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www.volunteersofamerica.org

There are no limits to caring.



Volunteers of America begins this new century energized by a new strategic plan, motivated by a

vision of expanding services to reach even more people in need, and confident in our ability to help rebuild lives and communities.

The demand for our services has never been greater. Despite unprecedented economic prosperity in recent years, many people have been left behind. Working families in many parts of

the country can't find affordable housing and instead join the ranks of the homeless. More of the

nation's elderly are living their supposedly golden years lonely and worried about what each day will

> bring. Millions of children are being deprived of the safety of home, caring parents, and educational opportunities that would give them the hope of a bright future.

> In 1896, Volunteers of America was founded on a vision and a promise to "go wherever we are needed and do whatever comes to hand." For more than 100 years that spiritual and social legacy still inspires our work. Our founders'

vision is now re-energized in our national message, "There Are No Limits To Caring."

The demand for our services has never been greater.

Despite unprecedented economic prosperity in recent years, many people have been left behind

Those words are reinforced by the key goals of our new strategic plan, which challenges us to grow in size and increase our impact. Continued growth in size and scale will position us to meet the growing demand for our services. Size and scale are only important if the results of the work are effective. Increased impact means more people served,

more volunteers and supporters engaged in our work, and demonstrable quality of our services.

After the first year of the strategic plan, we're pleased to report great progress. Many elderly people and people with disabilities will enjoy a safe, affordable home in new housing we're building in 12 communities. We've made the needs of people with mental retardation and developmental disabilities a national priority and are expanding our programs to serve

them. Thousands of children around the country experienced the joy of reading a new book through our growing partnership with Scholastic Books, which allowed us to distribute more than 100,000 books to disadvantaged children last year.

The need for services is great, and the challenges many, but Volunteers of America is positioning itself in a variety of ways to respond quickly and effectively. Our national fund-raising initiatives are engaging more supporters and helping generate the resources necessary to grow our services.

We're working harder to ensure that more people hear and understand our message about people in need and ways that they can help. We're stepping forward to lead advocacy efforts for those whose voice is often ignored or goes unheard. We recognize that we can't succeed alone. Through our partnerships we are working with

churches, nonprofit organizations, foundations, and corporations, and through our voluntary mergers we are welcoming other community agencies

into Volunteers of

America.

This report is about what can happen when there are no limits to caring. These are the stories of people, who with a little help, overcome tough odds to rebuild their lives; stories of people giving of their time and money to

help others; and stories about what energy, vision, confidence and an enduring legacy of service can do to help rebuild lives and communities.

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Charles W. Gould National President Walter C. Patterson National Chair

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People Helping People

midst the continuing prosperity and happiness most of us enjoy, there are people facing despair, loneliness, hopelessness, poverty, or perhaps just a little bad luck. Volunteers of America's mission is to find those people, marshal resources, and help them help themselves back on their feet. Reaching out to homeless individuals and families, the frail elderly, children and youth, people with disabilities and many others, our professional staff and volunteers provide a variety of programs to meet this nation's most pressing social needs.

The Vet Van



Melvin Stewart was in trouble. Depressed and homeless, he seemingly had nowhere to turn for help. He didn't plan to be in this situation. After a stint in the U.S. Army, he had completed training for driving trucks, but couldn't find a job. With no work, he ended up homeless for three months.

Then he was hospitalized for depression.

"But when I was ready to leave the hospital, I still had no place to go," said Stewart.

The hospital called Betty Robinson, RN, MSW, a Veterans Administration case manager for homeless

veterans, who knew an organization that could help him: Volunteers of America.

At the Volunteers of America emergency shelter in Gainesville,

Fla., Stewart was able to get the help he needed. A recovering alcoholic with six years of sobriety, Stewart attends Alcoholics Anonymus meetings daily, sometimes twice a day. "They are a source of strength," he said. "The meetings and the Bible help get me through."

Stewart now works full time at the Veterans Administration hospital through a compensation work therapy program. He's doing such a good job that the position might become permanent, and he's saving money for the security deposit for his own apartment.

Sometimes placing no limits on caring means finding a way to help people even if they don't know you're there. In Florida, they came up with the idea of the Vet Van.

"In Melvin's case, Betty contacted us and was able to bring him to our program in Gainesville," said Linda Butler, R.N. case manager with Volunteers of America. "In many cases, with our outreach to military veterans, we take the programs and services to them with the vet van."

The Vet Van travels with a staff of three to urban and rural areas throughout Florida. In its first six months it served more than 1,700 veterans. It's equipped with a shower and health screening facilities including a dental suite. There's room for staff to provide counseling, and telephone and computer lines so staff can make immediate inquiries to the Veterans Administration to see whether the veteran is eligible for military pensions or other services. As with Stewart, Volunteers of America also can help the

veteran with emergency shelter, clothing, employment, counseling, and other services.

"I've been working on the streets for years and they (veterans) can tell we aren't a threat to them," said Kevin O'Donnell, the Veterans Administration's homeless veterans outreach coordinator in Florida. O'Donnell has been with the van since it started. "Many don't trust government, but they see that Volunteers of America is coming out to them, and that often has special meaning to them.

"The partnership between the VA and Volunteers of America is a success," said O'Donnell. "I've worked with other organizations, but I'm a big fan of Volunteers of America. The people are dedicated, experienced, hard-working, and compassionate and make a real effort to start military veterans on the road to recovery."

"The success of the outreach program for the veterans is inspiring," said Kathy Spearman, president and CEO of Volunteers of America in Florida. "It encourages us to seek new ways to reach more people in need, and reaffirms that there are no limits to the way we can care for others."

Volunteering for kids



Partners in
Education in
Tulsa, Okla., is
another way
Volunteers of
America is reaching out to meet
community needs.
The program joins
Tulsa Public
Schools, the Tulsa
Metro Chamber,

community organizations and individuals to support and enrich student learning and success. The school district needed assistance in staffing, managing and expanding the program. Volunteers of America saw an opportunity to help the community make a real difference in the lives of children.

"We see this as an opportunity to increase community support in the schools, increase students' commitment to volunteer efforts, build local recognition for Volunteers of America, and improve the process of volunteering in schools," said Kara Gae Wilson-Neal, CEO of Volunteers of America in Oklahoma. "We saw a way to keep this program going and give it much needed technical and professional support so it can grow."

Currently Partners in Education works with nearly 15,000 volunteers and 200 companies at more than 80 school sites. Businesses, organizations, churches and individual volunteers partner with schools and work with the school system and the teachers to provide needed help. Support varies from volunteering in the classrooms or mentoring to providing in-kind services and supplies. Volunteers of America strives to match a school's needs with resources available from a business, community or individual, and then ensures that the program runs smoothly.

"Managing this program gives Volunteers of America the opportunity to increase its impact on the Tulsa community," said Courtney King, program director.

Aging But Not Alone



community park in Minnetonka, Minn., near

Minneapolis. It resembles a larger version of the old homes you used to see with big porches extending the whole front of the building, screen doors on the entryways, and big windows with silky curtains hanging in them.

Elder Homestead is a state-of-the-art assisted-living facility. For many of its residents, it looks like the home where they grew up. When they sit in a rocking chair on the porch on a warm summer evening watching kids playing in the park or listening to the birds, it's a welcome reminder of happy memories.

When Elder Homestead was originally built in 1986, assisted living was a new concept for elderly housing. Now assisted living is a key part of a continuum of care for the elderly designed to help them live independently as long as

possible. Assisted living allows seniors to use only the services they need to live a life of dignity and safety.

Elder Homestead recently underwent a renovation and expansion to better meet the needs of the residents and the community. "The expansion was based on a study that indicated a need for more residential housing with services. We knew from our own experience that there also was a need for memory care," said Deborah Perry, vice president of mission and administration for Volunteers of America National Services.

"People would move into Elder Homestead and after a while their needs would change and they couldn't stay with us because we didn't have a secure place for them. The residents knew and trusted our staff, their friends were here, and surroundings were familiar. We wanted to keep them in our care and with the new facilities we can."

In 2000, remodeling was completed, transforming Elder Homestead into a 50-unit facility, 12 units designed specifically for residents with memory loss. There's more common space such as communal living room for socializing and welcoming guests,

beauty shop, country store, chapel, and office space for meetings with residents' families and staff.

"During the year we had six people transfer into the memory care unit," said Jan Stenzel, residence director. "Before the renovations, they would've gone through the traumatic event of transferring to a nursing home, away from familiar surroundings.

"One woman who moved into the memory unit is doing wonderfully well," said Stenzel. "When her family was visiting and saw how well she was doing, they told her nurse, 'We have our mother back."

Stenzel delights in the renovations. Because of the improvements, five couples were able to move into Elder Homestead, which rarely happened before because there wasn't the space for couples. "We celebrated a 50th wedding anniversary, and even the 100th birthday of one of the residents, in the new fireside room," said Stenzel.

Responding to changing individual and community needs are ways Volunteers of America grows to meet the needs of society, improve programs, and build community.

From our very beginnings in 1896, Volunteers of America has provided a refuge for children. Today the care of children is our largest single program. With 104 years of experience, we're often called on to lend that expertise to others.

Kids Korner in Louisville, Ky., came to be part of Volunteers of America for just that reason. Sponsored by Jewish Hospital HealthCare Service and Norton Healthcare, Kids Korner was established for hospital employees in the early 1980s. Hospital

Focus on Children



administrators asked Volunteers of America of Kentucky and Tennessee to manage the facility in 1990 when a new building was completed to accommodate more children. Current enrollment is 168 children. Open from 6:00 a.m. to midnight, the

facility offers quality child care for working parents.

But Kids Korner doesn't just meet that need. Volunteers of America works to get families back on their feet and Kids Korner plays a vital role in that effort. Children of homeless families staying in emergency shelters and transitional housing find care at Kids Korner.

"While the parents are

working their way back to self-sufficiency, the children are taken care of in Kids Korner," said Joe Stevenson, president and CEO of Volunteers of America of Kentucky and Tennessee. "It is part of the comprehensive way we fight homelessness and its causes." Volunteers of America's programs and services make a big contribution to help stabilize families as they work their way toward taking control of their lives.

Our child care programs are as diverse as the communities we serve. In Rochester, N.Y., Volunteers of America Children's Center provides early childhood education, Head Start, pre-kindergarten, school-age and after-school programs.



When Sonia Ortiz was looking for quality child care for her six children, four to 14, she chose Volunteers of America.

"I can say from day one, my kids really loved the center," Ortiz recalled. "They are deeply attached to the staff."

When her husband died leaving her alone with the

children, Ortiz felt even more certain she had made the right choice in child care. Her youngest son, 4-years-old, has had a difficult time adjusting to his father's death.

"When my son needs a hug or comfort, the staff is always there for him," she said. "They help all of us get through." The Gift of Time

partners of America engages and partners with government, churches, community organizations, individuals, and businesses in a variety of ways to serve people in need. It's only through the active support of the local communities where we work that our programs and services are successful.

Volunteers of America in Rochester, N.Y., is fortunate to have the support of a local car dealership, John Holtz Acura. The relationship started with the staff volunteering on company time and has grown. The dealership became the lead sponsor for the Limousine Scavenger Hunt, a fundraising event that over the past six years has raised more than \$90,000 for Volunteers of America. In addition, Jon Cull, general manager of the car dealership, became a member of the local Volunteers of America board of directors.

"The staff wanted to adopt a charity," said John Holtz, the owner. "We interviewed several local charities to see what their needs were, but also to see if it matched with what we could offer. After all the presentations, the staff voted for Volunteers of America.

"We liked what we heard during the presentation and the variety of programs. What also was appealing was the different programs offered the flexibility to fit our staff's schedules," said Holtz.

Pat Drake, director of development and fund raising for Volunteers of America in Rochester, concurred. "It was a good fit. John Holtz wanted the employees to be involved with the community and gave them the chance to volunteer on company time. The variety of programs and services and the times to help really fit in with what the business and its employees wanted to do."

The dealership's employees are paid for the time they are away during work hours volunteering at



Volunteers of America programs. The time averages about one hour a week per employee.

"We want to have a positive work environment, to feel like we are doing something. We are part of the community and we are giving back to the community through Volunteers of America. There is a great sense of satisfaction in that," said Cull.

"They give the gift of time which is invaluable," said Drake. "At Christmas time, they adopt two to three families, and gather food, clothing and toys for them. They do clothing drives for professional clothing we can provide to our clients to wear to interviews and jobs. They check with what we need and then figure out how those needs fit into their schedules, and then do it."

"Everyone at John Holtz Acura works hard for us," said Drake. "John and his employees lead by example."

"It's a good relationship," said Holtz. "They make you want to do more."

Active Donors Sustain Success

ctive support of Volunteers of America comes from individuals, families and businesses. People give what they can, whether it is time, talent or financial support.

Volunteers of America Colorado is fortunate to have a couple that gives all three.

Known around Denver as "the man who never sleeps," Ed Greene is a television meteorologist at KUSA-TV Channel 9 in Denver.

On a typical weekday, Greene is at the studio by 4:00 a.m. After a midday break, Greene's back to work around 2:00 p.m. for the early evening news broadcast and leaves around 6:00 p.m. But often his day is not over. On a regular basis, Greene emcees charity fund raisers, averaging 60-70 a year.

The role requires that he stay until the very end. By then, it's 10:30 or 11:00 p.m.

"Some days Ed gets by on five or six hours sleep," said his wife, Barbara. "I don't know how he does it."

Barbara Greene, a self-employed graphic designer, keeps a demanding schedule herself. Greene gives a large portion of her time and talent pro bono to Denver nonprofits, especially Volunteers of America.

For example, she designs all of the print materials for Volunteers of America in Colorado. Seven years ago, Greene created the logo for Western Fantasy, the annual gala that raises more than \$2 million annually to support Volunteers of America's human service programs in Colorado. Barbara Greene also produces the Western Fantasy printed program.

For their dedication, the Greenes received the Colorado Volunteers of America's Humanitarian Award in 1999.



"To receive the award was a true delight, especially because it was from Volunteers of America," said Ed Greene. "We have been committed to Volunteers of America for a long time simply because we love and believe in all the work they do for the community, and it's sort of our way to give back to the community through Volunteers of America."

Besides their gifts of time, the Greenes have become regular donors to Volunteers of America.

With their busy schedules, having a set time to give is "a must," said Barbara Greene. What I love about Volunteers of America is their commitment to this community. So we try to keep our commitment to Volunteers of America."

Dianna Kunz, president/CEO of Volunteers of America in Colorado, said the Greenes' giving arrives "like clockwork," earning membership in Volunteers of America's Centennial Circle, a donor society.

"I'm always amazed how Ed and Barbara do so much, and still make time to give," said Kunz. "They're role models, really. They demonstrate that no one should be too busy to care."

Through the support of the Greenes and people like them, Volunteers of America will achieve its goal of helping more people in communities across the country.

Programs and Services

olunteers of America is one of the nation's most comprehensive human services charities. In fiscal year 2000, the organization had total revenues of more than \$532 million and served more than 1 million people through the following service categories:

Children and Youth Services

Services to children and adolescents cover a broad spectrum of needs including day care and afterschool programs, foster care and case management for abused and neglected children, adoption, group homes, summer camp, Head Start, and Upward Bound programs.

Community Enhancement

Volunteers of America strengthens community life through volunteer training and placement, and a wide range of special events and services including holiday meals and gift giving programs.

Correctional Services

Volunteers of America helps rehabilitate offenders and protect society through halfway house and reentry programs, community sanction and work release programs, and dispute resolution and mediation services.

Developmental Disability Services

Services for people with developmental disabilities promote independence through job training and placement, life skills training, supported and assisted living, case management and protective services.

Elderly Services

Services to the elderly comprise a major share of Volunteers of America's work. Programs include assisted living, Meals-on-Wheels and congregate meals programs, adult day care and companion services, personal care and home repair services, and protection against abuse and neglect. Volunteers of America also engages the experience and energy of the elderly in community service through Foster Grandparents, the Retired and Senior Volunteer Program (RSVP), and other services.

Emergency Services

These services include food, clothing, and assistance with rent, utilities, or transportation for individuals and families in crisis.

Employment and Training Services

Representative programs include literacy and life skills training for adults, and employment counseling and placement.

Health Care Services

Major program areas include nursing home care, rehabilitative therapy, home health care, outpatient clinical services, health education and screening.

Homeless Services

Volunteers of America provides emergency outreach and shelter to homeless individuals and families, and addresses the root causes of homelessness through job training, transitional and permanent housing.

Housing Services

Volunteers of America is one of the nation's largest nonprofit provider of affordable housing to families, the elderly, and people with disabilities.

Mental Health

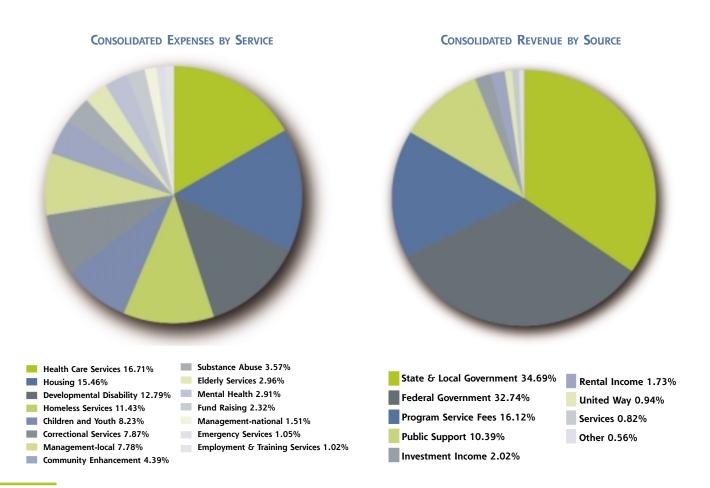
Community-based services for people with chronic or severe mental illnesses include crisis counseling and "hot line" programs, case and treatment management, and supported independent living.

Substance Abuse

Programs include both residential and outpatient treatment for alcohol and drug addictions, and education programs to help prevent substance abuse.

People Served by Program Category

CATEGORY	Persons Served		
	Number	PERCENT	
Children and Youth	58,630	4.71%	
Community Enhancement	351,921	28.30%	
Correctional Services	58,677	4.72%	
Developmental Disabilities	3,425	.28%	
Elderly Services	132,495	10.65%	
Emergency Services	348,896	28.05%	
Employment and Training Services	16,430	1.32%	
Health Care Services	7,878	.63%	
Homeless Services	75,692	6.09%	
Housing	19,312	1.55%	
Mental Health	87,734	7.05%	
Substance Abuse	82,660	6.65%	
OTALS:	1,243,750	100%	



Balance Sheet

Assets	June 30, 2000	June 30, 1999
CURRENT ASSETS		
Cash And Equivalents	\$32,832,701	\$41,706,041
Accounts Receivable, Net	58,050,863	48,698,794
Pledges Receivable, Net	1,347,373	1,039,060
Short-Term Investments	17,286,053	18,552,391
Prepaid Expenses	4,788,911	3,908,018
Other Current Assets	7,175,148	5,811,649
TOTAL CURRENT ASSETS	121,481,049	119,715,953
FIXED ASSETS		
Land And Buildings	678,295,944	625,985,161
Furnishings And Equipment	66,101,142	58,022,811
Accumulated Depreciation	(196,862,491)	(173,615,879)
·		
TOTAL FIXED ASSETS	547,534,595	510,392,093
OTHER ASSETS		
Encumbered Assets, At Fair Value	74,882,357	80,050,794
Other Investments, At Fair Value	64,884,479	55,934,450
Notes Receivable, Net	4,241,494	3,408,760
Reimbursable Housing Development Costs	2,748,314	2,104,437
Other	4,893,904	6,115,153
TOTAL OTHER ASSETS	151,650,548	147,613,594
TOTAL ASSETS	\$820,666,192	\$777,721,640
Liabilities And Net Assets		
CURRENT LIABILITIES		
Accounts Payable	\$19,382,785	\$15,733,251
Notes Payable & Current Portion Of L-T Debt	18,833,670	15,849,041
Accrued Expenses	27,002,535	23,379,767
Other Current Liabilities	23,862,143	24,042,826
TOTAL CURRENT LIABILITIES	89,081,133	79,004,885
OTHER LIABILITIES		
Notes And Loan Payable, Non-Current	43,566,322	21,689,602
Mortgages Payable, Non-Current	353,831,521	363,167,698
Other Long-Term Liabilities	14,068,818	13,831,587
TOTAL OTHER LIABILITIES	411,466,661	398,688,887
TOTAL LIABILITIES	500,547,794	477,693,772
	700,717,771	177,073,772
NET ASSETS:		
Unrestricted	305,526,833	283,372,838
Temporarily Restricted	10,681,187	13,238,470
Permanently Restricted	3,910,378	3,416,560
TOTAL NET ASSETS	320,118,398	300,027,868
TOTAL LIABILITIES AND NET ASSETS	\$820,666,192	\$777,721,640
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Statement Of Activities

For The Years Ended June 30, 2000 And 1999

Revenues		Temporarily	Permanently	Total	Total
	Unrestricted	Restricted	Restricted	2000	1999
Public Support Received Directly					
Contributions	\$43,674,019	\$6,851,457	\$116,979	\$50,642,455	\$41,741,979
Special Events, Net of Direct Costs	3,642,600	401,154	-	4,043,754	3,185,905
Contributed services at Fair Value	167,408	424,354	-	591,762	3,145,681
Public Support Received Indirectly	,				
United Way	3,207,467	1,855,158	-	5,062,625	4,189,995
Total Public Support	50,691,494	9,532,123	116,979	60,340,596	52,263,560
Government Funding	357,442,683	1,693,363	_	359,136,046	336,685,706
Other Revenue		,			
Program Fees	85,851,707	-	-	85,851,707	67,155,789
Net Rental Income	9,214,823	-	-	9,214,823	9,400,486
Sales of Materials and Services	4,346,151	-	-	4,346,151	3,778,517
Interest and Dividend Income	6,551,186	49,306	7,340	6,607,832	9,261,605
Gains on Investments	3,620,433	3,223	369,499	3,993,155	4,558,969
Gains (Losses) on Sales and -					
Write-Offs of Assets	389,603	(225,500)	-	164,103	461,353
Other Income	2,627,311	370,261	-	2,997,572	7,382,279
Total Other Revenue	112,601,214	197,290	376,839	113,175,343	101,998,998
Net Assets Released from Restrictions	13,980,059	(13,980,059)	-	-	
Total Revenue	534,715,450	(2 EE7 202)	493,818	532,651,985	490,948,264
iotai kevenue	334,713,430	(2,557,283)	493,010	332,031,903	430,340,204
	334,713,430	(2,337,203)	493,010	332,031,903	430/340/204
Expenses	334,113,430	(2,337,203)	493,010	332,031,963	430,340,204
EXPENSES Program Services		(2,331,263)	493,010		
EXPENSES Program Services Children and Youth	42,186,076	(2,331,263)	493,010	42,186,076	52,742,085
EXPENSES Program Services Children and Youth Community Enhancement	42,186,076 22,509,810	(2,331,263)	493,010	42,186,076 22,509,810	52,742,085 11,562,578
EXPENSES Program Services Children and Youth Community Enhancement Corrections	42,186,076 22,509,810 40,324,065	(2,331,263)	493,010	42,186,076 22,509,810 40,324,065	52,742,085 11,562,578 36,485,315
EXPENSES Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities	42,186,076 22,509,810 40,324,065 65,551,061	(2,331,263)	493,010	42,186,076 22,509,810 40,324,065 65,551,061	52,742,085 11,562,578 36,485,315 46,616,499
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575	(2,331,263)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611	(2,331,263)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202	(2,331,263)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889	(2,331,263)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services Homeless Services	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919	(2,331,263)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137 44,599,462
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services Homeless Services Housing	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321	(2,331,263)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137 44,599,462 73,186,549
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services Homeless Services	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919	(2,331,203)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137 44,599,462 73,186,549 17,959,210
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services Homeless Services Housing Mental Health	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878	(2,331,263)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137 44,599,462 73,186,549 17,959,210 15,186,764
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services Homeless Services Housing Mental Health Substance Abuse	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307	(2,331,263)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137 44,599,462 73,186,549 17,959,210 15,186,764
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services Homeless Services Housing Mental Health Substance Abuse Total Program Services Support Services	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307 453,052,714	(2,331,263)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307 453,052,714	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137 44,599,462 73,186,549 17,959,210 15,186,764
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services Homeless Services Housing Mental Health Substance Abuse	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307	(2,331,203)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137 44,599,462 73,186,549 17,959,210 15,186,764
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services Homeless Services Housing Mental Health Substance Abuse Total Program Services Management and General Fund Raising	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307 453,052,714	(2,331,203)	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307 453,052,714	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137 44,599,462 73,186,549 17,959,210 15,186,764 402,282,772 45,949,986 9,743,331
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services Homeless Services Housing Mental Health Substance Abuse Total Program Services Management and General	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307 453,052,714 47,616,927 11,891,814	-	493,010	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307 453,052,714 47,616,927 11,891,814	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137 44,599,462 73,186,549 17,959,210 15,186,764 402,282,772
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services Homeless Services Housing Mental Health Substance Abuse Total Program Services Management and General Fund Raising Total Supporting Services	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307 453,052,714 47,616,927 11,891,814 59,508,741		493,818	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307 453,052,714 47,616,927 11,891,814 59,508,741	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137 44,599,462 73,186,549 17,959,210 15,186,764 402,282,772 45,949,986 9,743,331 55,693,317
Program Services Children and Youth Community Enhancement Corrections Developmental Disabilities Elderly Services Emergency Services Employment and Training Health Care Services Homeless Services Housing Mental Health Substance Abuse Total Program Services Management and General Fund Raising Total Supporting Services Total Expenses	42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307 453,052,714 47,616,927 11,891,814 59,508,741 512,561,455	(2,557,283) - (2,557,283) 13,238,470		42,186,076 22,509,810 40,324,065 65,551,061 15,159,575 5,386,611 5,230,202 85,668,889 58,593,919 79,231,321 14,933,878 18,277,307 453,052,714 47,616,927 11,891,814 59,508,741 512,561,455	52,742,085 11,562,578 36,485,315 46,616,499 18,316,550 4,140,996 10,460,627 71,026,137 44,599,462 73,186,549 17,959,210 15,186,764 402,282,772 45,949,986 9,743,331 55,693,317 457,976,089

The information presented bere is a compilation of audited financial data from Volunteers of America, Volunteers of America National Services, and locally chartered and unchartered corporations. All Volunteers of America units are required to have audits by independent certified public accountants. More detailed financial information is available upon request to Volunteers of America national office.

Giving Tribute

olunteers of America's highest award, the Ballington and Maud Booth Award for leadership in the field of human services...

Donna E. Shalala, secretary of the U.S. Department of Health and Human Services, was honored by Volunteers of America on May 4, 2000, for her leadership and commitment to helping people in need.

Shalala received Volunteers of America's highest award, the Ballington and Maud Booth Award for leadership in the field of human services, at the organization's national Tribute event in Washington, D.C. The event honors those who have demonstrated leadership and the spirit of giving.

Charles W. Gould, president and CEO of Volunteers of America, praised Shalala for a "lifetime of personal and professional commitment as a public servant, Peace Corps volunteer, teacher, and scholar, which epitomizes the spirit of humanitarian commitment and social activism."



Also honored at the event was Jay Martin of Memphis, Tenn., president of NSA, Inc., and Charles Monroe, director of homeless services for Volunteers of America Greater New York, who received the Volunteers of America national Good Samaritan Award.

The Tribute dinner is Volunteers of America's signature donor recognition event, capping the annual major gifts community campaign. Last year, the campaign raised a record \$8.2 million to support Volunteers of America programs.

Volunteers of America is a nonprofit organization that relies on the generosity of the public to carry out our mission to help those most in need. Our sincere thanks to all the individuals and corporations who help make Volunteers of America programs and services possible.

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