Impact Report

Helping Oklahoma's Most Vulnerable
Surviving to thriving. Our goal for every client we serve. Thrive means to flourish, to prosper, to grow vigorously. When people thrive, people are living their best life.

When you invest your time and treasure and join in our mission, you are helping the disabled to thrive. You are helping seniors with affordable housing and health and wellness services to thrive. You are helping people challenged with mental illness and addictions with housing and money management services to thrive. You are helping veterans to not just get a job but one that fits their skills in order to thrive.

Enjoy these stories of people who are thriving!

Joyce is a resident at our Oklahoma City senior housing complex. Like most seniors, her social security income limits her housing choices leaving many seniors in her situation living in less-than-desirable conditions. Our senior housing provides clean, affordable apartments with health and wellness activities and support to assist in medical care. With these supports in place, seniors live independently with a community of friends.

Beth and her cat Ginger, live with support from the Intellectual and Developmental Disabilities program. With supportive residential caregivers, Beth lives a full life working and doing her favorite activities. Beth loves to shop and get dressed up. Attending The Night To Shine prom is Beth’s highlight of the year.
Greg is a Retired Senior Volunteer in the RSVP program in Muskogee. Major flooding of the area rivers in eastern Oklahoma caused much damage to homes and businesses last spring. Greg helped several families remove drywall and damaged furniture. Not only do RSVP volunteers help their communities on a daily basis, they are ready to assist wherever there is a need. Thanks to Greg and the other 400 volunteers in the RSVP program who are helping people to thrive.

Kim is a veteran pursuing a new career path. She is grateful for the employment services provided to help her achieve long-term goals. Kim said, “You all do great things for veterans and it means so much.”

WHO WE ARE
Dating as far back as the aftermath of the American Civil War, Volunteers of America (VOA) has always been on the front lines empowering and advocating for veterans, at-risk youth, and families torn apart by the day-to-day struggle to obtain basic necessities and a life with dignity. Today the fight continues with VOA having grown to become one of the nation’s largest nonprofit providers of quality affordable housing as well as long-term skilled nursing care and health services. From seniors and people with disabilities to the homeless and those recovering from addiction, the VOA network of more than 16,000 professionals empowers 1.5 million people in over 400 communities each year.

ABOUT THE WORD VOLUNTEER
In 1896, volunteerism had a different meaning. To “volunteer” meant to serve others as a vocation. Early members of VOA called themselves “Volunteers of America,” and carried on the slogan “For God and Country.”

Front Cover: Alfred
In his 80 years, Alfred has lived a difficult life challenged by substance abuse. With supportive housing services, Alfred is no longer homeless and he is thriving. He is famous for his good cooking and enjoys caring for his mother and grandchildren.
In 2019, Volunteers of America began a focused effort to combat Moral Injury, a growing crisis that has received little support until now. Moral Injury is a term used to describe the mental anguish that results from doing something against your moral code. While Moral Injury was first identified in soldiers returning from combat, it is also experienced by a wide array of people - mothers escaping from domestic abuse who may feel guilt over placing their children in dangerous situations, nurses, doctors and caregivers for loved ones who feel they didn’t do enough for someone who needed them, those battling addiction who worry they have hurt or alienated friends and family.

Moral Injury often leads to self-harm. People turn to alcohol, drugs, self-isolation and even suicide to avoid the pain of their feelings. This internal struggle may leave some feeling emotionally fragile.

VOA is dedicated to raising awareness of Moral Injury as well as helping those affected to move beyond the emotional trauma so they can again lead healthy, productive lives.

“The War Inside” video about Moral Injury, was displayed in Times Square, New York City, for World Suicide Prevention Day on Sept. 10, 2019.
9,751 PEOPLE SERVED

145 VETERANS HELPED WITH EMPLOYMENT SERVICES

164 PEOPLE WITH SPECIAL NEEDS PROVIDED RESIDENTIAL CARE

7,214 PEOPLE SERVED BY 410 RSVP VOLUNTEERS

52 HOMELESS RECEIVED HOUSING

522 PEOPLE PROVIDED MONEY MANAGEMENT SERVICES PREVENTING HOMELESSNESS

FYE 2019
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Volunteers of America
Oklahoma

VETERANS BUSINESS CHAMPION AWARD

The Tulsa Regional Chamber presented the 2019 Veterans Business Champion Award to Volunteers of America Oklahoma Veterans Employment program at an awards luncheon in October 2019.

The award represents the dedication of the Volunteers of America Oklahoma team in assisting veterans with meaningful employment in Tulsa. Since the inception of the veterans employment program five years ago, over 500 veterans have been served with job placement services which include job coaching, résumé building, interviewing skills, and referrals to veteran-friendly employers.
2019 STATEMENT OF ACTIVITIES

BALANCE SHEET

Assets
- Current assets ....................................... $2,213,865
- Land, buildings and equipment ........... $788,440
- Other assets .......................................... $1,368,290
Total assets ..................................... $4,370,595

Liabilities and Net Assets
- Total liabilities......................................... $1,612,956
- Total net assets ..................................... $2,757,639
Total liabilities and net assets..... $4,370,595

INCOME STATEMENT

Operating Revenues
- Total donor support ......................... $536,727
- Government agencies/grants .......... $10,604,025
- Other revenue ....................................... $992,673
Total revenue from operations .......... $12,133,425

Operating Expenses
- Program services:
  - Fostering independence ............. $8,791,817
  - Promoting self-sufficiency ........... $1,401,997
Total program services ..................... $10,193,814
- Management and general ................ $1,659,674
Total Operating Expenses ..................... $11,853,488

Gain from operations............................................. $279,937
Income from other activities ............... $26,712
Change in net assets ...................... $306,649
Net assets—beginning of year........... $2,450,990
Net assets—end of year .................... $2,757,639

SOURCE OF FUNDS

- Public Support 4%
- Fees for Services 6%
- Other 3%
- Government Contracts and Grants 87%

USE OF FUNDS

- Fostering Independence 74%
- Fundraising 3%
- Management and general 11%
- Promoting self-sufficiency 12%

OTHER INFORMATION

Volunteers of America Oklahoma manages eleven (11) affordable housing properties (400 individual units) for the elderly and the disabled in Oklahoma and Kansas.

For complete financial statements, visit voaok.org.
SERVING 31 COUNTRIES ACROSS OKLAHOMA AND INTO KANSAS

AGING SERVICES

AFFORDABLE SENIOR HOUSING OKLAHOMA
Broken Arrow—Sequoyah Creek Apartments
Choctaw—Bent Oak Apartments
Kingfisher—Autumn Trace Apartments
Oklahoma City—Meadow Cliff, Southwoods Apartments

KANSAS
McPherson—Edinburgh Manor Apartments
Salina—Market Place Apartments and Saline Apartments

AFFORDABLE HOUSING FOR THE DISABLED
Broken Arrow Living Center
Hope Housing, Northeastern Oklahoma
Tulsa and Jenks Living Center

RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)
Volunteers serving in Muskogee, Cherokee, McIntosh and Sequoyah counties.

HOMELESS PREVENTION SERVICES

MONEY MANAGEMENT SERVICES
Clients served in: Canadian, Cherokee, Cleveland, Comanche, Craig, Creek, Delaware, Garvin, Grady, Jackson, Lincoln, Logan, McIntosh, Muskogee, Oklahoma, Okmulgee, Osage, Ottawa, Pawnee, Payne, Pontotoc, Pottawatomie, Rogers, Seminole, Sequoyah, Tulsa, Wagoner and Woodward counties.

HOUSING FOR CHRONIC HOMELESSNESS
Clients served in Tulsa county.

VETERANS EMPLOYMENT SERVICES
Veterans served in: Tulsa, Creek, Okmulgee, Osage, Pawnee, Rogers and Wagoner counties.

INTELLECTUAL/DEVELOPMENTAL DISABILITY SERVICES
Clients served in: Canadian, Cherokee, Cleveland, Creek, Delaware, McIntosh, Muskogee, Nowata, Oklahoma, Okmulgee, Osage, Ottawa, Payne, Rogers, Sequoyah, Tulsa and Washington counties.

TULSA HEADQUARTERS
9605 E. 61st Street, Tulsa, OK 74133 | 918-307-1500

OFFICE LOCATIONS
Bartlesville
4017 S.E. Price Rd., Bartlesville, OK 74006 | 918-331-0300

Bernice
PO Box 3837, Bernice, OK 74331 | 918-256-9812

Muskogee
3536 Chandler Rd., Muskogee, OK 74403 | 918-683-1578

Oklahoma City
7510 N. Broadway Ext., Ste 205, Oklahoma City, OK 73116
405-418-8522

Visit us on the web at voaok.org