

Making a Difference, Changing Lives™



Volunteers
of America®

MINNESOTA



Future of our Service

OUR MISSION

The mission of Volunteers of America–Minnesota is to provide opportunities which will make a significant, lasting impact in the lives of our program participants, and to elicit community support for our program participants.

We pursue this mission by empowering our program participants with the motivation, education, support and competencies necessary for age- and disability- appropriate independence and self-reliance. We strengthen communities by fostering within them the readiness to support their citizens in achieving this independence and self-reliance.

OUR VISION

We envision a society in which all persons are valued and have the assets for achieving self-reliant, independent, fulfilling lives. We envision communities which support families in providing this opportunity to their children. We envision a society which cares for persons with disabilities and for elders, extending to them the needed supports and appropriate opportunities for independence and dignity. We envision a society which fosters self-reliance and a high standard of ethical behavior, in which citizens freely contribute their time, talent and resources for the common good. We envision Volunteers of America–Minnesota effectively serving as a catalyst to realize this vision.

WHO WE ARE

Volunteers of America–Minnesota is one of the oldest, largest and most comprehensive human service organizations in the state. We are an independent, 501(c)(3) nonprofit organization incorporated in Minnesota and chartered by the national Volunteers of America, Inc. Volunteers of America–Minnesota has been making a difference and impacting lives since 1896.

With more than 60 programs, we offer a wide variety of services to children and their families, students, older adults, persons with disabilities and other special needs, adults completing rehabilitation programs, and our volunteers. Our programs are offered throughout the state, primarily in the metro area. More than 900 employees serve more than 26,500 participants annually, and nearly 13,600 volunteers provide program support and the “person power” for special events.

Our annual budget of \$42 million is financed through government contracts and grants, and through the support of individuals, private corporations and foundations, program service fees and the United Way. Donations received by Volunteers of America–Minnesota are effectively used to positively impact the lives of our program participants. Consistently, our programs articulate the impact they intend to make in the lives of our participants and track their effectiveness in achieving this impact. It is this impact that is at the heart of our organization and is the reason for our continued existence.

Articles of Incorporation and bylaws govern our organization and establish a voluntary board of directors which meets six times per year. Each board member serves on one or two committees. Additional community members also serve on committees.

We seek to engage individuals, families, and civic or corporate groups in our work as volunteers. We sponsor volunteer activities year-round that are personally rewarding, well-organized and make a significant impact and contribution to the community.

Our Principles and Values

Culture of Values

Our organizational culture will reflect the values of our faith-based heritage and ministry of service, will respect and value other religious or spiritual belief systems, and will exclude no one because of their religious beliefs.

Diversity

We will value and support the diversity of all individuals, and pursue our mission inclusively with both cultural appropriateness and cultural competence.

Ethics

We will meet and well-surpass the legal requirements expected of us as a nonprofit organization, and will exemplify the chartering standards set by Volunteers of America nationally and the membership standards of the professional organizations in which we participate.

Family

We believe that all individuals need the support and nurturing of a strong family, and are committed to supporting such development of all families with which we are in contact.

Financial

We consider it our responsibility to be good stewards of the resources we receive for pursuing our mission, managing these resources for maximum effectiveness and efficiency.

Leadership

We are committed to being a visionary, proactive community leader, visibly and effectively pursuing our mission.

Positive Employer

We will employ competent staff, able to perform their responsibilities effectively, and will extend to them a safe, respectful work environment with appropriate supervisory support, fair compensation, and opportunities for career development.

Prevention

We are committed to a prevention-oriented approach to service delivery, seeking to prevent the emergence of social problems or to prevent their worsening.

Results and Outcomes

We are committed to providing services which effectively and efficiently achieve the desired results, and to being able to articulate the outcome we are achieving.

Respect and Dignity

We will extend to every person respect for their individuality and their unique contribution to the community.

Services

We are committed to providing a wide array of high quality, comprehensive, professionally sound, culturally competent services designed to maximize individual potential and to promote independence and self-reliance.

Volunteerism

We believe in the value of volunteerism, and seek to pursue our mission with the active involvement of volunteers. We believe that all persons are assets for their community, and seek to extend to all persons, including our program participants, the opportunity to contribute as a volunteer.

Goal 1: Service Delivery

To offer a wide array of high quality programs capable of enabling program participants to develop the skills and competencies necessary for age and disability appropriate independence and self-reliance.

Goal 2: Community Engagement

To engage the larger community in the pursuit of our mission, offering volunteers and donors consistent opportunities to make a significant impact in addressing social problems.

Goal 3: Community Leadership

To serve as an effective community nonprofit leader in social services, health services and education, with a strong public presence.

Goal 4: Resources

To achieve the financial resources and organizational infrastructure necessary for achieving the three components of our mission with high quality and effectiveness.

Programs

Programs for Children and Families

The Avanti Center for Girls offers a continuum of shelter, evaluation and treatment services for adolescent females who exhibit emotional and behavioral problems. The treatment modality is based on the Dialectical Behavior Therapy (DBT) model and the program is licensed through the Department of Human Services with a Mental Health (SED) certification.

Bar None Residential Treatment Services offers a variety of residential treatment and aftercare services, as well as evaluation and stabilization options, for at-risk youth who exhibit emotional and behavioral problems. The program offers specialty units for youth with cognitive challenges and court-ordered adjudicated delinquents, and has two insurance reimbursable Mental Health (SED) certified programs.

Children's Residential Treatment Center (CRTC) offers secure, intensive residential treatment for emotionally disturbed adolescents who suffer primary psychiatric challenges such as mood and anxiety disorders, personality disorders, self-destructive behaviors, eating disorders, and more.

Omegon, Inc. Residential Treatment Center offers intensive treatment services for male and female adolescents who are experiencing serious emotional, social and/or behavioral disorders, combined with abuse/dependency on mood-altering chemicals.

Family Treatment Foster Care offers residential care, and develops, implements and monitors individualized care plans for emotionally and/or behaviorally disturbed and abused children who cannot safely live with their birth parents. The program also licenses, trains, monitors and supports participating foster home families who provide care for foster children.

Programs

Family Prison Visitation and Transportation offers preparation, support and transportation for children to visit their mothers who are incarcerated in federal prison out of state.

In-Home Relief offers temporary, in-home assistance on an hourly or daily basis for Anoka County families who have children with special needs, autism and/or developmental disabilities.

Children's Mental Health Case Management offers coordination of services for families which enable children with severe emotional disturbances to remain at home. Services include mental health, social, educational, health, vocational, recreational, volunteer, advocacy, transportation and legal services.

Adult Mental Health Case Management offers coordination of services for adults with severe mental health issues which assists them in remaining in their community. Services include mental health, social, health, vocational, recreational, volunteer, advocacy, transportation and legal services.

Behavioral and Therapeutic Services and Supports for Students of Success Academy are provided by us through a contract with Hennepin County. Success Academy is a program of the Minneapolis Public Schools which provides enriched educational programming, services and supports for at-risk students grades 7-12.

Mental Health Clinics offers comprehensive mental health services, including psychotherapy, skill development, psychological testing, psychiatric services and aftercare services for participants of our programs and for children and families in the general community.

- **DBT Intensive Outpatient Therapy Program for Adolescents** offers coordinated individual and multi-family group therapy services for youth age 15-18 who have severe emotional/behavioral problems, and/or emerging personality disorders and who engage in self-harming behaviors.

- **Deaf and Hard of Hearing Family Focused Therapeutic Services Program** is a prevention program offering parent education, case management and support services for deaf and hard of hearing parents of pre-school age children who are considered at-risk for child abuse and neglect.

- **Deaf and Hard of Hearing Mental Health Services** offers culturally and language specific comprehensive school-based, home-based and outpatient mental health services for deaf, deaf/blind and hard of hearing (DHH) children, adolescents and their families.

- **DHH IMPACT** offers deaf, hard of hearing and deaf/blind youth who are struggling with severe emotional and/or behavioral issues with an intensive day program (mental health) in an environment which is both culturally and linguistically accessible and where the primary form of communication is American Sign Language (ASL).

- **Family and Parent Development Services** offers services intended to improve the well-being of families by providing Parent Skill Building, Therapeutic Parent/Child Interaction to improve interactions between parent(s) and child(ren) and Coordinated Therapeutic Services to improve the mental health of the family's children.

- **Functional Family Therapy** is a special project with Hennepin County Juvenile Corrections which offers specialized high fidelity family therapy interventions for selected juvenile offenders and their families referred by Hennepin County Juvenile Corrections.

- **Home-Based/CTSS Services** offers culturally competent, quality mental health services for children and their families who need frequent and intensive interventions. Services take place in a home, community or school setting.

- **Infancy and Early Childhood Mental Health Program** offers mental health assessment and services addressing the mental health needs of infants and young children and their caregivers.

- **Outpatient Program** offers diverse, culturally competent, quality mental health services for children, adolescents and their families. Services take place in the clinic offices and are individualized to meet the unique needs of each child and their family.
- **Somali and East African Behavioral Health Services Program** offers intensive therapeutic, skill building and rehabilitative services to help strengthen the emotional, behavioral and social functioning of Somali and East African youth and their families.
- **Wrap Around Services** is a special project which offers specialized high fidelity wrap around facilitation for Somali and East African juvenile offenders and their families referred by Hennepin County Juvenile Corrections.

- **Adult High School Diploma Program** offers English Language Learners, age 18 and older, the opportunity to acquire English skills and earn a high school diploma.

Charter School Authorizing Program provides oversight and accountability for 16 Minnesota charter schools who provide learning opportunities to students in small, educationally creative settings.

Programs for Seniors, Their Families & Caregivers

Assisted Living offers services necessary for participants to remain in their current home. Services and supports are offered at designated housing facilities, which include congregate dining, medication set-ups and reminders, assistance with activities of daily living (ADLs), comprehensive case management, socialization and activities, housekeeping and laundry, and assistance with travel arrangements.

Care Management & Consultation offers objective, multi-dimensional assessments that clarify an older adult's needs, and is helpful to older adults, their families, attorneys, trust departments, guardians/conservators and other professionals in providing short-term consultation services and ongoing care management, including monitoring and service coordination.

Care Options Network is comprised of over 1,000 members of the senior health care and senior service industry. The Network staff collects and impartially formats vital care-specific data about senior care providers and services. Care Options publishes the SeniorCare GuideBook, the reference tool for the senior care industry, the Senior Housing Directory for the public and has a new website, www.careoptionsnetwork.org, with all of the program's information available to the public. The Network then distributes this information to the senior care industry, thereby helping find appropriate care, housing, products and services for over a quarter of a million seniors and their families each year.

Programs for Students

Schools

- **SALT High School** (Service Adventure Leadership Team) is a Minneapolis Public Schools specialty school, serving grades 10–12, which features an experiential and environmental themed program that focuses on leadership development and community-based service learning.
- **Opportunity High School** is a Minneapolis Public Schools contract specialty school which is open to all students and specializes in meeting the educational needs of English Language Learners. Day and evening classes offer flexibility for students to choose programs that best meet their needs.
- **Phoenix High School** is a Minneapolis Public Schools alternative school which offers a small school environment with strong student support in math, science, and the humanities. Phoenix offers credit recovery opportunities through a schedule which allows students to double-up classes in areas in which students are behind in credits and through a wide variety of after-school seasonal activities.

Caregiver Support Services offers coaching, counseling, information, support and practical assistance for those caring for someone age 60+, or caregivers who are 55+ and are caring at home for a family member age 19-59 with a disability, focusing on African-American families.

DayElders offers care and a structured day program at select locations for older adults who typically have limitations of mobility, stamina and/or cognitive functioning.

Estate & Elder Law Services offers a variety of affordable legal services including assistance with estate planning, wills, powers of attorney, health care directives, guardianship, Medical Assistance issues, real estate matters and more.

Family Memory Care for African Americans offers African American caregivers who are caring for a spouse/significant other with Alzheimer's disease a variety of supports and services to help them care for their spouse/significant other at home for as long as possible and to help them remain a healthy caregiver.

Highrise Social Services Program offers case management, information and referral and group services to residents of 40 designated Minneapolis Public Housing Authority apartment buildings and a Volunteers of America-Minnesota owned building, who are age 60 and older and/or are disabled.

Hmong DayElders offers care and a variety of activities for Hmong seniors, age 55 and older, who typically have limitations of mobility, stamina and/or cognitive functioning.

Hmong Elder Connections offers positive cultural, educational and social experiences for seniors of the Hmong community to help preserve their physical and emotional health and well-being.

Protective Services offers information and assistance, referral and assessments regarding incapacitated adults who are having difficulty with financial management or personal decision-making or who may be in need of a guardian and/or conservator.

Residences for Seniors with Developmental Disabilities offers residential community-based care for older adults with developmental abilities at facilities located in Milaca and Mora, MN.

Senior Community Centers:

- **Park ElderCenter and Southwest Center** offer older adults a wide range of activities, programs and services including group dining, health and wellness classes, educational workshops, cultural events, volunteer opportunities, social work services, caregiver support services, computer literacy, adult day programs and more.
- **Seniors Place** offers noon meals, exercise programs, bingo, cribbage, yoga, arts and crafts, music, current events, educational programs, and other programming and socialization activities for older adults.

Senior Mental Health Services offers a full spectrum of specialized outpatient mental health treatment services to assess and treat the symptoms and behaviors related to mental illnesses for individuals age 55 and older. This program also offers educational presentations to senior communities and training workshops for aging and health service providers on mental health issues specific to older adults.

Senior Nutrition offers persons age 60+ (and disabled individuals who live in senior high rises) nutritional meals at 31 congregate dining sites in Anoka and Hennepin Counties. We are also the contractor for six home-delivered programs who serve parts of the Metro area. Somali, Latino, Hmong, Vietnamese, and Lao meals are available at some sites.

Senior Partners Care (SPC) helps low to moderate income Minnesotans who are on Medicare obtain treatment from participating healthcare providers who agree to waive Medicare's co-payments and deductibles and accept Medicare payment as payment in full.

Senior Volunteer Programs

- **RSVP** offers people, age 55 and over, personalized placement in rewarding, meaningful and impactful volunteer opportunities to meet their individual skills, interests, schedule and geographic availability.
- **Pretty Good Players** are adults 55 and over who use true stories and original skits to educate the public about aging issues. They perform for schools, churches and community groups reflecting with sensitivity and accuracy the diversity of older Minnesotans, and promoting and supporting vital aging.

- **Telefriends** offers older adults volunteer opportunities to mentor children in grades 2–6 over the telephone.
- **Experience Corps** offers adults over age 50 volunteer opportunities to strengthen the reading skills of children, grades K–3 in urban schools. Stipends are available for those who qualify.

Special Access offers services to assist with problem-solving and locating community resources for African-American elders in Minneapolis.

Total Living Home Care™ offers older adults who are residents of Orono Woods apartments and need temporary assistance or longer-term support, a selection of supportive services to help them remain independent and active. Services include health assessment, medication set-up, nursing and homemaking services, laundry, transportation and more.

Programs for Persons With Special Needs

Columbia Heights Board & Lodge offers shelter and meals to adults with serious and persistent mental illness. While at the Board and Lodge, participants are focused on stabilizing their mental health, obtaining a consistent source of income, and moving to a more independent living situation.

In-Home Support Services offers individualized services for children and adults with special needs tailored to support their needs in a home, apartment or other community living situation.

Services for Persons With Special Needs offers supportive living services in small residences for adults with developmental disabilities and seeks to promote independence of participants by working with them to enjoy an active, participatory quality of life by fostering opportunities for active community engagement.

Affordable Housing Programs

Senior and Multi-Family Affordable Housing offers market rate, affordable, and subsidized senior housing in Minneapolis, Orono, Coon Rapids, and New Hope. Rental types and services vary depending on the location, and some include assisted living services, social service coordination and senior congregate dining.

Our HOME offers a positive living situation for homeless and at-risk families located in central Minnesota. Each family occupies its own apartment and counselors assist in dealing with personal issues and strengthening self-sufficiency.

Services for Adults Completing Rehabilitation Programs

Group Residential Housing (GRH) offers housing for adult women coming out of chemical dependency treatment as a “step down” measure allowing them to regain employment and prepare them to seek and obtain permanent housing.

Residential Reentry Centers (RRCs) provide residential reentry services for men and women who are allowed to complete part of their prison sentences in the community. This affords them the opportunity to restore community ties, obtain employment, and pay a portion of their care and supervision to the state or federal jurisdictions who have authority over them for the period of their stay.

Women’s Recovery Center is a licensed chemical dependency residential treatment program for adult women. Women are typically referred for intensive treatment for a period of up to 90 days. Individualized program planning incorporates licensed CD counselors and a staff psychologist and may include work in recovering from abuse, violence, homelessness, as well as physical health. Programming incorporates individual and group therapy, and utilizes best practices tailored to the unique needs of women.

Programs for Volunteers

Senior Volunteer Services connects older adults with volunteer opportunities in their communities in the areas of education, human services, the environment and more. Programs include RSVP and Experience Corps.

Community Events offers opportunities for individuals and volunteer groups to make a difference in the community. Events include collecting Thanksgiving food for isolated seniors and low income families; purchasing gifts for low-income children, families and seniors during the year-end holidays; providing backpacks and school supplies for at-risk students at the start of the school year; and completing a variety of hands-on service projects at our sites.



Volunteers of America–Minnesota is a nonprofit organization founded in 1896 which offers a wide variety of services for more than 26,500 children, adolescents and their families, older adults, students, persons with disabilities and special needs, and adults completing rehabilitation programs each year. We are one of the oldest, largest and most comprehensive human service organizations in the state and have more than 60 programs, 900 employees and 13,600 volunteers. We have a rich history of developing innovative programs to meet emerging social issues. We pride ourselves on sponsoring programs which are able to explicitly articulate the outcomes achieved in our program participants’ lives.

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We have been reviewed by the Minnesota Charities Review Council and are proud to have fully met its Accountability Standards.