COMMITTED TO EXCELLENCE
Report to the community 2016
MISSION
Help people gain self-reliance, dignity and hope

VISION
Uplift All Lives

VALUES
Collaboration, Compassion, Integrity, Excellence and Respect
We view excellence through a wide lens of community impact for the 24,537 people we serve and through their achievements, one person at a time. In April we celebrated 120 years of that impact and those achievements. We are proud of this longevity and mindful of the commitment it requires.

Author Ronnie Oldham defines excellence as “the result of caring more than others think is wise, dreaming more than others think is practical, and expecting more than others think is possible.”

In that spirit, our Board of Directors this year adopted a new strategic plan for 2017-2019, with the theme Commit to Excellence. The Board also reaffirmed our commitment to diversity, equity and inclusion, highlighted on the next page.

This report shares four stories that illustrate how we are living our commitments to excellence and diversity, thanks to your support, your interest and your partnership.

Exceptional Care – We profile Johana, full of hope for her future after graduating from high school. We learn how Gregory gained self-reliance with the help of his mentor. Chris now has dignity where he works and lives. Marcia is safe and secure as an older adult.

Vibrant Culture – Our size and diverse services are nurturing a vibrant culture where the “whole is greater than the sum of the parts.” You will meet some of our 800 colleagues, and those who have earned special recognition on page 15.

Strong Stewardship – We again ended the year with a positive operating margin, which enables us to make key investments in our mission. We are ever vigilant of the enormous and increasing pressures on sustainability.

We trust that our care, our culture and our stewardship will allow us to go on, and on and on in helping America’s most vulnerable gain self-reliance, dignity and hope.

Thank you.

Lynnette Heath (Chair)
Senor Vice President
Global Human Resources
Entrust Datacard

John Buske (Vice Chair)
Retired Vice President, Finance
Chief Financial Officer
Memorial Blood Centers

Rod Brown (Secretary)
Vice President/Managing Partner
HumanGrid

Bruce Beckman (Treasurer)
Vice President, Finance
Energy, Inc

Karin Aguilar-San Juan
Associate Professor
Macalester College

Katrice Albert
Vice President of Equity & Diversity
University of Minnesota

Lin Branson
Attorney
Gray Plant MERGY

Fred Caslavka
Chief Financial Officer
Landscape Structures

Don Conley
Retired Vice President of Public Affairs
Honeywell

Paula Hart
President and CEO
Volunteers of America - Minnesota
and Wisconsin

Susan Hayes
President
Moffitt/Hayes Group LLC

Pam Hull
President
Mandela Consulting, LLC

Mike Kennedy
Chief Financial Officer
Avnet

Scott Mullins
Owner
Mullins Enterprises, LLC

John Turnipseed
Executive Vice President
Urban Ventures

Patricia Venus
Retired Senior Director
Healthcare Analytics OptumHealth - UnitedHealth Group

Gene Washington
Retired Manager of Talent Management
3M

Tiffany Zitzewitz
Vice President, Strategic Partnerships
Prime Therapeutics

COMMITTED TO DIVERSITY, EQUITY AND INCLUSION
www.voamnwi.org/diversitycommitment

Our diversity commitment is a call toward truth, grace, power, and justice. This call awakens the vulnerability within all of us. This is an opportunity to meet heart-to-heart regardless of privilege, lack of privilege, power, or powerlessness.

COMMITMENT TO EXCELLENCE
Johana feels safe, thanks to life changing support from Ben, her teacher and mentor.

Ben’s canoe had room for one more, besides Ellie the dog. Johana needed one more science credit for her high school diploma. So she said, “I’ll go.” That launched a week-long paddling trip down 67 miles of the Mississippi in northern Minnesota, camping and learning along the way.

**VOA High School** social studies teacher Ben Savitt regularly leads kids on adventure learning, but this was their first time on the Mississippi and Johana’s first time in a canoe. Being open to new experiences like this helped earn her the VOA Excellence Award, which honors one or two outstanding students each year.

“Until I heard about VOA, I saw myself as a failure. I had no hope that I was going to become anything,” Johana recalls. “The people here made sure I was OK, safe... and that I was going to have the best learning environment that they could give me.”

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**VOA High School**, one of the largest alternative high schools in Minneapolis, graduated 42 students this year.
After paying the price for his crime, Gregory’s disability did not stop him from starting over.

Gregory lifted himself out of his wheelchair, and walked haltingly to the podium at Minneapolis Community and Technical College. There he became the first person in his family to receive a secondary degree.

A talented poet and regionally successful hip-hop artist, Gregory got caught up in a life of drugs, alcohol and a conviction for sexual assault. As a result he lost his career, his income and most of his friends and family. While in prison, Gregory started showing signs of Multiple Sclerosis.

When people hit rock bottom, they need a friend to help lift them back up. The Amicus volunteer mentoring program matched Gregory with Kevin, who helped him make plans after prison. Amicus Reconnect helped Gregory with housing, education and employment options. Will’s Fund, the philanthropically supported Amicus scholarship program, subsidized Gregory’s schooling.

Please contact Amicus mentoring programs at 612-877-4250 if you are interested in being a friend like Kevin.
“CAN DO” CHRIS

Regular customers at the Coborn’s Store in Foley know that Chris delivers.

For more than ten years Chris has helped bag groceries and deliver them to customers parked at the Coborn’s in Foley. Chris has not let his developmental disability get in the way of any goal he sets for himself, whether it’s to run a half-marathon, get better at his job or his latest achievement, to move into his own apartment.

Chris has lived successfully on his own for a year, following nearly 10 years as a resident of our adult foster home in Foley. The transition came after Chris demonstrated his ability to manage his own place, with support from the Foley Home staff, including Direct Support Professional Melissa Johnson, who helped select his new apartment.

Steady employment at Coborn’s is a big part of Chris’ self-esteem, with store director Shirley Werlinger one of his biggest fans. “He’s a bundle of energy,” says Shirley. “We are so proud of him.”

We operate 23 adult foster homes in Minnesota and Wisconsin, and provide in-home support services to 86 Minnesota adults with developmental disabilities.
Marcia has never taken for granted a safe and secure home.

Waukesha, a Milwaukee suburb, has been home to Marcia most of her life. Marcia’s marriage to Lester, her childhood sweetheart, ended too soon when he died at 48. Marcia raised a daughter and a son as a single mom while holding down a job at the phone company. She’s proud of their achievements, including college educations. As she aged, Marcia became dependent on Social Security. She needed affordable housing where she could feel safe and financially secure, someplace with stable rent.

“I found that housing at Volunteers of America-Wisconsin,” Marcia said. “I know everybody in the building and that feels good.”

Marcia remembers when she was a little girl, if you didn’t own your home, African Americans had a hard time finding a place to rent. Now approaching her 80th birthday, she has been safe and secure at Senior House Apartments for 13 years.

We provided service-enriched housing for 5,199 and a diverse menu of services for 8,155 older adults.
MINNESOTA

Community Family Supports  
voamnwi.org/community-family-supports  
Hennepin, Benton, Chisago, Isanti, Mille Lacs, Stearns, Wright Counties  
Child and youth foster parent licensing and mental health case management.

Community Justice  
voamnwi.org/community-justice  
Hennepin County, Minneapolis, Rochester, Roseville  
Amicus, Reentry Centers

Community Services for Seniors  
voamnwi.org/community-services-for-seniors  
Statewide  
More than a dozen services to promote dignity, maintain independence and support physical, emotional and spiritual well-being.

Education  
voamnwi.org/education  
Minneapolis  
VOA High School and Adult High School  
Apple Valley, Remind, Brooklyn Park, Duluth, Elk River, Forest Lake, Green Isle, Minneapolis, Natchaug, Osage, St. Cloud, St. Paul, Tofte, Turtle River Township, Woodbury  
Authorized Charter Schools

Residential Treatment  
voamnwi.org/res-treatment  
Blaine, Nowthen/St. Francis, Minneapolis, Minnetonka

Service Enriched Housing  
voamnwi.org/service-enriched-housing  
Columbia Heights, Coon Rapids, Minneapolis, New Hope

Services for People with Special Needs  
voamnwi.org/spns  
Foley, Iola, Milaca, Mora, Princeton, St. Paul

Vona Center for Mental Health  
voamnwi.org/mental-health-services  
Brooklyn Park, Coon Rapids, Faribault, Minneapolis, New Hope, Nowthen/St. Francis, Rochester, St. Cloud, St. Paul

WISCONSIN

Affordable Housing  
voamnwi.org/housing  
Clintonville, Kenosha, Manitowoc, Milwaukee, Shawano, Waukesha, Whitewater  
Services for People with Special Needs  
voamnwi.org/residential-care  
Kaukauna, Kenosha, Milwaukee, Oak Creek, South Milwaukee, Waukesha, West Allis

WHERE WE SERVE

WHO AND HOW WE SERVE

24,537  
People served

8155 in Community Services for Seniors  
7137 in Education  
5199 in Service Enriched Housing  
2056 in Community Justice  
988 in Vona Center for Mental Health  
494 in Community Family Supports  
289 in Residential Treatment  
219 in Services for People with Special Needs

1,605  
Volunteers, who provided

71,211  
hours of service

803  
Employees
**MILESTONES**

**Xia Thao — ARRM Cares Award**
The Association of Residential Resources in Minnesota named Xia Thao one of six outstanding direct support professionals, from a group of 103 nominees.

Xia is our fifth Cares Award winner in seven years. This was the second consecutive year that a VOA-MN colleague received the coveted award.

**Nicollet Towers — Excellence in Housing**
Nicollet Towers affordable housing in Minneapolis received an Excellence in Housing certificate for its outstanding Housing and Urban Development (HUD) reviews.

Accepting the June award were Regional Manager Jennifer Melton and team members Harriett Raglin (front), David Marsh, John Coughlin and Rachel Hulsizer (rear).

**With Deep Gladness —**
We recognized a life of service, dedicating the Wally Faster Memorial Lodge at Bar None Residential Treatment. Wally was a member of our Board of Directors for 43 years until his death in 2015. His service also included a term as Chair of the National Volunteers of America Board.

Wally’s friends and family attended the May event, as did National VOA President and CEO Mike King. “I will never forget how Wally made me feel,” Mike said. “He was absolutely fearless in how he shared and projected his love for others. My wish for all of us, is that when we grow up, we can be just like Wally.”

**In 2016, Southwest Senior Center in Minneapolis marked 40 years, helping older adults stay healthy and feel connected.**

Above left: Joe and Betty celebrate their mosaic handiwork.
Above right: Gertie has been coming to the Center for four years.
Below left: Board member Gene Washington celebrates the anniversary with volunteer Sandy Brazil.
Below right: Mary Ann Schoenberger, Laura Campbell and Linda Walker plan and deliver services, such as Medicare counseling, nutrition and exercise.
FINANCIAL STEWARDSHIP
Fiscal Year 2016

Statement of financial position

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<tr>
<th></th>
<th>6/30/16</th>
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<tbody>
<tr>
<td>Assets</td>
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<tr>
<td>Cash, accounts receivable, and other current assets</td>
<td>9,385,005</td>
<td>7,674,715</td>
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<tr>
<td>Property and equipment</td>
<td>33,171,592</td>
<td>36,023,076</td>
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<tr>
<td>Depreciation</td>
<td>(15,776,573)</td>
<td>(15,435,082)</td>
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<tr>
<td>Other assets</td>
<td>1,268,091</td>
<td>1,388,589</td>
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<tr>
<td>Assets total</td>
<td>$28,048,515</td>
<td>$29,051,298</td>
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Liabilities

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<tr>
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<tr>
<td>Current liabilities</td>
<td>6,022,551</td>
<td>5,226,431</td>
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<td>Long term liabilities</td>
<td>13,270,479</td>
<td>16,197,371</td>
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<td>Liabilities total</td>
<td>$19,293,030</td>
<td>$21,423,822</td>
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Net assets

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<tr>
<td>Unrestricted</td>
<td>8,128,569</td>
<td>7,995,506</td>
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<tr>
<td>Temporarily restricted</td>
<td>580,035</td>
<td>275,089</td>
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<tr>
<td>Permanently restricted</td>
<td>46,881</td>
<td>46,881</td>
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<tr>
<td>Net assets total</td>
<td>$8,755,485</td>
<td>$8,227,476</td>
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Liabilities and net assets total

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<tr>
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<th>6/30/16</th>
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</thead>
<tbody>
<tr>
<td>$28,048,515</td>
<td>$29,051,298</td>
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Statement of financial activities

<table>
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<tr>
<th></th>
<th>6/30/16</th>
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<tbody>
<tr>
<td>Revenues</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Government revenues and grants</td>
<td>29,748,117</td>
<td>27,820,300</td>
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<tr>
<td>Program service fees</td>
<td>11,255,824</td>
<td>10,995,317</td>
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<tr>
<td>Other income</td>
<td>3,250,669</td>
<td>2,725,894</td>
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<tr>
<td>Charitable support</td>
<td>1,418,991</td>
<td>1,501,510</td>
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<tr>
<td>Revenues total</td>
<td>$45,673,601</td>
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Expenses

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<tr>
<td>Self-reliance services</td>
<td>8,467,516</td>
<td>7,664,472</td>
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<td>Dignity services</td>
<td>20,929,172</td>
<td>18,148,945</td>
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<tr>
<td>Hope services</td>
<td>7,779,815</td>
<td>9,165,081</td>
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<tr>
<td>Administration and fundraising</td>
<td>6,292,656</td>
<td>5,255,840</td>
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<tr>
<td>Accumulated depreciation</td>
<td>1,023,039</td>
<td>1,253,734</td>
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<tr>
<td>Operating expenses total</td>
<td>$44,491,998</td>
<td>$41,488,072</td>
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<tr>
<td>Interest expense</td>
<td>653,033</td>
<td>852,123</td>
</tr>
<tr>
<td>Expenses total</td>
<td>$45,145,031</td>
<td>$42,340,195</td>
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</table>

Change in net assets

<p>| | | |</p>
<table>
<thead>
<tr>
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<tr>
<td>$528,570</td>
<td>$702,826</td>
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The Walser Foundation became a new funding partner in 2016, supporting VOA High School’s experiential learning program, which provides youth with opportunities and experiences outside the traditional classroom that build independence and real-life skills.

“We believe that every young person deserves the opportunity to reach his or her full potential,” said Nancy Warner, Foundation Director. “VOA High School’s experiential learning program helps close the opportunity gap that affects so many youth in our community.”

Three Walser Foundation-funded trips (pictured on this page) took our students to Black Bass Lake, the Mississippi River and the Boundary Waters, for multi-day adventures, camping, fishing and confidence building.

These corporate partners also generously funded other services during 2016:

- Albrecht Family Foundation
- Mary A. Anderson
- Andrew & Caroline Vaaler Family Fund
- Bruce and Mary Beckman
- Lynne M. Borden
- Lindley and Connie Branson
- Jamie Burnett
- John and Kathleen Buker
- Laura and Michael Campbell
- Fred and Wendy Casalve
- Dan and Jane Conley
- Emma M. Dirge
- Ellen & Scott Sayer Charitable Fund
- Susan Engelson
- Rob Forster

- Dennis A. Fosse
- Peter Fritz and Nancy Fritz-Whalen
- Gary Gerst and Terry Bennett-Gerst
- Lynn Grandy
- Harold Fugel Family Trust
- Paula Hart and Karl Ginsheimer
- Lynnette and Paul Heath
- Pamela and Randy Hall
- John & Carole Sayer Charitable Fund
- Mike and Pam Kennedy
- Christopher and Nancy King
- Gary J. and Denise M. Kraemer
- Ross E. and Missy Kramer
- Virginia and John D. McCain

Mendon F. Schutt Family Fund of
The Minneapolis Foundation
Athina Mihans
Christopher S. Mills
Thomas Mullery
Steven Nekula
Mary Ann Schoenberger and
Darrick Hills
George Selness
The Jackley Family Fund
The Norman Family Giving Fund
Douglas and Laura Trask
Patricia Venus and Ronald Faber Foundation
Gene and Claudeth Washington
Anonymous (6)
2016 DONORS

We also thank the following individuals and families who contributed between $150 and $999 between July 1, 2015 and June 30, 2016 — and the businesses, civic organizations and foundations, which contributed in any amount.

Together we continue to help America’s most vulnerable.

$500 to $999

- 3M Foundation
- Katrice Albert
- Bank of America Charitable Foundation
- George Barbato
- James E. Bettendorf
- Carol Bouska and Jeremy Iggers
- Marc and Carol M. Burgett
- Alpha L. Carlson
- Central Mille Lacs United Way
- Susan Dowd
- Charles E. and Andrea E. Duddingston
- James Dyvig
- Michael Ellingsworth
- Duante Engwall
- Jon M. and Janene L. Heidorn
- Thomas J. Bliffert
- Rose Block
- Susan A. Blumer
- James C. and Edith L. Bremen
- Carl W. Beuch
- Arvin Bukhari
- Richard Burnham
- Winfred L. Cahall
- Glenn H. Crown
- Hugh M. Curdler
- Charlotte Davis
- Edward Dayton
- Christopher Douge
- Douglas and Sandra Coleman Fund of the Minneapolis Foundation
- Hila Draving
- Eric & Laurel Lein Charitable Fund at Schwab Charitable
- EW Charitable Fund
- Faith Lutheran Church

$150 to $499

- Karin Aguilar-San Juan and Sharon Haire
- Dorothy Akin
- American Legion
- Ameriprise Financial Employee Giving Program
- Georgiana Anderson
- Andrew G. and Virginia B. Sall Family Charitable Fund
- Jeffrey A. Arnesen
- Ravi and Sofia Raptia
- Allen Bartz
- Ashley Brenner
- Catherine Blackford
- Thomas J. Bliffert
- Rose Block
- Susan A. Blumer
- James C. and Edith L. Bremen
- Carl W. Beuch
- Arvin Bukhari
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- Eric & Laurel Lein Charitable Fund at Schwab Charitable
- EW Charitable Fund
- Faith Lutheran Church
- Michael Faulk
- Richard and Joyce Findorff
- Robert Fitzer
- Bonnie Jean Flom and Gregory C. Norman
- Arnie L. Raymond
- Regions Hospital
- Janice and Christopher Regan
- Joan B. Rostker
- Liz and Julie Redman
- Shuler J. Ringness
- Dorothy L. Ritter
- Helen Roen
- Sofia Rudewell
- Schuchter Dokken Kanter Andrews & Selected Ltd.
- Robin Scheibman

Please refer to voamwi.org/donors for all supporters who contributed in any amount.