

COLORADO BRANCH

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2660 Larimer Street • Denver, CO 80205
 303.297.0408 • www.voacolorado.org



I am not sure what
 I would have done without
 Volunteers of America

2014 ANNUAL REPORT

SERVING THOSE WHO SERVED




SERVING THOSE WHO SERVE

SUPPORT SERVICES FOR VETERAN FAMILIES


Since 2012 Volunteers of America Colorado Branch has been administering a statewide Veterans program focused on homeless prevention, rapid rehousing and support services. All of this designed to stabilize Veterans and their families in permanent housing. Veterans of all generations have received services to secure their housing and follow up services to improve their lives going forward.

Some struggle with mental health issues, some a lack of job skills or education and others simply fell upon hard times in the midst of a difficult economic recession. Whatever the reason, whatever the conflict, Volunteers of America *BACK HOME Support Services for Veteran Families (SSVF)* staff and volunteers do their best to offer support and opportunities to prevent homelessness and give these veterans the help they need.



The Volunteers of America has given me stability, the military is the only other place I've had that. They gave me a second chance at "normal" – food, shelter and someone who actually cares. I now have an address, I couldn't say that before.

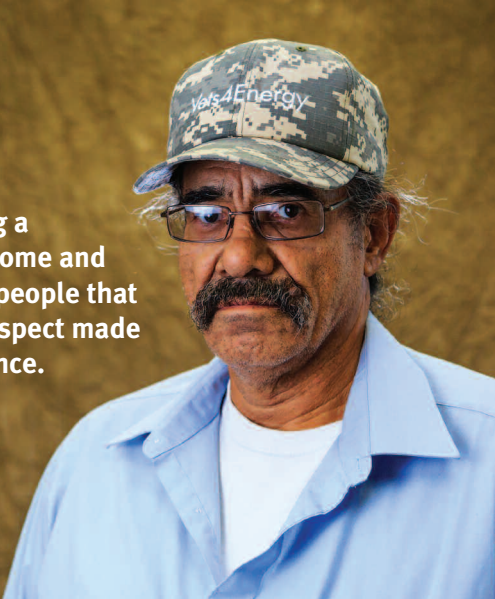
The *BACK HOME (SSVF)* program serves Veterans throughout the state of Colorado, with offices in Denver, Wheat Ridge, Grand Junction, Durango and Fort Collins. It is our goal to make Colorado the first State to end Veteran Homelessness. The *BACK HOME* program served over 600 homeless or nearly homeless Veteran households last year with a successful housing stabilization rate of approximately 85%.




VOA not only gave me a new start, they saved me, physically and spiritually.

There is an abundance of resources within the field of Veteran Services, but little in the way of coordination. When a Veteran returns home and begins to seek help they are often bounced from place to place over the course of weeks, months or even years. Meanwhile, they are often in crisis without a moment, much less a year, to spare before


their crisis transforms into an emergency. This is why the Volunteers of America Colorado Branch has begun the renovation of a 35,000 square foot warehouse in Denver. The Volunteers of America Veteran Service Center will co-locate services and resources under one roof. Services ranging from employment to education and from housing to mental health will all be in one location. Renovation has begun and you can help those to whom we owe so much. For more information on how to get involved go to www.voacolorado.org.



For me, having a place to call home and working with people that showed me respect made all the difference.



VOA gave me a place to call home, now I can get my feet underneath me and rebuild my life.



The VA might have saved my life, but they were going to put me out on the street, VOA gave me my life back.

2014 AWARDS

MESSAGE FROM THE PRESIDENT



Dear Friends,

We see the young men and women dressed in their military uniforms on our streets, at the coffee shops we stop at on our way to work or many times we see them at the Airport. They look sharp, disciplined and confident. We are inspired by their example and grateful for their

service. They epitomize how we see ourselves as a nation. They help us feel proud to be Americans.

Let's fast forward to the end of their tour of duty. They have served bravely and honorably. They celebrated the homecoming and basked in the joy of the reunion with family and friends. All should be well but sometimes the joy of the homecoming is quickly replaced by the realization that the discipline and mission of their military service is gone. The camaraderie they felt each day with their fellow service members is gone. The purpose they felt in their lives is gone and no one in their back home life understands the loss and the depression.

Some suffer from what will be life-long disabilities. Some suffer from serious disorders that are so misunderstood that they are only referred to by their initials like PTSD. They cannot find a job or even interview for a job because they cannot sit still or even concentrate on the daily tasks of living. The bills pile up. The relatives lose patience. The community rolls along with barely a glance. The Veteran and their family face losing everything!

The Volunteers of America Supportive Services for Veteran Families is the answer for many of these Veterans who need help to find the way forward. With immediate and intensive assistance Veterans and their families can be pulled back from the brink of homelessness in a matter of days. Stable housing is located, job counseling results in jobs in real time, back rent and utilities are addressed and a strong relationship is fostered

between the veteran and the Veteran's Administration. The Veteran learns quickly that their country and their community do have their back and Volunteers of America acts for a grateful nation and for each of us!

Please look at the pictures and read the quotes in this year's FY 2014 Annual Report. I think you will be proud to see what we are doing together to improve the lives of Veterans and their families who have not had the fairy tale ending we had hoped for each of them.

Dianna L. Kunz, *President & CEO*

Each year, Volunteers of America gives awards to individuals, businesses, and foundations who have gone above and beyond in their service to our mission. We are pleased to announce the 2014 Annual Award recipients.

EXCELLENCE IN GOVERNMENT

Office of Economic Development – City and County of Denver

The Office of Economic Development's support was instrumental in moving the Volunteers of America capital campaign for a new Early Childhood Education Center in the Westwood neighborhood to fruition. The \$620,000 Community Development Block Grant from their office has enabled construction to begin on this new center serving one of Denver's poorest areas. The impact of the Early Childhood Education center will be felt for decades, helping low income families provide their children with a solid start in school.

OUTSTANDING FOUNDATION

Xcel Energy Foundation

Xcel's series of significant grants to our youth transitional housing programs through ExCEL (Excellence in Career, Education & Leadership) project and funding for in-home repair services through the Volunteers of America Safety of Seniors Handyman Program complements a long history of partnership. In addition to funding direct client services, Xcel has been a longtime partner in volunteering with meals on wheels delivery, bingo and hosting dances at the Volunteers of America Sunset Park Senior Center and participating in the Xcel Energy Day of Service.

OUTSTANDING CORPORATION

Anadarko Petroleum Corporation

Anadarko has dedicated itself to helping at the Holidays and proven its commitment through active engagement in the Basket of Joy annual holiday project these past several years. Anadarko has supported the Volunteers of America Holiday basket effort and took a lead role in supporting the VOA Brandon Center a shelter for battered women and their children. A cadre of volunteers from Anadarko has joined in making the holidays bright for literally thousands of older neighbors every holiday season by helping assemble and deliver fruit baskets complete with chocolates and a home-made holiday greeting card from a child. Anadarko's financial contribution this year to Basket of Joy, following years of support of our Western Fantasy gala perfectly complements its incredible volunteer support. Anadarko Petroleum Corporation's corporate culture is a testament to the best instincts in the human heart! Through its generosity, both volunteers and the recipients are blessed by the giving and receiving.

SPECIAL FRIEND

Nancy McMahon, PhD

Since the opening of the women's emergency shelter in November 2012, Nancy's steadfast presence and willingness to do whatever is needed has been an amazing gift to the women and staff. Her weekly evening visits at the shelter have expanded recently to include volunteering at the Irving Street Women's Residence. She started facilitating groups at both shelters and now has grown to donating her time and expertise to assist Irving Street staff in successfully renewing the grant funding. Nancy's church outreach, an effort to engage more volunteers, is symbolic of her gracious and open heart. Thanks to her advocacy and encouragement, many others have become aware of the issue of homelessness among women and are now contributing their resources toward helping end this social injustice.

SPECIAL FRIEND

Lotus Concepts

For the past several years Volunteers of America has enjoyed working with Lotus Concepts and its highly professional staff, organizing and offering unique and exciting venues for Volunteers of America fund raising events. From the Sweet Life fashion show in Suite 200 on Larimer Street to Wine, Women and Football hosted at their Chloe nightclub and multiple events and celebrations at the ViewHouse, each experience has been a pleasure! Lotus Concepts is bigger than just event venues, as its generous heart for families and children at Christmas makes Santa Claus real, thanks to the Lotus Concepts annual Toy Drive. Lotus Concepts caring and generous spirit has touched and blessed people in many, many ways!

LEGACY SOCIETY



The Ballington & Maud Booth Legacy Society acknowledges the leadership of individuals who have provided a planned gift to Volunteers of America. Through the generosity of these people, Volunteers of America strengthens its legacy of caring. Planned gifts, at the donor's specification, contribute to the endowment fund or benefit of a program or service.

With deep gratitude, we remember and acknowledge Legacy Society Members here. As we move onward, we invite you to become a very special part of our over 100 year history, leaving a legacy through your personal financial commitment to Volunteers of America.

There are a number of ways that you can be involved in helping to advance our mission: Outright gifts, Estates and Bequests, Real Estate, Securities and Stocks, Gift Annuities, Memorials and Tributes, Named Endowment Funds, In-kind Goods and Services, Vehicle Donation, Matching Gifts, Signature Event Sponsorships, Volunteers Services.

For more information on how you can be involved or to receive sample bequest language to provide to your attorney, please contact Joan Blick, Manager of Major and Planned Giving, at 720-264-3329 or jblick@voacolorado.org.

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 Ball Corporation
 BP
 Libby Anschutz Foundation
 Margaret A. Cargill Foundation
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 City of Fort Collins
 City of Loveland
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 Colorado Health Foundation
 Colorado Housing and Finance Authority
 Colorado Rockies Charity Fund
 Colorado State Division of Housing
 Colorado Trust Directed Contributions Program
 Community Foundation of Northern Colorado
 Conoco/Phillips Company
 Corporation for National and Community Service
 Daniels Fund
 Denver Foundation
 Denver Great Kids Head Start
 Denver Human Services
 Denver Pre-School Program
 Denver Regional Council of Governments
 Federal Emergency Management Agency (FEMA)
 FirstBank

Grogan Family Fund
 HealthOne Alliance
 Helen K. and Arthur E. Johnson Foundation
 Home Depot Foundation
 Intrepid Potash Inc.
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 Larimer County Department of Human Services
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 La Plata County United Way
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 Liniger Fund
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 Melvin and Elaine Wolf Foundation
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 Pinnacol Assurance
 Louis & Harold Price Foundation
 RE/MAX International
 Rose Community Foundation
 SCL Health Systems
 Anna and John J. Sie Foundation
 Starz Entertainment Group
 Temple Hoyne Buell Foundation
 The Denver Post Charities Fund
 The Home Instead Senior Care Foundation
 The Integer Group
 The Karakin Foundation
 The Thunder Foundation
 United Way of Larimer County
 United Way of Southwestern Colorado

U.S. Department of Agriculture (USDA)
 U.S. Department of Housing and Urban Development (HUD)
 U.S Department of Health and Human Services (HHS)
 U.S. Department of Justice
 Veterans Administration
 Volunteers of America Guild
 Wells Fargo Bank
 Xcel Energy Foundation

VOLUNTEERS OF AMERICA

COLORADO BRANCH PROGRAMS

Mission Statement

Volunteers of America Colorado Branch seeks to identify and serve the basic needs of the most vulnerable individuals and families in the communities we serve.

Denver Affordable Housing

Apartments for low income seniors and people with disabilities.

Casa de Rosal	303-534-0249
Girard Place	303-752-3100
Montbello Manor	720-374-4955
Sunset Park Apartments	303-295-1876
Sunset Park Senior Center	303-297-0230
Sunset Towers Apartments	303-295-1874
Westgate Towers	303-871-0804
Westminster Commons	303-428-2786

Nutrition Services

City Harvest Food Bank	303-297-0408
Donated food distributed to food pantries and agencies that feed the homeless.	
Food Assistance Box Program	303-297-0408
Emergency food boxes delivered to seniors on the MOW waiting list.	
Gilpin/Clear Creek Transportation Program	303-297-0408
Transportation for the elderly in Gilpin and Clear Creek counties.	
Healthy Aging Program	303-297-0408
Health and wellness programs for older adults, including nutrition education and physical activity.	
Meals on Wheels Program	303-294-0111
Home delivered meals for homebound older adults.	
Seniors Nutrition Program	303-297-0408
Noontime meals served at 30 locations and nutrition education and other services for older adults.	

Residential, Youth and Emergency Services

Back Home, Support Services for Veteran Families	303-297-0408
Housing stability services for veterans and their families at risk of homelessness and those in need of housing.	
Bannock Youth Center	720-217-3884
Intake and life skills center for homeless youth.	
Brandon Center/Theodora House	303-620-9190
Shelter for homeless women and female domestic violence victims and their children.	

Brunetti Lofts	303-297-7758
Transformational housing for formerly homeless families with a goal of home ownership in five years.	
Church Services	303-295-2165
Inter-denominational worship services.	
Family Housing Program	303-297-0408
Partnership with the Denver Housing Authority to provide services to families in low income housing.	
Family Motel	720-904-9821
Emergency motel rooms and referrals for homeless families and individuals in conjunction with the City of Denver.	
Head Start	303-297-0408
Educational childcare and school readiness for low-income families with 3-5 year old children.	
Irving St. Women's Residence	303-934-9501
Housing with supportive services for formerly homeless women.	
Mission	303-295-2165
Clothing, meals and spiritual guidance for the homeless.	
Service Coordination	303-297-0408
Case management to help residents continue to live independently in Volunteers of America apartments.	
Transitional Housing Programs for Homeless Youth and Young Families	303-297-0408
Subsidized housing, case management and support services.	
Women's Emergency Shelter	720-317-5837
Overnight emergency shelter for single women experiencing homelessness.	
Women Veterans Transitional Program	303-620-9190
Transitional housing and support services for female veterans.	

Volunteer Services

Family Volunteer Program	303-297-0408
Ongoing volunteer opportunities and monthly projects for families with children of all ages.	
Foster Grandparent Program	303-297-0408
Low income seniors volunteering with at-risk children and youth in the Denver Metro area, El Paso and Larimer counties.	
RSVP Program	303-297-0408
Volunteer opportunities for people age 55 plus in Denver, western Arapahoe, and Douglas counties.	
Safety of Seniors/Handyman Program	303-297-0408
Skilled volunteers provide minor repairs and safety modifications for seniors, 60 and older, who own their homes.	

Volunteer Program	303-297-0408
Individual, group and special event volunteer opportunities within Volunteers of America.	
Youth Volunteer Program	303-297-0408
Individual and group volunteer opportunities for youth.	

COLORADO STATEWIDE PROGRAMS

Colorado Housing	
<i>Apartments for low income individuals and families and people with disabilities.</i>	
Cedar View Apts. in Durango	970-247-9620
Centennial Towers Apts. in Montrose	970-240-0110
Cimarron Village in Montrose	970-249-2010
Grandview Apts. in Grand Junction	970-256-9904
Heaven's View Apts. in Delta	970-874-5021
Laurel Gardens Apts. in Colorado Springs	719-227-7162
Meadowlark Court in Montrose	970-252-8272
Pavilion Gardens in Montrose	970-249-1200
Sanctuary Apts. in Fort Collins	970-225-2116
Summit Apts. in Colorado Springs	719-576-8200

Health Care

<i>Semi-independent living with services</i>	
Homestead at Montrose	970-252-9359
Skilled nursing care centers	
Home Health of Western Colorado	970-240-0139
Professional, personalized health services in one's own home.	
Horizon Care Ctr. In Eckert	970-835-3113
Laurel Manor in Colorado Springs	719-473-7780
PACE in Montrose/Delta	886-961-1451
Program of All Inclusive Care for the Elderly	
Valley Manor Care Center in Montrose	970-249-9634

Northern Colorado Services

Back Home, Support Services for Veteran Families	970-472-9630
Housing stability services for veterans and their families at risk of homelessness and those in need of housing.	
Caring Companions	970-472-9630
Support services for family caregivers and their care recipient.	
Foster Grandparent Program	970-472-9630
Seniors volunteering with at-risk children and youth.	

Grocery Shopping Service	970-472-9630
Home delivered grocery services for seniors and adults with disabilities.	
Handyman Program	970-472-9630
Minor home maintenance and repairs for older adults and adults with disabilities.	
Meals on Wheels	970-472-9630
Home delivered frozen meals for homebound older adults.	
Seniors' Nutrition Program	970-472-9630
Noontime meals served at twelve locations in Larimer County for older adults.	
RSVP	970-472-9630
A network of volunteers age 55 and over using their skills to tackle the challenges in their community.	

Western Colorado Services

Back Home, Support Services for Veteran Families	970-259-1255
Housing stability services for veterans and their families at risk of homelessness and those in need of housing.	
Durango Community Shelter	970-259-1255
Shelter for women, men and families.	
Meals on Wheels/Seniors' Nutrition Program - Montrose	970- 835-8028
Congregate meals at eight sites across the Western Slope, including Paonia, Hotchkiss, Cedaredge, Delta, Olathe, Montrose, Norwood and Nucla.	
Home delivered meals for homebound older adults.	
Southwest Safehouse - Durango	970-259-5443
Shelter for women and children, survivors of domestic violence.	

General Contact Information

Volunteers of America Colorado Branch programs are available to all people regardless of race, age, gender, color, religion, sexual orientation, gender variance, marital status, national origin, military status, or physical or mental disability. Should you wish to financially support these programs, please mail your check to:



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FINANCIALS

Program	# Persons Served 2014	Units of Service 2014	Units 2014
Nutrition Services			
City Harvest	52,000	927,868	Lbs of Food
Gilpin	106	9,615	Trips
Head Start	111	23,540	Meals
Meals on Wheels-Denver	3,823	557,222	Meals
Senior Nutrition-Denver	4,614	210,346	Meals
Healthy Aging	484	575	Volunteer Hours
Volunteer Services/Special Events			
Basket of Joy	8,678	5,785	Fruit Baskets
Foster Grandparent *	2,742	103,030	Volunteer Hours
Handyman Denver	1,450	5,584	Volunteer Hours
Thanksgiving & Christmas Baskets	12,000	3,000	Baskets
Martin Luther King dinner	1,342	1,342	Meals
RSVP-Denver **	22,102	91,109	Volunteer Hours
Sunset Club	438	3,954	Volunteer Hours
Service Coordinators (Sunset Park, Sunset Towers, Westgate)	474	6,662	Hours Service
Service Coordinators for Housing (Montbello, Casa de Rosal, Sanctuary, Westminster Commons, Girard)	387	5,994	Hours Service
Volunteer Program	16,209	293,246	Total Vol Hours

Program	# Persons Served 2014	Units of Service 2014	Units 2014
Youth, Residential & Emergency Services			
Adult Rehab	1,124	308	Spiritual Sessions
	1,289	44,748	Clothing Items
	2,693	75,399	Meals
	802	4,658	Food Boxes
Motel	9,695	52,273	Days Residence
Brandon Center and Theodora House	459	38,695	Days of Care
Crisis Calls		325	Calls
Homeless Young Moms	34	10,320	Days Residence
VOA Preschool	19	128	Days of Care
Family Housing	196	2,080	Hours Service
Youth Transitional Housing	39	9,100	Days Residence
Women's Emergency Shelter	689	14,078	Hours of Service
Clermont Commons/Female Veterans	12	8,760	Hours of Service
Back Home/Support for Vets and Families	902	5,126	Hours of Service
Head Start School	102	148	Days School
Irving Street Women's Residence	45	8,940	Days Residence
Brunetti Lofts	81	2,002	Hours of Service

Program	# Persons Served 2014	Units of Service 2014	Units 2014
Northern Colorado Services			
Meals on Wheels-Larimer County	147	19,114	Meals
Senior Nutrition-Larimer County	812	25,384	Meals
Handyman Larimer County	410	2,238	Volunteer Hours
RSVP-Larimer County **	11,068	98,402	Volunteer Hours
Respite Care	156	2,981	Volunteer Hours
Southwest Colorado			
Durango Community Shelter	575	9,776	Days Residence
Southwest Safehouse	201	7,277	Days Residence
Crisis Calls		2,267	Calls
Affordable Housing			
Sunset Towers	130	47,450	Days Residence
Westgate	49	17,750	Days Residence
Sunset Park	248	99,600	Days Residence
The Summit	681	168,830	Days Residence
Sanctuary, Ft. Collins	66	22,506	Days Residence
Montbello	80	28,495	Days Residence
Cedarview I	30	9,688	Days Residence
Casa de Rosal	68	22,995	Days Residence
Westminster Commons	130	15,520	Days Residence
Cedarview II	26	8,313	Days Residence
Girard Place	15	5,110	Days Residence
Brunetti	69	22,770	Days Residence

Program	# Persons Served 2014	Units of Service 2014	Units 2014
Western Slope Affordable Housing			
Grand View	71	22,467	Days Residence
Heaven's View	41	11,943	Days Residence
Centennial Towers	44	13,994	Days Residence
Cimarron Village	29	10,006	Days Residence
Pavilion Gardens	52	15,026	Days Residence

Program	# Persons Served 2014	Units of Service 2014	Units 2014
Western Slope Service Coordination			
Grand View	71	2,080	Hours of Service
Heaven's View	37	580	Hours of Service
Centennial Towers	45	612	Hours of Service
Cedar View I and II	33	480	Hours of Service

Total People Served: 160,560 3,249,529

Revenue		
Public Support	4,086,512	22%
United Way	357,591	2%
Government Grants	11,660,130	64%
Service fees and others	2,144,867	12%
Total Revenue	\$18,249,100	100%
Expenses		
Encouraging Positive Development	970,650	5%
Fostering Independence	8,282,758	46%
Promoting Self-sufficiency	7,293,707	40%
Management & General	1,698,464	9%
Total Expenses	\$18,245,579	100%
***Operating Revenue Over Expense	\$ 3,521	

FY 2014: July 1, 2013 – June 30, 2014
Audited Financial Statements

Tax deductibility statement: Volunteers of America, Colorado Branch is a 501(c)(3) tax-exempt organization, and as such is eligible to receive tax deductible contributions.

Volunteers of America, Colorado Branch programs are available to all eligible people regardless of race, color, national origin, sexual orientation, gender, age, religion, or handicap.

* Foster Grandparents: 86% of this program budget comes from Federal Corporation fund (approximately \$517,000).

** RSVP: 54% of this program comes from Federal Corporation fund (approximately \$233,000).

*** Pension related changes of \$289,117 resulted in unrealized income; and gain on forgiveness of debt for \$247,542 resulted in other income. These transactions caused a change in assets of \$540,180.

