



*Hope is found here.*



Volunteers of America®  
GREATER OHIO

2009 Annual Report



Each morning, thousands of Ohioans wake up under bridges, in encampments and in abandoned buildings. Hundreds more are alone, living in poverty or just don't know where to turn to find help. These are men, women and children who might otherwise be forgotten if it weren't for Volunteers of America. We help them leave the streets behind, live safe and healthy lives, regain independence, and live in their own homes. We give them – in a word – hope.



## **About Volunteers of America**

Volunteers of America is a national, non-profit, faith-based organization dedicated to helping those in need rebuild their lives and reach their full potential. For over 114 years, our ministry of service has supported and empowered those who are most vulnerable in our communities. Our work touches the mind, body, heart – and ultimately the spirit – of those we serve, integrating our deep compassion with highly effective programs and services.

## Aiding those on the streets

### His Story:

Growing up, Tom hid a big secret from everyone. He seemed like a normal, happy kid, but he was constantly trying to hide the fact that his parents were recovering addicts. Though popular in high school, he never felt like he fit in. Despite witnessing his parents struggle, he began experimenting with drugs and turned to dealing to support his habit. Tom spent most of his life as a prisoner to addiction, first his parents and then his own. Tired and without money or a roof over his head, Tom decided life was too short to be imprisoned by drugs. Volunteers of America is helping him remain substance free, regain his self-confidence and - most importantly - realize hope for a brighter future.

### The Need:

On a single night in 2009, over 12,000 Ohioans were homeless and alone. An isolated existence on the streets is a daily battle between life and death. Not everyone makes it. The basics for survival: clothing, food and shelter are in critical demand.

### The Results:

Volunteers of America reaches out to those most vulnerable in our neighborhoods and saves lives. With helping hands, our outreach team provided blankets, food and clothing to over 5,000 homeless individuals on the streets in 2009.

“I’ve never had hope before. Even though I’m in a homeless shelter, I have more optimism for the future than I’ve had in a long time.”

- Tom



## Hope out of Hopelessness



Dear Friends,

Many of us have not had to face the fears of the McCloud family who have woken up many mornings in their car wondering where they will get their next meal. But sadly, this terrible occurrence is a reality for thousands of Ohio individuals and families.

On a single night in 2009, 12,463 Ohioans were homeless according to a report by the Coalition of Housing and Homelessness in Ohio. Imagine. It would take over 20 city blocks to line up 12,000 people.

In an economic environment where we are all tightening our belts, Volunteers of America's highest priority is to preserve healthy and safe living conditions for those we serve and offer a vision of a brighter future down the road.

We move people from lives of chaos to stability. We instill confidence where there once was fear and we create hope out of hopelessness. We reach out with food, clothing, job training and other supportive services to thousands of people a year, helping them transition from homelessness to jobs and housing.

With your help, we will continue our efforts to end homelessness, rebuild whole lives and strengthen communities. Thank you for your generosity and for helping us restore hope to our communities once again.

With deepest regards,

Dennis J. Kresak  
*President and Chief Executive Officer*



We launched "A Home for the Brave" in 2009 to increase awareness about the present and emerging needs homeless veterans face in our communities. Volunteers of America is committed to providing housing, employment, and health services to those who served our country.



The Veterans Resource Center in Dayton, located on the Veterans Affairs Medical Center Campus opened in Spring 2010. The 50-bed program provides housing, employment resources and supportive services to help meet the growing demand for programs that meet the unique needs of homeless veterans. Pictured: (front row, left to right) Ralph Johnson, veteran; Dennis Kresak, President & CEO of Volunteers of America of Greater Ohio; Guy Richardson, Dayton VA Medical Center Director; Eric Shinseki, United States Secretary of Veterans Affairs; Congressman Michael Turner.

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## Proudly serving our veteran heroes

### His Story:

Fresh from high school, Cory eagerly served his country as a medic in the U.S. Army. His dream following his military service was to go to college to be an architect. This dream quickly became out of reach as his recreational use of alcohol turned to alcoholism. His addiction soon became his only ambition. Cory spent the next 20 years doing factory work, odd jobs and drinking himself almost to death. With his health failing and unable to find work, he ended up on the streets with only the clothes on his back to protect him from the harsh winter elements. He was alone, cold and ready to give up. He came to Volunteers of America and discovered we have a program for men just like him. We gave him a roof over his head and help for his addiction. Now, he's sober and has regained hope that he can be much more than he thought possible. His dream of becoming an architect is now within reach.

### The Need:

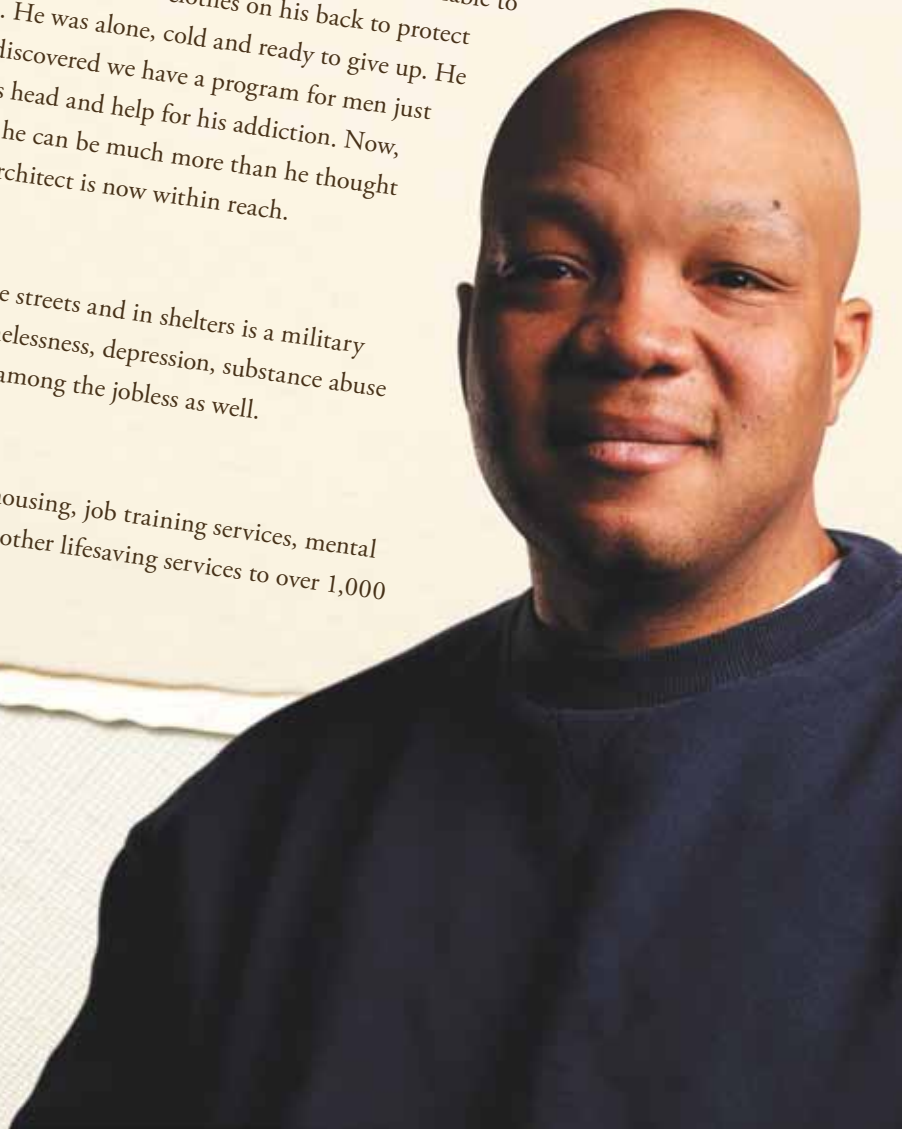
One in three homeless men living on the streets and in shelters is a military veteran. Veterans lead the nation in homelessness, depression, substance abuse and suicides. As a result, they rank high among the jobless as well.

### The Results:

In 2009, Volunteers of America provided housing, job training services, mental health and substance abuse treatment, and other lifesaving services to over 1,000 veterans in Ohio.

“If it weren’t for Volunteers of America,  
I would be dead. Dead to the world.  
Dead to my family. Period.”

— Cory



## Changing Lives

Those Served in 2009

# 1,089

Veterans Services

## 308

Housing

## 781

Employment and Training

# 1,469

Housing Services

## 1,023

Men

## 323

Families

## 123

Elderly and Disabled

# 5,110

Street Outreach

# 6,220

Food & Clothing Assistance

# 110

Correctional Services

# 50

Youth Education

# 14,048

Total Served

## Our Programs and Services

### Aurora

Food Pantry

### Cleveland

Walton Avenue Housing Program

- Mobile Outreach
- Emergency Shelter for Men
- Transitional Housing for Men

Veterans Resource Center

- Transitional Housing for Veterans
- Homeless Veterans Reintegration Program (job-readiness and employment services)

- Mental Health Treatment Program

Patriot Packaging (job training for veterans)

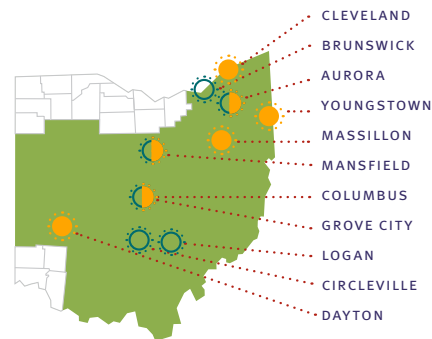
### Columbus

Homeless and Housing Services

- Emergency Shelter for Men\*
- Emergency Shelter for Families\* (1)
- Permanent Supportive Housing for Families (1)
- Youth Education Center

Veterans Services

- Transitional Housing for Veterans (2)
- Homeless Veterans Reintegration Program (job-readiness and employment services)
- Mental Health & Substance Abuse Treatment Programs



Counties Served By Volunteers of America of Greater Ohio

Service Location

Thrift Store Location

### Dayton

Homeless Veterans Reintegration Program (job-readiness and employment services)

### Mansfield

Housing for the Physically Disabled  
Transitional Housing for Men  
Corrections Program (2)(3)  
Food Pantry

### Massillon

Housing for the Physically Disabled

### Youngstown

Housing for the Physically Disabled

### Various Communities

Thrift Stores

## Accreditations & Certifications

- (1) Accredited by the Commission on Accreditation for Rehabilitation Facilities  
(2) Certified by the Ohio Department of Alcohol and Drug Addiction Services  
(3) Accredited by the American Correctional Association

\*Volunteers of America's emergency shelter programs for men and families are funded in part by the Community Shelter Board, Franklin County Board of Commissioners, City of Columbus and United Way of Central Ohio.

## Breaking the cycle of poverty

### Their Story:

John and his son Joshua became homeless for the first time six months ago. Being a single father, his first and only concern was for his son's safety. John was connected with Volunteers of America's programs for families in a crisis. They were able to live in one of our apartment units until John could find one of his own. His son ate a nutritious meal and got the tutoring help he needed in our after school program while John looked for a job. His hope for stability in their lives was turned into reality.

### The Need:

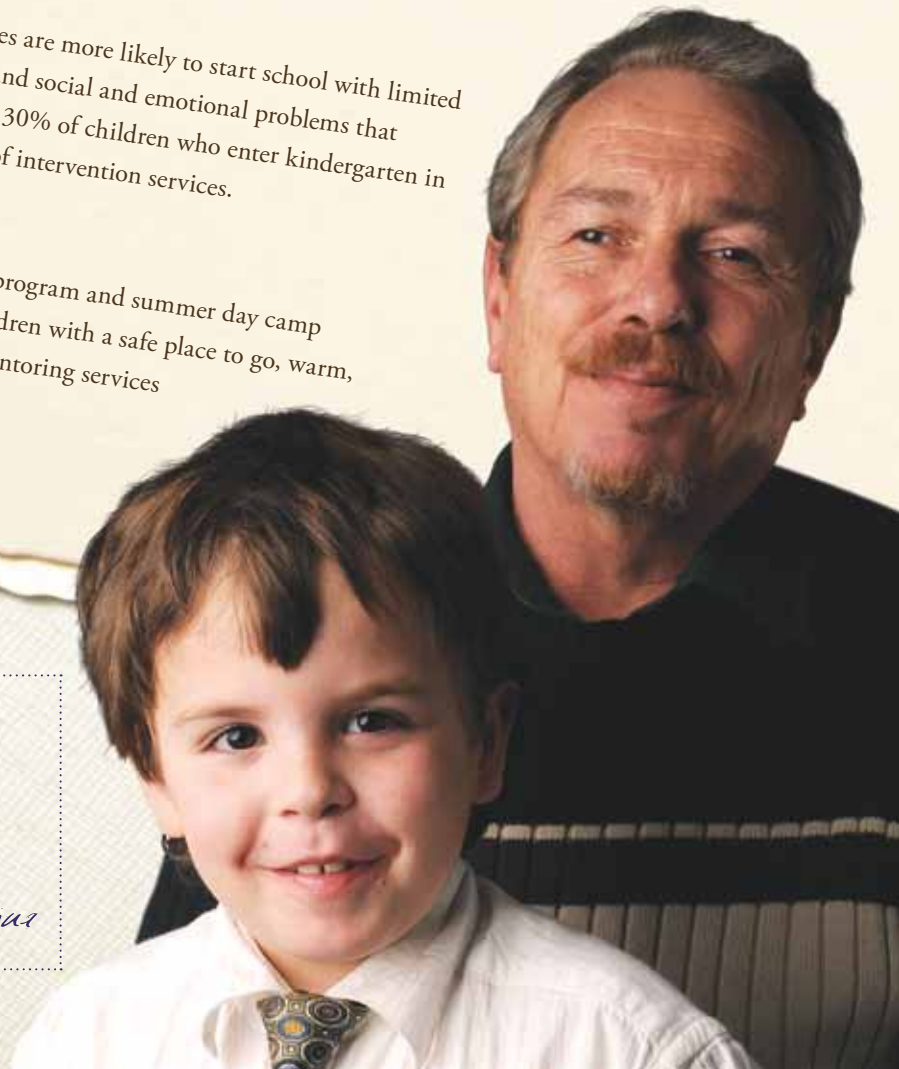
Children from low-income families are more likely to start school with limited language skills, health problems, and social and emotional problems that interfere with learning. More than 30% of children who enter kindergarten in Ohio each year require some type of intervention services.

### The Results:

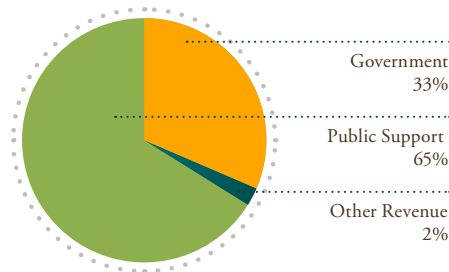
Volunteers of America's after school program and summer day camp provided 50 homeless and at-risk children with a safe place to go, warm, nutritious meals, and tutoring and mentoring services in 2009.

“Volunteers of America is a ray of hope and sunshine in our lives. They taught me how to be a better parent and a better person.”

*- John & Joshua*

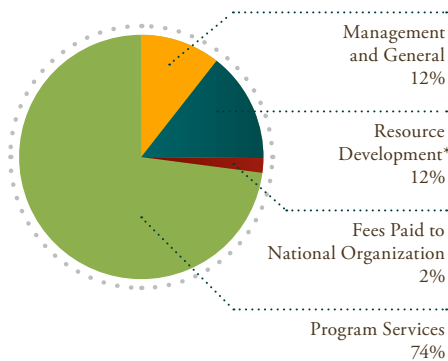


## Revenue by Source



Major government funders include: the United States Department of Housing and Urban Development, the United States Department of Veterans Affairs, the United States Department of Labor, the Ohio Department of Rehabilitation and Correction, and the Ohio Department of Development.

## Expenses



\* Resource Development includes costs related to auto donation program

*To request a copy of our audited financial statements, please call (614) 253-6100.*

## Financials

For the Year Ending June 30

### INCOME STATEMENTS

	2009	2008
<b>REVENUES FROM OPERATIONS</b>		
Public Support	\$11,835,569	\$11,923,169
Government Revenue & Grants	6,022,932	5,684,872
Other Revenue	405,920	417,043
<b>Total revenue</b>	<u>18,264,421</u>	<u>18,025,084</u>
<b>PROGRAM SERVICES</b>		
Retail Stores	6,342,584	6,275,335
Veterans Services	2,737,599	2,682,503
Corrections Program	1,321,340	1,595,089
Housing Programs	2,172,794	2,565,852
<b>Total program services</b>	<u>12,574,317</u>	<u>13,118,779</u>
<b>SUPPORTING SERVICES</b>		
Management and General	1,997,675	1,913,316
Resource Development	2,035,770	2,620,524
Fees Paid to National Organization	362,797	350,544
<b>Total supporting services</b>	<u>4,396,242</u>	<u>4,884,384</u>
<b>Total expenses</b>	<u>16,970,559</u>	<u>18,003,163</u>
Excess of revenue over expenses	1,293,862	21,921
Non-operating items	(295,187)	55,339
<b>Change in net assets</b>	<u>\$998,675</u>	<u>\$77,260</u>

At June 30

### BALANCE SHEETS

	2009	2008
<b>ASSETS</b>		
Cash & Cash Equivalents	\$2,722,204	\$1,931,973
Accounts Receivable, net	672,728	756,830
Other Current Assets, net	173,134	75,353
<b>Fixed Assets</b>		
Land and Buildings	11,746,452	12,038,514
Furnishings & Equipment	4,395,240	4,280,049
Accumulated Depreciation	(7,567,755)	(7,245,656)
<b>Total fixed assets</b>	<u>8,573,937</u>	<u>9,072,907</u>
Other Assets	4,283,635	3,374,825
<b>Total assets</b>	<u>\$16,425,638</u>	<u>\$15,211,888</u>
<b>LIABILITIES &amp; NET ASSETS</b>		
Current Liabilities	\$1,776,905	\$1,464,509
Other Liabilities	1,098,452	1,195,773
Net Assets	13,550,281	12,551,606
<b>Total liabilities and net assets</b>	<u>\$16,425,638</u>	<u>\$15,211,888</u>

## Providing a safe place to call home

### Their Story:

A welder by trade, John McCloud worked hard to support his family of four despite being in and out of work due to declines in the industrial market. Like many families, the McClouds lived from paycheck to paycheck. When a devastating fire destroyed their home, they found themselves living out of their car. They woke up every morning wondering where they would get their next meal. They sought refuge in several shelters until they found Volunteers of America's family housing program. The program for families who have a member with a disability was a perfect fit since John suffers from heart and lung problems associated with his trade. They have been living in their apartment for four years, the longest they have lived anywhere. They were able to gain hope for a future without worry because they could count on Volunteers of America for the roof over their heads.

### The Need:

Ohio suffers from a lack of affordable housing and jobs that pay a livable wage. A minimum wage earner would need to average 72 hours of work per week to afford the rent of a two-bedroom apartment.

### The Results:

In 2009, Volunteers of America's housing programs provided safe emergency shelter for 96 families in crisis and affordable housing for 34 families who have a member with a disability.

"Volunteers of America makes it possible for people like us to survive. We just thank God every day they are here."

*-The McCloud Family*



# Community Support

VOLUNTEERS OF AMERICA OF GREATER OHIO gratefully acknowledges the following individuals, corporations and foundations for financial gifts received between July 1, 2008 and June 30, 2009.

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