

CHANGING LIVES



Creating a plan for caring and safety for the community.



Volunteers of America
Oregon



Our report card on our community service. ANNUAL REPORT 2005

A plan for Care and Safety in our Community



As you read this annual report, we think you'll see why care and community safety are such an integral part of Volunteers of America Oregon. In concert with our mission to change lives by fostering self-empowerment, our plan to provide care and safety for families and the community is the foundation and a motivating force behind our programs.

For over 109 years, Volunteers of America Oregon has been offering compassion and care to those in need. Last year we helped over 9,000 individuals. It is our hope that as these individuals' lives are strengthened and stabilized, everyone in the community is indirectly touched in a positive way.

In this annual report we'll identify our three major divisions—Children and Family Services, Senior Services, and Rehabilitation Services—and touch on the care and safety needs that our programs are filling. We'll also provide some measurable results that demonstrate our effectiveness in meeting goals. A fourth division, Business Enterprises, generates revenue that helps support our day-to-day operating costs while providing employment and job training opportunities.

Much of our agency's success is due to the dedication and efforts of our nearly 230 staff members, over 750 volunteers, and numerous charitable gifts. As you'll see, we've reserved a special section of this report to express our gratitude to financial contributors, in-kind donors, and volunteers.

We are one of 40 affiliates of Volunteers of America, one of the largest non-profit social services in the country. The agency is included on the list of exceptional charities by Charity Navigator, one of the most prominent national charity evaluation organizations in the nation.

Letter from the President



Greetings,

Care and safety. These are key words you'll find repeated over and over in this year's annual report. There's a good reason for that. Volunteers of America Oregon has always been, and continues to be, a beacon of hope for those in need of care and a greater level of safety—neglected or abused children, victims of domestic violence, troubled youth, men and women trying to overcome substance abuse, the disabled and elderly—these are just some of the people in our community that are finding new hope and dignity thanks to our services.

In the midst of so much tragic news and turmoil in the world, I'm happy to be able to share good news about our recent successes with highlights and results from our programs—all made possible by the dedicated work of staff and volunteers, as well as the vital and deeply appreciated financial support from our generous donors.

As our organization moves forward and positions itself for the next five years, we will unfold an initiative designed to achieve even greater safety for children, families, and individuals within our community. We also want our service delivery system to be part of a widening safety net of care that reaches as many in need of our services as possible.

Now more than ever, Volunteers of America Oregon must continue the work that was started over a century ago. As in the past, we will be bold, creative, responsive, and always results oriented. In order to maintain our role as a leader in achieving the kind of results that ensure a safe and caring community, I am asking that you support us in our efforts.

Because our agency relies so heavily on your on-going contributions, I ask you to consider supporting us by making a donation to help meet the many needs of those who are less fortunate. There is much work to be done, whether working with parents who are at risk of child abuse and neglect, serving the frail elderly and their caregivers, or helping those in treatment to successfully overcome their addictions.

Be assured, as long as Volunteers of America Oregon is on the job, we will continue to value the dignity and potential of each person. We will change lives, foster self-empowerment and bring a greater level of comfort, meaning, care and safety to individuals and the community.

Thank you so much for however you support our agency and our work. I appreciate you.

A handwritten signature in black ink that reads "Kay W. Toran". The signature is fluid and cursive, with a large initial "K" and "T".

Kay Toran
President & CEO

Children & Family Division

Providing care and safety are the motivating forces behind our Children and Family Services programs. When children and families are at-risk for reasons including domestic violence, substance abuse, low income, or broken homes, the harmony and security of the entire community is at risk. Our programs provide care, counseling, and a higher level of safety and protection for children and families.

Child Care

The Child Care program fills a big need by offering a safe nurturing environment for children of low-income working families who can't afford childcare, thereby allowing parents to be employed or attend school while knowing their children are well cared for.

Highlights and results

- 207 families served
- New scholarship fund reduced monthly childcare costs from \$700 to \$300

Family Relief Nursery

This intervention-based day program is designed to help stop the cycle of child abuse and neglect while also providing development assessments for children ages six weeks through five years. It offers parenting skills training, respite care, and home visits to help families re-establish a safe and caring home environment.

Highlights and results

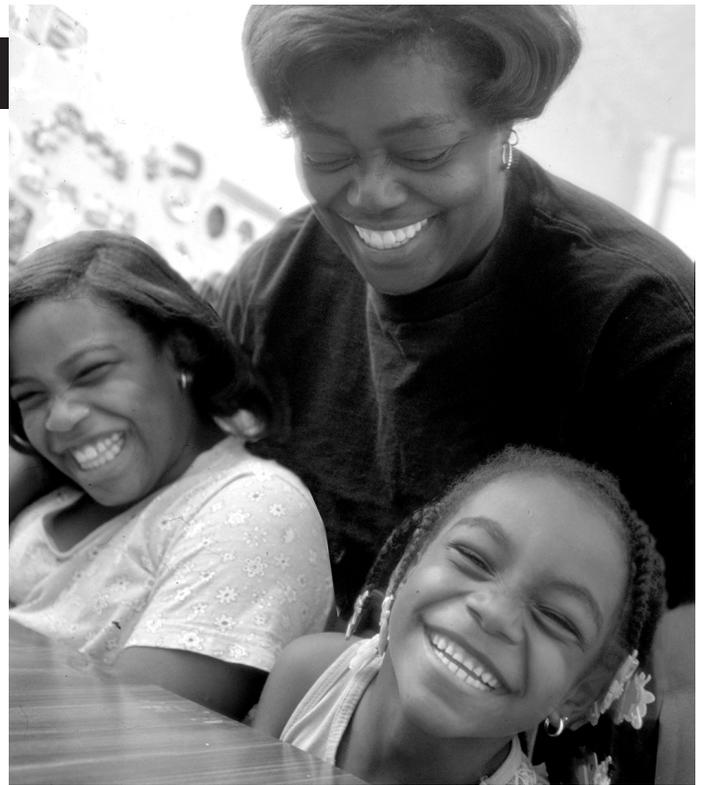
- 100 families served (100% increase over projections)
- 100% reported improved interactions with children

Home Free-Domestic Violence Intervention Program

The program creates a safer environment for women and children fleeing domestic violence and works to end family violence. Services go well beyond the typical emergency shelter model and includes an emergency crisis line, short-term housing, plus ongoing support and transitional services for up to two years.

Highlights and results

- 3,610 survivors and children received in-person services
- 274 families (274 adults, & 245 children) received emergency housing
- 66 families received transitional housing services
- 2,528 victims received Home Free restraining order advocacy
- 3,154 callers received Crisis Hotline advocacy
- 1,227 people received training, technical assistance, and education



CourtCare

This fully staffed, certified drop-in childcare program located in the Multnomah County Courthouse, provides a safe nurturing environment where children are protected from distressing situations in the courtroom while their parents are engaged in court business.

Highlights and results

- 978 children served
- 564 adults served

Youth Foster Care Program

The Youth Foster Care Program focuses on building long-term healthy relationships between the youth and foster families which has a positive and stabilizing effect on the youth. The program's smaller youth-to-case manager ratios, and well-trained, experienced staff, results in higher quality service and leads to successful client outcomes. Twenty-six youths ranging in ages from 8-18 are currently placed with 19 families.

Highlights and results

- 92% of youth remained in the same home over five years
- 95% youth graduated or achieved their GED
- 70% of the graduating youth went on to college



Adult Day Services



Our three Adult Day Centers, Lambert House East, Velma Joy Burnie, and The Marie Smith Health and Social Center provide a variety of support services in a structured daytime setting for low-income seniors and adults with disabilities.

Participants receive care in a safe and nurturing environment and are stimulated through meaningful recreational activities that include music therapy, exercise, arts and crafts, games, special events, and outings. Individualized care plans are developed for each participant to meet their specific needs and improve their success in the program.

Our focus is to promote wellness and to support individuals in maintaining their community living by avoiding costly skilled nursing home stays. We do this by supporting the participant as well as by providing necessary and valuable respite for their caregiver.

Of those enrolling in our Adult Day Services during the past fiscal year and participating for a minimum of 90 days, 92.4% were either stabilized or maintained stabilization in their community living.

Highlights and results

- 244 participants served
- Caregiver Survey responses regarding the cultural respect and appropriateness of service indicate: 85.4% - always; 7.3% somewhat; 0.0% - never (7.3% did not answer)

Our three Adult Day Centers have received the Elder Friendly Business Certification from Elders In Action and are CARF certified.

Participant Successes

Our success is reflected in the feedback we receive about our participants.

Nancy G. has been coming to the Velma Joy Burnie Adult Day Center for over a year. Before joining our program she had spent 25 years living in a residential care facility where her primary activity consisted of watching television. Now Nancy participates in exercise and various discussion groups. She has developed many special relationships in the last year and always comes in eager and with a ready smile.

Jacqueline N. lives with her family. But with everyone gone during the day, she felt isolated. She has multiple health concerns, takes 17 medications a day and is in a wheelchair most of the time.

Since coming to Lambert House East, she is getting assistance with her medications and diet, as well as participating in activities such as exercise, music therapy, games, etc. Her participation has resulted in less stress and worry for the family, and more stimulation, socialization, education, and relaxation for Jacqueline.

Patsy W. had been home and confined to a wheelchair for two years after suffering a stroke. Having been a very active and outgoing person, formerly employed by Volunteers of America Oregon, she was anxious to attend the Marie Smith Health and Social Center where she could socialize with old friends and meet new people. Now Patsy is back in the swing of things, improving every day and is so happy with the program she has begun to recruit new participants.



Rehabilitation Division

The rising rate of drug and alcohol related crime in our community presents enormous safety risks for children and family members of the addicted, for the addicts themselves, and for the community at large. Our Rehabilitation Division serves individuals who have been involved in the criminal justice or child welfare systems, often due to substance abuse. The programs offer healthier alternatives and support for breaking old habits and becoming more self-sufficient and productive members of society.

Men's & Women's Residential Centers

Our gender-specific treatment facilities offer chemical dependency, mental health, and cognitive restructuring treatment to men and women who are currently under the supervision of Multnomah County Department of Community Justice.

The centers have the capacity to serve 50 mid-to-high-risk men and 35 women. The programs provide six months of intensive residential treatment, followed by six months of outpatient aftercare. In addition, both centers offer alumni support and opportunities for former program participants and their families to join in clean-and-sober activities and events.

Highlights and results

- 289 residential clients served
- Of the 221 residential clients who participated in the program for more than 15 days, 73% either graduated (135 clients) or made significant progress in the program (26 clients) ¹
- 150 or 57% identified methamphetamine among their top three drugs of choice
- Of the 135 meth users who participated in the program for more than 15 days, 71% either graduated (76 clients) or made significant progress in the program (15 clients)

¹ Significant progress in treatment and program graduation correlates with a significant reduction in re-arrest rates one year post release.

Alcohol and Drug Outreach

Oregon Department of Human Services/Child Welfare refers parents who are unable to provide a safe and nurturing environment for their children due to substance abuse to the Alcohol and Drug Outreach Program. The program's goal is to foster healthier and more stable families and reaches out to five counties and the Portland area.

Highlights and results

- 883 individuals were referred to the program
- 81% (717 individuals) accepted services and were enrolled in the program.
- 54% achieved all or most of their goals



Parenting Program

The program provides individual and group support to over 400 families each year who are referred by the Oregon Department of Human Services/Child Welfare due to child abuse or neglect. Participants learn to foster stronger families and safer environments for their children.

Highlights and results

- Served over 835 individuals (80 more than last year)
- Two-thirds completed the program

Community Detention Monitoring

The program serves medium-to-low risk high-need juvenile offenders between the ages of 11 and 18 by monitoring their activities and allowing them to stay in school and the community in lieu of exposure to negative influences present in correctional institutions.

Highlights and results

- Between Jan. '04 and Dec. '04, 49 youth were served
- Over 85% returned for court hearings
- 75% did not re-offend.



Rehabilitation Division



Community Partners Reinvestment Project

The program, begun in the fall of 2003, works to reduce the rate of relapse and recidivism for young offenders ages 18-25, increase the rate of job retention, and improve the quality of life while enhancing the safety of our neighborhoods and our communities. The goal is to assist these young men in their transition from prison and to help them create drug and crime-free, healthy lifestyles that support them in becoming productive members of the community.

Partners participating in this collaborative project include Metropolitan Family Service (MFS), Better People, and Irvington Covenant Community Development Corporation (Irvington Covenant).

Highlights and results

- 26 participants served in start-up year
- 15 family members served
- 11 current active inmate participants
- 9 current active released participants
- 72% are meeting 2/3 of their treatment goals

Here is a brief glimpse of how the program is helping.

Peter Foster: Rebuilding Relationships

Peter's drug use began in his early teens and progressed to addiction and drug dealing before completing high school. At 15 he became a father but had little contact with his child due to his criminal behavior and subsequent incarceration.

Today, that's all behind him as Peter pursues his goals for becoming a Certified Alcohol and Drug Counselor and takes on the role of Peer Leader in Community Partners Reinvestment Project's (CPR) weekly group meetings.

Peter joined CPR prior to his release from prison last January and credits much of his recovery to CPR and Addiction Counselor, Larry Wallace. "Larry's been there. He knows what it's like to be an addict and in prison and to change his life," Peter said. "Meeting Larry made me start thinking about doing things differently when I got out."

Peter has been a steadfast participant and a model for others in the program, completing the 12-Step Better People program, working in the family business, and pursuing his education.

If you were to ask Peter what's keeping him out of prison this time, he'll answer without hesitation, "My daughter and my mom, my family. I want to be a father my daughter can be proud of. I want to get my life back on track for her, to make her proud of me. She's my number one reason for staying out of prison." Peter is now enjoying being a Dad and an active participant in his young child's life. He appreciates the support CPR provides in making all this possible, saying, "If it wasn't for CPR I'd probably be back in prison today, no question."



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

Business Enterprise Division

The function of this division is to help fund the agency's day-to-day operations, thereby indirectly helping us meet the goals of our programs: To provide care and support for those in need while also building a safer community. Workforce development is an added benefit in the Thrift Store and Food Services.

Food Services

The Food Services program provides nutritious and appealing meals for our Women's Residential Center (WRC), Child Care and Family Relief Nursery programs, our three Adult Day Centers, and Daily Solutions, a county run rehabilitation class, and the YWCA. Special function catering is also provided internally and externally.

A common menu is developed to accommodate all customers simultaneously. This allows economy of motion along with discounted buying power.

Food service vocational training is offered to the women of WRC and provides job readiness for employment.

Highlights and results

- 100% increase in net contribution
- 55 women completed vocational training
- Nearly 10% were hired in the food preparers industry

Vehicle Donations

The Vehicle Donation Program accepts donations such as cars, trucks, boats, motor homes, travel trailers and motorcycles selling them at public auction which generates much needed funding for our social service programs.

The program also partners with over 230 community non-profit organizations in our Charity Connection Turn-key Vehicle Donations Program. These partners receive thousands of dollars in total revenues to support their own essential human service programs and enjoy the convenience of our administrative management of the program.

Highlights and results:

- 17% contribution increase over 2003-2004
- 3800+ vehicles were donated and sold in 2004-2005
- 24% increase in average gross return per vehicle over last year
- 230+ Charity Connection Partners



Thrift Store

The Thrift Store operation solicits, collects, processes, and sells donated household goods to supplement funding for the direct service social programs of the agency.

The vocational opportunities are available for participants of our rehabilitation programs as well as individuals from the community. Employees receive training and develop work experience.

Highlights and results

- 35% contribution increase over 2003-2004
- Cumulative average daily sales increased 8.6% over 2003-2004
- Sales productivity increased 3.5%



Volunteers



Thanks to our over 750 Volunteers!

Whether a grandmother assisting in our Child Care Program, a former substance abuser mentoring at our Men's Residential Center, a former business man who wants to beautify the grounds at Lambert House East, or a corporation with an active volunteer program, we're grateful for the time and dedication shown by our volunteers who logged in excess of 23,000 hours supporting our programs. Our volunteers provide the energy that keeps us moving so we can continue to help others.

Employee Teamwork

We're available to help corporations coordinate group volunteer activities. It's a gratifying moral booster when employees reach out and help those in need in the community, and doing it under your corporation's banner helps build teamwork.

Filling a Need

Individuals in the community are encouraged to offer their time and talents to support our programs. Come share your musical or arts and craft interests at our Adult Day Centers, pass on the benefits of your own experience and help mentor a parent who is struggling to hold their family together. Or just be a good listener for a senior or a helping hand for a child.

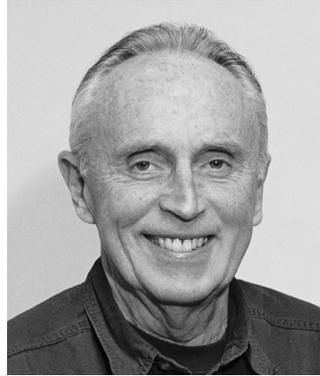
Here are three examples of how our volunteers have chosen to support us.



Windy Chiddix: Caring Knows No Language Barriers

After her own ten grandchildren grew up, she missed working with youngsters. Answering an ad in the newspaper, Windy became a volunteer for the Home Free-Domestic Violence Intervention Program. She keeps the children safe and busy while their mothers

attend support groups. Even though most of the children are non-English speaking, they have no trouble understanding Wendy's language of caring.



Mike McDonald: Golden Note Award Winner
Mike was referred to our Adult Day Services by the Senior's Make Sense Program, a community service program that provides training opportunities for seniors.

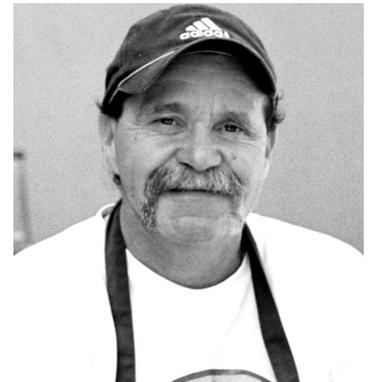
He's been responsible for maintaining and repairing equipment, caring for the grounds, and attending to other projects as needed, and

recently he's become more involved with the daily activities of the Adult Day Services program.

Mike's dedication and fine work earned him the Gresham Chamber of Commerce Golden Note Award for outstanding volunteerism.

Butch Nicklin: Commitment to Change

After years of substance abuse, Butch entered the Men's Residential Program (MRC) and was able to get his life back on track. Now he is giving back to the program that helped turn his life around. Butch volunteers in the kitchen at MRC and helps prepare and serve meals to between 50 and 65 men. He also accompanies some of the men on special outings, like sporting events.

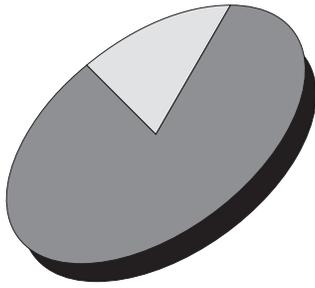


Butch is grateful for the opportunity to set a good example for others by living a clean and sober life.

More Volunteers Needed

We invite you to inquire about our volunteer opportunities regardless of your talents and skills. There are so many ways you can help support our programs.

Details at www.voao.org or phone Doran Whipple at 503-235-8655.



**We Make Your Gift
Work Harder**

82¢ 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 2005.**

ASSETS

	2005	2004
Current Assets:		
Cash and equivalents	\$2,218,927	\$1,342,546
Accounts receivable net	1,316,470	1,444,048
Inventory of donated vehicles	119,564	133,900
Prepaid expenses	57,341	40,988
Short term investments		
	<u>3,712,302</u>	<u>2,961,482</u>
Fixed Assets:		
Land and buildings	5,453,640	5,290,212
Furnishings and equipment	754,601	722,751
Leasehold improvements	72,574	89,076
Accumulated depreciation	<u>(2,172,305)</u>	<u>(1,822,420)</u>
Total Fixed Assets	4,108,510	4,279,619
Other Assets:		
Long term investments	1,191,300	1,166,174
Total assets	<u>9,012,112</u>	<u>8,407,275</u>
LIABILITIES AND NET ASSETS		
Current Liabilities:		
Accounts payable	331,948	476,495
Current portion of long-term debt	40,083	38,703
Accrued payroll and related items	306,159	299,508
Other current liabilities	<u>246,743</u>	<u>103,654</u>
Total current liabilities	<u>924,933</u>	<u>918,360</u>
Other Liabilities:		
Long-term debt less current portion above	<u>479,812</u>	<u>522,674</u>
Total liabilities	1,404,745	1,441,034
Net Assets:		
Unrestricted	6,654,259	6,278,096
Temporarily restricted	953,108	688,144
	<u>7,607,367</u>	<u>6,966,240</u>
Total Net Assets	7,607,367	6,966,240
Total liabilities and net assets	<u>9,012,112</u>	<u>8,407,274</u>

Volunteers of America of Oregon, Inc.
Statement of Activities for the year ended June 30th 2005 with comparative totals for 2004

Statement of Activities

REVENUES FROM OPERATIONS

	2005	2004
Public support received directly:		
Contributions	\$2,649,485	\$2,691,822
Public support received indirectly:		
United Way	137,647	207,753
Total public support	<u>2,787,132</u>	<u>2,899,575</u>
Revenue and grants from governmental agencies	<u>7,189,102</u>	<u>7,293,793</u>
Other revenue:		
Program service fees	1,100,029	553,388
Other income	<u>111,592</u>	<u>80,779</u>
Total other revenue	<u>1,211,621</u>	<u>634,167</u>
Total revenue from operations	<u><u>11,187,855</u></u>	<u><u>10,827,535</u></u>

OPERATING EXPENSES

Senior Services	968,737	895,969
Children & Family Services	1,903,516	1,538,398
Rehabilitation Services	4,727,396	4,322,267
Enterprise Services	1,091,765	1,089,080
Total program services	<u>8,691,414</u>	<u>7,845,714</u>
General Administrative Costs	1,343,202	1,415,246
Fundraising	401,137	392,717
Administrative Fees paid to National Organization	<u>191,506</u>	<u>172,601</u>
Total operating expenses	<u><u>10,627,259</u></u>	<u><u>9,826,278</u></u>
Excess / (loss) from operations	<u>560,596</u>	<u>1,001,257</u>

Non-operating gains (losses) and other revenue:

Interest	69,370	47,859
Realized gains on investments	0	492,906
Unrealized gains on investments	<u>11,161</u>	<u>20,274</u>
Surplus from other activities	<u>80,531</u>	<u>561,039</u>
Change in net assets	641,126	1,562,296
Nets assets at beginning of year	<u>6,966,241</u>	<u>5,403,945</u>
Nets assets at end of year	<u><u>7,607,367</u></u>	<u><u>6,966,241</u></u>

**Figures above exclude in-kind donations of \$392,138 in 2005 and \$285,472 in 2004.

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.

Donors

We Thank Our Generous Donors

As a non-profit organization, Volunteers of America Oregon relies on cash and in-kind donations in order to continue helping those in need. Our sincere thanks go out to all the individuals, foundations, agencies, and corporations who have supported us.

\$50,000 +

Providence Health System
Spirit Mountain Community Fund

\$5,000 - \$49,999

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In Kind Donations

We are grateful to all those who have given their services and donated items to help support our programs. The list includes vehicles donated to our Vehicle Donation Program, items given to our Thrift Shop, event tickets to enrich the lives of participants in our programs, office supplies, furniture, media airtime, auction items for fund-raisers.

Agency Support

We also wish to recognize those that provide financial support to our programs. These include Multnomah County Health Department, The State of Oregon Department of Human Services, the Multnomah Early Childhood Program (MECP), Children's Investment Fund, Multnomah County Department of Community Justice, Casey Family Programs, Multnomah Bar Association, Head Start/Early Head Start, and the Oregon Relief Nursery Association.

We apologize for the lack of space that would be necessary for us to list each and every individual who has contributed through financial or in-kind donations. Please know your gift is greatly appreciated!

Tom Wenrich, A plan for Giving for the Future



Kay Toran, CEO and President of Volunteers of America Oregon and Tom Wenrich, Board of Directors, Volunteers of America.

Tom Wenrich, former board member for Volunteers of America Oregon and currently a national board member, is a long-time supporter of our agency. After spending 30 years as a successful entrepreneur and business owner in the paper industry, Tom felt he wanted to give something back to the community.

In 1996, he began to research nonprofits looking for a high-quality agency to get involved with. “I was looking for an organization that served the needs of the community, had a solid financial footing, a strong board, a competent and committed management team, and a dedicated staff,” Tom recalled.

After meeting with CEOs of several nonprofits, he found that Volunteers of America Oregon not only met the financial and management criteria, they also offered an impressive list of vitally important social programs. The choice was clear and Tom joined the board of directors in 1996 and served for six years, the last two as board chair. “I also made a long-term commitment to the agency by joining the Ballington and Maude Booth Legacy Society,” Tom said. “The ongoing day-to-day financial needs for the agency are partially met through government and foundation grants, cash donations, and so forth, but to ensure the long-term viability and health of the organization, a sizable endowment fund is an absolute pre-requisite.

“There are many ways to set up a planned giving program with the Legacy Society. I chose a method that was very cost effective for me. By selling a stock portfolio that had doubled in value over the years, I was able to purchase a fully-paid life insurance policy worth \$250,000 naming Volunteers of America Oregon as the beneficiary. In effect,

it really didn’t cost me anything, other than the original purchase price of the stock, plus I was able to take a tax write off for the full value of the stock. It’s gratifying to be able to support Volunteers of America Oregon this way. Their programs and services continually impress me, as does their president and CEO, Kay Toran. During my watch as board chair, the CEO position became vacant and I was responsible for finding a replacement. It was our good fortune that Kay agreed to lead the organization.

“This annual report is evidence of the high quality outcomes from the programs offered by Volunteers of America Oregon,” Tom added. “I encourage anyone who wants to support the agency’s efforts to consider setting up a Planned Giving Program. Your gift will be well managed and the results will be felt for years to come.”

Planned Giving: Leaving a Legacy That Benefits Many

As the tax year ends, we ask you to remember Volunteers of America Oregon and please consider these basic financial Planned Giving ideas with your advisors. They might include any of the following:

Appreciated Securities, Gifts of Real Estate, Gifts of Business Interests, Outright Gifts, Bequests, Insurance, Charitable Remainder Trusts, Charitable Lead Trusts, Gift Annuities, Life Estates, and Estate Gifts.

Giving with confidence

- 85 cents of all donations received through fundraising go directly to support our programs
- Charity Navigator, a prominent national charity evaluation organization added Volunteers of America to their list of “exceptional” charities

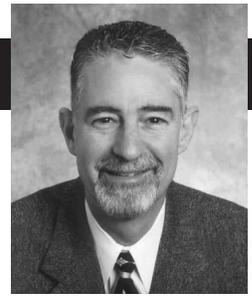
You can rest assured that the utmost care is taken to spend funds wisely. Your continued support becomes our continued support as we extend our reach into the community as we build stronger communities and help change lives.

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



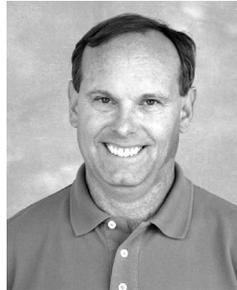
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Portland Service Area
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Robert Baumann
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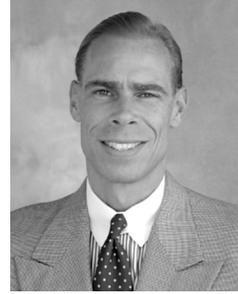
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Our Vision

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