Since the 1920s, Volunteers of America, Dakotas has been serving those who need us the most. Troubled youth, families without child care, those struggling against addiction, and the adolescent who can’t return home can all turn to our supportive and empowering programs. We work with the most vulnerable people in the Dakotas, helping them rebuild whole lives, reach their potential, and become productive members of our communities. We focus on bringing higher levels of care and safety through safe, nurturing environments where individuals and families become healthy and self-sufficient.

Mission Statement
Volunteers of America, Dakotas is called by the Gospel to guide people to live healthy and fulfilling lives.

Kingdom Calling
Reaching out to help those whom we are called to serve achieve their full potential, Volunteers of America, Dakotas demonstrates God’s love by:

- Guiding people with behavioral health needs
- Uplifting children, youth & families
- Strengthening those who struggle with homelessness
- Supporting individuals with intellectual & developmental disabilities
Dear Friends of Volunteers of America, Dakotas,

Volunteers of America, Dakotas is called by the Gospel to guide people to live healthy and fulfilling lives. This is not a calling we take lightly, and our commitment to the health of those we serve, our dedicated staff, and our community was more important this year than ever.

During what was an unprecedented and ever-changing year, we continued to answer God’s call to guide, uplift, support, and strengthen some of the most socially and economically challenged people of the Sioux Empire. As schools closed, businesses downsized, and anxiety and stress rose, individuals and families relied on support from organizations like us.

Throughout FY20, each of our program areas took critical steps to protect health and safety while continuing to provide services to those who need us.

Behavioral Health
Our outpatient counseling was quick to transition to telehealth services and implement protocols to keep those in our residential programming safe.

Children, Youth, and Families
With school closures, our Child Care, Youth Center and Kidz Count programs became essential to provide safe, quality care and support for children and youth whose parents did not have the option to stay home. These programs adapted to safely continue providing care when families needed us most.

Intellectual and Developmental Disabilities
Our CHOICES Program continued to support individuals while amending programming to conform to social distancing measures by eliminating large group gatherings and social outings.

Homelessness
We believe keeping individuals housed is an important step in protecting the health of our entire community. Axis180 and Berakhah House continued to provide housing and supportive services for individuals experiencing homelessness. While our Veterans Outreach Center temporarily closed, many of our veterans’ services transitioned to provide support to veterans remotely.

Support Services
Wherever possible, we transitioned our support services (Finance, Human Resources, Marketing, and Kingdom Resources) to remote work.

I am proud of the steps our organization took this year to adapt to our new reality, and am grateful for the prayers that carried us through. Please continue to pray for those we serve, our staff, the Sioux Falls community, and the rest of the world. Because of you, we have so much to be thankful for.

“I have said these things to you, that in me you may have peace. In the world you will have tribulation. But take heart; I have overcome the world.” John 16:33

Thank you for being a part of our story and helping make a difference every day.

In appreciation,

Dennis Hoffman
## GRANTS
### FUNDING AWARDED

<table>
<thead>
<tr>
<th>Organization</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Bank Foundation</td>
<td>$5,000</td>
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<tr>
<td>MDRT Foundation</td>
<td>$2,500</td>
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<tr>
<td>SD Council on Developmental Disabilities</td>
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<tr>
<td>RFP #1784 Middle School Meth Prevention</td>
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<tr>
<td>Sioux Valley Energy</td>
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<td>NorthWestern Energy</td>
<td>$750</td>
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<td>Sioux Empire United Way</td>
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<td>21st Century</td>
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<td>HVRP Option Year Funding</td>
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<td>Xcel Energy Foundation</td>
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<td>Sheldon Reese Foundation</td>
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<td>Transition in Place (TIP)</td>
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<tr>
<td>Futures Fund Survive and Thrive</td>
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<tr>
<td>Basic Center Program COVID Response Award</td>
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<td>Transitional Living Program-COVID Response Award</td>
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<tr>
<td>South Dakota Community Foundation</td>
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<td>SAMHSA Emergency COVID Funding</td>
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<td>Humana Foundation</td>
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<td>Childcare COVID Response Grant</td>
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<td>Regional Partnership Grant Extension</td>
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<td>Adams Mastrovich</td>
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<td>TLP Continuation</td>
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<td>Enterprise Holdings</td>
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**Total** ...................................................................... **$4,086,745**
### EXPENSES

<table>
<thead>
<tr>
<th>Department</th>
<th>Total Expenses</th>
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</thead>
<tbody>
<tr>
<td>Behavioral Health</td>
<td>$4,597,962</td>
</tr>
<tr>
<td>Children, Youth &amp; Families</td>
<td>$2,316,868</td>
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<tr>
<td>Homelessness</td>
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<tr>
<td>Intellectual &amp; Developmental Disabilities</td>
<td>$8,224,290</td>
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<tr>
<td>Management &amp; General</td>
<td>$2,848,406</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$19,087,999</strong></td>
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</tbody>
</table>

- Behavioral Health = 24.1%
- Children, Youth & Families = 12.1%
- Homelessness = 5.8%
- Intellectual & Developmental Disabilities = 43.1%
- Operations = 14.9%

### REVENUE

- Public Support = 9.3%
- Program Service Fees = 5.0%
- Government = 85.4%
- Other = 0.3%

<table>
<thead>
<tr>
<th>Source</th>
<th>Behavioral Health</th>
<th>Children, Youth &amp; Families</th>
<th>Homelessness</th>
<th>Intellectual &amp; Developmental Disabilities</th>
<th>Management &amp; General</th>
<th>Total</th>
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<tr>
<td><strong>Public Support</strong></td>
<td>$434,700</td>
<td>$529,516</td>
<td>$271,178</td>
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<td><strong>Program Service Fees</strong></td>
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<td>$541,540</td>
<td>$359</td>
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<td><strong>Government</strong></td>
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<td>$1,409,683</td>
<td>$797,687</td>
<td>$9,378,305</td>
<td>-</td>
<td>$16,528,567</td>
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<td><strong>Other</strong></td>
<td>$11,533</td>
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<td>$16,030</td>
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<td><strong>TOTAL REVENUE</strong></td>
<td>$5,708,404</td>
<td>$2,050,962</td>
<td>$1,069,367</td>
<td>$9,961,039</td>
<td>$575,778</td>
<td>$19,365,550</td>
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</tbody>
</table>

*All departments for the twelve months ending June 30, 2020*
Board of Directors

Executive Officers:
Tony Nour, Chair
Lindsey Meyers, Vice-Chair
Colleen Stratton, Secretary
Bradford Benson, Treasurer
Elaine Roberts, Past Chair

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Tom Garry
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Phyllis Jorgenson
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FOUNDATION DIRECTOR

LUCAS PETERSON
DEVELOPMENT DIRECTOR

SARAH HANSON
DIRECTOR OF STRATEGIC INITIATIVES
This year, we were honored to celebrate 100 years of ministry in Sioux Falls. Volunteers of America came to Sioux Falls in 1920 as a storefront mission and prison ministry. In 1923, the agency began providing child care for low-income families in the Cathedral neighborhood. Almost a century later, we are still providing care for families in need right in this same neighborhood.

Over several decades, Volunteers of America, Dakotas merged with other nonprofits and grew our ministry of service to include outreach to runaway and homeless youth, counseling and treatment for individuals with behavioral health needs, support for individuals with intellectual disabilities, and afterschool programming for youth at-risk. In 2010, we added services for veterans to our continuum when we opened the Berakhah House. From there, our veterans programming has expanded with the addition of our Veterans Services Center, long-term transitional housing, and employment support.

We are humbled that throughout the last century of growth and change, the community has continued to advocate for those we serve and help us grow into one of the widest-reaching human service agencies in the Sioux Empire. We would not be here today without this support.

As we look to the years ahead, we are hopeful about what God has planned for our work and grateful for the opportunity to continue serving this community. We look forward to walking this path with you.
In August 2019, nearly 300 volunteers gathered at Volunteers of America, Dakotas to turn an empty lot into a dream playground – all in just five hours!

"Play is essential to physical, creative, cognitive, social and emotional development," says Rebecca Deelstra, Managing Director of Marketing & Business Development. "Many children who attend Volunteers of America, Dakotas Youth Center currently live in low-income neighborhoods in Sioux Falls without play areas. Thus, they rely on the VOA Youth Center for a safe place to play after school."

This incredible transformation was made possible by a grant from the national nonprofit, KaBoom!, and support from Hy-Vee and Keurig Dr. Pepper.
On November 14, 2019, we honored our 1896 Society Members and new inductees at our annual 1896 Society Event. The 1896 Society was formed as a way of fundraising for the Volunteers of America, Dakotas foundation, which in turn gathers assets to respond to the emerging needs and future opportunities for Volunteers of America, Dakotas. The 1896 Society Event was also an opportunity to celebrate Volunteers of America, Dakotas’ upcoming 100th year of service in the Sioux Falls community!

During the event, we also recognized Dick Corcoran as the recipient of the 5th annual ‘Before Its Time’ Award, named after Volunteers of America founders Ballington and Maud Booth, who were before their time in their dedication to ministry and service. Every year, the ‘Before Its Time’ Award is presented to an individual who has shaped Volunteers of America, Dakotas’ future through inspiring and innovative efforts today. Dick Corcoran is a long-time friend and supporter of Volunteers of America, Dakotas, and his commitment to this organization has left an undeniable mark that will last well into the future.

COVID-19 brought several challenges and changes in 2020, including a significant change to Volunteers of America, Dakotas’ biggest annual event. With the health and safety of our community in mind, we made the difficult decision not to host our annual Rise & Shine Benefit Breakfast in May 2020. Instead, we set our sights on planning a celebration in the next fiscal year to commemorate our 100 years of impact in the Sioux Falls community.
In August 2017, Volunteers of America, Dakotas set out to give young people experiencing homelessness a new place to call home. Our vision was to construct a new building – HomePlace – where these young people would be empowered through housing and supports offered by our Axis180 program.

Launching the HomePlace Campaign was the latest step in a journey that started more than two decades ago in 1997, when Axis180 was founded to provide transitional, supportive housing to young people experiencing homelessness.

For much of its history, Axis180 operated in a 10-unit apartment building in downtown Sioux Falls. Our vision for the HomePlace Campaign was to construct a new, 21-unit building where Axis180 could empower even more young people through education, employment support, life skills, housing, and positive connections.

This vision started to become a reality in May 2017 when a donor gifted Volunteers of America, Dakotas the land for HomePlace. In November 2018, Volunteers of America, Dakotas kicked off a Greater Sioux Falls Chamber of Commerce Community Appeals Campaign, raising $1.4 million in support of HomePlace. Through additional support from the community, Volunteers of America, Dakotas ultimately raised $3.36 million to bring its vision to life.

In April 2019, we broke ground on HomePlace and 13 months later, in May 2020, HomePlace welcomed home the first of many young people who will find healing and success within its walls. With the building complete, 2020 marked the start of the next phase of Axis180’s journey – uplifting and empowering those in need.

“My people will live in a peaceful place, in safe homes and quiet places of rest.” Isaiah 32:18
BEHAVIORAL HEALTH
GUIDING PEOPLE WITH BEHAVIORAL HEALTH NEEDS

In FY20, our Behavioral Health services used telehealth to continue guiding individuals with behavioral health needs during the pandemic. Our telehealth services offered an alternative to traditional care for individuals who needed to practice social distancing, lived a long distance from a mental health care provider, or faced other barriers to traditional therapy, like child care or transportation. Volunteers of America, Dakotas began providing telehealth services on a limited basis in 2014, and grew the program in FY20 as a way to ensure those who needed it most were still able to access care during an especially challenging time.

CHILDREN, YOUTH & FAMILIES
UPLIFTING CHILDREN, YOUTH & FAMILIES

When COVID-19 forced schools in Sioux Falls to close, our out-of-school time programs quickly responded by pivoting to all-day care, meeting a critical need in our community. Many of the families served in our out-of-school time programs are employed in essential services and continued to work throughout the pandemic. With schools closed, these families needed a safe place for their kids to go during the day. Our out-of-school time programs were a critical resource for working families during this time, ensuring youth had consistent access to food, academic help, and support navigating distance learning to help them stay on track in school.
Veteran Joy Kaliszuk served two years in the Army as a telecommunications specialist until an intense injury ended her military career. Unfortunately, her struggles continued even after she returned home.

“I ended up losing my house that I was renting and I had no place else to go,” Kaliszuk said. Even while living in her ex-husband’s vehicle, Kaliszuk still found it hard to reach out for help. Eventually, she turned to Volunteers of America, Dakotas Berakhah House.

The Berakhah House provides emergency shelter and helps veterans experiencing homelessness make a successful transition into permanent housing. The program is led by Paul Miller, Director of Veterans Services, who is a veteran himself. Miller served in the South Dakota Army National Guard for six years.

The uniqueness of veterans uplifting other veterans helped Kaliszuk find success. “It brought back the structure and the camaraderie that I had been lacking.” She eventually transitioned out of Berakhah into a permanent home of her own.

“It’s so important that all veterans know that we are there to help them. No matter what the circumstance, we will walk beside them,” Miller said.

In March, our intellectual and developmental disabilities services CHOICES and Family Support 360 programs both received an exemplary State certification. Our CHOICES program supported more than 90 people with an intellectual developmental disability through both residential and day services. Family Support 360 served 200 families with a member with an intellectual developmental disability. Through Family Support, we assisted families in overcoming a variety of obstacles, allowing the family member with a disability to remain in their home.
$15,000 +

Avera
William Alexander and Lida Alice Beach Memorial Trust
Joe H. and Elaine I. Floyd ‘Another Chance’ Fund of the SFACF
Sammons Financial Group
Volunteers of America Dakotas, Foundation

$10,000 +

MLAEA Charitable Fund of the SFACF
Salt of the Earth Foundation

$5,000 +

Citi
First Bank & Trust
First PREMIER Bank/PREMIER Bankcard
Marsh & McLennan Agency LLC
Tom Reaves
Greg and Pam Sands Foundation
SCHEELS
South Dakota Trust Company, LLC
South Dakota Trust Co. Charitable Fund of the SFACF
Marian Sullivan

$2,500 +

CENTRAL BANK
Charlie Smith Endowment - VOA Dakotas Fund of the SFACF
Dakota Vision Center
Delta Dental of South Dakota
Great Western Bank
Kendall Kliewer
Lloyd Companies, Inc
Reliabank
Sioux Falls Electric
Kenneth and Judy Snell
The First National Bank in Sioux Falls
Volunteers of America, Dakotas Endowment Fund of the SFACF

$1,000 +

3D Security, Inc.
American Bank & Trust
American Legion Riders
AVPRO Global Holdings, LLC
Barton Family
Brandt Solomon & Anderson LLP
Jon and Jennifer Bunkers
Century Business Products, Inc.
Lon Clemensen Charitable Fund of the SFACF
CNA Surety
CorTrust Bank
Cutler Law Firm, LLP
Dacotah Bank - Sioux Falls
Davenport, Evans, Hurwitz & Smith, LLP
Eide Bailly LLP
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Hy-Vee
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Journey Group Companies
Lamfers & Maas, LLP
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Brian and Chrissy Mulder
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Sioux Valley Optimist Club
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Sioux Equipment Co Inc
South Dakota Trust Co. Charitable Fund of the SFACF
Specialty Wheel & Tire
Stifel Financial Corporation
TS Memorial Fishing Tournament
Vern Eide Motorcars
Voyage Federal Credit Union
Curt and Darlys Zaske
THANK YOU

DONORS

$500 +

Adam and Diane Cox
Cubby’s, Inc.
Daniel Digatono
Daniel Grider
Lowell Hansen Family Charitable Fund of the SFACF
Heisler Prevention Treatment and Aftercare Fund of the SFACF
Dixie and Glen Hieb
Bob Jensen Family Endowment of the SFACF
Mark and Lesa Lee
Jeffrey and Debra Murray
Bert & Cindy Olson Charitable Fund of the SFACF
Peace Lutheran Church Women
Preston and Nicole Renshaw
Elaine and Jerry Roberts
Judy Shelburg
Sioux Empire Realtors For Kids, Inc
Sioux Falls Referral Network
Sisson Printing, Inc.
South Dakota Community Foundation
Sprik Financial Group
St. John American Lutheran Church
Wayne and Cindy Steinhauer
Stensland Family Farms
Cheryl and William Taylor
United Methodist Church - Montrose
V.F.W. Auxiliary No. 4726- Brandon
Seth and Mara Walter
The Wellmark Foundation

$250 +

Bank of America Matching Gift Program
Judy Bour Endowment Fund of the SFAFC
Boyce Law Firm, L.L.P.
Paul and Julie Bruflat
Jay and Christine Dean
Disabled American Veterans Chapter #1 - Sioux Falls
Renee Grayson
Hudson Lutheran Church WELCA
Kevin and Karen Jergenson
Marlin’s Family Restaurants
Marsh & McLennan Agency LLC Employees
Thenetta Nield
Robert and Kristine O’Connell
David and Barbara Ohme
William and Sue Peterson
Power Brokers, Inc.
Douglas Sanders
Cory Sarks
Bernard and Catherine Schock
Darwin and Jane Sletten
South Dakota Air National Guard
Ruth and Charles Stewart Crisis Fund of the SFACF
Bill and Teresa Townsend