority Solutions for North Texas (DHA).

"Freddie Mac is committed to providing liquidity that helps create new affordable housing," said Kentez Montgomery, senior producer at Freddie Mac Multifamily. "This transaction is especially



Affordable housing done right

Thoughtfully designed, Oak Lawn Place apartments bring dignity to LGBTQ seniors on a once-stigmatized site

The new 80-unit Oak Lawn Place senior care and support apartment building at 1075 E. Westwood...

Back Row: A colorful wall by artist John S. Johnson in the building's lobby.

Freddie Mac Multifamily

Tiny Homes Are Better Than Tents

Dallas needs a better middle ground

Staff and council members recently visited transitional housing sites in Los Angeles and Atlanta, where emergency shelter programs are being used to get people off the streets and into permanent housing. Dallas needs a better middle ground.

Cuban's AI Election Prediction Rings True

Deepfakes might determine our political future

The 2024 presidential election could be the most pivotal in American history. Deepfakes might determine our political future.

State help is needed

The Dallas Morning News editorial board has called for state help to address the housing crisis.

Libertarians preferred

There is a concern that libertarians will be the dominant force in the 2024 election.

Ready for a new wave

There is a concern that a new wave of immigrants will be the dominant force in the 2024 election.

Sponsors Who Make Our Mission Possible



Volunteers of America Texas Board of Directors

Mr. Duane Lock *Chair*
 Founder and President
 River Oaks Energy

Mr. Robert L. Stephens *Director*
 Principal (Partner)
 PricewaterhouseCoopers LLP

Mr. David Carner *Vice Chair*
 Chief Executive Officer
 CBC Inc.

Ms. Cathy David *Director*
 Chief Merchandising Officer
 World Market

Mr. Luke Elliot *Treasurer*
 EVP and Chief Administrative Officer
 Texas Bank

Mr. Seenu Akunuri *Director*
 Principal, Deals
 PwC

Ms. Nancy Berge *Secretary*
 Retired, Administrative Director
 Laboratory Services Department
 Parkland Health and Hospital System

Ms. Jenni Steele
 Vice President, Marketing
 NIAGARA Corp.

Ms. Angela King
 President and CEO
 Volunteers of America Texas

Ms. Stephanie Stewart
 Instructor
 University of Oklahoma

Mr. Dan Addison *Director*
 CPA
 Groves Brothers Fabric

Mr. Bruce Hatton
 VP, Community Marketing and Outreach Manager
 Federal Home Loan Bank of Dallas

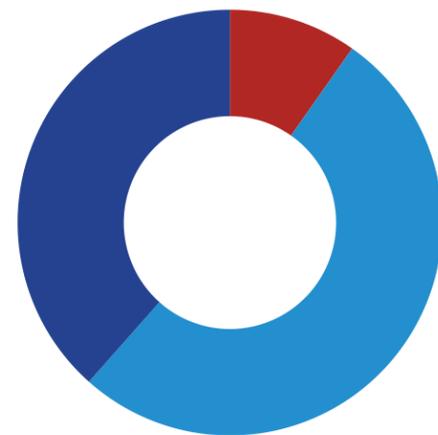
Mr. Bruce Woodward *Director*
 President and CEO
 Myan Management Group, LLC

Ms. Cathy Francis *Director*
 CRO
 The Capstreet Group, LLC

Ms. Debbie Perrault *Director*
 Retired, Laboratory Regulatory Specialist
 Parkland Health and Hospital System

Statement of Financial Position: Assets

	2025	2024
Current Assets		
Cash and Cash Equivalents	\$1,280,640	\$3,133,967
Accounts Receivable, Net	\$6,794,322	\$4,693,494
Due from Affiliates, Net	\$5,042,963	\$4,115,836
Total Current Assets	\$13,517,917	\$12,329,067
Property and Equipment, Net	\$6,910,588	\$7,045,561
Other Assets		
Assets Held in Custody for Others	\$64,534	\$50,631
Right-of-use Assets - Operating Leases, Net	\$173,647	\$8,779
Right-of-use Assets - Finance Leases, Net	\$245,969	\$338,366
Other, Net	\$3,926	\$3,926
Total Other Assets	\$5,084,518	\$6,025,976
Total Assets	\$25,513,023	\$25,400,604



Total Current Assets	
■	13.3% Cash and Cash Equivalents
■	50.8% Accounts Receivable, Net
■	35.9% Due From Affiliates, Net

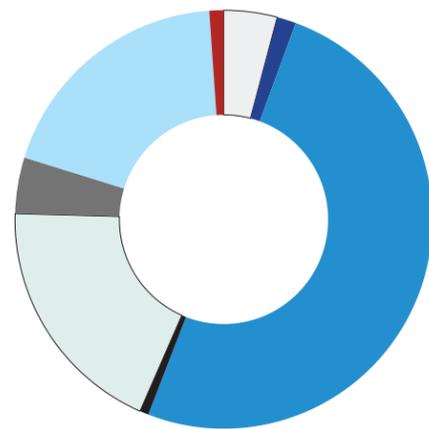
The information presented here is a compilation prepared by management of audited financial data from Volunteers of America, Inc. and subsidiaries, affiliates, locally chartered and unchartered corporations. All Volunteers of America affiliates are required to have audits by independent certified public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

Statement of Financial Position: Liabilities & Net Assets

	2025	2024
Current Liabilities		
Accounts Payable	\$869,144	\$1,049,553
Accrued Expenses	\$1,834,714	\$1,548,716
Refundable Advances	\$913,945	\$324,779
Deferred Revenue	\$29,900	-
Due to Affiliates	\$50,132	\$41,028
Notes Payable	\$101,410	\$97,285
Right-of-use Liabilities - Operating Leases	\$50,904	\$9,341
Right-of-use Liabilities - Finance Leases	\$97,938	\$97,938
Total Current Liabilities	\$3,948,087	\$3,168,640
Long-Term Liabilities		
Notes Payable, Net	\$1,349,383	\$1,622,774
Right-of-use Liabilities - Operating Leases, Net	\$122,743	-
Right-of-use Liabilities - Finance Leases, Net	\$147,964	\$235,076
Other Liabilities	\$64,534	\$50,631
Limited Partnerships' Liabilities	\$7,635,468	\$8,168,726
Total Long-Term Liabilities	\$9,320,092	\$10,077,207
Total Liabilities	\$13,268,179	\$13,245,847
Net Assets (deficit)		
Without Donor Restrictions Attributable to:		
VOAT, VMC, and Development Corp	\$15,283,870	\$14,699,209
Non-controlling Interests in Limited Partnerships	(3,039,026)	(2,544,452)
Total Net Assets (deficit)	\$12,244,844	\$12,154,757
Total Liabilities and Net Assets	\$25,513,023	\$25,400,604

Statement of Financial Position: Revenue and Expenses

	Total
Revenue From Operations	
Contributions of Financial Assets	\$1,976,736
Contributions of Nonfinancial Assets	\$710,072
Revenue and Grants from Governmental Agencies	\$24,095,779
Program Fees	\$324,225
Resident Service Revenue	\$9,043,888
Rental Income	\$2,081,696
Management Fees	\$9,157,209
Other Operating Income	\$531,195
Total Revenue From Operations	\$47,920,800



Total Revenue From Operations

4.1%	Contributions of Financial Assets
1.5%	Accounts Receivable, Net
50.3%	Revenue and Grants from Governmental Agencies
0.7%	Program Fees
18.9%	Resident Service Revenue
4.3%	Rental Income
19.1%	Management Fees
1.1%	Other Operating Income

Statement of Financial Position: Revenue and Expenses

	Total
Operating Expenses	
Program Services:	
Promoting Self-Sufficiency	\$23,233,065
Fostering Independence	\$16,635,465
Encouraging Positive Development	\$438,717
Total Program Services	\$40,307,247
Support Services:	
Management and General	\$6,286,622
Fundraising	\$1,290,627
Total Support Services	\$7,577,249
Total Operating Expenses	\$47,884,496
Change in Net Assets from Operations	\$36,304

Non-Operating Items

Interest Income	\$33,521
Gain (loss) on Disposal of Assets	(14,301)
Other Income	\$34,563
Total Non-Operating Items	\$53,783
Change in Net Assets	\$90,087



"PTSD is Real" Brenda's Journey Toward Healing and Hope

When Brenda Tolliver returned home from Saudi Arabia after serving in the Army during Desert Storm, she carried more than just memories of her deployment. She carried an invisible wound – one that would shape her journey for decades: post-traumatic stress disorder (PTSD).

[< Read Brenda's Story](#)



Lyndon's Playbook for Life: Coaching with Heart, Living with Purpose

On any given day, Lyndon, 38, can be found doing what he loves most – talking about sports. Whether reminiscing about his time as an assistant coach at John H. Guyer High School in Denton, TX, celebrating his Hall of Fame induction for weightlifting, or competing with his Special Olympics bowling team, his passion is unmistakable.

[< Read Lyndon's Story](#)



Samantha Draws New Future in Healthcare

For Samantha, a career in healthcare isn't just a job – it's a calling to make a difference in the lives of other. But pursuing that dream came with challenges, including the financial burden of training and certification.

With Volunteers of America Texas, Samantha found the support she needed to stay focused and move forward.

[< Read Samantha's Story](#)



Jimmy's Journey Home

Jimmy's path to stability wasn't easy. For more than three years, he experienced homelessness in several Texas cities – Willis, Wichita Falls, and finally Conroe – where he often slept on the sidewalk next to a concrete barrier along State Highway 105 West. "Times were tough," he said. "Sometimes I was bullied, never felt safe, and lived outside in the elements."

[< Read Jimmy's Story](#)



Volunteers
of America®

TEXAS

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Euless, TX 76039

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