

# By the Numbers



Volunteers  
of America®

MINNESOTA

## Making a Difference, Changing Lives™

1. We're one of the oldest nonprofit organizations in the state and have been serving the people of Minnesota for 115 years.
  - We were founded April 24, 1896
2. We're the 10th largest nonprofit human service organization in the state.
  - Minneapolis Star Tribune, NonProfit 100
  - Minneapolis St. Paul Business Journal
3. Our current annual budget reflects more than \$42 million in revenues.
  - FY 1997 — \$13,891,518
  - FY 2006 — \$35,737,541
  - FY 2007 — \$36,243,716
  - FY 2008 — \$39,348,134
  - FY 2009 — \$42,695,308
  - FY 2010 — \$42,757,979
4. We serve more than 26,000 program participants annually.
  - FY 2006 — 33,456
  - FY 2007 — 27,019
  - FY 2008 — 27,587
  - FY 2009 — 28,458
  - FY 2010 — 26,512
5. We offer over sixty programs and operate from about 100 sites; 25 large sites and an additional 75 satellite or part time sites.
6. We're programmatically the most diverse nonprofit in the state, with six major lines of business:
  - Families and Children
  - Education
  - Seniors/Older Adults
  - Persons with Special Needs
  - Services for Adults Completing Rehabilitation Programs
  - Affordable Housing

In addition to these statistics and these distinguishing characteristics, we welcome the opportunity to tell of the individual successes our program participants find through their involvement with Volunteers of America–Minnesota. These stories are the real inspiration of our contribution to the community. Please ask us to share one of these stories or check out our website at [www.voamn.org](http://www.voamn.org).

# Distinguishing Characteristics



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1. We focus on the results of our programs. We don't just say we serve people; we don't just say we treat people respectfully or nicely. Our programs can articulate the difference we are making in the lives of our program participants. This is increasingly our self-identifier—WE ARE MAKING A DIFFERENCE IN THE LIVES OF OUR PROGRAM PARTICIPANTS and WE CAN ARTICULATE THIS DIFFERENCE.
2. We emphasize MAKING A LASTING DIFFERENCE IN THE LIVES OF OUR PROGRAM PARTICIPANTS. We don't offer short term services, such as a few nights of emergency shelter. It's important that someone provide such services, but this is not our mission. We are involved sufficiently and intensively in the lives of our program participants to MAKE A LASTING DIFFERENCE.
3. Throughout much of our history, we have been the first organization to develop an effective, innovative response to emerging social issues.
  - 1955 — Bar None licensed as Minnesota's first licensed children's residential treatment center.
  - 1974 — Supreme Court ruling permitted the Lake Street building to be used as the state's first community based correctional center (Residential Reentry Center)
  - 1976 — Family Treatment Program established as the state's first treatment foster care program
  - 1979 — New building opened at Bar None as state's first residential treatment program for children with autism
  - 1984 — Woodview Home for Boys leased from Ramsey County and opened as first privately operated jail in the country (Residential Reentry Center)
  - 1986 — Stevencroft Home acquired in St. Paul for youth and young adults with autism ready to leave Bar None, which became Minnesota's first community based residence for adults with autism
  - 1988 — Galloway facilities reprogrammed from children to residential units for the elderly to become Minnesota's first residential program for senior citizens with developmental disabilities
  - 1991 — Home purchased in Mora to continue this program for elderly persons with developmental disabilities
  - 1998 — Alternative school for 4<sup>th</sup> through 8<sup>th</sup> graders opened as first contracted alternative school in Minneapolis for elementary and junior high students
  - 2000 — Opened first residential recovery treatment center for women seeking to leave a life of prostitution (Women's Recovery Center)
  - 2001 — First nonprofit organization in the country to sponsor a charter school
4. Our wide range of programs provide us the opportunity to MEET THE MULTIPLE NEEDS OF OUR PROGRAM PARTICIPANTS. We can be more holistic, addressing multiple, often interactive-needs, through relying on the services of our colleagues within the organization.
5. We are not just effective, but we are efficient. We are good stewards in using the resources the community has entrusted to us. Our administrative overhead costs are just over 11%, compare favorably with industry averages, and are better than what are considered the outside of acceptable limits (30%).
  - FY 2006 — 9.32%
  - FY 2007 — 9.83%
  - FY 2008 — 10.13%
  - FY 2009 — 10.40%
  - FY 2010 — 11.23%