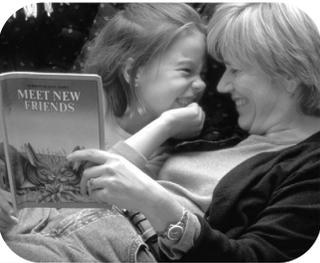


inspiring human potential



Volunteers of America Oregon

We care about people and it shows



In this annual report you'll find numbers and statistics that prove we know how to get the job done. But we're about more than numbers. We're about people helping people change their lives.

From victims of domestic violence to at-risk youth, from seniors trying to maintain dignity to men and women desiring to overcome substance abuse, our programs reach a wide network of children and families, those who need and deserve nurturing, education and support—and a higher quality of life.

On these pages, you'll discover how we're working to make a difference, you'll meet some of the people whose lives we have helped change and you'll learn about some of the dedicated volunteers who freely offer their time and talents.

We are one of 40 affiliates of Volunteers of America, one of the largest non-profit social services organizations in the country. Helping Oregonians since 1896, Volunteers of America Oregon is one of the oldest non-profit agencies in the state. That means more than 107 years of continuous service and countless success stories from the people whose lives have been changed and the families we've helped strengthen.

Last year we served over 7,600 individuals in our community. With a staff of 237 and nearly 700 volunteers, we provide compassionate and professional care in three major divisions: Children and Family Services, Senior Services and Rehabilitation Services. Our fourth division, Business Enterprises, generates revenue which helps support our day-to-day operating costs while providing employment and training opportunities.

We are Volunteers of America Oregon. If you read our stories, we think you'll know why we say, "we care about people."

Letter from the President



Greetings,

We are pleased to announce that Volunteers of America Oregon had another successful year of accomplishments, which we believe is directly related to our ability to deliver high quality services and programs.

Although we ended last fiscal year with the financial resources that allow us to continue providing these services, it's important for the reader to know that until the economy has truly recovered and we identify the impact that legislative changes may have on charitable non-profits, we need greater support from our donors to ensure the same level of quality for our programs.

Our agency is currently involved in an inclusive process to develop strategic actions that will guide the organization over the next 3-5 years. Members of the larger community have participated in focus groups. The board, senior and program managers along with members of the line staff are involved in visioning sessions to think through and plan for the service delivery system of our organization. The plan should be available for the agency and larger community early in 2005.

You will find evidence of our progress as you read through the program highlights in this annual report. For instance, of all substance abuse treatment programs funded by the Department of Community Justice in the Portland area, our Men's and Women's Residential programs were ranked highest in outcomes by achieving, on average, 60% reduction of recidivism based on reviews of all participants. Our three Adult Day Centers received a three-year extension of the CARF Certification; an award we were pleased to be the first to receive in the state of Oregon.

Our gratitude to the individuals, corporations, foundations and charitable trusts that continue to make generous contributions to our agency is immeasurable.

In January of this year, our DePreist Award for Excellence was a huge financial success, not only because of our outstanding honoree, Sho Dozono, but also because of the support of our wider community which came together to pay tribute to Sho.

We relocated our headquarters to 3910 S.E. Stark Street early this spring. We now enjoy a facility that allows us to better support our programs and services. This new location also provides greater visibility of our organization. The open house this spring was an exciting opportunity to do outreach to our new neighborhood.

This spring, we launched the new Community Partners Reinvestment Project in collaboration with Metropolitan Family Services, Better People and Irvington Covenant Church. The program offers transitional support to incarcerated adolescents and their families during their return to the community. This project is the culmination of three years of planning and financial support from JEHT Foundation and Meyer Memorial Trust along with Multnomah County and the Department of Corrections.

Our talented staff continues to out-perform our expectations as they work under the governance of a highly committed Board of Directors.

I always welcome this time of year to thank all of our wonderful and generous donors and volunteers . . . We cannot do this work without your financial and voluntary support. I truly thank you, and so do those who come to us in need. Because of your support, they have a second chance to live productive lives. Your support is both needed and appreciated.


Kay D. Toran
President/CEO

Home Free-Domestic Violence Intervention Services

After nearly 77 years of operating an emergency shelter for women and children escaping family violence, Volunteers of America Oregon has created a new and innovative approach to offering families support through a motel voucher system.

The new model not only eliminates the stressful situations typical of shelters, but also allows participants to have contact with their advocate for up to two years to ensure ongoing support and stabilization.

Here's one example of how the program is helping.

Mary's Story: Successful Alternative to Fleeing Domestic Violence

I was married to a physically abusive man. Trying to raise four children in the midst of the abuse, left me in a state of constant anxiety and it was impossible to hold down a job.

Once I found the Home Free program, things began to change when they gave me a voucher for a motel. Just having that space away from

home for a few days gave me such a feeling of safety and peace.

With the short-term financial support I received from Home Free, I found an apartment, started a new job and began going to the support groups. I can't stress enough how utterly important it is to have that kind of compassionate support. The Home Free advocates have given me strength, renewed hope and confidence, and most important, a reconnection to my spirit.

(To protect the privacy of this subject, the name has been changed and the photo is from our royalty-free archive.)



Children and Family Services Division

- Child Care
- Common Bond
- CourtCare
- Family Relief Nursery
- Home Free-Domestic Violence Intervention Services

The programs in the Children and Family Services Division are dedicated to providing safe environments for children. Some give parents the freedom to further their education and employment, while others allow women and children to escape domestic violence.

Our Child Care, Common Bond and Family Relief Nursery programs help families develop better parenting skills. The CourtCare program shelters children from emotionally distressing courtroom situations. Our Home Free-Domestic Violence Intervention Services includes emergency housing, support groups, transitional housing and other services.

Program Services overview:

- Support, education and referral services
- Domestic violence intervention
- Child care
- Free, drop-in supervised child care at the Multnomah County Courthouse
- Multi-lingual and multi-cultural services

FY 2004 Highlights and Measurable Results

Family Relief Nursery

- 164 families were served – 90 children, 74 adults.

CourtCare

- 1,132 children were cared for while 736 adults conducted court business. 40% of adults were seeking restraining orders.

Child Care

- 89 adults were able to seek or continue their jobs without resorting to substandard child care for the 79 children that participated.

Home Free-Domestic Violence Intervention Services

- Doubled number of families receiving emergency housing and served an additional 2,400 women in the restraining order program.
- 100% of participants in on-going services made safety plans and increased their knowledge of domestic violence and local resources.

Common Bond

- 65 families received parenting education and advocacy.

Mildred Steiber: With a Song in Her Heart

When you walk into the Velma Joy Burnie Adult Day Center, you'll be able to spot Mildred Steiber. She'll be the one singing to herself. Mildred has been coming to the center since Spring of 2001 and is a favorite with staff members.

Tricia Kehl, Mildred's daughter has been her primary caregiver for the past seven years. Because of Alzheimers, her mother is no longer able to take care of herself. "I can't say enough about the care my mother gets from the staff," Tricia said, "they are so caring and warm, so patient and loving. Since I still have to keep my job, it means I get up before four o'clock every morning to get both of us ready. Then it's an hour drive to Velma Joy Burnie. It would be a lot easier for me just to have someone come into our home to stay with my mother while I'm working, but that would rob her of the wonderful care and companionship she has at the center."

Even though Mildred can no longer express herself verbally, she can still let everyone know how she's feeling. "I know she's happy at Velma Joy Burnie," Tricia said, "She starts singing to herself on the drive in. You can hear her singing throughout the day."

Tricia is confident that the staff will take care of special needs. "Last year she had an accident and was wheelchair bound for a while. The doctors wanted me to put her in a nursing home," Tricia recalled. "I knew if I did that, she would never walk again. But the staff at Velma Joy Burnie helped her get up and move around a little every day and now she's walking with assistance. That would never have been possible were it not for the special care she received."



Senior Services Division

Adult Day Centers:

- Velma Joy Burnie
- Marie Smith Center
- Lambert House East

A new survey from the National Caregivers Association reports that during the last 12 months, 54 million individuals, or 26.6% of all adults, were involved with providing care for the elderly, disabled or chronically ill. Of the survey respondents, 52% provided physical care such as help with dressing, bathing, toileting, eating and mobility, while 46% were involved with managing medications, changing dressings or monitoring vital signs.

Our Adult Day Centers support caregivers in maintaining their roles as the primary caregiver while receiving much needed respite. While at our Adult Day Centers, our participants are given opportunities to maintain optimal emotional and physical health. According to the recent statistics released by the National Family Caregivers Association, there are nearly 336,500 care-giving families in the state of Oregon. The need for adult day programs is great and Volunteers of America Oregon is helping fill that need.

Our professional staff and volunteers provide:

- Safe, comfortable and culturally sensitive environments
- Nutritious meals and snacks
- Exercise classes to improve flexibility/strength
- Caregiver respite, support, training and resources
- Individualized care plans and personalized service
- Companionship and the opportunity to socialize

FY 2004 Highlights and Measurable Results

- Our Adult Day Programs received a three-year extension of the CARF Certification—The Rehabilitation Accreditation Commission—for exemplary programs
- 260 participants served.
- 20.8% ethnic minorities.
- 52.7% below poverty level.
- 91% of participants reported stabilization and/or improvement in mental health and emotional well-being.
- Caregivers received much needed respite: reported 92.4% improvement in their own emotional health.
- Twelve 2-hour sessions of continuous education and support provided for over 100 caregivers through our training series.

Making a Difference for Parents

If children were born with how-to manuals, life would be a lot easier for most parents. The Volunteers of America Oregon Parenting Program is helping parents build their own manual—teaching them how to provide safe and nurturing environments for their children.

Many of the parents have lost their children to foster care due to substance abuse. Our program increases the likelihood that parents and children will be happily reunited.

Lori Guerrero and her children are just one of many success stories coming out of the Parenting Program.

“I had been a drug user for 25 years,” Lori said. “But it was the two-year addiction to methamphetamines that collapsed my world. Both my children were in foster care and I was living in a drug rehab facility.”

After completing drug rehab, the Department of Human Services referred Lori to the Volunteers of America Oregon Parenting Program. “It opened the door for me to become a responsible and loving mom,” she said. “I learned new communication

skills and how to identify feelings and behaviors so I could reinforce the positive.”

Lori finished the first two 10-week modules, and then enrolled in an additional series of workshops for parents of teens. Now she is reunited with her children and is training to become part of the Volunteers of America Oregon’s Parent-to-Parent Mentoring Program.

“I want to be able to help other parents so they can create better lives for themselves and their children. I want them to have what I now have. I am so grateful to Volunteers of America Oregon for the fresh start they’ve given me,” she said.



Rehabilitation Division

Alcohol and Drug Outreach
Community Detention Monitoring
Community Partners Reinvestment Project
Men’s Residential Center
Parenting Program
Women’s Residential Center

Through our rehabilitation programs, adults and adolescents receive a continuum of support as they learn to become self-sufficient and productive members of society. With substance abuse still a continuing problem, Volunteers of America Oregon is also playing a role in lowering the numbers of those addicted and thereby reducing the risk to the community.

Services include:

- Residential facilities for drug and alcohol treatment
- Supervision and monitoring of at-risk youth in the community
- Educating families about the dangers of substance abuse
- Transition program for high-risk young people ages 18 to 25
- Providing nurturing child rearing training to at-risk parents
- Transitional housing for men and women recovering from addictions

FY 2004 Highlights and Measurable Results

Among all substance abuse treatment programs funded by the Department of Community Justice in the Portland area, our Men’s and Women’s Residential program were ranked highest in outcomes by achieving on average 60% reduction of recidivism based on reviews of all participants.

Men’s and Women’s Residential Center

- Our programs treated a combined total of nearly 200 participants with approximately 70% successfully completing the programs and achieving 2/3 of set treatment goals.

Parenting Program

- 48% of the 523 parents from 439 families completed the program.

Teresa's Story: Getting a Fresh Start

The commercial grade kitchen facility on-site at the Women's Residential Center is a launching pad for women who want to re-enter the workforce. While completing the drug and alcohol treatment program, they have an opportunity to train with Tom Weatherell in the Food Services Program. Teresa knows about it first-hand.

Teresa had worked in the mental health field for over eleven years. Then her life took a turn in the wrong direction. She spent the next six months going through substance abuse treatment at the Women's Residential Center. While there, she took advantage of Tom's program, learning food preparation skills and earning a food handler's card.

"I had never worked in the food services industry," Teresa said, "but I tell people I learned from the best. Tom is so supportive and patient with the women in the program. And he's such a natural born teacher he made it easy and fun to learn. Best of all, he helped me find a job."

When Tom learned of a job opening in the kitchen of a large facility where war veterans and their families come together to play Bingo, he recommended Teresa. Not only did she get the job, shortly afterwards two more women from Tom's program were hired there.

"I'll be coming up on a full year of being clean and sober soon," she said. "That's the halfway point to seeking a position back in the mental health field. It will be great to pick up where I left off and start again. But it was the help I got from Tom and the Food Services Program that really gave me a fresh start."



The Business Enterprise Division

- Vehicle Donations
- Thrift Store
- Food Services
- Smurfit Recycling

The Business Enterprise Division was established for two purposes: a.) to provide revenues for the agency's day-to-day operations, and b.) to offer work experience and employment training opportunities.

For over 10 years, the Vehicle Donation Program has received donated vehicles to sell at dealer or public auction. The program also partners with over 200 other nonprofit organizations.

Our Thrift Store was opened in 2001 and receives tax-deductible donations of clothing and household goods from the greater Portland metropolitan area.

Our Food Services program provided meals for the Women's Residential Center and the Child Development Center. Women participating in this workforce development training effort have the opportunity to earn a food handlers card while learning the value of taking on responsibility.

Smurfit Recycling in the Portland Metropolitan Area has committed to donate \$5.00 to our agency for every ton of office waste that a new client—referred by Volunteers of America Oregon—recycles and \$2.50 per ton of cardboard.

Our four business enterprises produce much needed revenues to bolster our income when other funding sources are temporarily diminished. We encourage the community to support these activities.

FY 2004 Highlights and Measurable Results

Vehicle Donations

- 3,900+ vehicles were donated and sold in 2003-2004.
- 14% increase in average gross return per vehicle over last year.

Thrift Store

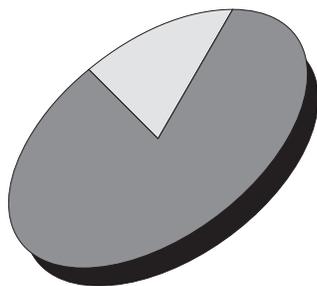
- 8% increase in average daily sales in the second full year of operation.
- 16% increase in productivity during this same time period.

Food Service

- New clients include YWCA, our three Adult Day Centers, Blue Coyote Catering and Multnomah County parolees program.
- A nearly 50% increase in number of meals served.

Smurfit Recycling

- Maintained revenue contribution from prior year.
- Established "New Business Prospect" plan.



**We Make Your Gift
Work Harder**

80¢ of every dollar
we spend goes to support
the vital community
services we offer.

**Volunteers of America of Oregon, Inc.
Statement of Financial Position
June 30th 2004 and 2003.**

ASSETS	2004	2003
Current Assets:		
Cash and equivalents	\$1,342,546	\$1,293,118
Accounts receivable net	1,444,048	881,154
Inventory of donated vehicles	133,900	95,986
Prepaid expenses	40,988	138,560
Short term investments	<u> </u>	<u>16,521</u>
Total Current Assets	2,961,482	2,425,339
Fixed Assets:		
Land and buildings	5,290,212	5,123,442
Furnishings and equipment	722,751	655,107
Leasehold improvements	89,076	101,124
Accumulated depreciation	<u>(1,822,420)</u>	<u>(2,010,831)</u>
Total Fixed Assets	4,279,619	3,868,842
Other Assets:		
Designated and encumbered assets	1,166,174	1,133,461
Total assets	<u>8,407,275</u>	<u>7,427,642</u>
LIABILITIES AND NET ASSETS		
Current Liabilities:		
Accounts payable	476,495	236,770
Current portion of long-term debt	38,703	79,202
Accrued payroll and related items	299,508	356,312
Other current liabilities	<u>103,654</u>	<u>207,000</u>
Total current liabilities	<u>918,360</u>	<u>879,284</u>
Other Liabilities:		
Long-term debt less current portion above	<u>522,674</u>	<u>1,144,413</u>
Total liabilities	1,441,034	2,023,697
Net Assets:		
Unrestricted	6,278,096	5,085,216
Temporarily restricted	<u>688,145</u>	<u>318,729</u>
Total net assets	<u>6,966,241</u>	<u>5,403,945</u>
Total liabilities and net assets	<u>\$ 8,407,275</u>	<u>\$ 7,427,642</u>

Volunteers of America of Oregon, Inc.
Statement of Activities for the year ended June 30th 2004 with comparative totals for 2003

Statement of Activities

REVENUES FROM OPERATIONS

	2004	2003
Public support received directly:		
Contributions	\$2,691,822	\$2,276,791
Public support received indirectly:		
United Way	<u>207,753</u>	<u>252,120</u>
Total public support	<u>2,899,575</u>	<u>2,528,911</u>
Revenue and grants from governmental agencies	<u>7,293,793</u>	<u>7,842,816</u>
Other revenue:		
Program service fees	532,766	482,426
Other income	101,401	145,144
In-Kind donations	<u>0 *</u>	<u>32,878</u>
Total other revenue	<u>634,167</u>	<u>660,448</u>
Total revenue from operations	<u><u>10,827,535</u></u>	<u><u>11,032,175</u></u>

OPERATING EXPENSES

Senior Services	895,969	1,033,179
Children & Family Services	1,538,398	1,615,061
Rehabilitation Services	4,322,267	4,651,342
Enterprise Services	<u>852,662</u>	<u>845,769</u>
Total program services	<u>7,609,296</u>	<u>8,145,351</u>
General Administrative Costs	1,641,874	1,592,353
Fundraising	402,507	399,220
Administrative Fees paid to National Organization	<u>172,601</u>	<u>173,843</u>
Total operating expenses	<u><u>9,826,278</u></u>	<u><u>10,310,767</u></u>
Excess / (loss) from operations	<u>1,001,257</u>	<u>721,408</u>

Non-operating gains (losses) and other revenue:

Interest	47,859	38,761
Realized gains on investments	492,906	(55,264)
Unrealized gains on investments	20,274	39,656
Other	<u>0</u>	<u>(22,845)</u>
Surplus from other activities	<u>561,039</u>	<u>308</u>
Change in net assets	1,562,296	721,716
Nets assets at beginning of year	<u>5,403,945</u>	<u>4,682,229</u>
Nets assets at end of year	<u><u>\$ 6,966,241</u></u>	<u><u>\$ 5,403,945</u></u>

*In-Kind contributions for FY 2004 include \$285,400.

The annual financial statements of Volunteers of America of Oregon, Inc. are audited by the accounting firm of Markusen & Schwing, Certified Public Accountants. The selected financial information in this annual report is an audited financial statement. This is not intended to be a complete financial presentation in accordance with generally accepted accounting principles. Complete copies of our annual audited financial statements are available for review at our Administrative Office.

we thank our generous donors

Without the continued and generous support, trust and commitment from the many donors listed here, our programs and services would never be able to reach and sustain the high level of excellence we value and demonstrate. You have helped us raise the bar and set the standard for outstanding service to our community. We are truly indebted to you and are deeply grateful for your contributions.

President's Circle Gifts of \$50,000 and above

Meyer Memorial Trust
United Way

President's Club Gifts of \$5,000 to \$49,999

Autzen Foundation
Azumano Travel
Children's Trust Fund of Oregon
Davis Wright Tremaine, LLP
William G. Gilmore Fund, Oregon Community Foundation
Hanna Andersson Children's Foundation
Anna Wheeler Hayes Fund, Oregon Community Foundation
Hoffman Construction Company
David Knierim
Major League Baseball Players Trust for Children
Multnomah Bar Association
Northwest Natural
PacifiCorp Foundation
Port of Portland
Portland Women's Union Foundation
Poznanski Foundation
Providence Health System
Spirit Mountain Casino
US Bank
Washington Mutual
Wessinger Foundation
Juan Young Trust, Oregon Community Foundation

Founder's Club Gifts of \$1,000 to \$4,999

All Saints Episcopal Church, ECW
Frederick H. Allardt
George I. Azumano
William R. Babson
Bank of America
Ruth A. Beyer
Robert Brady Charitable Trust
Barbara Brainard
Brasher's Cascade Auto Auction
Broadway Cab, LLC
Gretchen Brooks
Mr. & Mrs. Garthe Brown
W. Lane Brown
Bullivant Houser Bailey P.C.
Cosgrave, Vergeer & Kester
Digimarc Corporation
Kimberlie & Dr. Gordon Dowsett

Dwyer Charitable Trust
Gard & Gerber
Gas Transmission Northwest
Group Mackenzie
Haglund, Kelley, Horngren & Jones, LLP
Harrang Long Gary Rudnick P.C.
Hoover Family Foundation
Mr. & Mrs. George Hosfield
J.E. Dunn Construction
Mr. & Mrs. Peter Jacobsen
KinderCare Learning Centers
S. Kintz
Lane Powell Spears Lubersky, LLP
Pamela G. Lesh
Lindsay, Hart, Neil & Weigler, LLP
Markowitz, Herbold, Glade & Mehlhaf, P.C.
Melvin Mark Properties
Mercer Human Resource Consulting, Inc.
Merrill Lynch-Cascade Complex
Miller Nash, LLP
Mitzvah Foundation
Jeffrey Murray
Nelson Fund, Oregon Community Foundation
Nike U.S.A.
Norm Thompson
Northwest Strategies
Oregon Health & Science University
Oregon Trial Lawyers Association
Oregon Women Lawyers Foundation
Mr. & Mrs. Donald Paulson
Portland General Electric
Portland Schools Foundation
Portland State University Foundation
Portland Trail Blazers
Qwest
Regence BlueCross BlueShield of Oregon
Schamp Family Fund, Oregon Community Foundation
Patricia A. Scheans
Harold & Arlene Schnitzer CARE Foundation
Mr. & Mrs. Dean Schultz
Schwabe, Williamson & Wyatt, P.C.
Fred Shipman
Nick & Sandra Snell Fund, Oregon Community Foundation
Standard Insurance Company
Stoel Rives, LLP
Peter & Julie Stott

Mr. & Mrs. Carl R. Swett
 The Oregonian Publishing Co.
 Tonkon Torp, LLP
 Kay D. Toran
 Linda & Steve Tubbs
 USI Northwest
 Dorothy Van Domelen
 James & Janeen Wadsworth
 Walsh Construction Co.
 Webb & Associates, Inc.
 Wells Fargo
 Joseph E. Weston Fund, Oregon Community
 Foundation
 Mike Williams, PC.
 Women's Care Foundation
 Xerox
 Yates, Matthews & Associates, P.C.
 Grant M. Yoshihara

Charter Club Gifts of \$200 to \$999

Margaret Addington
 Ralph & Gloria Amato
 American Express
 Anctil Plumbing, Inc.
 Leonard Aplet
 Ater Wynne, LLP



Volunteers of America Oregon's Adopt-A-Family program gives individuals and businesses an opportunity to provide food, clothing, and gifts to individuals and families in need during the holiday season.

Last year more than 860 individuals were "adopted" thanks to the generous support of more than 173 "adopters".

Mr. & Mrs. Victor Atiyeh
 Valerie Auerbach
 Ball Janik, LLP
 Barran Liebman
 Lorraine L. Barton
 Mr. & Mrs. Stephen C. Bates
 Jim A. Beall
 Mr. & Mrs. Charles Beek
 Judi Bender
 Vera Bennett
 Beovich, Walter & Friend
 Kris Billhardt
 Mr. & Mrs. William Bishop
 Bluestone & Hockley Realty Inc.
 Joseph Bolkovatz
 Helen Boon
 Boyd Coffee Company
 John O. Branford
 Douglas & Christine Bray
 Genevieve L. Brink
 Charles Brown
 Judith Brown
 Mr. & Mrs. John D. Bryan
 Mary Ann & Dennis Buchanan
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 Gwen Burns
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 Clackamas County Family Law Group
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 Cooney & Crew, LLP
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 Winifred Dawes
 David DeMers
 Law Offices of Lori E. Deveny
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 Kristin E. Eaton
 Judy A.C. Edwards
 Stephen Edwards
 Mr. & Mrs. Henry Ehleringer
 Emerick Construction
 Margaret W. Emory
 Dave Ernst
 F.E.I.
 Farleigh, Wada & Witt, P.C.
 Mary F. Fax
 Harriet L. Federici
 Valerie Fisher
 Gabrielle F. Foulkes
 Gerald W. Frank



(L. to R.) Governor Victor Atiyeh, Kathryn Harrison, Sho Dozono. Last year's DePreist Award for Excellence recipient was Sho Dozono. Sho is President and Chief Executive Officer of Azumano Travel/American Express. We owe a special thanks to the companies and individuals who supported this event making it one of our most successful fund raisers ever.

Kimberly C. Frankel
 Pilar C. French
 Vanessa R. Gaston
 Ginny Gay
 Gazzola & Hull, PC
 Mr. & Mrs. Arthur R. Gerlach
 Gevurtz, Menashe, Larson & Howe
 Leonard Girard & Pamela Jacklin
 Girl Scouts-Columbia River Council, Inc.
 Peter H. Glade
 Lise B. Glancy
 Gersham Goldstein
 Mike Greene
 Roy G. Grisham
 Ronald & Jo Ellen Grossmann
 H. Naito Properties
 W. D. Hagenstein
 Ronald Hall
 Lesley Hallick
 Michael G. Hanlon
 John Hanshue
 Edwin A. Harnden
 Mr. & Mrs. William K. Harris
 Mr. & Mrs. C. A. Harrison
 Jack R. Hart
 James & Laury Hennings
 Paul D. Henry
 Richard C. Hess
 Mr. & Mrs. Henry Hewitt
 Gerald L. Hilbert, Jr.
 Jeffrey J. Hilderbrand
 Natalie Hocken
 Martha J. Hodgkinson

Hoffman, Hart & Wagner, LLP
 Patricia D. Hogan
 The Holland Family Foundation
 Margaret W. Honeyman
 Roxie Howlett
 Helen Hutchinson
 Brad Hutton
 Betty Isaac



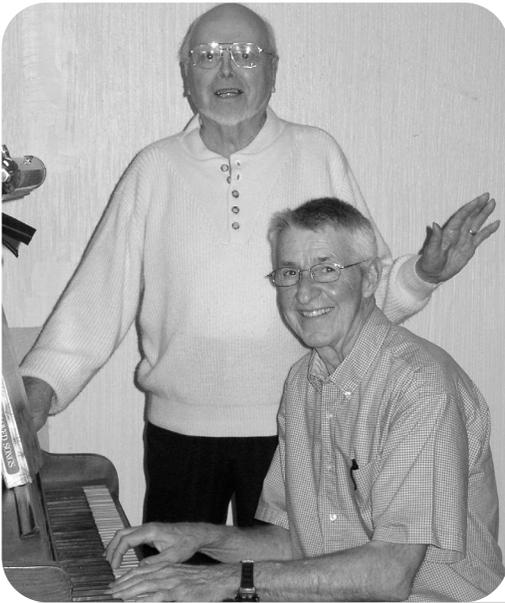
Thanks to the generous support of IBM, our Parenting Program is now saving both time and dollars by utilizing laptop computers to complete client visitation reports.

Kristinn Jackson
 Linda Jessell
 David and Eileen Johnson
 Gail Y. Jubitz
 Jubitz Corporation
 Kathy Kaiser
 Marvin A. Kaiser
 Myrna M. Kane
 Hon. Henry Kantor
 Kell, Alterman & Runstein, LLP
 Patricia M. Kelloff
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 Koch & Deering
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 Tadashi Nagai
 Vern Naito
 Neil Kelly Designers/Remodeler
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 Harue M. Ninomiya
 Sue Oja
 Leslie W. O'Leary
 Katherine O'Neil
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 Paulson Law Firm
 Barbara Peck
 Peter Corvallis Productions
 Jackie Peters
 James & Glenda Peterson
 J. Randolph Pickett
 John Pihas
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 Queen's Bench
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 Ramis Crew Corrigan & Bachrach, LLP
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 Ruppert Reinstadler
 Robison Jewish Health Center Cedar
 Sinai Park
 Anita S. Rogers
 Charlene Rogers
 Gary Romans
 Tim Rooney
 Norman Rose
 Mark & Debi Rosenbaum
 James & Cathryn Rudd
 Sarah Ryan
 Dr. & Mrs. Robert Saito
 Karen E. Saul

Eric J. Schamp
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 Jens Schmidt
 Mr. & Mrs. Lyle Schultz
 Self Enhancement, Inc
 Dr. & Mrs. A.B. Shields
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 Dora Smith
 Law Office of Judy Snyder
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 Sard Steudler
 Amy Stevenson
 Mr. & Mrs. Fred A. Stickel
 James Stroup
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 Dana L. Sullivan
 Hon. Susan M. Svetkey
 Christee & Pat Sweeney
 Hon. Katherine E. Tennyson
 Mr. & Mrs. Allan J. Thede
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 Tumac Lumber Company, Inc.
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 Kim & Kristy Wayson
 Helen Weber
 George M. Wells
 Mr. & Mrs. Thomas Wenrich
 Crystal Williams
 Williams, Kastner & Gibbs PLLC
 Leslie B. Winton
 Lawrence & Diana Wolff
 Yamasa Corporation U.S.A.
 Delilah Yeggins

Bill Hewitt and Lloyd Ferraby



Billie Percy

Jan Duncan



Our thanks to our nearly 700 volunteers!

Volunteers of America Oregon could not possibly continue to meet the standards of excellence we've set for ourselves, were it not for the dedication and commitment of our amazing volunteers, corporate employee programs, community groups, and individuals who come together to make a difference.

Building Teamwork

We welcome the opportunity to create group volunteer activities to support your company's team-building efforts. Companies with employee volunteer programs reach out to the community and become more aware of the challenges facing others. All agree that these volunteer efforts strengthen teamwork and give employees a sense of gratification knowing they are helping build better communities.

We owe a special thanks to the following companies that participated in team-building through volunteerism in support of our programs last year: NIKE Inc., American Express Travel, Bank of America, Old Navy, Oregon Society of CPA's, Parker Paint and Xerox.

Individuals are Encouraged to Participate

Come be a children's play group facilitator, train to mentor parents, help seniors with arts and crafts, or just help answer the phones. Regardless of what your preferences are, your help will be welcome. Check our website for volunteer opportunities at www.voar.org.

Below are four examples of how you might be able to get involved to support our programs.

Bill Hewitt and Lloyd Ferraby: The Whole World Smiles With You. They bring their lively musical talents to the Velma Joy Burnie Center and entertain the participants for the monthly birthday parties.

Billie Percy: Still Finding Ways to Serve Others. Billie enjoys spending time and sharing stories with the seniors at Marie Smith Center.

Jan Duncan: Commitment to Making a Difference. Jan leads a parenting group at the Women's Residential Center for women with children.

We encourage individuals and companies to contact us about volunteer opportunities. Regardless of your talents and skills, there are many ways you can spend a little time to help support our programs.

Details at www.voar.org or call Phoebe Hostick at 503-235-8655.

Leaving a Lasting Legacy with Planned Giving

There is a long history of generous support for Volunteers of America Oregon from Wayne and Cathy Felder. "It started when Velma Joy Burnie called me one day and asked if I'd serve on the board," Cathy recalled. "I told her maybe I could do that, but first I'd want to see for myself what it was all about. Velma and I were both Royal Matrons in the Order of the Amaranth, a Masonic order, so I knew what kind of a person Velma was. I concluded that if she was involved, then whatever Volunteers of America Oregon was, it had to be very worthwhile."



"I drove down to the center that had been set up in S.E. Portland and ended up spending three nights there. I was really impressed by what I saw - Velma and others caring for the homeless and downtrodden who needed food and a place to sleep. This was way back before they were able to purchase the building that became the Velma Joy Bumie Adult Day Center, as it is today."

"I agreed right then and there to serve on the board," Cathy said. "And I stayed for over 15 years, watching the agency evolve and grow. Wayne and I were aware of the wonderful work that was being done for the community and we were committed to supporting the agency in any way we could. We really believed in their programs and we still do."

Wayne and Cathy started a planned giving program 20 years ago when they set up a trust and named Volunteers of America Oregon as one of the recipients. Then two years ago, they purchased a fully paid for life insurance policy, with \$75,000 allocated for the agency. We are so grateful to

the on-going and loyal support expressed by Wayne and Cathy. It's this kind of financial generosity that makes it possible for us to survive and grow. Without them and so many others who are committed to our work, we would not be able to strengthen our communities and help individuals and families make better choices.

If you are considering setting up a planned giving program, we have listed a number of options below. You may also visit our website for details at www.voar.org, or call Christee Sweeney at 503-235-8655.

Charitable Giving: Leaving a Legacy

Cash contributions are critical for keeping an organization operating in the short term, but it's the endowments, the charitable trusts and leaving legacies through wills that really add financial stability to an organization. You can make a gift that costs you nothing during your lifetime and leaves your cash flow and current financial planning uninterrupted by naming Volunteers of America Oregon as beneficiary in your will, revocable trust, or retirement plan.

As the tax-year ends, consider these other basic financial ideas with your advisors to wrap up a more beneficial gift for you, your loved ones and Volunteers of America Oregon.

Donate Stocks

Gifts of Appreciated Stock and Mutual Fund Shares offer you these benefits:

- Receive an immediate charitable income
- Tax deduction for the full value of your gift
- Pay no capital gains tax (on assets held for more than a year)
- Reduce adjusted gross "taxable" income
- Make larger gifts at a lower cost than cash

Let Us Be Your Partner in Giving

- Deed a partial interest in your home and continue to live there
- Sell your property to us at a charitable discount
- Set up a gift with our sound fiduciary management that makes fixed, lifetime payments to you or a loved one

Your continued support becomes our continued support as we extend our reach into the community with the vital services and programs necessary to build stronger communities and help change lives.

Board of Directors

Volunteers of America Oregon is governed by our board of directors, a group of esteemed leaders from our community. They volunteer their time and talents to chart our course and help us move forward to an even more productive future.



Kay D. Toran
President/CEO
Volunteers of America Oregon



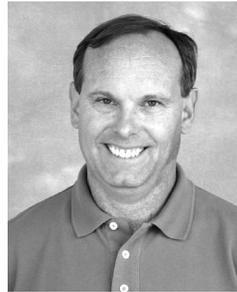
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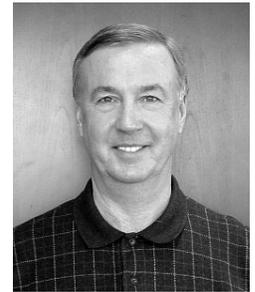
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Principal
Dowsett Fogg & Doler, P.C.
TREASURER



Ron Hall
Vocational/Transitions
Coordinator,
David Douglas School District
SECRETARY



Barbara Anderson
Vice President of Education
KinderCare Learning Centers



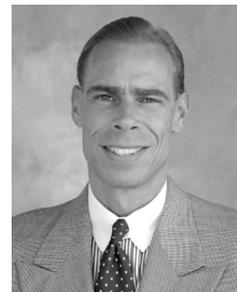
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Our Vision

Volunteers of America Oregon is a leader in creating vibrant, compassionate communities where every member is valued, every home is safe and every life is self-determined.

Our Mission

Volunteers of America Oregon changes lives by promoting self-determination, building strong communities and standing for social justice.

Our Values

- High quality of service to our community
- Ethical communications
- Diversity, inclusiveness and equality
- Partnership/collaborations and innovative solutions
- Compassion and acceptance