



Bringing  
***real solutions***  
to those  
most in need

Since 1896



Volunteers of America®

*2008/2009 Annual Report*

# Our Legacy in Illinois

*A dynamic ministry of service since 1896*

As a national ministry of service dedicated to helping those most in need rebuild their lives and reach their full potential, Volunteers of America (VOA) is one of the oldest U.S. charities and serves more than two million people each year in over 400 communities throughout the Country.

Volunteers of America of IL (VOA of IL) is one of the oldest affiliates within the VOA ministry. For more than 113 years, VOA of IL has met the critical needs of children and families in Illinois through a variety of services designed to strengthen families, promote safety and well-being in children and empower individuals to transform their lives.

*On a cold, blustery Christmas Day in 1896,  
Volunteers of America fed over 7000 people in the  
City of Chicago... we have been serving those most  
in need ever since.*





# Our Mission

*To go wherever we are needed and do whatever comes to hand...*

As a private, not-for-profit, faith-based, human service organization, we are dedicated to helping people of all ages create positive and lasting change in their lives through programs that support, empower and transform.

## ***We offer:***

- The experience and leadership of our 113-year history combined with the entrepreneurial spirit of a 21st century human service organization.
- The discipline to invest only in services that make a lasting difference in people's lives.
- The courage and conviction to meet the toughest challenges.

***Our long tradition*** of serving those most in need calls us to seek out and restore hope to those who have been forgotten or left behind. We re-build shattered families and broken communities by bringing real solutions to the most vulnerable populations in Illinois. Bringing real solutions means creating positive and lasting change to people in crisis including:

- Homeless Veterans
- Children in foster care
- The frail elderly
- Parents returning home from prison



# Veterans Services

## *Leaving no soldier behind...*

Nationally, over 200,000 Veterans are homeless on any given night in this country and more than 500,000 are homeless at some point during the year. In Chicago, approximately 1000 Veterans are homeless each night with more than 18,000 experiencing homelessness annually.

The number of homeless Vietnam-era Veterans is now greater than the number of service men and women that died during that war. 1 in 3 men living on the streets is a Veteran. Over 25% of soldiers returning from Iraq and Afghanistan are showing acute symptoms of Post Traumatic Stress Disorder— a significant factor in the high rate of homelessness for Veterans.

Veterans account for more than 50% of those considered “chronically” homeless in Chicago. Veterans account for more than 33% of the total homeless male population which means that 1 out of every 3 homeless men in this country is a veteran. When homeless woman and children are included, Veterans account for approximately 25% of the total homeless population in the country.

Approximately 90% of homeless Veterans were honorably discharged from military service and more than 1/3 of them specifically served in a combat zone during their military service. Veterans with families are a growing segment of the homeless population increasing 5% a year for the past 3 years.

*Over the last two years, we helped over 400 homeless Veterans find real solutions to life's challenges and created stability in a previously chaotic life.*

## *VOA Brings Real Solutions to our Nation's Veterans:*

### **Advocacy**

VOA provided critical support to the Homes for Heroes Act of 2007 which passed Congress with a remarkable 412-9 vote. This act authorizes 20,000 rental assistance vouchers for Veterans annually.

### **Service And Support**

We provide services to more than 250 Veterans each year through a comprehensive program specifically designed to move Veterans from homelessness to long-term stability and self-sufficiency. The program meets Veterans wherever they are in the healing process and provides the long-term, hands-on support they need to lift themselves up and reach their full potential.

### **Housing**

We are building an 80-unit permanent, support housing program for homeless Veterans that will include a full continuum of on-site services and support for homeless Veterans and their families. We anticipate breaking ground in early 2010 on Hope Manor Apartments, located on the west side of Chicago where, according to data from the Department of Veterans Affairs, there is a high concentration of homeless veterans in need of housing and supportive services.



## *Success Story*

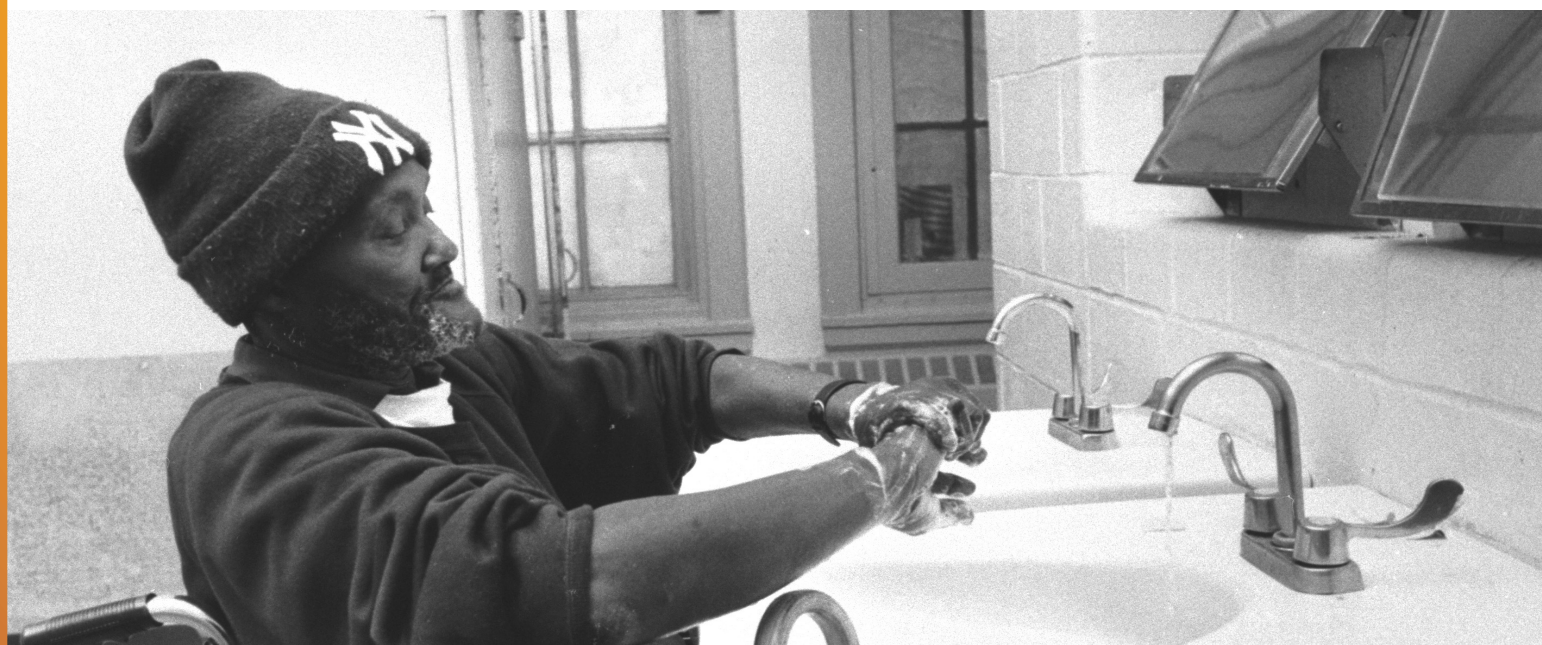
***We were very proud to receive*** a wonderful thank you letter from Darrell, a former participant of our Homeless Veterans Reintegration Program. Darrell came to us after relocating to Chicago from Louisiana. Darrell had been homeless for the last 2 1/2 years of his life. After a string of temp jobs, Darrell told his Case Manager that he wanted to make a change. It was not easy for Darrell to find a job while living in a shelter. However, through the help of VOA of IL and his Case Manager, Darrell was hired at Tyson Foods in Iowa. Darrell is living in his own apartment, has already received a salary increase and has been able to send his family wedding and birthday presents for the first time in 15 years. He wrote to our CEO, Nancy Hughes Moyer, to share his success.

### ***Dear Nancy Hughes Moyer,***

I'm writing on behalf of the supportive staff of VOA for helping me become gainfully employed again and be able to find an apartment instead of being homeless as I was for the last 2 1/2 years. I'm currently a full-time employee at Tyson Fresh Meats in Storm Lake, Iowa. I have already received a \$1 raise. Without the constant encouragement of my Case Manager, I don't know how I would have made it. This month makes the one

year anniversary of coming through the doors of VOA looking for hope. I will forever be grateful to all of you for helping me out. Some time in the very near future, I would like to be involved again to help some Veterans just as I was helped. Thanks to all for everything.

Sincerely,  
***Darrell***



# Hope Manor Apartments

**We are developing** a supportive housing project for homeless Veterans on the west side of Chicago where, according to data from the Department of Veterans Affairs, there is a high concentration of homeless veterans in need of housing and supportive services.

The project will be located at the corner of Madison and St. Louis in East Garfield Park which is located in the 28th Aldermanic Ward. The address is 3455 – 3467 West Madison, just across the street from Garfield Park. The city-owned parcel, which is currently vacant, is 19,100 square feet. The finished project will be a 53,000 square foot, 4 –story building with on-site parking for up to 17 vehicles.

The project will include: 1) supportive housing for up to 50 homeless Veterans in need of immediate and intensive services at the point of referral / application; and 2) affordable housing for up to 30 Veterans requiring less intensive but perhaps longer term housing and support.

The unit mix will be: 30 Studio / SRO units, 10 two-Bedroom suites and 10 three-Bedroom suites.

The project will also include first floor space for job training classes and activities; comprehensive supportive services on-site; a full-service Business

and Training Resource Center for residents; a large community meeting and living space for residents; private, enclosed green space; and laundry facilities on every floor with residential units.

**Funding For Construction:**

VOA of Illinois received a \$1 million dollar capital grant from the US Department of Veterans Affairs in 2007 to develop housing for homeless Veterans in Chicago.

The total estimated cost of construction for the project is \$13 million dollars. Funding for construction will come from a variety of sources:

Tax Credit Syndication.....	81%
Illinois HOME Funds.....	4%
Chicago HOME Funds.....	4%
VA Capital Grant.....	8%
Illinois Energy Program.....	1%
Illinois Donation Credit.....	2%

**Operating Revenue:**

VOA of Illinois will receive a per diem from the US Department of Veterans Affairs to provide support services and rental subsidies for up to 50 Veterans at a time. Rental subsidies for the remaining 30 units will come from project-based Section 8 vouchers and/or project-based HUD -VASH vouchers.





### ***Unique Program / Design Elements:***

The project represents an innovative approach to affordable housing by combining the focused, outcome driven service intensity of transitional housing with the flexibility and consistency of the Housing First Model which favors permanent, supportive housing.

This project will offer a “transition in place” model which will allow residents to really customize their service and housing needs over time. All residents will operate with flexible 12-month leases which will allow for early termination of the lease with no penalties.

While certain subsidies may be time limited and connected to specific service needs, residents will be able to remain in the building once their subsidy ends and they are able to pay the market rent for their unit.

All residents will be able to access the services and amenities of the building but more concentrated services will be offered to those residents with time

limited subsidies to ensure a seamless transition to paying for housing without a subsidy either in this building or somewhere else in the community that better meets their changing needs.

The building will offer a full complement of supportive services that will be coordinated and delivered by full-time on-site social service staff.

Services will include case management, support groups, a food pantry, emergency assistance, financial literacy classes, employment assistance, computer training and access to a state-of-the-art business and training resource center.

The building will also offer a large, comfortable community living and meeting room for residents to host resident meetings, AA/NA meetings, parent support groups, meet with community leaders, organize recreational activities, etc.



# Nurturing Children in Foster Care

*Every child deserves a safe place to call home*

- There are more than 3 million reports of child abuse every year in this country.
- Four children die every day as a result of child abuse – almost 80% of those victims are under the age of 4.
- In Illinois, more than 110,000 children were reported to the child abuse hotline last year.
- Approximately 17,000 children are in foster care at any given time in Illinois because of abuse or neglect.
- Children who do not find a safe, nurturing home while in foster care are significantly more likely to experience mental health disorders, addiction and homelessness.

## **Safe and Nurturing Homes**

We recruit and manage a large network of foster homes specifically trained to meet the special needs of children in foster care. Over 92% of our foster children report that they believe their caseworker is concerned with their safety and well-being.

## **Supportive Services**

Our therapeutic and support services address the separation, loss and trauma experienced by children and families in foster care. Almost 100% of foster children believe that their caseworker listens to them and helps them through their concerns.

## **Long-term Well-being**

We are committed to pursuing the best permanency option for each child which may include reunification, adoption or independence. VOA strives to ensure that each child has the opportunities to have the best, most successful life possible.

*“What I like about Volunteers of America is the fact that there are people there that are here to help us as wards of the state.*

*I appreciate VOA very much.”*

*—VOA Foster Child*

*“They keep me safe and they take me to do fun things and meet new people”*

*—VOA Foster Child*

*“I have a chance to live a better life and get a good education in college.”*

*—VOA Foster Child*



## *Success Story*

**In 2007, our Board of Directors**, inspired by a story of a young girl in foster care, pulled together to send 14-year old Shonna to a leadership conference. Shonna gained the skills necessary to empower herself and others to create positive and lasting change in both her life, and the life of her fellow community members.

### ***Hi. My name is Shonna.***

Hi. My name is Shonna. I was chosen to be one of America's young leaders, but I didn't have enough money to go. That's when you come in. I will tell you some of my reasons why I should be able to go. One reason is that many young girls are getting pregnant or dropping out of school. I think that if I show them how much better it is getting an education they will consider not dropping out right away just because things are getting hard. Another reason is a lot of boys are interested in the streets at this age and the

gang bangers are leading them on the streets and out of the schools. I could show and tell them that it's better to get an education and get a job where they could make better money more than what they make on the streets. If I was able to go to this conference, it would be a great experience for me. I could go back to school and tell all my friends about this experience and maybe that would encourage them to do better.

Love,  
***Shonna***

***“Touching the mind, body, heart and  
spirit of those we serve.”***



# Supportive Housing

## *The challenge for Older Americans*

**As a trusted guide and service provider**, we offer an integrated care and support system for older Americans and their communities. Our vision is a nation in which everyone can choose to age how and wherever they most want to be.

*“The most positive thing about living at Cedars of Lebanon is the peace of mind for my family knowing I am happy and that my needs are taken care of.”*

*—VOA Cedars of Lebanon Senior Resident*

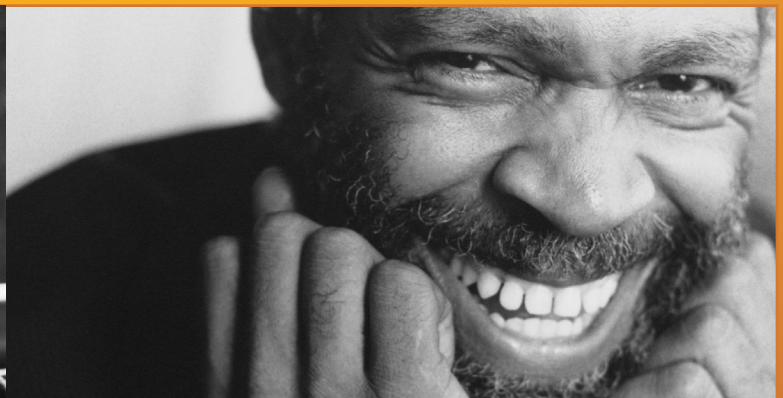
**Between 2000 and 2020**, the number of Americans between the ages of 55 – 64 will grow by 73%. National statistics indicate that there are at least nine seniors waiting for every single occupied unit of affordable housing for the elderly. The waiting list for affordable senior housing is often three to five years. Increased homelessness among elderly persons is largely the result of poverty and the declining availability of affordable housing among certain segments of the aging.

### ***We are:***

- The largest nonprofit provider of affordable housing in the United States
- The third largest nonprofit provider of nursing care
- The seventh largest nonprofit provider of assisted living facilities

Currently, VOA of IL provides supportive housing for more than 600 seniors and disabled adults through the following ten (10) sites:

- Balsam Terrace / Spruce Manor Apartments
- Cedars of Lebanon
- Eads Square Apartments
- Hopewell Village
- Les Chateaux West / North
- Marycrest Village
- New Northside Apartments
- PT Bosley Senior Estates





# Look Up and Hope

## *Strengthening Families Affected by Incarceration*

### **Look Up and Hope Initiative:**

Strengthening Families Affected by Incarceration aims to break the cycle of poverty for children affected by incarceration and walk beside them as they reach their full potential.

- The number of incarcerated mothers has doubled over the past 15 years.
- 70% of all women in prison are mothers.
- Children of incarcerated parents are significantly “poorer” than other children.
- They experience homelessness, household disruption, school failure and delinquency at much higher rates than children of non-incarcerated parents.
- They are also far more likely to suffer from anxiety, depression, post-traumatic stress and attention disorders.

VOA of IL offers a comprehensive, holistic and research-based approach to supporting and strengthening families affected by incarceration. The program engages parents before they are released from prison and provides ongoing support after release to ensure their successful re-entry back into the community. The program works with the parent, child and caregiver to ensure the long-term well being of the entire family unit.

VOA of IL’s Look Up and Hope Program primarily serves incarcerated females at Dwight Correctional Facility and their families who live in the North Lawndale, Austin, East Garfield Park and Humboldt Park neighborhoods where the rates of ex-offenders, single-parent households and poverty are especially high.

Our Look Up and Hope Program was made possible by funding from the Annie E. Casey Foundation and the Major League Baseball Players Trust.

## *Words Travel*

**Through Scholastic Books’** Words Travel program, incarcerated parents—both men and women—participate in a series of classes to learn how they can play a role in supporting their child’s reading development, even while serving time. Parents read and record books on tape for their children. The books and tapes, along with a book bag & tape player, are then sent to the children or given to them at a visit to the correctional facility. Children participating in the program also receive a special book bag, personal tape player and school supplies. The children are able to keep the books and tapes so they can listen to their parent’s voice and read along as often as they like. Words Travel not only allows parents an opportunity to read and tape books, it creates an entire reading, learning and family-strengthening program. VOA of IL will work with Dwight Correctional Facility to administer this program as a part of Look Up and Hope.

# Supporting Our Youth

*“When the human spirit is empowered, people can accomplish more than they ever thought possible.”*

## **Scholastic Books**

The Scholastic Book Program is a national program that provides high-quality reading materials to the nation’s neediest young people. Scholastic’s goal is to ensure that each of its book donations has a significant impact on fostering literacy. We distribute free books and educational toys and crafts from Scholastic to needy children and families in our communities all over the City of Chicago and beyond.

Over the last two years we have distributed almost 5,000 books to various communities and organizations throughout Chicago. Our community partners have included Legacy Charter School, By the Hand Club for Kids, Chicago Police Districts 1 & 18, Markham Police Department and Horizons for Youth.

## **Operation Backpack**

Did you know that there are over 12,000 homeless kids in Chicago Public Schools?

The first day of school can be tough for every child. It can be especially tough if you are a child who is homeless or living in foster care who can’t afford to start school with all the supplies that most kids can count on when heading back to school. For the last 2 years, over 400 donors and volunteers helped give more than 800 kids who are homeless or living in foster care a great start on their first day of school by donating a backpack and school supplies.

## **Back to School Fair**

For the last 2 years, we partnered with the Boys & Girls Clubs of Chicago to ensure that Chicago area students are prepared and excited for their first day of school. Our Back to School Fair expands on our annual Operation Backpack.

The Back to School Fair serves as a one-stop resource for all children and families served by VOA of IL, the Boys & Girls Clubs of Chicago and any families in Chicago who

are in need or back to school resources. We were able to provide important back to school resources to over 1000 children for each of the last 2 years.

Specifically, we worked with Loyola University Medical Center to provide updated physicals and the Dental Offices of Frank Karkazis, D.D.S. to provide dental cleanings. Both of which are required for the 1st day of school and are often not readily available to families living in poverty. Each child who attended the fair also received a brand new backpack full of supplies, a brand new Scholastic book, food and TONS of fun!

## **Action Team- A Youth Volunteer Initiative**

The Major League Baseball Players Trust and Volunteers of America joined together as national partners in 2002. A major part of the partnership is the personal involvement of Major League baseball players in raising public awareness about Volunteers of America and the needs its services are meeting in local communities.

The Action Team, composed of several Chicago Cubs players and area high school students from North Lawndale College Prep, Noble Street Charter School, Jones College Prep and Regina Dominican High School worked together to inspire youth to get involved in helping at Volunteers of America programs and deliver an important message to their peers from the players – volunteering is cool, fun and personally rewarding!

The Action Team completed a total of 9 community service projects that included a St. Patty’s Day bingo party for our seniors, a walk to help cure autism and served food at a homeless shelter. Our final service project, “Sweep 16th” was a neighborhood clean-up project in North Lawndale. We were able to collect 100 bags of trash through the help of over 100 volunteers, including members of the Action Team.



# Expanding Our Services...

## *Homeless Support Kit Initiative*

In VOA of IL's efforts to recruit homeless Veterans to participate in the Homeless Veterans Reintegration Program (HVRP), we realized that as a ministry of service, we cannot turn our heads from the other thousands of homeless individuals in the City of Chicago. While at this time we serve homeless Veterans, we know that we can still make a positive impact in the life of other homeless individuals. We reached out to the Fraternal Order of Police (FOP) as a partner to reduce homelessness in Chicago.

Together with the Fraternal Order of Police and Chicago Police Officers in Districts with high levels of individuals experiencing homelessness, we will distribute Homeless Support Kits to any homeless individuals we encounter.

The Homeless Support Kits will be in the form of a water bottle with VOA of IL and FOP logos on the outside. The kits will contain a toothbrush, tooth paste, granola bar, and note cards with phone numbers and addresses of support agencies who are there to help. It is our hope that individuals who receive these

kits will be encouraged to either call or visit these support agencies that will assist them in escaping homelessness.

According to recent CPD personnel statistics, between 10-15% of current Chicago Police Officers are Veterans or are members of the armed forces. More than 80,000 Chicagoans experience homelessness at some point during a year with at least 1/3 of the entire homeless population being Veterans. Chicago Police Officers are very familiar with the homeless population in our City as they encounter homeless individuals on a daily basis. We have the opportunity to make a REAL difference in the lives of homeless individuals, especially Veterans. Not only will officers be able to offer the homeless a real solution to escaping homelessness but the officers will also be assisting Veterans who were once served our Country as they did.

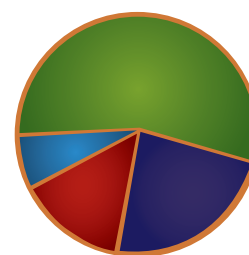


# Revenue & Expenses

**Responsible stewardship serves** as the foundation of our mission and fuels our commitment to excellence. Every dollar raised goes directly to support high quality, outcome driven services. Every year, more than 1,000 individuals and families regain a sense of hope and direction from the dedicated staff at VOA of IL.

<b>Revenue</b>	<b>2008</b>	<b>2009</b>
Government Sources	\$2,127,266	\$1,932,383
Contributions/Fundraising	572,409	360,584
Grants	84,009	72,930
Program Fees	350,444	654,885
Miscellaneous Revenue		819.00
<b>Total Revenue</b>	<b>\$3,134,128</b>	<b>\$3,021,601</b>

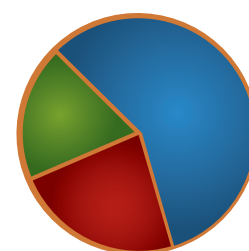
**2009 Revenue**



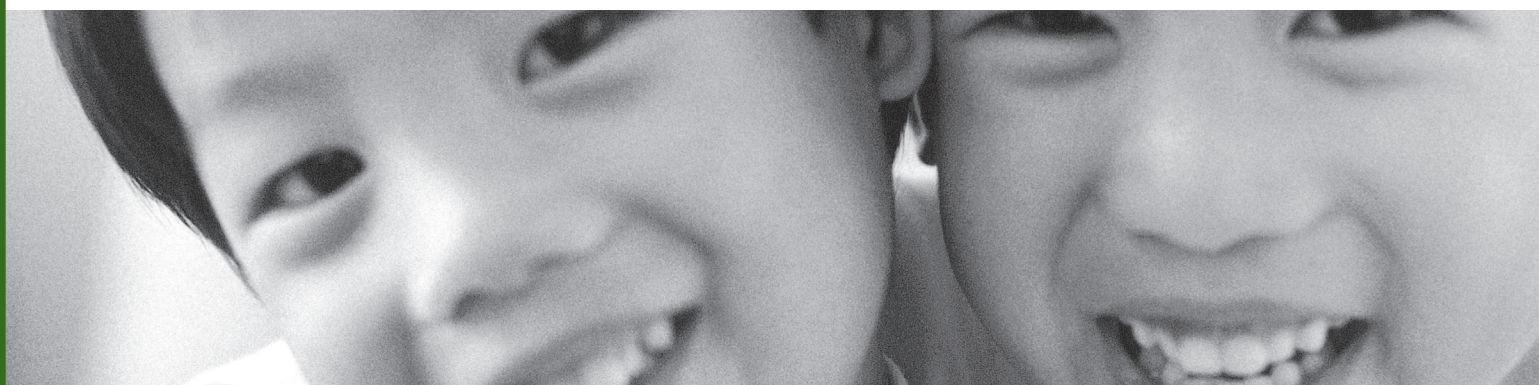
- Government Sources 64%
- Contributions/Fundraising 11.9%
- Grants 2.4%
- Program Fees 21.7%
- Miscellaneous 0%

<b>Expenses</b>	<b>2008</b>	<b>2009</b>
Programmatic	\$2,319,944	\$2,378,695
Salaries & Wages	940,036	1,151,906
Payroll Taxes & Fringe Benefits	169,564	186,634
Occupancy	178,052	184,979
Direct Client Assistance	600,617	497,114
Programmatic Support Expenses	431,675	358,062
Management	396,301	323,068
Fundraising	362,515	317,374
<b>Total Expenses</b>	<b>\$3,078,760</b>	<b>\$3,019,136</b>

**2009 Expenses**



- Programmatic 78.8%
- Fundraising 10.7%
- Management 10.5%



# Donors

*July 1, 2007 - June 30, 2008*

## Leader

\$10,000 plus

Major League Baseball  
Players Trust  
McKinley Trust  
Nancy Hughes Moyer

## Benefactor

\$5,000-\$9,000

Rick Cenkus  
Harris Bank  
McKinley Trust  
Karen L. Martin  
Jeffrey Samaras  
Patrick Shutt

## Champion

\$1,000-\$4,999

John & Karen Crotty  
John Fitzpatrick / Laurus  
Strategies  
Lou Hall  
Andrew Hulett  
Dan Kardatzke  
Laurus Strategies  
Thomas Maurer  
Kevin Rankin

## Protector

\$500-999

Charles & Jessica  
Cunningham  
Gene Callahan  
Dan & Colleen Hughes  
Roger & Roberta Hughes  
Tom & Jen Hughes  
Jeff Kardatzke  
Patrick Moyer  
Kenneth Singleton

## Guardian

\$251-499

Anna Marie Arguijo  
Ilise Goldberg  
O. Fred Harris  
William Hodel  
Dale Ifft

## Caregiver

Under \$250

Edgar Aarstad  
John F. Aberson  
Robert L. Abson  
Chuck Adair  
Scott Adams

Corral Adrian  
Pat Ahern  
Marian Ajamy  
Lorraine Aldworth  
Edward Allard  
Marius Andreassen  
Ken Angarone  
Frank Aulenta  
Eleanor Badalich  
Judy Baggio  
Kathryn Baker Kemp  
John Balourdos  
Martin E. Bank  
Sammy Barnes  
Nigel Barnhill  
Charlie Barone  
Ann Baruch  
Scott Bastian  
Zonna A. Becker  
Dennis Beninato  
Royal Berg  
Arthur B. Berman  
Elhadi Bilalem  
Eric Bilenko  
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Leonard E. Blum  
Timothy Bollnow  
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Daniel Bossard  
Barbara Boyle  
Jason Brandstrom  
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Colette L. Butkus  
Brian Byrne  
Lawrence Calmeyn  
Elmer L. Carlberg  
John R. Carlson  
Marilyn Carver  
Millard E. Castle  
Brett Cenkus  
Lee Cenkus  
Gurdial Chadha  
Fred Chamanara  
Judith Chase  
Hudson Chiles  
John Chisum  
Jacob Claytor  
Mark A. Cleveland  
Joseph Clonick  
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Dean Dornbos  
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William Eichelberg  
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Ysidro Espinoza  
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Virginia Fantozzi  
Joe Farina  
Carl Fausey  
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Christina Fielder  
James Filson  
David Findling  
Victoria Finn  
Justin Fisher  
Frederick W. Fjelde  
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Glenn J. Forster  
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Irma Fowler  
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Frank Franzese  
J. Frank & Ann Franzese  
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Michael Friedman

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Frances Garner  
Chaser Garrett  
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Tina Gazer  
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Billie Hammond  
Jim Hanley  
Kevin & Molly Hanley  
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James A. Hannigan  
William Hannon  
Leighton W. Hansel  
Cledith M. Hansen  
Beverly Harris  
Diane Hawkinson  
Doug Hayes  
Martin Haze  
David A. Helms  
C. J. Hendricks  
Caitlin Henning  
Daniel R. Herdeman  
Frances Herzer  
Daniel N. Hidalgo  
Edmund S. Hildebranski  
Anne Hill  
Dana Hill  
Worth Hill  
Gary Hipp  
Jerome Hirschmann  
William B. Hodel  
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Nancy Hoffman  
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Dave Hooper  
David & Barbara Hooper  
Geoffrey S. Horner  
Leonard Horwich  
Jack Houre  
Jan K. Housinger  
Adam & Holly Houston  
Carin Hudson  
Robert Huebner  
John Hughes  
Robert & Laura Hughes  
Margaret Hulsman  
Scott & Nichole

Humphrey  
C. E. Hunn  
Ruth L. Hustad  
Michael & Margaret  
Hyman  
Kent Illhardt  
Ronald Inorio  
April Jackson  
Susan Jacobs  
Helen J. James  
Arlene Jehlicka  
Diane K. Jelenick  
Richard Jennison  
Doug Jeppe  
Derek & Timi Jeske  
Darwyn Johnson  
Patricia Johnson  
Shirley Justin-Wolff  
Donna Kaiser  
Art & Janet Kardatzke  
Laura Karpen  
Mitchell Katz  
Susanne Keipert  
Elmer Keller  
Luke Kelly  
Mark & Pamela Kendall  
Edward R Kent  
Michael Kiley  
Dorothy Kjell  
Alan Klinger  
Irene Kloc  
Charlotte Knight  
Jay G. Kolb  
Bernice Kole  
Barbara Korasek  
Gary & Susan Kostecki  
Edward Krakowiak  
Jack & Rebecca Krasaeth  
Irene Krolis  
Nikki Kromm  
Steven Krug  
Ruth A. Kult  
Eleanor Kurtin  
Nancy J. Laha  
Judith Lamac  
Keith Largay  
Leonard Laskin  
John Lavorata  
James Lee  
William Lee  
Virginia Leimetter  
Carl A. Lekan  
George Leong  
John G. Levi  
Daniel Linname  
Rol Liwag  
Daniel Lombard  
Lucia Long  
Clarence Lossin  
Taft Lowell  
Theodore W. Lucore  
Karin & Paul Lundstedt  
Ronald Lynn  
Marguerite Lyons  
Maurice R. Lyons  
Sally Macoicz



John Mackris  
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**Dear Friends,**

*As we contemplate the incredible tradition of service* we inherited from our founders more than a century ago, we are reminded that possibility creates obligation. If we can conceive of a change in our world, we must work to bring it about.

Maud and Ballington Booth believed that ordinary people were capable of creating extraordinary change in the world when they worked together. Our 2009 ministry of service is still built on that fundamental premise – that anything is possible when we work together towards a common purpose.

The specific changes we need to bring about may be different and perhaps more complex than they were in 1896, but the basic ingredients to changing the world remain the same - a deep compassion for others and an unwavering desire to make things better, especially for those that are hurting the most.

Our tradition of service has always called us to seek out and to settle for nothing less than extraordinary change - especially for those that are most in need. We are not interested in making small or temporary changes for those that are hurting. We strive to create fundamental change – to bring lasting solutions – to those that are hurting. Our goal is to provide the support and resources necessary for those we serve to create and sustain a life filled with hope and promise.

The support and commitment of our staff, Board, community partners, funders and donors is what powers our mission and our dreams – to eliminate the suffering and hopelessness that comes from poverty, homelessness and having nowhere to belong.

Because of you – Volunteers of America of Illinois has been able to bring real solutions to those most in need for more than 113 years – and with your continued support, together we can do that for 100 years more.

***Thank you for your support.***

Very Sincerely,



Nancy Hughes Moyer  
**President and CEO**



Richard A. Cenkus  
**Board Chairman**

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***“Some People can’t imagine doing what we do.  
We can’t imagine not doing it.”***



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*VOA of IL is asking you to:*

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Learn about us through [www.voaindinois.org](http://www.voaindinois.org) and see our agency in action. Better yet, visit our center and see VOA's programs in action.

**GET INVOLVED**

Become a volunteer with VOA of IL, help our homeless veterans, children and elderly. You decide how much time you want to give.

**GIVE A GIFT**

Become a donor and see your gift make meaningful changes in peoples' lives.