

a measure of our success



**ANNUAL REPORT 2003**



**Volunteers of America®**  
Oregon

# Volunteers of America Oregon Making A Difference

## Enriching Lives



## Strengthening Families



Nurturing the Frail Elderly



Protecting Children

## Helping Others Help Themselves

From the youngest child to the eldest grandparent, from victims of domestic violence to at-risk youth, and from the recovering homeless addict to the single mom in need of help from someone who speaks her language, our services made a difference in the lives of over 7,000 individuals last year.

With the support of more than 750 volunteers, our staff of over 250 provides professional and compassionate care in three primary divisions: Children and Family Services, Senior Services, and Rehabilitation Services. Our Enterprise Division generates much needed revenue through our Vehicle Donations, Thrift Store and Food Services Programs and supports our day-to-day operating costs while providing opportunities for workforce development and training.

We are one of 40 affiliates of Volunteers of America, among the largest non-profit social services organizations in the country. For over 100 years, the organization has given hope and opportunities to millions of Americans.

As long as there are families and individuals who have lost the ability to hold their lives together, there will be a need for us to fill. Volunteers of America Oregon will continue to be there to help change lives.

## Building Community

## Empowering Individuals

# Letter from the President

In these times of economic and global uncertainty, I am pleased to be writing you with positive news. Our fiscal year has drawn to a close, the results are in, and once again, the programs and services Volunteers of America Oregon provides to the community have set the standard and raised the bar for excellence.

The programs we provide for children, families, seniors, our rehabilitation services and our business enterprises, not only enrich the lives of others, they continue to meet or exceed our goals with measurable accomplishments. Such results reinforce the value we place on excellence – a quality of vital importance to our organization, our community and to me, personally.

I would like to share some of our program results with you – not just numbers, but stories of people whose lives have been changed. You will also get a glimpse behind the scenes to meet some of the people who, with compassion and dedication, reach out to strengthen families and improve our community.

- Our Senior Services program was the first in the state of Oregon to receive accreditation from CARF – The Rehabilitation Accreditation Commission – for the exemplary services offered at Marie Smith Center, Velma Joy Burnie Center and Lambert House East, our Adult Day Services. We optimized our resources by consolidating services and closing Lambert House West.
- I am also pleased to report that feedback we receive from participants in our programs involved with child care, family nurseries and parenting reveals marked improvement in all areas of daily family life, from better communication skills and renewed harmony in the home, to changes in child behavior and enhanced learning abilities.
- Men and women enrolled in our drug and alcohol rehabilitation programs have also experienced dramatic and positive shifts in life-styles with a combined reduction of nearly 60% in arrests overall following graduation from our programs. Our Parenting Program provided nurturing child-rearing training to over 300 at-risk parents.
- Our Business Enterprise Division, which helps support the agency's day-to-day operating expenses through the Vehicle Donations Program, the Thrift Store and Food Services, continues to deliver impressive results. We saw a 7.3% increase in the average return per donated car. The Thrift Store realized a 16% increase in average daily sales over the course of its first full year of operation. Our Food Services Enterprise expanded their external customer base resulting in a 230% increase in sales.

The Student Attendance Initiative was transitioned to Multnomah County due to county budget reductions.

Looking to the new year, we plan to celebrate our continued commitment to excellence and to align ourselves with that vision by hosting the annual DePreist Award for Excellence Tribute Dinner on January 29th at the Oregon Convention Center. Our 2004 honoree is Sho Dozono, a member of our community whose work and life reflects the same values as Volunteers of America Oregon – building vibrant communities, changing lives, and leaving a lasting legacy. We hope you will consider joining us at this event.

In evaluating the results of this past year and in anticipation of the future, it's clear that the financial support we receive from agencies and generous donors, coupled with the dedication, compassion and highly qualified professionalism demonstrated by our staff and volunteers, are all key to our success. Together, we truly are making a difference!



Kay Toran  
President/CEO



# Children and Family Services Division

## Child Development Center

- Child Care
- Family Nursery
- CourtCare

## Family Center Outreach

## Family Center Shelter

## Common Bond

Our children and family services programs provide families with the education and support necessary to develop better parenting skills and a safe and nurturing home environment. We foster more self-sufficient and financially stable families.

Services include:

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

## FY 2003 Highlights and Measurable Results

### Family Nursery

- 111 families served - 98% reported improved family health and stability.

### Child Care

- 83 adults were able to seek or continue their jobs or education without resorting to substandard child care.
- 98% reported increased knowledge in improving child behavior.

### Family Center

- 810 women and children experiencing domestic violence received face-to-face support and services.
- 100% increased their knowledge of domestic violence and local resources, 91% made safety plans, and 83% completed more than half the goals in their comprehensive goal plans.

### Common Bond

- 151 families received parenting education and advocacy resulting in improved family relationships and more stable and safe home environments.



## PROGRAM PROFILE

*Common Bond brings multi-cultural families together. Many were anxious to share their stories.*

### Common Bond: Closer Families, Stronger Communities

On a typical day, half a dozen women and their young children will be gathered around a low round table doing art work until Leticia Baldwin, a parent educator at Common Bond, calls everyone into a circle for story time.

The center is well equipped with educational toys and games specially designed to foster healthy emotional, social, cognitive and motor development for children from birth to five years old.

Mayanin, a mother with two grown children, brings her youngest to the program because he had no playmates at home. "It's made a big difference," she says. "Now he is singing, learning so many new things and starting to read."

Miriam and Cecilia, two other young mothers in the group, said the Parents as Teachers Program, one of Common Bond's services, has taught them how to communicate better at home and their children are becoming prepared for kindergarten.

Karen Bridgemon has two children under age 5. "I am a lot more confident about my parenting skills since I have been in the program. It's important for our family to connect with other families," she said, "to be better examples to our children."

# Senior Services Division

## Adult Day Centers:

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

Our Adult Day Centers support seniors in maintaining optimal emotional and physical health. The need for adult day programs is great. Nearly one in four American households (over 22.4 million) are involved in caring for an older family member. Fifty percent of people caring for seniors report stress-related symptoms as a result of care giving.

Our professional staff and volunteers provide:

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

## FY 2003 Highlights and Measurable Results

- Our Adult Day Programs were the first in the state of Oregon to receive the CARF award—The Rehabilitation Accreditation Commission—for exemplary programs.
- 345 participants served.
- 90% of participants reported stabilization and/or improvement in mental health and emotional well being.
- Caregivers received much needed respite: reported 90% improvement in their own emotional health.
- Twelve 2-hour sessions of continuous education and support provided for over 100 caregivers through our training series.



## STAFF PROFILE

*We believe the best way to illustrate the kind of dedication and care expressed at our Adult Day Centers, is to introduce one of our staff members.*

### **Sara Issac: Listening Ear, Open Heart**

Sometimes the most cherished gift you can give to the elderly is a listening ear. The clients at the Marie Smith Center have that gift in Sara Issac.

Sara spent several months volunteering at the center and now, as a permanent staff member, she helps prepare breakfast for the clients, takes them on walks, leads them in exercise and creative activities and does whatever she can to let the participants know they are welcome and being cared for. But the thing Sara enjoys most is one-on-one quiet conversations with the seniors.

"I love hearing their stories as much as they enjoy telling them," she said. "There is so much history here, it's been an education for me. If someone is sitting by themselves, looking a little lonely, I see a story just waiting to be told. So, I pull up a chair and watch them open up. Before long, it's all smiles and bright eyes as they relive their memories and I visualize the scenes they retell."

Sara has been a Certified Nursing Assistant since 1997 and is well qualified to work with the elderly and infirmed. "I've spent years working in nursing facilities and care homes", she said, "but nursing homes were often stressful. The soothing atmosphere of the Marie Smith Center is such a welcome relief from all of that. It's a relaxing environment here, there is plenty of time to give high quality care."

# Rehabilitation Division

**Men's Residential Center (MRC)**

**Women's Residential Center (WRC)**

**Community Detention Monitoring**

**Alcohol and Drug Outreach**

**School Attendance Initiative**

**Parenting Program**

Programs provide adults and adolescents with a continuum of support to help them become self-sufficient and productive members of 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
- Providing nurturing child rearing training to at-risk parents
- Transitional housing for men and women recovering from addictions

## FY 2003 Highlights and Measurable Results

On average, residents in MRC and WRC showed a reduction in arrests following treatment at a rate of 60% and 59.2%, respectively. Among all substance abuse treatment programs funded by the Department of County Justice in the Portland area, MRC and WRC were ranked highest in outcomes.

### Men's Residential Center and Women's Residential Center

- 73% successful discharge of 270 clients.

### Parenting Program

- 66% of the 468 parents from 391 families completed the program with 81% less recidivism in the following year.



## STAFF PROFILE

*How do we measure the success of our programs? One life at a time. There are many stories from people whose lives have been changed through our programs. This is one of them.*

### Al Forthan: Street Smarts Making a Difference

Al's misfortunes started early. After spending his teen years pushing the limits of the law, he was arrested for robbery at age nineteen. When he emerged from the Oregon Correctional Institute, he had learned how to traffic in drugs and began the life of a career criminal.

When Al graduated from pot to heroin, it required acts of violence in order to support his addiction. His arrests and convictions led to nine stretches in prison, and while none of the convictions were serious enough to keep him from eventual parole, they still robbed him of a total of twelve years of his life.

Over the years, Al participated in several drug rehabilitation treatment programs, none of which had any lasting effect. Then, in July of '91, an intake coordinator and counselor from Volunteers of America Oregon's Men's Residential Center admitted Al to the treatment program.

After completing an intense 6-month residential treatment program, Al enrolled in Portland Community College and earned an Associates degree in Alcohol and Drug Counseling. He was a model student, on the honor roll and the dean's list. He did his internship at MRC and on December 23, 1996, Al received an early holiday gift—he was the first MRC alum to be hired as a full time Certified Addiction Counselor.

Al is finally living a fulfilling life. "This is where I am supposed to be," Al said, "helping these men, giving back all the support, training and encouragement I received. This program saved my life. I know where these men are coming from. I know if they are willing, the program can work for them too."

# The Business Enterprise Division

## Vehicle Donations

## Thrift Store

## Food Services

The Business Enterprise Division is a case study in how we use our resources to assist others. Revenue from these three enterprises helps fund the agency's day-to-day operations and indirectly supports our other programs, all of which are so vital to the community.

Participants in our residential treatment programs develop valuable skills through their work at the Thrift Store and our Food Services Enterprise. Vehicle Donations partners with over 200 other non-profit agencies, all of which received an aggregate of \$288,000 in revenues from the sale of vehicles.

## FY 2003 Highlights and Measurable Results

### Vehicle Donations

- 7.3% increase in average return per car.
- 3,900+ vehicles donated.

### Thrift Store

- 16% increase in average daily sales during first year of operation.

### Food Services

- 230% increase in revenues from expanded customer base.



## PROGRAM PROFILE

*Our Food Services Enterprise is a prime example of how we apply our resources to change lives and serve the community.*

### Food Services:

#### Family Style Nutritious Meals

The thought of eating institutional food may not stimulate your tastebuds, but when the chef has 15 years experience in top positions with fine dining establishments like City Club of Washington, DC, Portland's 2nd Avenue Bar and Grill, and Blue Tango Bistro, it might cause you to think again.

Tom Weatherell is that chef and since the fall of 2000, he's been bringing his rare blend of culinary expertise, organizational skills and a background in psychology to a most unexpected venue, the Women's Residential Center at Volunteers of America Oregon.

The Women's Residential Center is a temporary home to about 50 women who have been involved with the criminal justice system and are now recovering from substance abuse. The women receive support from the research-based curriculum and comprehensive treatment, and thanks to Tom's expertise, they are also exposed to vocational opportunities.

The on-site commercial grade kitchen offers the women a unique opportunity to learn food preparation skills. They receive a food handlers card while learning the value of taking on responsibility.

Eight women residents rotate during the day to work in the kitchen. A portion of the approximately 300 meals prepared each day are served to the other women in the program and the children at VOAOR's Child Development Center.

The menus include nutritious, tasty and visually appealing food. All of the meals are prepared fresh daily on-site. They also cater many of the business meetings for Volunteers of America Oregon as well as other institutional customers.



**Volunteers of America Oregon, Inc.**  
**Statement of Financial Position**  
**June 20th 2003 and 2002.**

**ASSETS**

	2003	2002
Current Assets:		
Cash and Equivalents	\$1,293,118	\$230,145
Accounts receivable net	881,154	903,593
Inventory of donated vehicles	95,986	98,426
Prepaid expenses	138,560	128,498
Short term investments	16,521	531,322
Total Current Assets	2,425,339	1,891,984
Fixed Assets:		
Land and buildings	5,123,442	5,124,262
Furnishings and equipment	655,107	626,060
Leasehold improvements	101,124	119,958
Accumulated depreciation	(2,010,831)	(1,740,662)
Total Fixed Assets	3,868,842	4,129,618
Other Assets:		
Designated and encumbered assets	1,133,461	1,121,230
Total assets	7,427,642	7,142,832

**LIABILITIES AND NET ASSETS**

Current Liabilities:		
Accounts payable	236,770	351,285
Current portion of long-term debt	79,202	572,819
Accrued payroll and related items	356,312	336,514
Other current liabilities	207,000	42,568
Total current liabilities	879,284	1,303,186
Other Liabilities:		
Long-term debt less current portion above	1,144,413	1,157,417
Total liabilities	2,023,697	2,460,603
Net Assets:		
Unrestricted	5,085,216	4,305,196
Temporarily restricted	318,729	377,033
Total net assets	5,403,945	4,682,229
Total liabilities and net assets	7,427,642	7,142,832

**Volunteers of America Oregon, Inc.**  
**Statement of Activities for the year ended June 30th 2003 with comparative totals for 2002**

**REVENUES FROM OPERATIONS**

	2003	2002
Public support received directly:		
Contributions	\$2,276,791	\$2,038,829
Public support received indirectly:		
United Way	<u>252,120</u>	<u>379,983</u>
Total public support	<u>2,528,911</u>	<u>2,418,812</u>
Revenue and grants from governmental agencies	<u>7,842,816</u>	<u>8,347,413</u>
Other revenue:		
Program service fees	482,426	515,949
Other income	145,144	80,730
In-Kind donations	<u>32,878</u>	<u>132,041</u>
Total other revenue	<u>660,448</u>	<u>728,720</u>
Total revenue from operations	<u><u>11,032,175</u></u>	<u><u>11,494,945</u></u>

**OPERATING EXPENSES**

Senior Services	1,033,179	1,069,212
Children & Family Services	1,615,061	1,680,364
Rehabilitation Services	<u>4,651,342</u>	<u>5,888,399</u>
Total program services	<u>7,299,582</u>	<u>8,637,975</u>
General Administrative Costs	2,438,122	1,333,482
Fundraising	399,220	1,144,369
Administrative fees paid to National organization	<u>173,843</u>	<u>179,147</u>
Total operating expenses	<u><u>10,310,767</u></u>	<u><u>11,294,973</u></u>
Excess / (loss) from operations	<u>721,408</u>	<u>199,972</u>

Non-operating gains (losses) and other revenue:

Interest	38,761	55,854
Realized gains on investments	(55,264)	(77,168)
Unrealized gains on investments	39,656	(4,726)
Other	<u>(22,845)</u>	<u>(148,086)</u>
Surplus from other activities	<u>308</u>	<u>(174,126)</u>
Change in net assets	721,716	25,846
Nets assets at beginning of year	<u>4,682,229</u>	<u>4,656,383</u>
Nets assets at end of year	<u><u>5,403,945</u></u>	<u><u>4,682,229</u></u>

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 a preliminary unaudited 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 Central 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  
JEHT Foundation  
Spirit Mountain Community Fund

**President's Club** Gifts of \$5,000 to \$49,000  
Estate of Budd G. Burnie  
The Collins Foundation  
Harsch Investment Corp  
Hoffman Corporation  
David Knierim  
Lane Powell Spears Lubersky  
Multnomah Bar Association  
Nike U.S.A.  
Oregon Lottery  
Portland General Electric  
Portland Women's Union Foundation  
Providence Health System  
U.S. Bank  
Walsh Construction Company  
Mike Williams, PC.

**Founder's Club** Gifts of \$1,000 to \$4,900  
Tony Arnerich  
All Saints Episcopal Church, ECW  
Ater Wynne, LLP  
Autzen Foundation  
Robert Baumann  
Gretchen Brooks  
Mr. & Mrs. Garthe Brown  
Clark Foundation  
Davis Wright Tremaine, LLP  
Mr. & Mrs. John Emrick  
Estate of Jean Frances Essex  
Estate of Donald H. Frank  
Hoffman, Hart & Wagner  
J.E. Dunn Construction  
Mr. & Mrs. Peter Jacobsen  
Linda Jessell  
Mr. David Johnson & Mrs. Eileen Johnson  
Key Bank  
Lane Powell Spears Lubersky LLP  
Pamela G. Lesh  
Diane Mortinson  
Jeffrey Murray  
Nelson Fund, OCF  
Nike Employee Matching Gift Program  
Northwest Natural  
Oregon College Of Art & Craft  
Oregon Health Science University  
Oregon Women Lawyers Foundation  
Pacific NW Regional Council Of Carpenters  
Fred Panzer

Portland Art Museum  
Portland State University Foundation  
Schamp Family Fund, OCF  
Schwabe Williamson & Wyatt, P.C.  
Fred Shipman  
Stoel Rives LLP  
Jean Vollum  
James & Janeen Wadsworth  
Washington Mutual  
Malia H. Wasson  
Wells Fargo & Company  
Joseph E. Weston Fund, OCF  
Women's Care Foundation  
Grant M. Yoshihara  
Juan Young Trust, OCF

**Charter Club** Gifts of \$200 to \$999  
Margaret Addington  
Frederick H. Allardt  
Leonard Aplet  
H. M. Baker  
Gretchen E. Barber  
Barran Liebman  
Lorraine Barton  
Dorothy Baska  
Mr. & Mrs. Shephen C. Bates  
Steve Beaird  
Mr. & Mrs. Charles Beek  
Vera Bennett  
Ruth A. Beyer  
Mr. & Mrs. William Bishop  
Robert Blank  
Earl Blumenauer  
David Blumhagen  
Bodyfelt, Mount, Stroup & Cham  
Mr. & Mrs. Victor S. Bollman  
Helen Boon  
Brasher's Cascade Auto Auction  
Genevieve L. Brink  
W. Lane Brown  
Joan Brown - Kline  
Mr. & Mrs. John D. Bryan  
Mary Ann & Dennis Buchanan  
Julie Buck  
Gwen Burns  
Ms. Patricia Byrd  
Care Oregon  
Douglas Carter  
Mr. & Mrs. Duncan Castle  
Centennial Bank  
Steven F. Chown  
Helen L. Colgan  
Columbia River Inter - Tribal Fish Commission  
Earl S. Constant  
Dr. & Mrs. Lenox Dick  
Mr. & Mrs. William Dillard  
Duane & Maryann Dillerud  
Domestic Violence Prevention Fund, OCF  
Mary I. Downey  
Kimberlie & Dr. Gordon Dowsett  
Dr. & Mrs. David Durfee  
Robert Eddy  
Stephen Edwards  
Mr. & Mrs. Henry Ehleringer  
Margaret W. Emory  
Linda K. Eyerman  
Nicholas S. Fish

While every possible effort has been made to include each and every contributor in this report, we apologize if anyone has been inadvertently excluded or a name misspelled. Please notify us as soon as possible so we can correct our records.

Dr. G. Alan Fisher  
 Charles D. & Pamela Jo Fogg  
 Gabrielle F. Foulkes  
 Mr. & Mrs. William C. Frazer  
 Mr. & Mrs. Arthur R. Gerlach  
 Mr. & Mrs. Michael Glavey  
 W. D. Hagenstein  
 Ronald Hall  
 John Hanshue  
 Hao-Jan Yu  
 Jeannette Hardesty  
 Francis E. Harrington  
 Mr. & Mrs. William K. Harris  
 Mike Hart  
 Lynn Haynes  
 Richard C. Hess  
 Linda Hines  
 Leonice Holthaus  
 Margaret W. Honeyman  
 Roxie Howlett  
 Cathy Hummel  
 Michael Huntington  
 Helen Hutchinson  
 Sharon James  
 Charles J. Jochim  
 Patricia M. Kelloff  
 Tom & Barbara Woodford Kelly  
 King City Lions Club  
 Virginia Kupfer  
 Kristena A. Lamar  
 Mr. & Mrs. Norbert Leupold, Jr.  
 Mr. & Mrs. Robert Likins  
 Mr. & Mrs. George Lockhoven  
 Anne Lynch  
 Sheryl Manning  
 Mr. & Mrs. Stanley Maple  
 Markowitz, Herbold, Glade & Mehlhaf, P.C.  
 Mr. & Mrs. Kent Mason  
 Elizabeth Mayer  
 Mary Louise McClintock  
 Mr. & Mrs. James S. McCready  
 Dr. J. Bart McMullan, MD  
 Barbara Miller  
 Marion E. Miller  
 Mr. & Mrs. Randolph Miller  
 J. C. Milne  
 William Neidhardt  
 Neil Kelly Designer/Remodelers  
 Donald J. Nelson, Jr.  
 Robert Neuberger  
 John F. Neupert  
 L. N. Noble  
 John Oetting  
 Ms. Katherine O'Neil

Oregon Symphony  
 Pace Credit Union  
 Stephen Packer  
 Lark Palma  
 Barbara Peck  
 M. Lee Pelton  
 Jackie Peters  
 James & Glenda Peterson  
 John W. Platt  
 Nancie Potter - Arellano  
 Queen's Bench  
 Dr. J. Richard Raines  
 Reed College  
 Rejuvenation Inc.  
 Ruppert Reinstadler  
 Joan E. Renie  
 John A. Rogers  
 Thelma L. Rundel  
 A. G. Russell  
 Eric J. Schamp  
 Self Enhancement, Inc.  
 Cord B. Sengstake  
 Louis D. Simpson  
 Cecil A. Reniche-Smith  
 Stephen Sonderman  
 Hon. Merri Souther-Wyatt  
 Julia B. Spence  
 Standard Insurance Company  
 Mr. & Mrs. Fred A. Stickel  
 Stoll, Stoll, Berne, Lokting & Swanson, Thomas & Coon  
 Mr. & Mrs. Carl R. Swett  
 The Holland Family Foundation  
 Mr. & Mrs. Allan J. Thede  
 Mary Ausplund Tooze  
 Kay Dean Toran  
 Mr. & Mrs. Walter Traglio  
 Tumac Lumber Company, Inc.  
 U.S. Bancorp Foundation  
 United Way Of The Columbia Willamette  
 Dorothy Van Domelen  
 Fred & Corinne Van Raden  
 Mr. & Mrs. Ralph and Carolyn Vanderslice  
 Mr. & Mrs. James D. Walker  
 John Charles Walsh  
 Helen L. Warbington  
 Gerhard & Melinda Watzig  
 Amy M. Wayson  
 Barbara Wayson  
 Helen Weber  
 Mitchell White  
 Mary T. Winch  
 Leslie B. Winton  
 Lawrence & Diana Wolff  
 Yates, Matthews & Morasch P.C.



## Leaving a Legacy: Giving Thought to Giving

With thoughtful giving, you can accomplish greater purposes no matter how small or large your gift. As the tax year ends, consider these basic, financial ideas with your advisors to wrap up a more beneficial gift for you, your loved ones and Volunteers of America Oregon. Consider these options:

### 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

### Donate Assets You No Longer Need

You may be holding assets that would benefit a charity more than they do you:

- Life insurance policy
- Parcel of real estate—a second home or undeveloped land
- Collection of books or artwork

### Leave a Legacy

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 your retirement plan.

### 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.

Planning charitable gifts through your estate is the most effective way to show your loved ones the very charities you care about while you reduce any potential taxation to your estate or intended heirs at your death. When you include Volunteers of America Oregon in your charitable estate plans, we hope you will inform us so that we may properly prepare to steward your gift’s eventual arrival.

Giving thought to your giving will achieve more positive results than you imagined . . . for yourself, your loved ones and for charity.



# Thank You Volunteers! More Than 750 Offered Support

Volunteers of America Oregon is powered by the energy of many generous volunteers from corporate programs, community groups and from individuals in the community. Last fiscal year, many companies sent teams of employees who volunteered their time and talents toward supporting our programs. They included NIKE Inc., American Express Travel, Bank of America, Hewlett Packard, Tektronix, Entercom Radio, Parker Paint and Xerox. Company volunteer programs help foster teamwork and expose employees to the challenges facing our communities. The value of volunteerism is clear - it builds better communities.

Below are four examples of how individuals can get involved to support our programs.



### **Anna Martucci: Tending the Garden**

Anna invites the seniors to get involved in the garden at Marie Smith Adult Day Center.



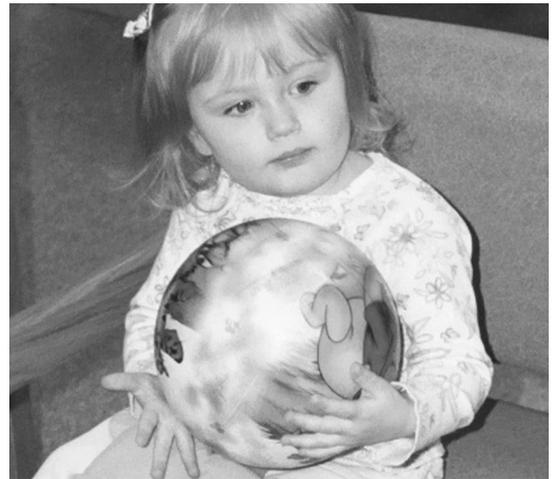
### **Kristi Stingley: Attracting Butterflies**

Kristi volunteers at the Child Development Center working with the pre-school group, "Butterflies".



### **John Gray: Keeping the Donations Afloat**

John's expertise with boat and auto engines has helped increase the value upon sale of donated vehicles.



### **Samantha Platt: Joy Comes in Small Packages**

Two-year old Samantha shared her artwork and smiles with the seniors at Lambert House West.

Individuals from the community, as well as local companies, are encouraged to contact us about our volunteer needs. You may be surprised to learn that you have exactly the right talents and experience to help support one of our programs. Details at [www.voao.org](http://www.voao.org) or call Dana Mahoney at 503-235-8655.

## Looking Ahead: The Current Fiscal Year and Beyond

While we reflect on our past accomplishments, we are continually mindful of the challenges ahead and the need to find new and innovative ways to do what we do best: protect and cherish our children, nurture our seniors, and provide meaningful services that improve lives, empower individuals and strengthen families.

We are planning a multi-faceted effort to heighten the profile of our organization in the greater Portland community. Through increased communications with corporations, foundations, civic/business groups and individuals, we hope to expand our resources for financial and in-kind support and build a stronger volunteer base. We are launching a speaker's bureau, expanding our web presence, developing a comprehensive media outreach plan, while striving to form closer alignments with organizations that can support our drive for in-kind donations.

In-kind donations are a major factor of our economic future. Whether companies donate medical supplies, clothing, hygiene items, food-stuffs or general office supplies, these in-kind donations can help reduce our general operating and program budgets.

We also plan to recruit volunteer advisory team members who represent a broad range of expertise to help guide us and strengthen key areas of our organization.

### **Our Programs and Services: A Commitment to the Future**

In addition to our general plans to expand our capacity to serve the community, many of our programs have specific plans underway. In exchange for your trust and financial support, we endeavor to make this commitment to you, the community and ourselves.

- **Implement a new domestic violence model** that will result in more women and children being served more effectively.
- **Initiate a marketing campaign** to promote the Adult Day Services programs to Long-Term Insurers as part of the on-going effort to expand services to disabled seniors and their caregivers.
- **Increase our capacity to serve more families** with children who are at risk of abuse and neglect.
- **Implement an evidence-based service program** to serve at-risk youth which will result in them becoming drug free, employed and functioning successfully within their families.
- **Implement a Parent Mentoring Program** that will provide on-going coaching and support to high-risk families.
- **Extend the Alcohol and Drug Outreach Program** into Washington and Marion counties.
- **Continue to apply sound business principles** to enterprise management and expansion to generate additional operating funds for day-to-day operating expenses.
- **Aggressively manage real property** and investment portfolios to maximize use and financial support to direct service programs.



## Sho Dozono to Receive DePreist Award For Excellence

Once again, we will celebrate our commitment to excellence by honoring an individual who demonstrates the same high standards and vision as Volunteers of America Oregon.

On January 29, 2004 we will host our annual DePreist Award for Excellence Tribute Dinner. The 2004 honoree is Sho Dozono, a member of our community whose work and life is dedicated to building vibrant communities, changing lives, and leaving a lasting legacy.

"Sho Dozono is as a prime exemplar of the qualities that reflect everything the DePreist Award for Excellence represents," says Kay Toran, President and CEO of Volunteers of America Oregon. "Sho's values and commitment to the community make him a role model for excellence and leadership."

We hope you will join us for this event. More details can be found on our Website at [www.voao.org](http://www.voao.org).

# 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 Toran  
President/CEO  
Volunteers of America  
Oregon



Malia H. Wasson  
Senior Vice President,  
U.S. Bank  
Board Chair



Richard Cagen  
Chief Executive,  
Portland Service Area  
Providence Health System  
Board Vice Chair



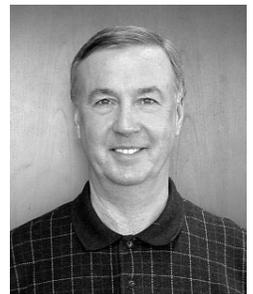
Linda Jessell  
Retired – United Parcel  
Service  
Board Secretary



Fred Shipman  
President  
J.E. Dunn Construction  
Portland  
Board Treasurer



Barbara Anderson  
Vice President of Education  
KinderCare Learning  
Centers



Robert Baumann  
Director  
Great Northern Companies



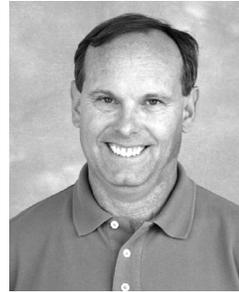
Barbara A. Brainard  
Attorney  
Stoel Rives, LLP



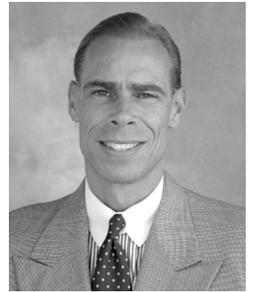
Mary Ann Buchanan  
Retired – Past Director  
American Leadership  
Forum



Kimberlie Dowsett, CPA  
Principal  
Dowsett Fogg & Doler, P.C.



Ron Hall  
Multnomah Education  
Service District



George W. Hosfield  
Principal  
Ferguson Wellman Capital  
Management



Peter E. Jacobsen  
Peter Jacobsen  
Productions



Pamela G. Lesh  
Vice President  
Portland General Electric



Linda Tubbs  
Retired – S.V.P.  
Wells Fargo



Chuck Williams  
Strategic Communications  
Coordinator  
Providence Health System



Grant M. Yoshihara  
General Manager,  
Marketing & Utility  
NW Natural



**Volunteers of America®**  
Oregon

**537 SE Alder Street Portland, OR 97214**  
**[www.voaoor.org](http://www.voaoor.org)**

**NON-PROFIT  
ORGANIZATION  
U.S. POSTAGE  
PAID  
PERMIT NO. 1256  
PORTLAND, OR**



**John Doe**  
**12345 Any Street**  
**Portland, OR 97000**