

Innovation.



Report to the
Community 2016

 **Volunteers of America®**
COLORADO BRANCH

PERSPECTIVES ON INNOVATION



Cindy Morris

DELIVERING FRESH IDEAS: A CLIENT'S PERSPECTIVE INNOVATION FROM CINDY MORRIS

Cindy Morris finds it much easier to eat healthy, organic produce now that she can get it without even leaving her building. Cindy has lived at Volunteers of America's Sunset Park, a 238 unit affordable housing residence for seniors, for six years and up until recently had to travel a ways to get the fresh lettuce and tomatoes she enjoys.

"I ate healthy before but it is so much easier now having organic items right here!" Cindy said.

As a part of a national initiative on innovation, Volunteers of America worked to develop a way to get

fresh produce to seniors who find it too difficult to travel or too expensive to shop at organic markets. Volunteers from S&P Global installed an indoor tower garden at Sunset Park in July. The tower garden is completely self-sufficient with water pumps and grow lights and has already produced several harvests.

"After we harvest, we leave the produce out for residents to take what they need. It is always gone within just a few hours. The residents really enjoy it," Tammie Anderson, Associate Division Director of Affordable Housing, said.

AN ENVIRONMENT FOR COLLABORATION: A STAFF PERSPECTIVE INNOVATION FROM SHEA LEIBFREID

Volunteers of America's Veteran Services Center brings together up to 20 unique Veteran serving organizations and programs to work under one roof and better serve Veteran clients. Since the center opened, we have seen how this co-locating model affords Veteran service providers the ability to pursue long-term collaboration and support-building for Veterans in a coordinated environment. Project Manager of the Volunteers of America Women Veterans program, Shea Leibfreid, says that it also offers organic opportunities to share ideas and grow projects that benefit the Veteran population.

Shea has experienced firsthand the benefits of the Veteran Services Center in serving her clients.

Recently Leanne Wheeler, Principal for the Wheeler

A photograph of two women standing in an office. The woman on the left has short blonde hair and is wearing glasses and a blue and white checkered shirt. The woman on the right has dark, curly hair and is wearing a blue denim jacket over a patterned top. They are both smiling at the camera.

Shea Leibfried

Advisory Group, left working from home to become a tenant at the Veteran Services Center. Leanne says her new work environment has afforded her many great connections, including working with Shea and the Volunteers of America Women Veterans program. Leanne had the idea of pairing female veterans with professional mentors in the energy sector. Volunteers of America has been able to nominate female Veterans who would be interested in developing sustainable job prospects in one of the fastest growing industries in Colorado.

“Without the Veterans Services Center, our paths might never have crossed,” Shea reflected. “We are so fortunate to have an environment that fosters relationships and encourages the sharing and development of precious resources for those we serve.”

VOLUNTEERING FOR THE WHOLE FAMILY: A BOARD MEMBER AND VOLUNTEER PERSPECTIVE

**INNOVATION FROM GLENN RIPPEY,
VOLUNTEERS OF AMERICA COLORADO
VOLUNTEER AND BOARD MEMBER**

It’s been such a privilege to be part of Volunteers of America’s endeavors, none more so than the times my family and I have volunteered at different projects and events. The chance to directly serve the constituencies Volunteers of America reaches, for us, is what’s it’s all about. Helping others and seeing first-hand how valuable the Volunteers of America mission is from the viewpoint of



PERSPECTIVES ON INNOVATION

its clients makes it literally “come alive”. Our daughter in particular has gained important perspective on how we as a society can care for one another, grow in our understanding of the world, and appreciate all that we have. Why do we volunteer? Because it’s one of best feelings you can have—you get as much as you give!

A NEW KIND OF SERVICE: A CLIENT’S PERSPECTIVE INNOVATION FROM A VETERAN CLIENT IN DURANGO

Mostly, I would like everyone here today to know how much gratitude I have for Volunteers of America, the Veteran Transitional Housing Program, the staff, and this community. I have been treated with dignity and respect. Volunteers of America takes each individual and identifies their needs, and works on a solution with them individually. I have received case management to help me navigate the many resources available to community members and Veterans alike. My concerns are listened to, and I have been encouraged to work on my goals and be a part of what I want in the future. I know that once I leave the Shelter, I can still call on all of the staff for help with a variety of issues if they arise. I don’t know where I would be if I had not been brought to this shelter. I now have hope with moving forward in my life.



Fred Ladman

MESSAGE FROM THE PRESIDENT



Dear Friends,

This past year has been a wonderful time of growth for Volunteers of America Colorado Branch. As you can tell, we celebrated a milestone birthday in 2016, turning 120 years old. Maybe we should say 120 years young, as we still have a bright future and exciting times ahead of us.

At 120, Volunteers of America Colorado Branch carries some wisdom on serving those in need. Since 1896, our ministry of service has helped countless individuals across Colorado reach their full potential and lead healthy, productive lives. Through the years we have seen the needs of the community change: we have served those who created the city of Denver, the men and women who journeyed west to seek a new beginning; we once ran a shelter for teenage boys, in a bunk-type setting, that they called home; in the early 1990's, we started a meal delivery service for those first diagnosed with HIV; and through it all, we have remained flexible yet true to our mission to serve the population's most vulnerable.

For the next 120 years, we are grateful for the wisdom of the past but also excited for the changes of the future. We have some new programs in the works and some developing programs with huge successes. Our housing first model, implemented in both our veteran programs and family stabilization programs, is taking off and we are able to help those build their own foundation for success. Our family volunteer program allows children to learn from an early age how to give back. And our nutrition programs are expanding

more than ever, with the addition of new dining centers and exploring new ways to bring fresh food to those we serve.

Thank you all for your support over the past, for your trust in us for the future, and for your partnership. Without your compassion, Volunteers of America Colorado would not be able to look forward and say "this is where we have been, and this is where we are going."

Sincerely,

Dianna Kunz, *President and CEO*

Rick Bruno, *Chairman of the Board of Directors*

2016 AWARDS

Each year, Volunteers of America gives awards to individuals, businesses, and foundations who have gone above and beyond in their service to our mission. We are pleased to announce the 2016 Annual Award recipients.

EXCELLENCE IN COMMUNITY DEVELOPMENT

**Colorado Housing and Finance
Authority (CHFA)**

OUTSTANDING CORPORATION

Denver Mattress Company

OUTSTANDING FOUNDATION

Helen K. and Arthur E. Johnson Foundation

SPECIAL FRIEND

**St. Andrew's Episcopal Church
Betty Kuhl
Bob Gitre**

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 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 120 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 Joan Blick, Manager of Major and Planned Giving, at 720-264-3329 or jblick@voacolorado.org.

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U.S. Department of Housing and Urban Development (HUD)
U.S. Department of Justice
United Launch Alliance
United Way of Larimer County
United Way of Southwestern Colorado
Vanguard Charitable
Veterans Administration
Virginia W. Hill Foundation
Volunteers of America Guild
Wells Fargo Bank
The William G. McGowan Charitable Fund, Inc.
Xcel Energy Foundation

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	303-534-0249
Girard Place	303-752-3100
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
Westminster Commons	303-428-2786

Aging and Nutrition Services

City Harvest Food Bank	303-297-0408
Donated food distributed to food pantries and agencies that feed the homeless.	
Food Assistance Box Program	303-297-0408
Emergency food boxes delivered to seniors on the MOW waiting list.	
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.	
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.	

Residential, Youth and Emergency Services

Back Home, Support Services for Veteran Families	720-501-3367
Housing stability services for veterans and their families at risk of homelessness and those in need of housing.	
Bannock Youth and Family Center	720-217-3884
Intake for housing assistance and life skills center for homeless youth and families.	
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	720-217-3884
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	720-644-6985
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.	
Women Veterans Transitional Program	720-501-3369
Transitional housing and support services for female veterans.	
Camp POSTCARD (<i>Peace Officers Striving To Create And Reinforce Dreams</i>)	720-317-5837
Week long camp for youth involving Denver Police Department and other law enforcement.	
Volunteer Services	
Family Volunteer Program	303-297-0408
Ongoing volunteer opportunities and monthly projects for families with children of all ages.	
Volunteer Program	303-297-0408
Individual, group and special event volunteer opportunities within Volunteers of America.	
Youth Volunteer Program	303-297-0408
Individual and group volunteer opportunities for youth.	

COLORADO STATEWIDE PROGRAMS

Colorado Housing

Apartments for low income individuals and families and people with disabilities.

Cedar View I	970-247-9620
Cedar View II	970-259-7600
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 Colorado 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 Colorado Springs	719-576-8200

Health Care

Semi-independent living with services

Homestead at Montrose	970-252-9359
Skilled nursing care centers	
Home Health of Western Colorado	970-240-0139
Professional, personalized health services in one's own home.	
Horizon Care Ctr. In Eckert	970-835-3113
Laurel Manor in Colorado Springs	719-473-7780
PACE in Montrose/Delta	886-961-1451
Program of All Inclusive Care for the Elderly	
Valley Manor Care Center in Montrose	970-249-9634

Northern Colorado Services

Back Home, Support Services for Veteran Families	970-472-9630
Housing stability services for veterans and their families at risk of homelessness and those in need of housing.	
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.	
RSVP	970-472-9630
A network of volunteers age 55 and over using their skills to tackle the challenges in their community.	
Seniors' Nutrition Program	970-472-9630
Noontime meals served at twelve locations in Larimer County for older adults.	

Western Colorado Services

Back Home, Support Services for Veteran Families	970-644-5220
Housing stability services for veterans and their families at risk of homelessness and those in need of housing.	
Durango Community Shelter	970-259-1255
Shelter for women, men and families.	
Meals on Wheels/Seniors' Nutrition Program - Montrose	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 - Durango	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, age, gender, color, religion, sexual orientation, gender variance, marital status, national origin, military status, or physical or mental disability. Should you wish to financially support these programs, please mail your check to:



2660 Larimer Street • Denver, CO 80205

Phone: 303-297-0408 • Fax: 720-264-3312

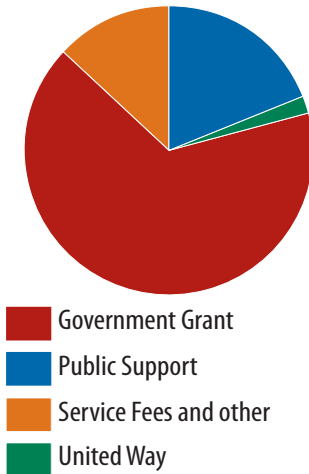
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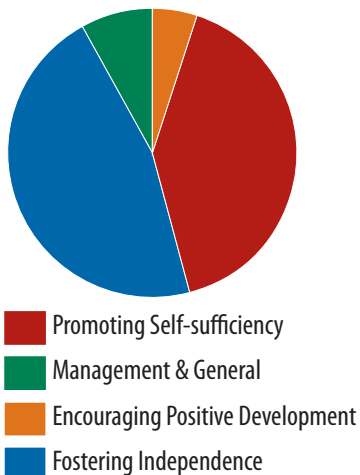


FINANCIALS

Revenue



Expenses



<i>Program</i>	<i># Persons Served 2016</i>	<i>Units of Service 2016</i>	<i>Units 2016</i>
Nutrition Services			
City Harvest	45,545	730,274	Lbs of Food
Gilpin	118	9,953	Trips
Head Start Meals	104	25,702	Meals
CCTP Community Cares meals			Meals
Meals on Wheels-Denver	3,828	577,300	Meals
Senior Nutrition-Denver	4,351	203,428	Meals
Healthy Aging	444	1,026	Vol Hours
Volunteer Services/Special Events			
Basket of Joy	6,600	5,280	Fruit Baskets
Foster Grandparents*	3,915	113,271	Hours Service
Handyman Denver	1,274	4,791	Volunteer Hours
Thanksgiving & Christmas Baskets	15,750	3,500	Baskets
Martin Luther King dinner	900	900	Meals
RSVP-Denver**	18,474	77,414	Volunteer Hours
Sunset Club	297	3,384	Hours Service
Service Coordinators (Sunset Park, Sunset Towers, Westgate)	450	9,243	Hours Service
Service Coordinators for Housing (Casa de Rosal, Montbello, Sanctuary, Westminster Commons, Girard)	370	6,155	Hours Service
Volunteer Program	18,064	270,966	Total Vol Hours
Youth, Residential & Emergency Services			
Adult Rehab	1,600	312	Spiritual Sessions
	1,378	35,920	Clothing Items
	3,318	73,540	Meals
	286	2,742	Food Boxes
Motel	5,067	51,789	Days Residence
Housing Stabilization Program/ Brandon Safe Haven	95	8,133	Days Care
Crisis Calls		985	Calls
Homeless Young Moms	55	14,244	Days Residence
VOA Preschool	20	130	Days Care
Family Housing	100	6001	Days Care
Youth Transitional Housing	37	9,620	Days Care
Clermont Commons/Women Veterans	55	7,072	Days Care
SOAR (SSI/SSDI Outreach, Access & Recovery)	22	22	Enrollments
Support Services for Vet Families/Pt 1	835	5,631	Units of Service
Support Services for Vet Families/Pt 2	409	3,741	Units of Service
Head Start School	74	130	Hours of Service
Irving Street Womens Residence	49	7,910	Days Residence
Brunetti Lofts	66	1,280	Days Care

Program	# Persons Served 2016	Units of Service 2016	Units 2016
Northern Colorado Services			
Meals on Wheels-Larimer County	131	19,898	Meals
Senior Nutrition-Larimer County	869	24,032	Meals
Handyman Larimer County	397	2,283	Volunteer Hours
RSVP-Larimer County **	7,631	91,512	Volunteer Hours
Respite Care	166	2,808	Volunteer Hours
Southwest Colorado			
Southwest Safehouse	236	7,521	Days Residence
Crisis Calls		2,378	Calls
Durango Community Shelter	535	9,428	Days Residence
Affordable Housing			
Sunset Towers	135	47,135	Days Residence
Westgate	65	18,250	Days Residence
Sunset Park	260	110,000	Days Residence
The Summit	632	174,741	Days Residence
Sanctuary-Ft Collins	65	22,051	Days Residence
Montbello	75	26,977	Days Residence
Cedar View I	32	10,403	Days Residence
Casa de Rosal	45	16,326	Days Residence
Westminster Commons	129	47,085	Days Residence
Cedar View II	24	8,838	Days Residence
Girard Place	16	5,280	Days Residence
Brunetti	65	21,450	Days Residence
Western Slope Affordable Housing			
Grand View	67	22,673	Days Residence
Heaven's View	40	13,807	Days Residence
Centennial Towers	42	14,321	Days Residence
Cimarron Village	38	10,976	Days Residence
Meadowlark	30	9,511	Days Residence
Pavilion Gardens	51	18,205	Days Residence
Western Slope Service Coordination			
Grand View	67	7,752	Hours of Service
Heaven's View	40	2,048	Hours of Service
Centennial Towers	39	145	Hours of Service
Cedar View I	30	1,228	Hours of Service
Cedar View II	24	1,228	Hours of Service
Cimarron Village	39	1,088	Hours of Service
Meadowlark	28	997	Hours of Service
Total People Served:	146,047	3,038,891	

Revenue		
Public Support	3,851,527	19%
United Way	380,203	2%
Government Grants	13,642,326	67%
Service fees and others	2,591,041	12%
Total Revenue	\$20,465,0970	100%

Expenses		
Encouraging Positive Development	1,201,285	6%
Fostering Independence	8,962,649	43%
Promoting Self-sufficiency	8,395,322	40%
Management and General	2,193,101	11%
Total Expenses	\$20,752,357	100%

*****Operating Revenue Over Expense \$287,260**

FY 2016: July 1, 2015 – June 30, 2016

Audited Financial Statements

Tax deductibility statement: Volunteers of America, Colorado Branch is a 501 (c)(3) tax-exempt organization, and as such is eligible to receive tax deductible contributions.

Volunteers of America, Colorado Branch programs are available to all eligible people regardless of race, color, national origin, sexual orientation, gender, age, religion, or handicap.

* Foster Grandparents: 76% of this program budget comes from Federal Corporation fund (approximately \$639,000).

** RSVP: 54% of this program comes from Federal Corporation fund (approximately \$373,000).

*** Pension related changes of (\$304,322) resulted in unrealized income losses. This non-cash transaction caused a change in assets of (\$591,535).



COLORADO BRANCH

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