



Volunteers of America Delaware Valley Annual Report

2010

The Facts

- On any one night there are approximately 6,500 homeless people in Philadelphia¹
- Families comprise of 47% of the homeless population in Philadelphia¹
- There are over 3,000 homeless people in Camden County.
- 10% of them are single parent families with women as head of household²
- ...over 400 are veterans²
- Nationally 3.4 million seniors 65 and older live in poverty³

We Give...

Hope JOY
Peace Bravery
Pride

1. Trevors Campaign

2. Homeless Management Information System

3. U.S. Census Bureau. Carmen DeNavas-Walt, B. Proctor, C. Lee. Income, Poverty, and Health Insurance Coverage in the United States: 2007.



Our Mission

Volunteers of America Delaware Valley provides community-based assistance to populations in need so that they can lead self-fulfilled, independent lives.

Corporate Profile

We operate 44 separate programs serving persons in Pennsylvania, New Jersey and Delaware who are experiencing homelessness, seeking permanent housing, struggling with addictive behavior, coping with chronic mental illness and developmental disabilities, returning to society from the criminal justice system, and dealing with domestic violence.

Programs are categorized as Housing and Supportive Services, Affordable Housing, Behavioral Health and Developmental Disabilities Programs, Corrections Services, Domestic Violence Programs and Volunteer Services.

Message from the Board Chair

Surely when Volunteers of America was founded in 1896 by Maude and Ballington Booth, the sheer scope of what the organization is today could not be envisioned. Yes, the message has remained consistent; begin to help by nurturing the soul of the man. But the numbers, the services, and the presence in the community has grown.

In the Delaware Valley alone, we serve over 13,000 people, nurture 13,000 souls, give hope to 13,000 members of our community. Nationally, those numbers jump into the millions. We are driven to do this and by “we” I don’t mean just the people who work here; I mean the whole Volunteers of America Delaware Valley family; volunteers, the men and women who live in the communities we serve, and you, the donor.

There isn’t a year that has gone by where we are not proud of the accomplishments we’ve had and the changes we’ve made in people’s lives. Admittedly, some years have presented more of a challenge than others but the job is always rewarding and humbling.

This year, we have a lot to be proud of thanks in large part to you. 2010 saw the opening of Christine’s Corner, an independent yet supportive living program that is part of our Leavenhouse community whose namesake was a perfect match for our values. Christine Boswell was a single mother of five who pulled herself and family out of poverty before becoming a community activist.

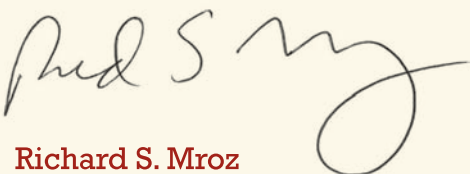
And, after a seven-year effort, we also opened the doors to our Addiction Treatment Program, the only one of its kind in Camden County. The program has both residential and out patient programs and has been successful in giving hope to those battling addiction.

And of course at the heart of our success is our clients who battle valiantly against homelessness, addiction and domestic violence. Their will becomes our inspiration. We give them hope, they give us gratitude and the cycle continues.

One hundred and fourteen years after Maude and Ballington Booth began Volunteers of America right here in Philadelphia, we think they would be proud. Although the size of the organization has changed, our values have remained immutable.

Thank you for continuing this journey with us. We are grateful for your generosity and your partnership in giving hope.

Very truly yours,



Richard S. Mroz
Board President

**“If we can give, we should;
helping others helps yourself”**

– Hollie Chambers, Volunteer at Addiction Treatment

President's Letter

2010 Annual Report

I cannot express how proud I am of the accomplishments our staff and partners have made over the past fiscal year during the worst recession since the great depression of the 1930's. Our employees at Volunteers of America Delaware Valley demonstrated outstanding focus on client welfare, and delivery of world -class services across the wide array of client bases. This happened because of the generous support from the over 1,400 of you who contributed over \$830,000 to our mission. We understand this is difficult in this economic climate; however, as you probably realize, it is times like these when the need is greatest as so many of our neighbors face unemployment, homelessness, and turn to destructive behavior.

The mission of Volunteers of America Delaware Valley is to provide community-based assistance to populations in need so they can lead self-fulfilled, independent lives. For the fiscal year we provided over 330,000 client night stays and 550,000 meals to those in need through the 44 programs we operated. In total, we found employment for over 2,500 clients in a time when our region's unemployment reached 10.1% in September.

During the year we operated six housing and supportive services programs with 331 beds that delivered over 101,000 occupancy nights and served over 140,000 meals. These clients are the homeless men, women, and children we serve who are transitioning to permanent housing. We were instrumental in the movement of clients, many of whom were veterans, away from Tent City in Camden, New Jersey and into transitional housing wrapped with services geared to the provision of permanent housing, stronger family ties, and employment. Knowing there is a dire need to help our homeless veterans, we initiated, designed and acquired most of the funds to build a 30-bed housing facility we have dubbed our "Home for the Brave". We hope to complete our funding commitments in the coming fiscal year; begin construction in the spring of 2011, and open operations by the end of the year. Surveys of our clients have shown better family connections, greater sustained employment, and the attainment of long-term permanent housing. In short, our programs have cut the cycle of homelessness for our clients.

We continued to operate five affordable housing communities to support approximately 215 individuals and over 76,000 bed nights. These facilities allow our clients to live with a degree of independence that they otherwise would not have. Noteworthy during the year was the completion of Christine's Corner, our newest affordable housing program which opened in June of this year as part of our Leavenhouse Community.

In our behavioral health division, we operated 21 facilities with a capacity to treat 50 high needs clients with severe developmental and behavioral challenges. These are some of the most dependent people in society who require continued supervision. Without this level of support, these people would be institutionalized instead of living independent lives.

Our corrections and re-entry services division maintained operations of five facilities with a capacity of 411 clients. During the year we provided over 135,000 bed nights and over 356,000 meals. It is important to note that we provide services at half the cost of the state. We also cut the cycle of recidivism with an 80% success rate in contrast to some government operated facilities that linger between 30% and 40%.

We supported the victims of domestic violence by working with both the victim and the perpetrator. Recognizing that while not easy and frequently under-appreciated, the way to fundamentally reduce this pernicious practice is to change the behavior of those committing domestic violence. Knowing that many families simply accept violence as the norm, we target the batterer to directly cut the link to negative behavior. Our evidence-based systems are keeping families together and bringing stability back to homes which had none.

Our volunteer services are stronger than ever. We coordinate those who want to give back to their community by donating their time and resources to support adopting underprivileged families; sponsoring domestic violence victims; renovating a room at an area shelter; participating in community cleanups; and a whole host of activities geared directly to our client base. This year, we are proud that over 500 volunteers contributed their time and efforts in service to our clients.

Recognizing the desperate need for a high quality facility to treat addictive behaviors we embarked on a quest to provide our community a solution. We studied the community needs; consulted with community leaders and key New Jersey officials; and constructed a brand new 72- bed Addiction Treatment Program located in Camden, New Jersey. This facility is the only one of its kind in the Delaware Valley. In South Jersey specifically, this population is so underserved that clients were forced to drive upwards of two hours just to receive treatment. This facility received its licenses and began taking clients in July 2010. It can now treat clients with drug and alcohol dependence, many of which have severe cooccurring disorders.

In the coming year, along with our Home for the Brave, we are working on creating affordable housing opportunities to those in need in Atlantic City; we hope to partner with educational institutions to build better access to secondary education for our clients; we plan more work on creating a direct employment and training program to teach real world skills to clients; and we will create avenues to quality healthcare for the homeless. Grass does not grow beneath our feet when we know there are people who live in our community that have nowhere else to turn.

As the result of a lot of hard work driven by a well thought out strategic planning process we are now reaching a breadth and depth of service that allows us to provide a true continuum of care to assist our clients from transferring from very difficult circumstances to becoming productive members of our society. For example, with the establishment of our new Addiction Treatment Center we can now treat clients who have co-occurring disorders; transition them into temporary housing; assist them getting reemployment; help them find permanent independent housing and provide a level of aftercare.

As you can see, the energy of this organization and its staff does not diminish year to year. We cannot continue this positive level of service provisions without your help. If you are able to donate your time or can make a financial contribution to support our services, you would be supporting the foundation of a truly unique organization providing the best possible services to the most needy groups in society. In this very difficult environment, your help is needed now more then ever.

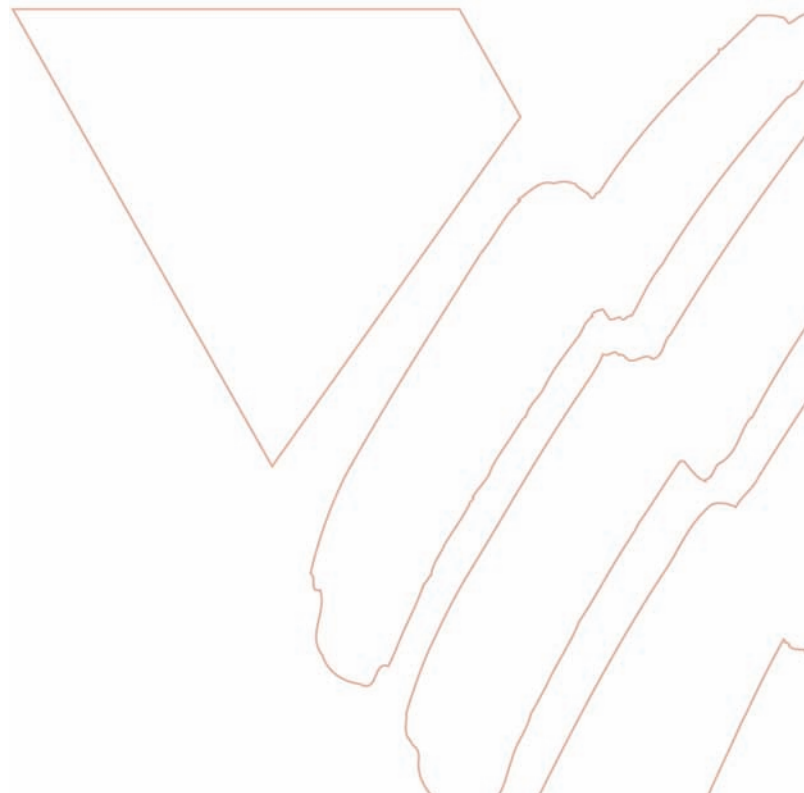
Thank you for all you do to support our mission of service.

Sincerely,



Daniel L. Lombardo

President and Chief Executive Officer



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Programs at a Glance

Community Housing and Supportive Services

Agape House

A 60-bed family shelter providing temporary housing and case management to homeless families and individuals. Necessities such as food, clothing, child enrichment, and transportation are available.

Aletha R. Wright “Vision of Hope” Center

Located in the commercial shipping hub of Camden, the Transitional Living program offers services to 74 single adult homeless men. It is designed to move each individual through three phases which concentrate on addressing basic needs, life skills, employment and housing.

The **Safe Haven** program provides a safe and secure environment to 25 men coping with behavioral health challenges.

Camden, NJ (856) 966-0909

Amani House

Located in the heart of Trenton, this 25-bed transitional housing program serves single adult homeless men. This supportive housing program provides a secure environment, workshops, meals, case management and support to those in need.

Trenton, NJ (609) 393-3168

Anna M. Sample Complex

Located just outside downtown Camden, the Family Shelter provides temporary emergency shelter for 65 residents. The facility accommodates families and single women.

The **Safe Haven** program provides temporary emergency housing and support services to 8 homeless single women with behavioral health challenges. The Transitional Living for Families provides specialized housing for five homeless women with dependency issues and their children. The goal of the program is to provide services up to a period of one year while allowing mothers to focus on their treatment, develop better parenting skills and regain control of their lives.

Camden, NJ (856) 963-0430

Eleanor Corbett House

This 35-bed Family Shelter is located at a beautiful lakeside setting and houses homeless families and individuals. A daily congregational meal, workshops, tutoring, special events, transportation and supportive services are provided to residents during their stay.

The **Safe Haven** program provides temporary housing and support services to 9 homeless single women with behavioral health challenges.

Elk Township, NJ (856) 881-5550

Homelessness Prevention

Located at St. Paul's United Methodist Church in Thorofare, the Homeless Prevention Program aims to prevent homelessness by providing basic assistance to low-income residents of Gloucester County. Assistance provided includes food, clothing, rent, mortgage and utility payments.

Thorofare, NJ (856) 853-0350

Services at Escher Street

Volunteers of America provides social services to 100 formerly homeless tenants to help them maintain permanent, affordable housing.

Trenton, NJ (609) 278-3535

Services at Station House

Volunteers of America provides social services to 108 formerly homeless tenants to help them maintain permanent, affordable housing.

Philadelphia, PA (215) 227-8317

AFFORDABLE HOUSING

Chance II

This 18 single room occupancy housing program offers services to support the tenant's ability to sustain permanent housing. These services include housing, residential supervision, and case management.

Somerville, NJ (908) 526-7202

Leavenhouse

This multi-building affordable housing program in North Camden offers services to support the tenant's ability to sustain permanent housing. These services include housing, residential supervision, and case management. The community includes Christine's Corner, a seven-unit program.

Camden, NJ (856) 225-1491

Christine's Corner

This seven-unit affordable housing program in North Camden is part of our Leavenhouse Community. Services here include housing and case management.

Camden, NJ (856) 225-1491

Homestead at Harmony

Homestead at Harmony offers affordable, quality apartments to seniors who meet federal income requirements. Social services are offered on site to promote “aging in place” for the elderly in order to reduce premature institutionalization and to enhance quality of life.

Gibbstown, NJ (856) 224-8613

Lindenwold Towers

Lindenwold Towers offers affordable, quality apartments to seniors who meet federal income requirements. Social services are offered on site to promote “aging in place” for the elderly in order to reduce premature institutionalization and to enhance quality of life.

Lindenwold, NJ (856) 783-1112

Supportive Housing

This program offers permanent supportive housing to formerly homeless adults possessing special needs.

Camden County, NJ (856) 966-0909
Mercer County, NJ (609) 392-2753

Behavioral Health and Re-Entry Services

BEHAVIORAL HEALTH PROGRAMS

Integrated Services Supporting Independence (ISSI)

This 14-bed residential program is based on an integrated approach to treatment and rehabilitation, reflecting a person-centered philosophy and geared towards recovery. ISSI offers a continuation of treatment and extended aftercare reintegration services with intensive case management to the mentally ill client who has been diagnosed with co-occurring disorders.

Philadelphia, PA (215) 229-6434

Integrated Services Supporting Independence (ISSI) Step Down

This 9-bed residential program is based on an integrated approach to treatment and rehabilitation, reflecting a person-centered philosophy and self-sufficiency geared towards recovery. The Step Down program offers a continuation of treatment and extended aftercare reintegration services with case management to the mentally ill client who has been diagnosed with co-occurring disorders and ready to embrace a less restricted environment.

Philadelphia, PA (215) 225-4915

DEVELOPMENTAL DISABILITIES PROGRAM

Specialized MR Services (SMRS) Program

Currently located in Southeastern Pennsylvania, the SMRS program provides a structured and facilitative environment for developmentally disabled individuals. The program creates an environment that facilitates acquisition of daily living skills, social skills and psychiatric intervention, as well as logistics and support in exploring and pursuing vocational, recreational, educational, and spiritual pursuits. The SMRS Program is invested in identifying opportunities for social integration, in particular, the creation of social capital. Residences vary from individuals supported in their own apartments to homes with a maximum of three individuals.

Philadelphia, PA (215) 281-1960

RE-ENTRY SERVICES

Fletcher House

This program is an 84-bed residential community release program for adult male offenders. Clients are required to either work or attend school full-time while addressing their treatment needs such as problem solving, substance abuse prevention and job readiness.

Camden, NJ (856) 964-5100

Garrett House

This program is an 47-bed residential community release program for adult female offenders. Clients are required to either work or attend school full-time while addressing their treatment needs such as problem solving, substance abuse prevention and job readiness.

Camden, NJ (856) 964-6966

Hope Hall

This program is a 175-bed residential community release program focusing on treatment of adult male offenders. Clients participate in intensive cognitive skills training, substance abuse prevention, workplace readiness and emotions management for the first 90 days. Upon completion of treatment intervention, clients are required to work or attend school fulltime to prepare for release.

Camden, NJ (856) 963-6166

Community Resource Center

The CRC focuses on cognitive skills training, substance abuse prevention, education and job readiness to assist clients in achieving success on parole.

Camden, NJ (856) 963-7972

PROMISE

PROMISE (Program for Returning Offenders with Mental Illness Safely and Effectively) serves to transition offenders with mental illness from incarceration to the community. The PROMISE team assists clients in finding employment, participating in treatment, connecting with mental health services, and discharge planning.

Camden County (856) 671-6100

ADDICTION TREATMENT

Addiction Treatment Program

A residential treatment center for both men and women. Located in Camden, NJ, this 72-bed facility accommodates 28 short-term beds, 28 long-term beds and 16 transitional beds. The program cares for people with a variety of substance abuse disorders and co-occurring disorders by utilizing cognitive behavioral interventions, medication assisted treatment, and trauma-informed care. Volunteers of America Delaware Valley is committed to treatment using evidence-based practice.

Camden, NJ (856) 583-2220

DOMESTIC VIOLENCE PROGRAMS

Family Violence Prevention Program

This program offers treatment to male individuals who have committed domestic violence. The mission is to help clients become responsible family members and useful adults by enabling them to develop skills to help eliminate violent behavior patterns and take responsibility for their actions.

Camden, NJ (856) 668-2065

Domestic Violence Outreach Services

Volunteers of America and Camden County Women's Center have partnered to provide Domestic Violence Outreach Services. The Domestic Violence program reaches out to the community by providing education and giving the support needed to help victims of domestic violence.

Camden County Women's Center

24 Hour Hotline (856) 227-1234

Domestic Violence Counselors (856) 963-5668

VOLUNTEER SERVICES

Volunteer Services

If you would like to serve our clients in a volunteer capacity we can help match you with clients, programs or offices in need of your unique skills.

Collingswood, NJ (856) 854-4660

VEHICLE DONATIONS

Vehicle Donation Program

Cars, trucks, recreational vehicles, boats on trailers, etc. are donated by individuals and sold at public auction. The proceeds are used to fund Volunteers of America programs.

**Collingswood, NJ (888) CAR-4-VOA
(888) 227-4862**



Highlights

- **Operation Backpack** – We collected over 1,000 backpacks filled with school supplies for area kids so they could start the school year off right.
- **Build Day at Anna Sample Complex** – Thanks to The Home Depot, Kaboom!, our donors and over 200 volunteers, children's lives were brightened with a new playground.
- **Sixth Annual Pro-Am Golf Tournament** – In an ongoing partnership with the PGA, we raised over \$75,000 thanks to our donors.
- **Christine's Corner** – The program began this year as part of our Levenhouse Community and offers supportive yet independent living for residents.
- **Addiction Treatment Program** – Seven years in the making, the program opened its doors in May and stands alone as the only addiction treatment program of its kind in Camden County.
- **Oscar Night® America** - In our 11th year partnering with the Academy of Motion Picture Arts and Sciences, our largest fundraiser of the year raised over \$150,000.
- **Media Day at Lindenwold Towers** – We have a special partnership with MLB. Our Action Team worked alongside Phillies players and Home Depot to build a gazebo and make a memorable day for our seniors at Lindenwold Towers.

Community Housing & Supportive Services

Eleanor Corbett House

It's a situation Tiara Williams never thought she would find herself in; homeless, jobless and with no one to turn to. She came to Volunteers of America Delaware Valley's Eleanor Corbett house after the home of a friend she was staying with was foreclosed on. She says that she had "worn out her welcome" with friends and her parents and for the first time in her life, she literally had no one to lean on for support for her and her three kids, a two-year-old son and twins under the age of one.

But Tiara is not a victim. She was able to pull through when her twins were in the hospital for almost a month after they were born. She found the strength to begin school to better her life for her and her kids. And she is trying to find the will to continue now. "When I want something I really try and get it."

But "getting it" is proving to be difficult. The regulations surrounding The Department of Human Services, Social Security Administration and Welfare Department can be painfully difficult to navigate, even for the most motivated like Tiara. "I was getting discouraged," she admits. The one apartment she found was a mere \$1 over the maximum for benefits and she's had an opened case for child support for almost eight months.

"I know that I can do it"

While Tiara and her family have had their ups and downs, she has settled in, as much as possible, at Eleanor Corbett. "When I first came here I cried and the kids wouldn't sleep." She describes her first weeks as difficult. She felt uncomfortable being in the shelter so she would pack her kids up first thing in the morning, drive around looking for apartments and not coming back until just before curfew.

Then her car began having problems forcing her to be in the shelter more often and in turn allowing her to make friends with other clients and develop a relationship with her case manager. "My case manager is great. I can talk to her like she is one of my friends. Everyone (at Volunteers of America) is very, very nice."

For now, her goal is to find a place of her own, finish nursing school "her dream", pass the necessary exams, and start a happy life for her and her kids, on their own.



Community Housing & Supportive Services

Lindenwold Towers

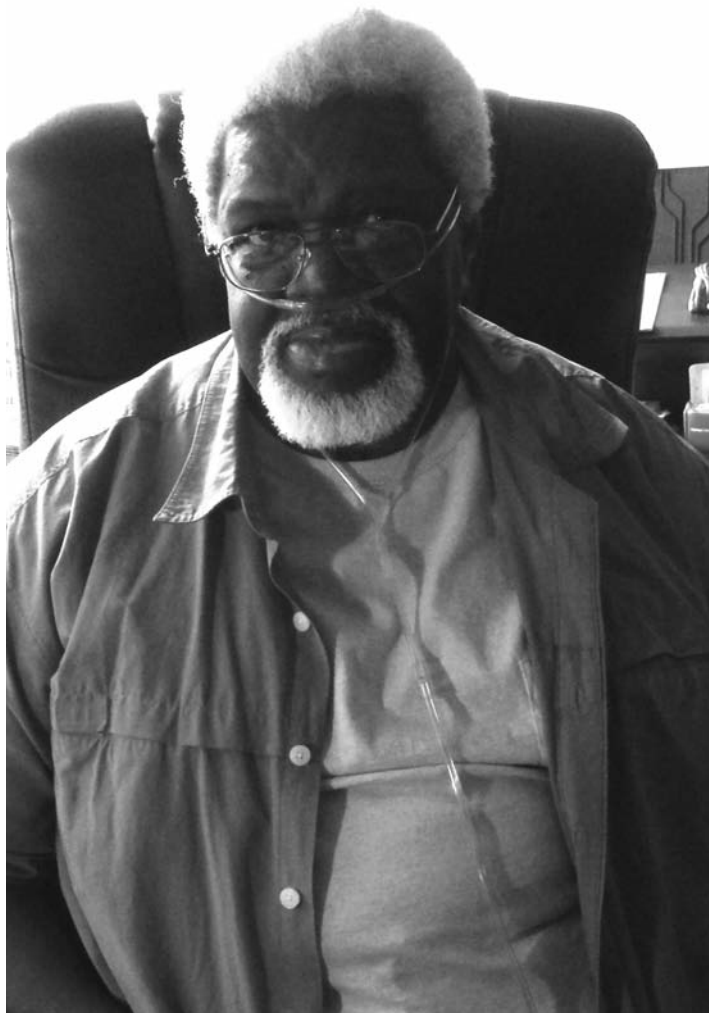
Bill Armstrong has lived a full life. He is an entrepreneurial spirit, full of strong opinions on everything from politics to business “it’s imperative that people go out and vote in this election”, and shows little tolerance for whining. “People cry the blues over everything,” he says. But he is no curmudgeon; he will proudly talk about the collage of photos he has sitting prominently on a shelf in his living room, showing family members past and present and Bill as a young man, “Life goes in circles,” he points out, “Haven’t you ever noticed that everything on this planet is cyclical?”

Mr. Armstrong came to Volunteers of America Delaware Valley from another VOA program in Florida to be closer to his daughter, one of his two children, he also has a son in Boston. He spent 10 years in the Florida program after a medical emergency forced him to be closer to Shands Healthcare. “Shands saved my life.” He was severely bit by fire ants and has since had two heart attacks, two strokes and was on life support for almost a month. He is now on oxygen and is careful as he could easily contract bronchitis or pneumonia.

Mr. Armstrong started his career as upper management with the May Company in Los Angeles and then with American Airlines. But the entrepreneur in him had a loud voice and he eventually moved to Florida to begin a modular home building business. It didn’t pan out. Between this turn of events and being dropped from his health insurance, he needed help. “A lady I knew told me about VOA.” Here he thrived, volunteering, helping others and even throwing birthday parties for other residents.

After ten years he decided to move back to New Jersey to be closer to his family, his wife having since died a number of years ago. He is on a fixed income, or as he calls it, “living small” and had to stay with his daughter for a year before there was an opening at Lindenwold Towers. He calls the place “spotless” and says living there he “makes the best of every single day.”

“I make the best of every single day.”



ADDICTION TREATMENT PROGRAM

Inde Harrison is a bright, attractive young woman. At first glance it's hard to imagine that this same woman, prior to coming to the Addiction Treatment Program, was stripping, stealing and prostituting to get high on PCP. While her story is not unique, her recovery, newfound sense of self worth, and "never give up" attitude is inspiring.

Inde grew up around addiction, her mom is currently in recovery. And, with her father out of the picture her family was what she calls, "dys-functional." However, it was when she started partying in high school then met an older man that she says her life really took a bad turn. "I knew I was headed down a bad lifestyle but didn't care." She overdosed on alcohol at 15, got pregnant at 19 and then began doing the unthinkable to get high. "It was being with the wrong people and always looking for love." She eventually lost custody of her daughter and received two years probation for aggravated assault on a police officer once telling her probation officer "if I don't get high I will die"; all the time praying for another way to live.

Call it an intervention, an epiphany or simply a prayer answered when one day Inde walked to the next town, picked up a phone, dialed 911 and asked for help. "I just wanted help; I was tired." After time spent at a crises center, she was sent to Volunteers of America Delaware Valley's Addiction Treatment Program. "I wanted more from myself because I knew I was capable of it."



It wasn't an easy transition. Inde says she had a lot of feelings come up that she had been suppressing ; feelings of guilt, shame and humility. And she was a rebel; her original discharge date was in August but behavioral problems changed that. And then, she decided to do the work and give into what she calls "sincere surrender." She began journaling, talking, allowing herself to hear the words of encouragement from her counselors that she really could be somebody, and decided that she wanted this, for her. "VOA won't hold you unless you want it for yourself." Inde has been to one other rehabilitation program but said it was more like a vacation. "There's no vacation time here!" she exclaims laughing. "(The program) has the best counselors, they will pull it out of you."

“I wanted more for myself because I knew I was capable of it.”

The future is bright for Inde. She has moved to a transitional house for a two-year program and she will be attending Rutgers for social work which she says she was inspired to do thanks to her time spent in the Addiction Treatment Program. She will also continue with the program on an outpatient basis. Most importantly, she will regain custody of her daughter. Her

eyes well up as she talks about how she will finish the program just days before her daughter's fifth birthday, "All she wants is me."

For Inde, it is bittersweet to be leaving, but she is ready to embrace sobriety. "It's the little things. We went to Wal-Mart the other day and I was so excited! These are the things I get excited about now," she says giggling. She continues, "it was a privilege and an honor to be part of this program." Now it's time to get back to "real life" and accomplish all the goals she has set for herself. "When your mind gets clear, you can live beyond your wildest dreams."

PROMISE

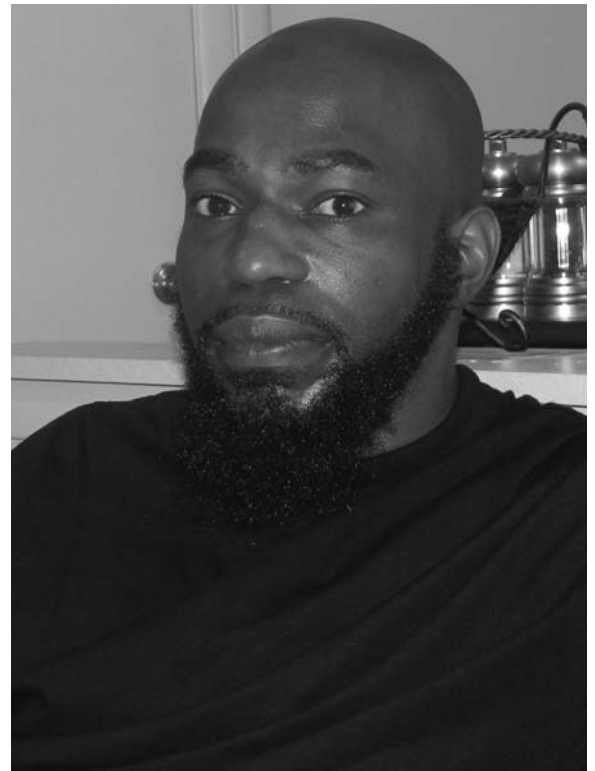


Volunteers of America Delaware Valley's PROMISE (Program for Returning Offenders with Mental Illness Safely and Effectively) enables those people who have been in the prison system and who have a mental illness to transfer from incarceration to the community. The program is the only one of its kind in the area and has been successful in helping people find work, connect with treatment, and move towards independent living. Meet David Mason. He is a quiet man, committed to bettering his life and devout to his religion. He fully admits he has made his share of mistakes, but his goal now is to, well, keep making goals for himself; to keep improving.

David was raised by his grandmother as both his mother and stepfather were in the military. Eventually he got involved in drugs and after a workplace accident he couldn't work and couldn't supportive his family including a newborn. The stress broke him and he committed armed robbery. When he was released from prison he had nothing and was out on the streets. With the situation becoming overwhelming he attempted suicide and was sent to a central processing facility where they evaluated him and decided that PROMISE would be the best place for him. He arrived here in October 2009.

"I didn't know what to expect, I didn't know about it," David explains about entering the PROMISE program. "When I first got there I was open and took suggestions. I wanted to change, I was tired of the same results."

Now, David is in supportive housing as part of the PROMISE program. "I'm proof it works," he says. He goes on to say, "I think if more people had a place like this to come home to it would be better." He says he has a good support system and is able to recognize his symptoms of depression more easily, before it's too late. He received his GED while incarcerated and is now completing his Associates Degree at Camden County College and eventually hopes to get his Masters and become an addiction counselor. "I will help people if I can help them." When asked how he is able to maintain this success while living independently, his answer is simple, "Responsibly is a motivator for me. I set a goal and when I accomplish that goal I set another goal."



**"I wanted to change.
I was tired of the
same results"**

He has four kids who he says are proud of him, "especially my oldest." His advice for others who may be just entering the PROMISE program? Well, he says it depends on the individual. As for his part, he hopes to lead by example. "You need to be tired of doing what you're doing. If you're not ready to apply yourself it's not going to work."

Volunteers of America Delaware Valley **STATEMENT OF ACTIVITIES**

	2010	2009
OPERATING REVENUES:		
Support Revenue	\$ 832,074	\$ 699,712
Revenue And Grants From Government Agencies	24,064,779	23,567,849
Program Service Fees	603,680	703,534
Rental Income	72,828	62,241
Other Operating Income	559,269	459,597
Operating Interest And Investment Income	58,893	90,890
TOTAL OPERATING REVENUES	\$ 26,191,523	\$ 25,583,823
OPERATING EXPENSES:		
Fostering Independence	7,242,000	6,802,146
Promoting Self-Sufficiency	13,975,765	13,688,533
Management and General	4,627,552	4,606,514
Fund Raising And Public Relations	320,856	259,833
VOA National Administrative Fees	566,619	536,774
TOTAL OPERATING EXPENSES	\$ 26,732,792	\$ 25,893,800
EXCESS (DEFICIT) FROM OPERATIONS	\$ (541,269)	\$ (309,977)
NON OPERATING ACTIVITY	\$ 164,843	\$ (533,873)
CHANGE IN NET ASSETS	\$ (376,426)	\$ (843,850)
Net Assets At Beginning Of Year	\$ 6,493,472	\$ 7,337,322
Net Assets At End Of Year	\$ 6,117,046	\$ 6,493,472

BALANCE SHEET

Volunteers of America Delaware Valley

	2010	2009
ASSETS		
Current Assets:		
Cash and Cash Equivalents	1,166,226	1,445,406
Accounts Receivable Net	2,991,587	2,971,034
Prepaid Expenses	260,077	385,438
Other Current Assets	274,624	275,556
Total Current Assets	4,692,514	5,077,434
Fixed Assets:		
Land, Buildings and Equipment, Net	1,640,568	1,779,678
Other Assets:		
Designated And Encumbered Assets	11,326	11,959
Long Term Investments	2,295,631	2,085,937
Investments Held By Third Parties	75,366	87,936
Other Assets	2,152,428	2,152,428
Total Other Assets	4,534,751	4,338,260
TOTAL ASSETS	10,867,833	11,195,372
LIABILITIES AND NET ASSETS		
Current Liabilities:		
Accounts Payable	1,435,292	1,183,274
Current Portion of capital lease obligation	27,573	25,607
Accrued Expenses	1,028,197	1,102,176
Contract/Grant Advances	1,847	55,283
Other Current Liabilities	69,534	118,988
Total Current Liabilities	2,562,443	2,485,328
Other Liabilities:		
Notes Payable	1,043,607	1,043,607
Capital lease obligation	24,591	52,187
Other Long Term Liabilities	1,120,146	1,120,778
Total Other Liabilities	2,188,344	2,216,572
TOTAL LIABILITIES	4,750,787	4,701,900
NET ASSETS		
Unrestricted Net Assets	6,041,680	6,422,557
Temporarily Restricted Net Assets	0	0
Permanently Restricted Net Assets	75,366	70,915
TOTAL NET ASSETS	6,117,046	6,493,472
TOTAL LIABILITIES AND NET ASSETS	10,867,833	11,195,372

Volunteers of America Delaware Valley **EXPENSES BY SERVICE**

	2010		2009	
Fostering Independence	7,242,000	27.09%	6,802,146	26.27%
Promoting Self-Sufficiency	13,975,765	52.28%	13,688,533	52.86%
Management & General	4,627,552	17.31%	4,606,514	17.79%
National Management	566,619	2.12%	536,774	2.07%
Fund Raising	320,856	1.20%	259,833	1.00%
	26,732,792	100.00%	25,893,800	100.00%



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