

# Annual REPORT 2011



## PRESIDENT AND CEO - JANE F. SHANK



It has been said by one of our leaders that Volunteers of America is in the business of LOVE. Throughout South Louisiana we work with the most vulnerable in the 19 parishes we serve, meeting God's challenge to love our neighbors as ourselves. Whatever form love takes, we are often the only family they have left, and if they didn't have our 400 professionals to love them, who would?

I often have the pleasure of meeting the people we serve and hearing how our love has changed their story. I've been told of looking up from the bottom and being given a hand up. Love has many faces – it might look like a child at our Reilly Center for Children and Families or a veteran at Garfield House. It could be HUD programs at River Oaks and Lake Villa or the new One Stop Center for people who are homeless. At Oak Park Plaza, we care for the elderly and at our Drusilla Community Home, people with disabilities.

As part of our family, we challenge you to spread the love by sharing your gifts of time, talent and treasure. Volunteers of America has extended love and assistance to 17,849 individuals this past year, and we cannot continue this support in these trying times without you. We are entering our tenth decade in the Greater Baton Rouge area, so please help us as we approach our next century of service!

*Jane F. Shank*

## BOARD CHAIR - WILLIAM "BILL" O'QUIN



As a long-time Volunteers of America volunteer, donor and this year's board chair, I often hear people who have attended our program tours or events say that they had no idea our services touched so many lives in so many different ways. I guess sometimes you just have to experience what we call a "Mission Moment." The good that Volunteers of America does for South Louisiana is so broad and deep that few in our community understand the impact.

My wife was a former Chair of the Board, so I was "recruited" before I truly understood the mission of VOA. When I attended the National Conference in South Dakota as incoming Chair, I really "saw the light." Here the National President spoke of the employees who work for Volunteers of America affiliates across the country as a "16,000 member family." That was impressive! This "family" is a wonderful group of committed and caring professionals and volunteers who have joined together as an inter-denominational church without walls, following a calling to help the less fortunate among us.

It is a huge honor to serve this "Family" as their Board Chair and I speak for the entire Board of Directors as I extend a sincere thank you for all that you do as a supporter, donor, or volunteer. You have become part of this family by making the services we provide possible.

*Bill O'Quin*

## What do your dollars support?

### SERVICES TO PEOPLE

For the year ended June 30, 2011

Encouraging Positive Development .....	8,479
Fostering Independence .....	5,019
Promoting Self-Sufficiency .....	2,467
Creating Opportunities to Serve .....	1,884
<b>TOTAL SERVED .....</b>	<b>17,849</b>
Youth Served .....	1,594
Adults Served .....	13,827
Seniors Served .....	1,448
Age Unknown Served .....	980
<b>TOTAL SERVED .....</b>	<b>17,849</b>

Services provided to Greater Baton Rouge, Acadiana and Southwest Louisiana

#### STRENGTHENING FAMILIES AND SERVING CHILDREN

- Residential Treatment Centers for Abused and Neglected Children and Youth
- Family Preservation and Reunification Services
- Therapeutic Foster Care Services
- Support to Foster, Adoptive and Kinship Families
- Adoption Services and Pregnancy Counseling
- Child Care Provider Training
- On-site Child Care Teacher Mentoring
- Assisting Parents with Finding Child Care

#### HELPING INDIVIDUALS WITH HIV/AIDS

- HIV Prevention
- Case Management
- Medication, Transportation and Dental Assistance
- Permanent and Transitional Housing
- Benefits Assistance

#### DISASTER SERVICES

- Responding to our communities as needed

#### UPLIFTING THE HOMELESS

- Case Management
- Homeless Outreach
- Drop-In Center
- Direct Assistance
- Linkage to Service Providers
- Housing First Program
- Transitional and Permanent Housing
- Veteran's Housing

#### SUPPORTING INDIVIDUALS WITH DISABILITIES

- Mental Health Support Services
- Residential Services and Supportive Housing
- Assertive Community Treatment
- Supported Living Services
- Vocational Services
- Day Treatment Services

#### SERVING THE ELDERLY

- Affordable Housing
- Support Coordination

## BALANCE SHEET

For the year ended June 30, 2011

### ASSETS

Total Current Assets	\$2,637,930
Land, Buildings and Equipment	\$2,894,278
Other Assets	\$759,594
<b>TOTAL ASSETS</b>	<b>\$6,291,802</b>

### LIABILITIES AND NET ASSETS

Total Current Liabilities	\$1,671,667
Long Term Liabilities	\$1,207,743
Total Net Assets	\$3,412,392
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$6,291,802</b>

Volunteers of America Greater Baton Rouge adds value to South Louisiana's communities by managing nearly **2 million dollars** of HUD properties, which offer a total of **262 units** of affordable housing to low-income individuals and families.



## REVENUES AND EXPENSES

For the year ended June 30, 2011

### OPERATING REVENUES

Total Public Support	\$1,292,824
Revenue and Grants from Governmental Agencies	\$15,768,358
Self-generated Funds	\$961,965
<b>TOTAL REVENUES</b>	<b>\$18,023,147</b>

### OPERATING EXPENSES

Spending by Program Services:	
Encouraging Positive Development	\$2,488,447
Fostering Independence	\$8,871,171
Promoting Self-Sufficiency	\$4,216,878
<b>Total Program Services</b>	<b>\$15,576,496</b>
Management and Administration	\$1,947,317
Fund Raising	\$281,314
Administrative Fees to National Organization	\$311,267
<b>TOTAL OPERATING EXPENSES</b>	<b>\$18,116,394</b>

**SURPLUS (DEFICIT) FROM OPERATIONS** (\$93,247)

**EXCESS (DEFICIT) FROM OTHER ACTIVITIES** \$51,672

**CHANGE IN NET ASSETS** (\$41,575)

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

**NET ASSETS - END OF YEAR** \$3,412,392

### Volunteers of America OFFICE LOCATIONS

**Greater Baton Rouge**  
3949 North Boulevard  
Baton Rouge, LA 70806  
Phone: (225) 387-0061

**Lafayette and Acadiana**  
114 Exchange Place  
Lafayette, LA 70503  
Phone: (337) 234-5715

**Lake Charles and Southwest Louisiana**  
2121 Oak Park Boulevard  
Lake Charles, LA 70601  
Phone: (337) 497-0034

### BOARD OF DIRECTORS 2011-2012

#### BOARD OFFICERS

Term 1 year (July 1-June 30)

Jane F. Shank, President and CEO  
William "Bill" O'Quin, Board Chair  
Sara Downing, Vice-Chair  
Leo Abel, Treasurer  
Virginia Pearson, Secretary  
Katrice A. Albert, Ph.D., Immediate Past Chair

#### BOARD MEMBERS

George Bell	Mary Pesses, LMSW
Mark Bowen	Drew Sellers
Jason R. Brown	Dan Strecker
Clay Devlin	Joseph R. "Bob" Thibodeaux
Terry Ellis, Th.D.	James A. "Jim" Van Hook, III, Ph.D.
LaDonna Butler Green	Gabrielle Vetter
James "Jim" Kaiser	

### EXECUTIVE LEADERSHIP

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



Volunteers of America®

GREATER BATON ROUGE

### 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.

For more information or to make a donation,  
please visit our website:  
[www.voagbr.org](http://www.voagbr.org)