



This is why we do what we do.



Volunteers  
of America®

MINNESOTA

[voamn.org](http://voamn.org)

**ANNUAL REPORT 2013**

**Vision**  
Uplift All Lives

**Mission**  
Help people gain self-reliance, dignity and hope

**Values**  
Collaboration, Compassion, Excellence, Integrity and Respect

This is why we do what we do.



For the past 10 years, Marion Sundberg, 94 years young, has volunteered at a Volunteers of America-Minnesota (VOA-MN) Senior Nutrition site. VOA-MN provides a balanced meal to people age 60 and up, at more than 30 locations in the Twin Cities.

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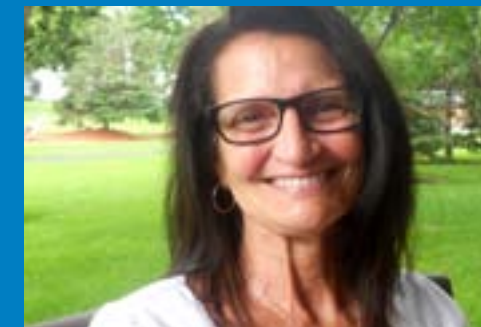
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**Cover photo:** Young people at Bar None Residential Treatment point with pride to their personal brand on Global Impact Day with Nielsen Company. Nielsen volunteers in blue shirts: Jenn Schlauderoff and Kevin Kluge.



# A message from Fred Caslavka and Paula Hart

## This Is Why We Do What We Do

Volunteers of America-Minnesota (VOA-MN) is one of the state's oldest and largest health and human services organizations. For most of our 117 years we have provided care for people in three broad areas: *Seniors and People with Special Needs; Children, Youth and Families; and Rehabilitative and Veterans Services*. This was a pivotal year, marked by significant achievements in our Strategic Priorities described below. This Annual Report spotlights stories about each of our five values: *collaboration, compassion, excellence, integrity and respect*.



## Exceptional Care

**Our care** supported self-reliance for those reentering society. In the insert after page 14, you'll read about Amicus and its merger with VOA-MN. It was a game-changing acquisition of a 46-year-old organization that will vastly enhance our services to men and women who are incarcerated and those recently released.

**Our care** helped older adults preserve their dignity. We offered seniors opportunities to work together toward meaningful goals. We provided services such as Senior Nutrition, which supplied 355,000 well-balanced, culturally appropriate meals. We also completed a \$174,000 renovation of Ashland Home in St. Paul, one of 13 residential homes throughout the state that provide a nurturing environment to people with special needs.

**Our care** provided hope to youth and families. We are helping to narrow a significant Minnesota achievement gap in education. We graduated a record number of students from our two alternative high schools, Phoenix/SALT (Service Adventure Leadership Team) and Opportunity High School – 35 at Phoenix/SALT and 13 at Opportunity High School. Twenty-one of these students were accepted into programs to further their education.

AARP Experience Corps volunteers provided one-on-one tutoring to 696 students, kindergarden through third-grade, in Minneapolis and St. Paul schools. Sixty five percent of the students improved in reading and literacy, and 43 percent reading below grade level at the beginning of the year, were reading at grade level by the end of the year.

## One VOA Culture

As the fiscal year ended, our Board of Directors approved a three-year strategic plan for 2014-2016. The plan culminates a three-year process of discovery and will position VOA-MN to achieve our vision to *Uplift All Lives as a model of excellence in health and human services*. We will realize this vision as one united VOA culture, dedicated to high employee engagement and synergy among our wide variety of services.

## Strong Stewardship

We finished Fiscal Year 2013 with a surplus of \$167,101. Charitable support increased by more than 17 percent, including 100 percent participation from our Board of Directors. We are gratified by the renewal of funding from key governmental agencies such as the Department of Housing and Urban Development, and new awards including grants from the Otto Bremer Foundation and The Securian Foundation.

We sincerely thank you for your continued commitment and support. In these pages we hope you will share our excitement for what we do.

Fred Caslavka  
Chair - Board of Directors

Paula Hart  
President and CEO

# BOARD OF DIRECTORS 2013-2014

<b>Fred Caslavka</b>	<b>Chair</b> , Chief Financial Officer, Landscape Structures
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<b>Tiffany Zitzewitz</b>	Vice President, Strategy & Business Development, North Memorial Health Care



## AWARDS

### National Leadership Award for Program Management

Mary Ann Schoenberger, pictured in the top photo, director of Southwest Senior Center, received the Volunteers of America (VOA) National Leadership Award for Program Management, presented by National VOA President and Chief Executive Officer, Mike King.

### Community Administrator of the Year

John Ellison, pictured in the middle photo, was named VOA “Community Administrator of the Year” for his work at our Milaca Living Center about 65 miles north of Minneapolis.



### Property of the Year

VOA presented its national “Property of the Year” honor, pictured in the bottom photo, to our Nicollet Towers affordable housing facility in downtown Minneapolis, represented by (left to right) Compliance Manager Jennifer Melton, Community Administrator David Marsh and Community Administrator Harriett Raglin.



### School Finance

The Minnesota Department of Education presented 13 of VOA-MN’s authorized charter schools with its 2013 School Finance Award. VOA-MN was the first non-profit charter school authorizer in the United States.

### Transformational Leader Award

The Minnesota Council of Nonprofits presented Amicus President Emerita Louise Wolfram with its Transformational Leader Award, honoring her for more than 40 years of leadership prior to the Amicus merger with VOA-MN.

## COMMUNITY FAMILY SUPPORTS

Amicus **730**  
people served  
*MAP and Radius Services*

Children's Therapeutic Services  
and Support  
*In-home Therapy and Skills Building*

Foster Care  
*Emergency Shelter Foster Care  
Multidimensional Treatment Foster Care  
Specialized and Therapeutic Foster Care*

Mental Health Case Management  
*Adult and Children's Case Management*

## COMMUNITY SERVICES FOR SENIORS

Caregiver Support Services **10,994**  
people served

Care Options Network  
Care Management and Consultation  
DayElders  
*Hmong DayElders and Southwest DayElders*

Hmong Elder Connections  
Family Memory Care for African Americans  
Legal Services  
Protective Services  
Senior Community Centers

*Park ElderCenter and Southwest Center, Minneapolis*

Senior Nutrition  
Senior Volunteer Programs: RSVP  
Senior Mental Health Services

## EDUCATION

AARP Experience Corps **5,331**  
people served

Adult High School Diploma Program  
Charter School Authorizing  
Opportunity High School  
Phoenix/SALT High School *(Service Adventure Leadership Team)*

## MENTAL HEALTH SERVICES

Home-Based/School-Based/Children's Therapeutic  
Services and Support **786**  
people served

Intensive Outpatient Dialectic Behavioral Therapy  
*Adolescents and Young Adults*

Mental Health Services for Deaf and Hard of Hearing  
*Children and their Families*

Mental Health Services  
*Includes Somali and East African Behavioral Health Services*

Outpatient Mental Health Clinics

**25,314**  
**PEOPLE SERVED**

## REHABILITATIVE & VETERANS SERVICES

Amicus **1,036**  
people served  
*One to One, Reconnect, Sisters Helping  
Sisters and Veterans Justice Program*

Residential Reentry Centers  
*East Lake Street and Roseville*

RESIDENTIAL TREATMENT **385**  
people served

Avanti Center for Girls - Blaine  
Bar None Residential Treatment - Anoka  
Children's Residential Treatment Center - Minneapolis  
Omegon Residential Treatment Center - Minnetonka  
Speranza Center for Women - St. Paul

SERVICE ENRICHED HOUSING **5,814**  
people served

Assisted Living  
*Lyndale Manor, North Park Plaza and Parker Skyview*

High-rise Social Services  
Monroe Village: *Senior housing - affordable apartment living, NE Minneapolis*  
Nicollet Towers: *Affordable housing for all ages, Minneapolis*  
North Park Plaza: *Senior affordable apartment living, New Hope*  
Oxbowl Bend Apartments: *Senior affordable apartment living, Coon Rapids*  
The Village at Franklin Station: *Senior affordable apartment living, Minneapolis*

SERVICES FOR PEOPLE WITH  
SPECIAL NEEDS **238**  
people served

Adult Foster Care Homes: *Private rooms for up to  
four individuals*

Foley: *One home*  
Milaca: *Four homes*  
Mora: *Four homes*  
Princeton: *Two homes*  
St. Paul: *Ashland Home and Portland House located in St. Paul  
Specializing in services for persons with autism*

Columbia Heights Board and Lodging  
Community-Based Support Services  
*Employment and Living Skills*

In-Home Family Respite

Permanent Supportive Housing Services  
Our HOME: *Apartments in Wahkon and Isle offer permanent  
supportive housing for homeless and at-risk families that include  
a person with a disability.*

Residential Supported Living

# COLLABORATION

## Southwest Senior Center

Mary Ann Schoenberger directs the VOA-MN Southwest Senior Center, which serves 700 people each year. The center collaborated with the Kingfield Neighborhood Association of South Minneapolis in a major public art project for nearby Rev. Dr. Martin Luther King Park. The project fulfilled Mary Ann's theory that clean and beautiful public spaces have a positive impact on people.

A building in the park had been repeatedly tagged with graffiti. Mary Ann led the effort to replicate recent successful smaller projects where community members worked together in creating mosaics. This time it was ten mosaics, designed by artist Sharra Frank, each depicting a quilt pattern that symbolizes a different culture from the neighborhood.

The project brought together people from four nearby senior centers (Park ElderCenter, Sabathani, Centro and Southwest), two schools, and numerous community members. Volunteers ranged in age from two to 97, working together during 33 workshops. More than 100 people, many who had contributed to at least one of the mosaics, helped to unveil the panels on a beautiful day in April.

*The procession and unveiling of the 10 mosaic panels at Rev. Dr. Martin Luther King Park in Minneapolis. The project brought generations together, in lower right photo with students from Barton Open School and Southwest Senior Center participants. The mosaic panels each represent a different culture.*





# COMPASSION

## Residential Reentry

Camey (upper left) completed the last six months of her five-year federal prison term at the Volunteers of America-Minnesota (VOA-MN) Residential Reentry Center in Roseville. Two years later, she has a more fulfilling and better paying job and is giving back to the community. Camey is an usher in her church and shows her compassion by providing Sunday transportation to and from church to people in need.

Camey's reentry has been a success. She credits her recovery to the Residential Drug and Alcohol Program (RDAP) started while she was incarcerated and continued at the reentry center. An outstanding mentor relationship, developed during that six month stay at the Roseville center, spurred her commitment to service. In addition to her fulfilling day-time work in property management, Camey goes to school at night, studying to complete her Bachelors of Science degree in horticulture. It is another step toward her eventual goal to teach in post-secondary schools.

The VOA-MN reentry facilities in Roseville and on Lake Street in Minneapolis helped 536 men and women become accountable, compassionate, tax paying citizens this year. The two facilities are a critical step in avoiding further involvement in the criminal justice system.

*Since meeting Camey, her mentor Pastor Char Veenstratop (in right photo left side) has become more deeply committed to reentry for those coming out of federal and state prison. She now helps to train other mentors.*





# EXCELLENCE

## Merger of Amicus with Volunteers of America–Minnesota

Amicus means “friend.” That simple concept is the heart of a 46-year old human services organization that began as a friendship between two men, one of them incarcerated in the Minnesota Correctional Facility at Stillwater and the other a lawyer who visited him regularly.

Virginia (Gini) McCain is the longest serving member of the former Amicus Board of Directors and a generous Amicus donor. Gini and her counterpart on the Volunteers of America-MN (VOA-MN) Board, Sean McDonnell, anchored the leadership team that guided the 2013 merger of Amicus into VOA-MN. Louise Wolfgramm’s retirement after 42 years of Amicus leadership was one of the events that precipitated the merger. “Louise and Paula Hart (President and CEO of VOA-MN) were kindred spirits from the start,” recalls McCain. “Our first priority was to make sure we preserved the culture of Amicus, which Louise had so lovingly inspired.”

The result was an excellent merger of the two missions – Amicus with VOA-MN. “I view it as a win-win situation,” said Paul H. Anderson, retired associate justice of the Supreme Court of Minnesota, and former Amicus Board Member. “Amicus has developed a distinguished legacy of service to prisoners and to those reentering society after a prison sentence. This pairing is the best way to ensure that legacy will remain intact for many years to come. I look forward to these organizations carrying on the work of instilling hope and transforming lives.”

*Gini McCain (top and lower left) former Amicus Board member. She helped honor retiring President Louise Wolfgramm (lower right) at a reception with friends and co-workers.*







# INTEGRITY

## Speranza Center for Women

The five residential treatment centers operated by Volunteers of America-Minnesota (VOA-MN) are dedicated to restoring hope and integrity in the people they serve. The newest is the Speranza Center for Women, which opened in 2013 in St. Paul. Speranza serves women who want to stabilize their lives and manage their chemical dependency and mental health issues.

Speranza follows the Trauma-Informed Care treatment model being pursued throughout VOA-MN. The model shifts the treatment paradigm from a focus on what's wrong with a person to an exploration of what happened to a person, using evidence-based practices to build resilience. The center provides solace for women who struggle with past trauma such as domestic violence, unhealthy relationships, parenting and legal issues.

“Speranza means hope in Italian and hope is what we intend to provide as we build integrity for the women we serve,” said Deb Chmieleski, Program Director. “At Speranza we meet each client where she is, and address addictions with a trauma-sensitive approach to wellness.”

*Speranza's opening followed months of work to renovate two floors of a three-story building, creating a 16-bed facility and a calming, inviting, optimistic environment.*



# RESPECT

## Bar None Residential Treatment

What does it mean when volunteers from one of the world's premier market research companies hang out for a day with youth who have encountered some of the roughest trials life can bring? At Bar None Residential Treatment in Anoka – it means respect. One of the 85 Nielsen Global Impact Day volunteers was Renee Piersa, “We wanted to find a way to incorporate the professional skills we use on a daily basis and relate it to the youth at Bar None to really connect with them.”

One of those connections came as Bar None teens designed their personal brand using cloth squares representing their skills and identity, which were then fashioned into one large flag (see cover). Residents asked if they could stand up and share what they put on their square. “From that moment on, I knew something special was happening,” said one volunteer.

The camaraderie was contagious, evolving to job skill training, resume building and mock interviews. A barbecue capped the day, along with yard games and cake with our new friends from Nielsen. The handmade flag now flies high at Bar None's entrance. “June 13 ranks at the top in my book. This is exactly what these kids need,” said Terry Thompson, director of Volunteers of America-Minnesota (VOA-MN) residential treatment centers.

*Nielsen volunteers built a planter filled with flowers to showcase the flagpole at the entrance of Bar None. Volunteers, VOA-MN staff and youth also made time to take a break and get to know each other, forming lasting bonds.*

# 2013 FINANCIAL RESULTS

## Statements of Financial Position

### Assets

	June 30, 2013	June 30, 2012
Cash, Accounts Receivable and other Current Assets	6,154,036	7,082,039
Property and Equipment	36,314,409	34,246,154
Depreciation	(13,108,787)	(12,397,059)
Other Assets	1,434,068	1,425,192
<b>Assets Total</b>	<b>\$30,793,726</b>	<b>\$30,356,326</b>

### Liabilities and Net Assets

	June 30, 2013	June 30, 2012
Current Liabilities	4,592,879	5,563,805
Long Term Liabilities	15,869,603	14,628,378
<b>Liabilities Total</b>	<b>\$20,462,482</b>	<b>\$20,192,183</b>

### Net Assets

	June 30, 2013	June 30, 2012
Unrestricted	9,942,558	9,224,711
Temporarily Restricted	341,805	897,551
Permanently Restricted	46,881	41,881
<b>Net Assets Total</b>	<b>\$10,331,244</b>	<b>\$10,164,143</b>
<b>Liabilities and Net Assets Total</b>	<b>\$30,793,726</b>	<b>\$30,356,326</b>

For 117 years we have taken on the most difficult tasks to help the most underserved.

Volunteers of America Serving Minnesota – 2013 Annual Report Fiscal Year July 1, 2012 – June 30, 2013

## Statements of Financial Activities

### Revenues

	Fiscal Year 2013	Fiscal Year 2012
Government Revenue and Grants	24,406,765	25,592,160
Program Service Fees	12,771,260	12,271,139
Other Income	1,791,789	1,395,309
Charitable Support	1,446,595	1,232,374
<b>Revenues Total</b>	<b>\$40,416,409</b>	<b>\$40,490,982</b>

### Expenses

	Fiscal Year 2013	Fiscal Year 2012
<b>Dignity</b>		
Seniors	4,820,864	5,769,355
Special Needs	4,600,923	3,785,038
Mental Health	3,068,404	3,320,846
Disability and Senior Housing	1,893,747	1,805,497
Assisted Living	1,258,146	1,269,318
<b>Dignity Total</b>	<b>\$15,642,084</b>	<b>\$15,950,054</b>

### Hope

Children and Youth	9,540,318	10,288,812
<b>Hope Total</b>	<b>\$9,540,318</b>	<b>\$10,288,812</b>

### Self-Reliance

Rehabilitative Services	6,565,128	7,345,091
Family Housing	1,386,865	1,161,211
<b>Self-Reliance Total</b>	<b>\$7,951,993</b>	<b>\$8,506,302</b>

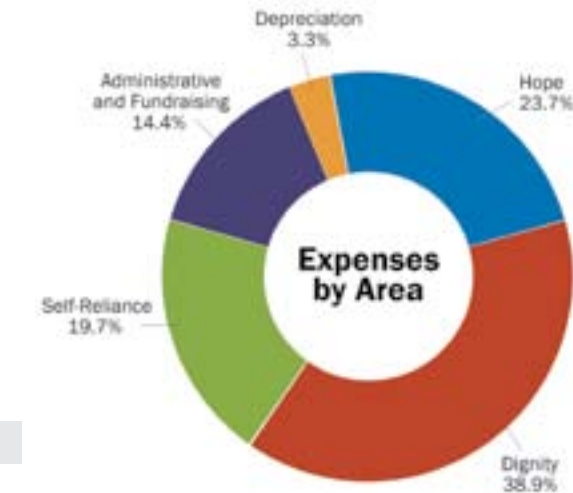
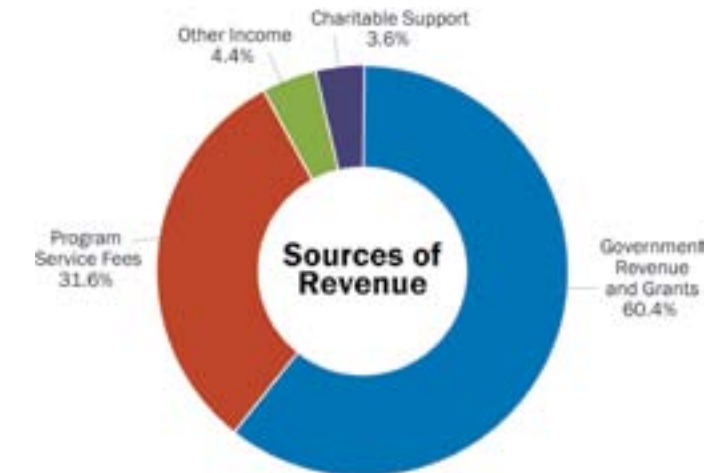
**Administrative and Fundraising** \$5,800,134 \$4,781,784

**Expenses Before Depreciation** \$38,934,529 \$39,526,952

Depreciation 1,314,779 1,372,721

**Expenses Total** \$40,249,308 \$40,899,673

**Change in Net Assets** 167,101 (408,691)





VOA-MN Foster Care Staff member Christina Francisco (on the left) explains the process of becoming a foster parent at an event held at the Mall Of America.

## 2013 DONORS

We thank all of our donors and express sincere appreciation to the following individuals, families, businesses, civic organizations and foundations for their generous supports, received between July 1, 2012 and June 30, 2013. Your investment is why we are able to do what we do: to help people gain self-reliance, dignity and hope.

### Community Partner - Greater Twin Cities United Way (GTCUW)

Thanks to all who donate to Greater Twin Cities United Way. A significant portion of support directed towards senior and senior programs come from the generosity of GTCUW and its community of donors.

#### \$20,000+

Alliance for Children and Families  
General Mills Foundation  
The Kresge Foundation  
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#### \$500 to \$999

##### Circle of Hope

The Circle of Hope was established in 2013 and is comprised of a community of generous individuals who contribute \$500 or more annually to Volunteers of America-MN

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Phoenix/SALT High School Students and principal Wendy Smith entered their boat in the 2013 Aquatennial Milk Carton Boat Race. All of their hard work paid off. The VOA-MN "Uplift All Lives" boat won first place for creativity.





Target Corporation employees made these inspirational refrigerator magnets for Amicus Radius participants.

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Mai has depended on Park ElderCenter for vital needs since coming to the United States from a Laotian refugee camp in Thailand, eight years ago.



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