

## Program Statistics by Impact Area

Category	Number Served
Children and Youth	50,221
Community Enhancement	697,219
Correctional Services	31,830
Disabilities Services	4,120
Older Adults	95,719
Emergency Services	120,715
Employment and Training Services	2,239
Health Care Prevention	20,220
Health Care Services	8,741
Homeless Services	94,763
Housing for Families and Single Adults	11,368
Housing for the Disabled and Elderly	11,242
Mental Health	126,297
Substance Abuse	15,798
*Veterans (and their families)	21,527
<b>**Grand Total</b>	<b>1,290,492</b>

*\*number of people served in programs that target veterans and their families*

*\*\*Some clients may be represented in more than one service category. The grand total represents our best estimate of the number of unduplicated clients served in FY2017.*

## Our work touches the lives of almost 1.3 million people each year

### Programs and Services

#### Children and Youth

We are committed to encouraging positive development for children, youth and families. Our programs include prevention, early intervention, crisis intervention and long-term services.

#### Community Enhancement

By acting as a safety net for individuals and families in need, we work to strengthen and enhance communities. We offer a variety of community programs, including information and referral, food and prepared meals, thrift stores and collaborations with the faith community.

#### Corrections

We help rehabilitate adult offenders and steer youth to set new, positive directions for their lives. Our services include halfway houses and work-release programs, day reporting, diversion and pre-trial services, residential treatment, family supports, and dispute resolution and mediation services.

#### Older Adults

We encourage seniors to be healthy and active through a host of support services. We provide senior centers and day programs, home repair and homemaker services, information and referral, Meals On Wheels and group meal programs, transportation, companion services, protection against abuse and neglect, case management and volunteer services.

#### Emergency Services

We promote self-sufficiency for people in crisis by responding with support in emergency situations. We provide food, clothing and assistance with rent, utilities and transportation.

#### Employment and Training

We work to prevent unemployment and underemployment through a range of training and employment services. Our programs include adult literacy, computer centers, work experience programs, counseling, job placement and supportive employment for individuals with disabilities.

#### Health Care

For seniors and others coping with illness or injury, we offer a continuum of services. We provide long-term nursing care, assisted living, memory care, nursing care, rehabilitative therapy and more. We also address the continuing HIV epidemic through prevention and family support services.

#### Homelessness

We work to prevent and end homelessness for individuals and families through a range of support services. These services include eviction prevention, emergency services, housing, transitional housing with services and permanent affordable housing.

#### Housing

We are one of the nation's largest nonprofit providers of quality, affordable housing for families, the elderly and people with disabilities. We also help low-income families achieve the dream of home ownership.

#### Intellectual and Developmental Disabilities

We empower people with intellectual and developmental disabilities to be independent and involved in the community. Among our services are in-home support, case management, day programs and supportive employment, specialized residential services and supported living.

#### Mental Health

We empower people with chronic or severe mental illnesses to thrive in the community and to successfully manage their illness through crisis counseling and "hotline" programs, case management, day programs and drop-in centers, transportation, residential care and supported independent living.

#### Substance Abuse

We work to prevent and eliminate substance abuse by youth and adults through residential and outpatient services, from prevention to treatment to long-term support.

#### Veterans

We are committed to ending homelessness for our veterans by reaching out and connecting with them where they are. Our well-designed, managed services meet the specific needs of homeless veterans, which include integrated and mobile service centers, housing, employment and training.

**To find programs and services offered in your community, visit our website at [www.voa.org](http://www.voa.org).**