
THE 2011 ANNUAL REPORT

VOLUNTEERS OF AMERICA COLORADO BRANCH
“It’s the highlight of my day,” he says. “I just love saying thank you to the volunteers. Now that I have help I am getting along okay. I’m a completely reestablished person.” And so it began with Mr. Kennedy. Actually he was waiting for me when I arrived. Sitting on his front porch in seersucker pajama pants and a white undershirt, relaxing on an old spindle chair, watching his neighbors and waiting for me.

I’m coming today to speak with Richard about the Volunteers of America Meals on Wheels Program. He has been a Meals on Wheels recipient for about nine or ten months. He can’t remember exactly. He has a slow accent, almost a southern drawl.

Richard Kendall Kennedy Jr. has always been a hard worker. His mother cleaned houses in Kansas City, Oklahoma to make ends meet in the 1930’s and 1940’s. Occasionally, she would have to bring young Richard with her and he would sit very, very still and wait for her to finish cleaning. At age six, Richard was unable to speak more than a few garbled words. One of his mother’s clients was a speech therapist, an affluent woman who wanted to help.

“I became a challenge to her,” Richard says now, looking away, into another time in his life. “She helped me talk for free and because of her I never thought twice about any kind of race issues. She was kind.”

When he finally learned to speak and write correctly he couldn’t stop. He later went on to get his associates degree at a junior college in California where he picked watermelons and shined shoes to pay for his education. He enlisted in the United States Air Force and took full advantage of their educational programs. He eventually earned his Bachelor’s degree in journalism, his Master’s degree in English and started on his doctoral credits. For years he was the editor of his base newspaper. This was on his down time when he wasn’t flying all over the world.

And fly he did. According to Richard, in his soft southern drawl “the Air Force sent me everywhere. You name it, I’ve been there. Panama, Korea, Vietnam. I been there.”

After twenty-two years and 30 days of service Richard retired. He and his family moved to Denver, because in his travels it was his favorite city.

“I found out about Volunteers of America from my daughter. I was gettin’ on in years, and I’m alone. It’s hard for me to get to the grocery store when I need things. Today I asked a friend to get me juice, because all I had to drink was water. I can’t even get juice for myself.” He looks a little disgusted about this juice issue. It’s now almost three, and he still has only water to drink.

His daily meals, however, always arrive on time. Richard gets his meals every day from Volunteers of America. He loves the daily visit, he loves the food and he loves the kindness that comes with every meal. Even though he is very appreciative, deciding to call Volunteers of America was the hardest decision of his life. As an independent man, suddenly needing help from strangers was humbling.

Yet, he credits the Meals on Wheels Program with saving his life. Because of his new routine, he expects his meals. He looks forward to this visit. He wants to be healthy and more active. And he has stopped drinking. He credits all of it to Volunteers of America. Not only does the organization deliver his meal on time, every day, it provides accountability. He can’t be tipsy when someone shows up to check on him and deliver his food. He needs to be up and moving and doesn’t want to miss his chance to chat.

Mr. Kennedy is just one of over 2,800 elderly that receive a daily visit and meal from the Volunteers of America. Thanks to you, either a donor or volunteer with VOA, Mr. Kennedy can remain in his own home and be as independent as possible. This annual report tells the story of others in this community who have stepped up and are making a real difference in the lives of people like Mr. Kennedy. We hope you will join us as we try to serve those most vulnerable among us.
Awards

Communication Award 2011

5280
The staff and editors of 5280 have demonstrated a real commitment with every edition of their magazine to improve the quality of life in our community by supporting local non-profits. Their partnership with Volunteers of America is truly a gift. Not only does it give VOA an opportunity to reach a new, younger demographic but their support gives credibility to the work we do to all of their readers. 5280 runs large monthly display ads featuring events and activities sponsored by the Volunteers of America as well as inclusion in the monthly “on-line” schedule which provides us a platform for our efforts that we could never afford to purchase on our own. Using their magazine to better the lives of the unfortunate is the reason we are so proud to give 5280 this award.

Outstanding Foundation

Mary Kay Foundation
Both the Volunteers of America Brandon Center in Denver and the Southwest Safehouse in Durango, Colorado have received grants from the Mary Kay Foundation. This Foundation makes grants to domestic violence shelters all across America literally saving the lives of thousands of women and their children escaping domestic violence. Since its founding in 1996 the Mary Kay Foundation has made grants totaling $25 million across America. The Mary Kay Nature Explore Classroom that was recently built and dedicated in the Brandon Center backyard is an interactive outdoor educational environment. The Nature Explore Classroom gives residents of all ages a much needed “timeout from their problems” and creates a nurturing and therapeutic atmosphere. It is truly a sanctuary within a sanctuary.

Outstanding Corporation

Aspen Air
Every business has the opportunity to help a charity, not many do like Aspen Air. They have donated their services for everything from maintenance on our HVAC systems to giving us help with replacement valves at Montbello Manor, to instructing other contractors on the proper way to maintain the system – all at no charge. Their response is always immediate and more than fair. Through their generosity thousands of dollars have been saved and used on those that are struggling. There is not a program that they have not helped us with over the years. Thank you for being such a great corporate partner.

McCormick’s Fish House & Bar
For the past 23 years, McCormick’s has been opening up before dawn near St. Patrick’s Day to host the VOA Runnin’ of the Green, Lucky 7k race. In the early years they actually cooked and prepared corned beef sandwiches for all of the runners. For the past 16 years McCormick’s has provided outstanding seafood dishes, perfectly matched to fine red wines as a signature winter VOA Guild event, Red Wine and Seafood. This event continues to be successful and raises funds for women and their children escaping domestic violence. Whether it is gift certificates, hosting meetings or corporate sponsorships McCormick’s Fish House & Bar has been a very generous partner with the Volunteers of America.

Excellence in Government

Colorado Department of Criminal Justice
This award is given for the financial support of the Division of Criminal Justice to the Volunteers of America Southwest Safehouse in Durango, Colorado. The Division of Criminal Justice, through their Office for Victims Programs, has consistently supported the Southwest Safehouse, ensuring quality and sustainable service for women and their children, survivors of domestic violence. The Division of Criminal Justice has also been a leader statewide in program support, ensuring a network of service across the state for victims and their children. In conjunction with these achievements, the Division of Criminal Justice goes above and beyond in professional and helpful staff and technical support, creating collaborative and long-lasting relationships with funded programs, and ensuring the provisions of excellent services to those who need them most.

Special Friends

Murphy Houston and Denise Plante
With his morning show on KOSI 101.1 radio Murphy has made a career as Mr. Nice Guy. There is no need for vulgarity or off-color jokes; he simply uses his “celebrity” to further the causes of hundreds of nonprofits. He is always an advocate for the Volunteers of America. As the Master of Ceremonies for the past 10 years at our “Legends Golf Tournament” Murphy expounds on his love for baseball and quick wit to welcome our Hall of Famers and raise funds at our Player’s Auction. He and his KOSI co-host, Denise Plante, single handedly direct the VOA Quarters for Kids project where elementary students are encouraged to donate a quarter for breakfast for a less fortunate peer staying in our Brandon Center. During the holidays he leads the charge for the VOA Adopt A Family effort. This program has grown so fast the only question now is how many listeners get to participate. On a daily basis, Mr. Huston, realizes that radio is a vehicle where he can improve the lives of literally thousands of less fortunate in this community over the course of a year.

If there is someone in the media that exemplifies community service it is Denise Plante. Between her hosting Colorado and Company on 9NEWS and being the other half of the morning team on KOSI 101.1 with Murphy Huston she is always endorsing the good works of some charity in this community. It is hard to list all that she has done for the Volunteers of America but in just the past year she has: Chaired the VOA I Remember Mama event on Mother’s Day, emceed the VOA Fashion Show for the Brandon Center, and Co-Chaired both Quarters for Kids and the VOA Adopt A Family project. She has welcomed VOA staff and volunteers to join us on her television show whether it is to talk about Bake Up Colorado, Western Fantasy or our new Veteran’s Program. All of that is just what she does for the Volunteers of America. Her support has truly touched and improved the lives of the most vulnerable in this community.
One of Volunteers of America’s greatest sources of financial support, Western Fantasy is a premier event presented every October featuring A-list country music entertainment and many other festivities. Gala Co-Chairs Gayle and Ed Novak made the 2010 event a huge success, and the crowd raved about the fabulous performance by Wynona Judd.

**Brandon Center**

The Mary Kay Foundation teamed with the Arbor Day Foundation to provide Nature Explore Classrooms in Domestic Violence Shelters around the United States. In July, The Brandon Center Nature Explore Classroom opened to its residents. Studies have shown that victims of domestic violence recover more fully when in an outdoor or nature-driven environment. The new classroom provides peace for the women and children who live at Brandon.

**Foster Grandparents**

The Foster Grandparent Banquet was a hit, as this year we honored our dedicated seniors who mentor low-income children. The Foster Grandparent Program places seniors with a limited income with children to mentor and support 20 hours a week. In return, seniors are given a small non-taxable stipend and the joy of enriching a child’s life.
Volunteers of America Colorado Branch Programs

Mission Statement
Volunteers of America Colorado Branch seeks to identify and serve the basic needs of the most vulnerable individuals and families in the communities we serve.

Denver Affordable Housing
Apartments for low income seniors and people with disabilities.
- Casa de Rosal: 303-534-1711
- Girard Place: 303-297-0408
- Montbello Manor: 720-374-4955
- Sunset Park Apartments: 303-295-1876
- Sunset Park Senior Center: 303-297-0230
- Sunset Towers Apartments: 303-295-1874
- Westgate Towers: 303-871-0804

Nutrition Services
- City Harvest Food Bank: 303-297-0408
  Donated food distributed to food pantries and agencies that feed the homeless.
- Gilpin/Clear Creek
  Transportation Program: 303-297-0408
  Transportation for the elderly in Gilpin and Clear Creek counties.
- Healthy Aging Program: 303-297-0408
  Health and wellness programs for older adults, including nutrition education and physical activity.
- Meals on Wheels Program: 303-294-0111
  Home delivered meals for homebound older adults.
- Seniors’ Nutrition Program: 303-297-0408
  Noontime meals served at 30 locations and nutrition education and other services for older adults.

Residential, Youth and Emergency Services
- Bannock Youth Center: 720-217-3884
  Intake and life skills center for homeless youth.
- Brandon Center/Theodora House: 303-620-9190
  Shelter for homeless women and female domestic violence victims and their children.
- Brunetti Lofts: 303-297-7758
  Transformational housing for formerly homeless families with a goal of home ownership in five years.
- Church Services: 303-295-2165
  Inter-denominational worship services.
- Family Housing Program: 303-297-0408
  Partnership with the Denver Housing Authority to provide services to families in low income housing.
- Family Motel: 720-904-9821
  Emergency motel rooms and referrals for homeless families and individuals in conjunction with the city of Denver.
- Head Start: 303-297-0408
  Educational childcare and school readiness for low-income families with 3-5 year old children.
- Irving St. Women’s Residence: 303-934-9501
  Housing with supportive services for formerly homeless women.
- Mission: 303-295-2165
  Clothing, meals and spiritual guidance for the homeless.
- Service Coordination: 303-297-0408
  Case management to help residents continue to live independently in Volunteers of America apartments.
- Transitional Housing Programs for Homeless Youth and Young Families: 303-297-0408
  Subsidized housing, case management and support services.
- Veterans Services Program: 303-620-9190
  Transitional housing and support services for female veterans.

Volunteer Services
- Foster Grandparent Program: 303-297-0408
  Low income seniors volunteering with at-risk children and youth in the Denver Metro area, El Paso and Larimer counties.
- RSVP Program: 303-297-0408
  Volunteer opportunities for people age 55 plus in Denver, western Arapahoe, and Douglas counties.
- Safety of Seniors/Handyman Program: 303-297-0408
  Skilled volunteers provide minor repairs and safety modifications for seniors, 60 and older, who own their homes.
- Volunteer Program: 303-297-0408
  Individual, group and special event volunteer opportunities

Within Volunteers of America.

Youth Volunteer Program: 303-297-0408
Service learning based volunteer opportunities for youth.

COLORADO STATEWIDE PROGRAMS

Colorado Housing
Apartments for low income individuals and families and people with disabilities.
- Cedar View Apts. in Durango: 970-247-9620
- Centennial Towers Apts. in Montrose: 970-240-0110
- Cimarron Village in Montrose: 970-249-2010
- Grandview Apts. in Grand Junction: 970-256-9904
- Heaven’s View Apts. in Delta: 970-874-5021
- Laurel Gardens Apts. in CO. Springs: 719-227-7162
- Meadowlark Court in Montrose: 970-252-8272
- Pavilion Gardens in Montrose: 970-249-1200
- Sanctuary Apts. in Fort Collins: 970-225-2116
- Summit Apts. in CO. Springs: 719-576-8200

Health Care
- Semi-independent living with services
  Homestead at Montrose: 970-252-9359
- Skilled nursing care centers
  Homestead at Westmont: 970-240-0139
- Professional, personalized health services in one’s own home.
  Horizon Care: 970-835-3113
- Laurel Manor in CO. Springs: 719-473-7780
- PACE in Montrose/Delta: 886-961-1451
- Program of All Inclusive Care for the Elderly
  Valley Manor Care Ctr. In Montrose: 970-249-9634

Northern Colorado Services
- Caring Companions: 970-472-9630
  Support services for family caregivers and their care recipient.
- Foster Grandparent Program: 970-472-9630
- Seniors volunteering with at-risk children and youth.
- Grocery Shopping Service: 970-472-9630
  Home delivered grocery services for seniors and adults with disabilities.
- Handyman Program: 970-472-9630
  Minor home maintenance and repairs for older adults and adults with disabilities.
- Meals on Wheels: 970-472-9630
  Home delivered frozen meals for homebound older adults.
- Seniors’ Nutrition Program: 970-472-9630
  Noontime meals served at twelve locations in Larimer County for older adults.
- RSVP: 970-472-9630
  A network of volunteers age 55 and over using their skills to tackle the challenges in their community.

Western Colorado Services
- Durango Community Shelter: 970-259-1255
  Shelter for women, men and families.
- Meals on Wheels/Seniors’ Nutrition Program: 970-835-8028
  Congregate meals at eight sites across the Western Slope, including Paonia, Hotchkiss, Cedaredge, Delta, Olathe, Montrose, Norwood and Nucla. Home delivered meals for homebound older adults.
- Southwest Safehouse: 970-259-5443
  Shelter for women and children, survivors of domestic violence.

General Contact Information
Volunteers of America Colorado Branch programs are available to all people regardless of race, color, national origin, gender, age, religion or handicap.

Should you wish to financially support these programs, please mail your check to:
Volunteers of America
2660 Larimer Street
Denver, CO 80205
Phone: 303-297-0408
Fax: 720-264-3312

Email: info@voacolorado.org
Web site: www.voacolorado.org
Facebook: www.facebook.com/voacolorado
Legacy Society

The Ballington & Maud Booth Legacy Society acknowledges the leadership of individuals who have provided a planned gift to Volunteers of America. Through the generosity of these people, Volunteers of America strengthens its legacy of caring.

Planned gifts, at the donor’s specification, contribute to the endowment fund or benefit of a program or service. With deep gratitude, we remember and acknowledge Legacy Society Members here. As we move onward, we invite you to become a very special part of our over 100 year history, leaving a legacy through your personal financial commitment to Volunteers of America.

There are a number of ways that you can be involved in helping to advance our mission: Outright gifts, Estates and Bequests, Real Estate, Securities and Stocks, Gift Annuities, Memorials and Tributes, Named Endowment Funds, In-kind Goods and Services, Vehicle Donation, Matching Gifts, Signature Event Sponsorships, Volunteers Services.

For more information on how you can be involved or to receive sample bequest language to provide to your attorney, please contact Michael James, Development Director at 720-264-3322 or mjames@voacolorado.org.

Key Funding Partners

Anonymous Individuals
Anschutz Corporation
Anschutz Foundation
A.V. Hunter Trust, Inc.
Bohemian Foundation
CARHOF
(Colorado Association of Realtors)
Caring for Colorad0 Foundation
City and County of Denver – Denver Great Kids Head Start
City of Fort Collins
City of Loveland
Colorado Department of Human Services
Colorado Department of Public Safety
Colorado Division of Criminal Justice
Colorado Health Foundation
Colorado Housing and Finance Authority
Colorado Rockies Charity Fund
Colorado State Division of Housing
Colorado Trust Directed Contributions Program
Community Foundation of Northern Colorado
Corporation for National and Community Service
Daniels Fund
Denver Foundation
Denver Human Services
Denver Pre-School Program
Denver Regional Council of Governments
Federal Emergency Management Agency (FEMA)
Great-West Life Insurance Company
HealthOne Alliance
Helen K. and Arthur E. Johnson Foundation
Jones International University
Kern Family Foundation
Larimer County Department of Human Services
La Plata County
La Plata County United Way
LEAP
McCormick Foundation
Melvin and Elaine Wolf Foundation
Mile High United Way
MillerCoors
Neumont
Paragon Ranch
Phillis M. Coors Foundation
Pinacol Assurance
Post-News Charities Fund
RE/MAX International
Rose Community Foundation
Saunders Construction
Starz Entertainment Group
The Thunder Foundation
United Way of Larimer County
United Way of Southwestern Colorado
U.S. Department of Agriculture (USDA)
U.S. Department of Housing and Urban Development (HUD)
U.S. Department of Health and Human Services (HHS)
U.S. Department of Justice
Veterans Administration
Volunteers of America Guild
Wells Fargo Bank
Xcel Energy Foundation
## Financials and Statistics

### Program

<table>
<thead>
<tr>
<th>Program</th>
<th># Persons Served 2011</th>
<th>Units of Service 2011</th>
<th>Units 2011</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nutrition Services</td>
<td></td>
<td></td>
<td></td>
<td>Public Support: 4,423,967 28%</td>
</tr>
<tr>
<td>City Harvest</td>
<td>46,200</td>
<td>781,727</td>
<td>Lbs of Food</td>
<td>United Way: 540,465 3%</td>
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<tr>
<td>Gilpin</td>
<td>142</td>
<td>8,089</td>
<td>Trips</td>
<td>Government Grants: 8,872,930 56%</td>
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<tr>
<td>Head Start</td>
<td>130</td>
<td>34,428</td>
<td>Meals</td>
<td>Service fees and others: 2,077,084 13%</td>
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<tr>
<td>Meals on Wheels-Denver</td>
<td>3,630</td>
<td>608,621</td>
<td>Meals</td>
<td>Total Revenue: $15,914,446 100%</td>
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<tr>
<td>Senior Nutrition-Denver</td>
<td>4,787</td>
<td>211,727</td>
<td>Meals</td>
<td>Expenses:</td>
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<td>Healthy Aging</td>
<td>461</td>
<td>256</td>
<td>Volunteer Hours</td>
<td>Encouraging Positive Development: 1,229,317 8%</td>
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<tr>
<td>Volunteer Services/Special Events</td>
<td></td>
<td></td>
<td></td>
<td>Fostering Independence: 7,851,973 50%</td>
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<td>Basket of Joy</td>
<td>9,011</td>
<td>6,437</td>
<td>Fruit Baskets</td>
<td>Promoting Self-sufficiency: 5,241,909 33%</td>
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<tr>
<td>Foster Grandparent *</td>
<td>4,527</td>
<td>121,910</td>
<td>Volunteer Hours</td>
<td>Management &amp; General: 1,386,718 9%</td>
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<td>Handyman Denver</td>
<td>1,425</td>
<td>7,436</td>
<td>Volunteer Hours</td>
<td>Total Expenses: $15,709,917 100%</td>
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<tr>
<td>Sunset Park Senior Center</td>
<td>347</td>
<td>4,955</td>
<td>Hours Service</td>
<td>Payment of Expenses: $20,917 100%</td>
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<td>Martin Luther King dinner</td>
<td>1,200</td>
<td>1,200</td>
<td>Meals</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td>RSVP-Denver **</td>
<td>20,228</td>
<td>96,327</td>
<td>Volunteer Hours</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td>Service Coordinators (Sunset Park,Sunset Towers, Westgate)</td>
<td>466</td>
<td>6,116</td>
<td>Volunteer Hours</td>
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<tr>
<td>Service Coordinators for Housing (Montbello, Casa de Rosal)</td>
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<td>1,778</td>
<td>Volunteer Hours</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
<tr>
<td>Thanksgiving &amp; Christmas Baskets</td>
<td>14,400</td>
<td>3,200</td>
<td>Baskets</td>
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<tr>
<td>Community Connect</td>
<td>299</td>
<td>5,698</td>
<td>Volunteer Hours</td>
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<tr>
<td>Volunteer Programs</td>
<td>13,223</td>
<td>228,726</td>
<td>Total Vol Hours</td>
<td>Payment of Expenses: $20,917 100%</td>
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### Youth & Residential

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<tr>
<th></th>
<th># Persons Served 2011</th>
<th>Units of Service 2011</th>
<th>Units 2011</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Rehab</td>
<td>636</td>
<td>253</td>
<td>Spiritual Sessions</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td></td>
<td>1,112</td>
<td>39,974</td>
<td>Clothing Items</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td></td>
<td>1,402</td>
<td>46,264</td>
<td>Meals</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td></td>
<td>881</td>
<td>5,944</td>
<td>Food Boxes</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td></td>
<td>4,021</td>
<td>31,387</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td></td>
<td>1,160</td>
<td>47,700</td>
<td>Days of Care</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td></td>
<td>1,543</td>
<td>1,543</td>
<td>Calls</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td></td>
<td>52</td>
<td>8,384</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td></td>
<td>49</td>
<td>17,885</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td></td>
<td>32</td>
<td>214</td>
<td>Days of Care</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td></td>
<td>98</td>
<td>130</td>
<td>Days School</td>
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<tr>
<td></td>
<td>305</td>
<td>3,120</td>
<td>Hours Service</td>
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<tr>
<td></td>
<td>24</td>
<td>8,760</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
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### Northern Colorado Services

<table>
<thead>
<tr>
<th></th>
<th># Persons Served 2011</th>
<th>Units of Service 2011</th>
<th>Units 2011</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meals on Wheels-Larimer County</td>
<td>131</td>
<td>19,961</td>
<td>Meals</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td>Senior Nutrition-Larimer County</td>
<td>967</td>
<td>28,031</td>
<td>Meals</td>
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<tr>
<td>Handyman Larimer County</td>
<td>371</td>
<td>2,452</td>
<td>Volunteer Hours</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td>RSVP-Larimer County **</td>
<td>6,057</td>
<td>94,066</td>
<td>Volunteer Hours</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td>Respite</td>
<td>132</td>
<td>1,577</td>
<td>Volunteer Hours</td>
<td>Payment of Expenses: $20,917 100%</td>
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### Western Colorado Services

<table>
<thead>
<tr>
<th></th>
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<th>Units of Service 2011</th>
<th>Units 2011</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Durango Community Services</td>
<td>521</td>
<td>7,531</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
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<tr>
<td>Southwest Safehouse</td>
<td>149</td>
<td>4,229</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
<tr>
<td>Crisis Calls</td>
<td></td>
<td>3,197</td>
<td>Calls</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
</tbody>
</table>

### Affordable Housing

<table>
<thead>
<tr>
<th></th>
<th># Persons Served 2011</th>
<th>Units of Service 2011</th>
<th>Units 2011</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunset Towers</td>
<td>134</td>
<td>39,960</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
<tr>
<td>Westgate</td>
<td>55</td>
<td>18,250</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
<tr>
<td>Sunset Park</td>
<td>254</td>
<td>120,424</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
<tr>
<td>The Summit</td>
<td>687</td>
<td>182,426</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
<tr>
<td>Brunetti Lofts</td>
<td>69</td>
<td>21,013</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
<tr>
<td>Sanctuary</td>
<td>69</td>
<td>2,080</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
<tr>
<td>Montbello Manor</td>
<td>91</td>
<td>28,596</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
<tr>
<td>Cedarview I</td>
<td>29</td>
<td>10,515</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
<tr>
<td>Cedarview II</td>
<td>23</td>
<td>17,700</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
<tr>
<td>Girard</td>
<td>15</td>
<td>3,660</td>
<td>Days Residence</td>
<td>Payment of Expenses: $20,917 100%</td>
</tr>
</tbody>
</table>

Total People Served: 140,155 2,928,683

**Operating Revenue**: $204,529

**Over Expense**: $204,529
Dear Friends,

Several exciting new services and accomplishments top our past year:

- Honoring those who have served our country: The Volunteers of America Clermont Commons, transitional housing for female veterans, opened and the first group of ladies now inhabit the house on Clermont Street. Eventually there will be three homes and women are allowed to stay here for two years as they focus on living independently. Key partners in this project to serve veterans have been the support of HomeAid Colorado and Wonderland Homes.
- Uplifting the most vulnerable members of our community: For over one year, we have been able to meet the growing need for meal services to homebound seniors without a waiting list for Meals on Wheels. We added a third tier of service: less costly monthly Market Meals. Funding from the Denver Regional Council of Governments and the State of Colorado, along with gifts from individual donors and generous grants from private foundations like the Anschutz Foundation, the Daniels Fund, and the Rose Community Foundation has allowed us to add seniors to our program.

As we have expanded in these areas of service, we also made the difficult decision to close programs in light of changing needs and limited funding.

At the end of our fourth year of service, the Volunteers of America Community Connect program at Manual High School ended last May. With other volunteer management initiatives underway, we made the hard choice to let go of this model.

In light of dramatic advancements in the prevention of transmission of HIV/AIDS to babies in the past decade, Volunteers of America Rainbow House, a day care for children affected by HIV/AIDS was also closed. In essence, we closed this program in good times and tough times. For 115 years, we have relied on a generous community of friends and supporters. Thank you for your part in touching and changing lives in Colorado!

Dianna L. Kunz, President & CEO

Volunteers of America Executive Management

- Dianna Kunz, President & CEO
- Mary Beth Heller, Vice President of Administrative Services
- Torey Dixon, Director of Affordable Housing Services
- John Drengacz, Director of Building Services
- Dale Elliot, Director of Nutrition Services
- Amanda Gregg, Director of Volunteer Services
- Michael James, Director of Development
- Sarada Leavenworth, Director of Southwestern Colorado Services
- Virdell Miller, Associate Division Director of Nutrition Services
- Lindi Sinton, Director of Youth, Residential and Emergency Services
- Diane Stobnicke, Director of Northern Colorado Services
- Jim White, Director of Community Affairs

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we feed. we shelter. we support.