

# Annual REPORT 2010

## PRESIDENT AND CEO - JANE F. SHANK



For ninety years, Volunteers of America Greater Baton Rouge has responded to the changing needs of the 19 parishes we serve, realizing these changes compel us to constantly update programs and implement new ones. As one of the largest nonprofit social service organizations in the region, helping the most vulnerable and underserved people achieve their full potential, we measure our success in the positive change in those individuals and their communities.

As Louisiana begins to rate child care centers with quality stars, we have been designated as the local agency to offer guidance and training to promote environments and practices that result in children being ready to learn when they start school. Businesses may donate to this effort and receive dollar for dollar tax credits. In response to the Deepwater Horizon Oil Spill, we were chosen to proactively advocate and assist Acadiana area affected individuals and small businesses in developing and submitting comprehensive claims packages through community-based outreach, education, financial analysis and support. Additionally, we salute our veterans for their service to our country and give back by providing them with transitional housing, intensive case management, basic needs, legal and employment referrals, recreation, familial assistance, and help with physical, mental and emotional health issues.

With the reach of a nationwide movement, bonded by a commitment to faith, human dignity, and social justice, we are dedicated to actively engaging volunteers in the community and committed to the highest quality of service. Being fiscally responsible, we embrace the changing methods of communication and are proud and pleased to share our annual report with you electronically.

Thanks for all you do in support of our ministry of service,

*Jane F. Shank*

## BOARD CHAIR - KATRICE A. ALBERT, Ph.D.



On behalf of the Board of Directors, I thank you for remaining focused on investing in Volunteers of America's mission. It is our promise to remain your steadfast partner in impacting lives and strengthening families so that our communities as a whole are uplifted.

Some accomplishments we are proud of this year are:

- Our designation as the School Readiness Tax Credit agency
- Implementation of the Deepwater Horizon Assistance Program
- Expansion in our Housing and Services for Veterans

The achievements mentioned above merely underscore the important life altering experiences occurring in our nineteen parish region. These points of pride capture the essence of spot on client-centered service. They demonstrate the capacity in each of us to be servant leaders and vessels of hope.

It is no secret; all non-profits are facing serious and sustained financial challenges. Our Board is dedicated to recalibrating Volunteers of America Greater Baton Rouge's compass to weather the "fiscal storm". In sincere appreciation we offer thanks and gratitude to you - our strongest supporters, donors and volunteers. We could not continue to deliver high quality service without your sustained support. You share in our passion to fill in the gaps and I encourage you to keep giving. Our future is intricately tied to your legacy of support.

Sincerely,

*Katrice A. Albert*

## MISSION

Volunteers of America is a movement organized to reach and uplift all people and bring them to the knowledge and active service of God.

Volunteers of America, illustrating the presence of God through all that we do, serves people and communities in need and creates opportunities for people to experience the joy of serving others.

Volunteers of America measures its success in positive change in the lives of individuals and communities we serve.

## BALANCE SHEET

For the year ended June 30, 2010

### ASSETS

Total Current Assets	\$2,763,584
Land, Buildings and Equipment	\$3,011,578
Other Assets	\$735,062
<b>TOTAL ASSETS</b>	<b>\$6,510,224</b>

### LIABILITIES AND NET ASSETS

Total Current Liabilities	\$1,810,441
Long Term Liabilities	\$1,245,816
<b>TOTAL NET ASSETS</b>	<b>\$3,453,967</b>

**TOTAL LIABILITIES AND NET ASSETS** **\$6,510,224**

## SERVICES TO PEOPLE

5,176 Encouraging Positive Development	869 Youth Served
4,928 Fostering Independence	10,151 Adults Served
950 Promoting Self-Sufficiency	1,155 Seniors Served
1,290 Creating Opportunities to Serve	169 Age Unknown Served
<b>12,344 TOTAL SERVED</b>	<b>12,344 TOTAL SERVED</b>

## REVENUES AND EXPENSES

For the year ended June 30, 2010

### OPERATING REVENUES

Total Public Support	\$1,214,949
Revenue and Grants from Governmental Agencies	\$15,415,267
Self-generated Funds	\$1,576,943
<b>TOTAL REVENUES</b>	<b>\$18,207,159</b>

### OPERATING EXPENSES

Spending by Program Services:	
Encouraging Positive Development	\$2,641,718
Fostering Independence	\$9,248,028
Promoting Self-Sufficiency	\$3,624,958
<b>Total Program Services</b>	<b>\$15,514,704</b>
Management and Administration	\$1,885,664
Fund Raising	\$292,340
Administrative Fees to National Organization	\$337,806
<b>TOTAL OPERATING EXPENSES</b>	<b>\$18,030,514</b>

**SURPLUS (DEFICIT) FROM OPERATIONS** **\$176,645**

**EXCESS (DEFICIT) FROM OTHER ACTIVITIES** **\$53,477**

**CHANGE IN NET ASSETS** **\$230,122**

**NET ASSETS - BEGINNING OF YEAR** **\$3,223,845**

**NET ASSETS - END OF YEAR** **\$3,453,967**



## 2010-2011 BOARD OFFICERS

Term 1 year (July 1-June 30)

Jane F. Shank, President and CEO  
Katrice A. Albert, Ph. D., Board Chair  
William "Bill" O'Quin, Vice-Chair

Graig Luscombe, Secretary  
Sara Downing, Treasurer

## BOARD OF DIRECTORS

Leo Abel  
Katrice A. Albert, Ph.D.  
George Bell  
Mark Bowen  
Clay Devlin  
Sara Downing  
Blaine Grimes  
Mary Howard  
James "Jim" Kaiser  
Graig Luscombe

William "Bill" O'Quin  
Virginia Pearson  
Drew Sellers  
Jane F. Shank  
Dan Strecker  
Joseph R. "Bob" Thibodeaux  
David Trusty  
James A. "Jim" Van Hook, III, Ph.D.  
Gabrielle Vetter



Celebrating 114 years!

## EXECUTIVE LEADERSHIP

Jane F. Shank, President/Chief Executive Officer  
John Musso, Vice President/Chief Financial Officer  
Josette Baker, Vice President/Southwest Region  
Shelia Sterling, Vice President/Southeast Region  
Allison Traxler, Vice President/Chief Development Officer  
Rosanne Acampora, Director of Human Resources