


2020 IMPACT REPORT



Serving our neighbors in need
including veterans, the aging,
the homeless and the disabled.

SAFER AT HOME

Frontline Staff Help Clients Find Life Behind the Mask

The difficulties and disruptions, due to the COVID-19 pandemic, were unprecedented. The statement, “Safer At Home” used throughout media, is impossible for people who are experiencing homelessness or at-risk seniors who need food and medicines. Thankfully, through the services provided by Volunteers of America Oklahoma’s dedicated staff, the clients we serve were helped to ensure stable housing with resources to food, employment and medical care. While the virus spread, our staff remained the shining example of support for the clients caring for our most vulnerable populations. Safety protocols were initiated at all locations, while prioritizing the needs of clients. Throughout it all, Volunteers of America staff worked long hours, developed innovative approaches and utilized new technology to prevent hunger, homelessness and isolation.



Barbara Jefferson and over 200 staff members in the **Intellectual and Developmental Disabilities** program are frontline caregivers keeping the clients they serve healthy. Work activities came to a halt last March for our clients. The solution was to involve clients in hobbies that would keep their activity level high while remaining safe at home. Debbie is one client who loves movies, especially musicals. Even though Debbie is non-verbal, her actions speak louder than words. She loves online church worship songs and the TV show, The Voice. Helping clients step up safety protocols has been a challenge met with much success. “Our caregivers provide the care, activities and connections to family,” said Barbara, who has a 30-year tenure with VOA. “We become like family. The clients’ health and safety is our main priority.”



Veterans Employment Services is a lifeline to veterans experiencing homelessness. As businesses closed and laid off workers, veterans faced eviction and homelessness. The all-veteran team quickly made referrals for housing and resources and then started matching veterans with employers which resulted in 76 veterans finding jobs. Bruce moved to Tulsa from Texas for a new job as an electrician. He left his family in Texas until he could get settled, however, the job fell through. The Veterans Employment Services team introduced Bruce to other electrical companies and soon he had a new job. “Employers are actively seeking to hire veterans,” said Eric Barr, Veteran Employment Consultant. “We are the conduit to match veterans to open positions.”



Senior Housing staff jumped into action to guard against food insecurity and social isolation among 400 senior residents in affordable housing apartments. Parking lot donuts, window bingo, front porch coffee and dance groups performed in parking lots for senior resident audiences. Lunch brown bags and grocery bag distribution helped residents get food supplies that were scarce in some locations. Food donations by Salina United Way, Amazon, Oklahoma City's Crest Foods and Smithfield Foods helped to stock food pantries. "We support the residents in any way we can," said Torri Porter, Service Coordinator Supervisor. "Many do not have the help of nearby family."

View more about
our path through
COVID-19 at
voaok.org/videos



Diana Holt and her **Payee Services** colleagues are resourceful, but their super hero ability excelled to a new level making sure 900 clients were fully utilizing benefits to meet their basic needs. Payee Services manages Social Security benefits for individuals who are unable to manage their own money. Coordinators go above and beyond ensuring clients receive food stamp assistance, reduced cost internet, discounts with utilities companies, reduced fare bus passes, furniture, food bags and reduced rates at extended stay hotels for clients who were homeless and unable to be in shelters. Collaboration with apartment managers helped to resolve issues to avoid eviction. Prior to the pandemic, coordinators met with clients frequently, but pivoted to helping by phone or meeting outside. "We provide emotional support and encouragement and, when necessary, we refer to agencies for mental health support," Diana Holt explained. "We do all we can to make sure our clients have what they need."



Double masked and gloved, **Retired Senior Volunteer Program (RSVP)** volunteers in four counties in eastern Oklahoma couldn't imagine letting people, who regularly receive meals delivered to their homes, go without because of the pandemic. The volunteers assisted with five meals a week for 52 weeks, for 5,015 people equating to more than 1.3 million meals! Food banks created drive-through grocery pick-up lines, staffed with RSVP volunteers, distributing food bags to residents in need. Volunteers were paired with at-risk seniors and elderly talking by phone and mailing notes to keep loneliness and isolation from prevailing. Handmade hats, mittens and blankets were distributed to hospice patients and people experiencing homelessness. "We connect volunteers to needs of seniors and others in our community, while making sure they were also looking after their own health," said Samantha Cook, RSVP Director.

Front Cover: Don enjoys time on his porch at Edinburgh Manor Apartments in McPherson, Kansas. Front porch coffee was popular among the residents allowing time together, but at a safe distance.

SUN SETS ON RHINESTONE COWBOY

The final Rhinestone Cowboy at the historic Cain's Ballroom was planned for May 1, 2020. Its cancellation, due to the pandemic was heartbreaking as we planned to celebrate one last time. **Thank you** to the many donors and guests who have attended Rhinestone Cowboy over the last 13 years in support of Oklahoma's most vulnerable.



VOLUTE PREMIERES

Our new event, VOLUTE premiered on February 5, 2021. While an in-person event was planned, a virtual event was necessary for the safety of our guests. VOLUTE featured inspirational speaker Devin Henderson and an award was presented to the Volunteers of America employees. The Serving Strong Award recognizes the hard work of our frontline workers during COVID-19. **Thank you** to the sponsors and donors that made our first VOLUTE a success.

Save the Date for VOLUTE in-person February 4, 2022 at the Cox Business Center. www.voak.org/volute



VOLUTE /vēl(y)ōōt/ noun

1. A new event creating momentum
2. A catalyst propelling people forward...upward.

HISTORY OF SERVICE

Volunteers of America (VOA) is celebrating 125 years of service on the frontlines helping countless people in need. VOA was founded in 1896 by social reformers Ballington and Maud Booth. Today, VOA serves America's most vulnerable including veterans experiencing homelessness, youth, seniors and families in need, men and women returning from prison, and those recovering from addiction. VOA continues to transform and empower lives in 400 communities nationwide.

VOA has become one of the nation's largest and most comprehensive human services organizations with 16,000 paid professionals, touching the lives of 1.5 million people a year. VOA operates 30 affiliates in 46 states, the District of Columbia and Puerto Rico. "Volunteers of America has become one of the largest charities in the U.S.," National President Mike King explained. "When the organization sees an area where assistance is needed, it mobilizes."



The Early Meaning of "Volunteer"

About the word "volunteer", when we were founded, volunteerism had a different meaning. To "volunteer" meant to serve others as a vocation. Early members of VOA called themselves "Volunteers," and carried out their ministry and social services work under the slogan, "For God and Country."

146

Veterans helped with
employment services

52

People in housing
from homelessness

965

People provided money
management services
preventing homelessness

11,064

People Served

492

Seniors living in quality
housing with health and
wellness services

151

People with special
needs provided
residential care

8,486

People served by
416 volunteers

Gary is a fan of the
Oklahoma City Thunder
and enjoys staying active.



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RSVP volunteer C.R.
provides Extra Eyes
for the safety of
Muskogee residents.

Response to COVID-19 By the Numbers

1.3 million

Meals delivered to
seniors and elderly by
RSVP volunteers

93%

Volunteers and Staff
stayed COVID Free

2,588

Masks provided to clients
and staff for safety

9,900

Protective gloves
distributed

243

Homebound seniors
received gifts, letters and
comfort calls

35 Gallons

Hand sanitizer distributed

2020 AUDITED STATEMENT OF ACTIVITIES

BALANCE SHEET

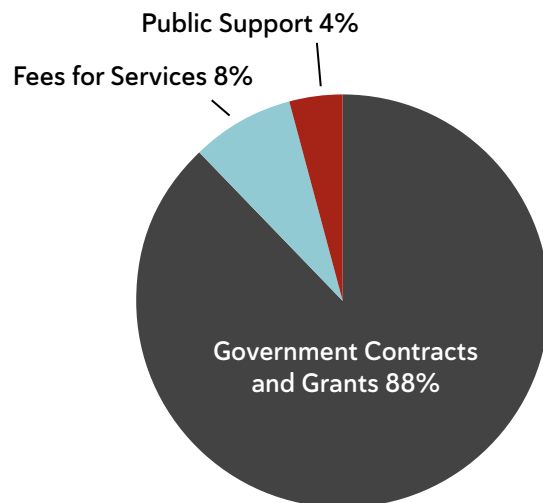
Assets

Current assets	\$3,720,380
Land, buildings and equipment.....	\$787,418
Other assets.....	\$1,998,121
Total assets.....	\$6,550,919

Liabilities and Net Assets

Total liabilities.....	\$1,876,581
Total net assets	\$2,957,938
Total liabilities and net assets	\$6,505,919

SOURCE OF FUNDS



INCOME STATEMENT

Operating Revenues

Total donor support	\$423,489
Government agencies/grants.....	\$10,588,247
Other revenue	\$975,708

Total revenue from operations.....\$11,987,444

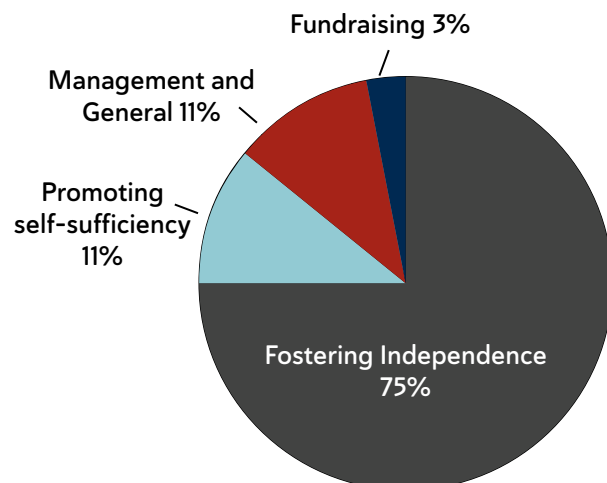
Operating Expenses

Program services:	
Fostering independence.....	\$8,812,748
Promoting self-sufficiency	\$1,343,658
Total program services.....	\$10,156,406
Management and general.....	\$1,667,995

Total Operating Expenses.....\$11,824,401

Gain from operations.....	\$163,043
Income from other activities	\$37,256
Change in net assets	\$200,299
Net assets—beginning of year.....	\$2,757,639
Net assets—end of year	\$2,957,938

USE OF FUNDS



OTHER INFORMATION

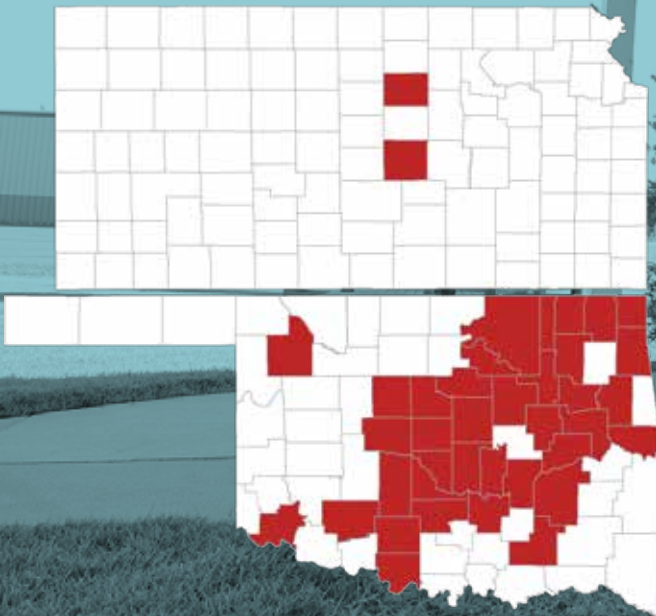
Program Services: 86%

Management and General: 14%

Volunteers of America Oklahoma manages a \$30 million portfolio of 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.

WHERE WE SERVE



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 Cherokee, McIntosh, Muskogee and Sequoyah counties

INTELLECTUAL/DEVELOPMENTAL DISABILITY SERVICES

Clients served in: Canadian, Cherokee, Cleveland, Delaware, McIntosh, Muskogee, Nowata, Oklahoma, Okmulgee, Osage, Ottawa, Payne, Rogers, Sequoyah, Tulsa and Washington counties

HOMELESS PREVENTION SERVICES

MONEY MANAGEMENT SERVICES

Clients served in: Atoka, Canadian, Cherokee, Comanche, Craig, Creek, Delaware, Garvin, Grady, Hughes, Jackson, Jefferson, Logan, McIntosh, Muskogee, Oklahoma, Okmulgee, Osage, Ottawa, Payne, Pittsburg, Pontotoc, Pottawatomie, Rogers, Seminole, Stephens, Tulsa, Wagoner, Washington and Woodward counties

HOUSING FOR VETERANS AND INDIVIDUALS

People served in Tulsa county

VETERANS EMPLOYMENT SERVICES

Veterans served in Canadian, Cleveland, Creek, Grady, Lincoln, Logan, McClain, Oklahoma, Okmulgee, Osage, Pawnee, Pottawatomie, Rogers, Tulsa and Wagoner counties

TULSA HEADQUARTERS

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

OFFICE LOCATIONS

Bartlesville | 4017 S.E. Price Rd. | 918-331-0300

Bernice | PO Box 3837 | 918-256-9812

Muskogee | 3536 Chandler Rd. | 918-683-1578

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

Visit us on the web at voaok.org

