



ANNUAL REPORT 2020

125 FACES

Since 1896, Volunteers of America has supported and empowered America's most vulnerable, including veterans, at-risk youth, seniors, men and women returning from prison, homeless individuals and families, people with disabilities, and those recovering from addictions.

Today, as we reflect upon the past 125 years of service, we invite you to read a few of the stories of those whose lives have been transformed by our work. Throughout the pages of this annual report (across the bottom in most cases), you'll find brief versions of some of the 125 stories we've chronicled on our website. To read the whole story, scan the QR code or visit VOA.ORG/125-FACES-VOA.



AFTER YEARS OF SUBSTANCE ABUSE DISORDER AND THE DEATH OF HIS MOTHER, LLOYD HIT ROCK BOTTOM. HE WAS SENT BY A JUDGE TO VOLUNTEERS OF AMERICA'S *SINGLE ROOM OCCUPANCY* (SRO). NOW, HE HAS BEEN SOBER FOR 16 YEARS, THANKS TO THE SUPPORT AT HIS SRO, AND WORKS AT VOA AS A CERTIFIED PEER SUPPORT SPECIALIST IN NEW ORLEANS, LA.

A WORD FROM OUR CEO



Dear Friend,

I'm writing this as we begin to enter a post-pandemic world. America is opening up again as vaccination rates rise and I cannot overstate how proud I am of our teams who worked on the front lines against COVID-19. I'm constantly inspired by the fantastic strength of the Volunteers of America family in the face of this virus, from those who are helping the most at-risk to our program leaders helping their peers practice self-care by joining our Resilience Strength Time program (ReST). Our VOA | ReST program continues to help countless healthcare professionals recover from moral distress before it becomes moral injury.

Throughout this year of change, we have also seen the civil unrest that followed the killing of George Floyd. VOA has always been an advocate for those that are affected by the inequities in society. Feeling that pain from my colleagues who have dealt with this type of injustice in their lives showed me that I needed to listen, learn, and do more. VOA stands with Black Lives Matter. This is a time for real change to benefit those who face unfairness, discrimination, and inequality. As we continue to uphold our commitment to diversity in our organization, over 3,000 employees across VOA attended DEI-related education throughout the past year.

Lastly, we are now in our 125th year of service, and with this new year, we are celebrating our amazing team and their stories of triumph. I am immensely proud of the great work that VOA has accomplished this past year. In this year's annual report, you will see stories of hope, courage, and triumph from across our organization and I, for one, am proud to be a part of the VOA family.

Thank you, and God bless you.

Sincerely,

A handwritten signature in black ink that reads "Mike King". The signature is fluid and cursive, with the first name "Mike" and last name "King" clearly distinguishable.

Mike King

NATIONAL PRESIDENT AND CEO
VOLUNTEERS OF AMERICA



WHO WE ARE

Dating as far back as the aftermath of the American Civil War, Volunteers of America has always been on the front lines empowering and advocating for veterans, at-risk youth, and families torn apart by the day-to-day struggle to obtain basic necessities and live a life with dignity. Today, Volunteers of America is one of the nation's largest, established comprehensive human services organization with 16,000 mission-driven professionals, dedicated to helping those in need rebuild their lives and reach their full potential. Founded in 1896, the faith-based nonprofit has programs in 46 states, the District of Columbia, and Puerto Rico, serving 1.5 million people a year.

ABOUT THE WORD VOLUNTEER

When Volunteers of America was founded in 1896, "volunteer" referred to anyone who served others as a vocation through a commitment to a mission. Today, we are still staffed by mission-driven professionals working to empower individuals and build thriving communities.

650,000 PEOPLE RECEIVED COVID RELIEF

SENIORS PROVIDED WITH SKILLED NURSING CARE AND ASSISTED LIVING 7,000

2M MEALS AND SERVICES FOR FORMERLY HOMELESS INDIVIDUALS

VETERANS HELPED THIS YEAR 25,000

5,000 CHILDREN AND THEIR FAMILIES RECEIVED EDUCATION SERVICES

OUR OFFICES ACROSS THE COUNTRY



Stars indicate Volunteers of America affiliates across the country. Our affiliate offices coordinate services in 400+ communities across the nation.

**VOLUNTEERS
OF AMERICA,
INC., NATIONAL
HEADQUARTERS**

ALABAMA
Georgia & Mississippi

ALASKA

CALIFORNIA
Greater Los Angeles, Northern California and Northern Nevada, and Southwest

COLORADO

DELAWARE
Delaware Valley

FLORIDA

ILLINOIS
Missouri

KENTUCKY
Tennessee, Southern Indiana, West Virginia

LOUISIANA
Baton Rouge, Southeast, North LA

MAINE
New Hampshire & Vermont

MARYLAND
*Virginia & D.C.
(Manage North & South Carolina)*

MASSACHUSETTS
Rhode Island

MICHIGAN

MINNESOTA
Wisconsin

NEBRASKA

NEW JERSEY
Delaware Valley

NEW YORK
Connecticut & No. New Jersey

OHIO
Indiana

OKLAHOMA

OREGON

PENNSYLVANIA
Delaware Valley

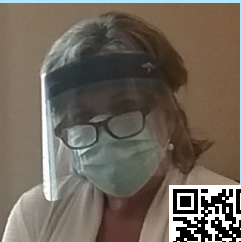
SOUTH DAKOTA
North Dakota

TEXAS

UTAH

WASHINGTON
Idaho

WYOMING
Montana, South Dakota



AS THE EXECUTIVE DIRECTOR OF OUR *SOJOURN AT SENECA SENIOR BEHAVIORAL HEALTH HOSPITAL* IN TIFFIN, OHIO, KELLY WAS ON THE FRONT LINES OF THE COVID-19 CRISIS. IT WAS DIFFICULT FOR HER TO WATCH PEOPLE DIE WITHOUT HAVING THEIR LOVED ONES THERE. TODAY, SHE IS COMMITTED TO HELPING THOSE WHO MAY SUFFER LONG-LASTING EMOTIONAL EFFECTS OF COVID-19.

PROGRAMS & SERVICES



CHILDREN AND YOUTH

- Early intervention
- Crisis intervention
- Long-term services



COMMUNITY ENHANCEMENT

- Information and referral
- Food and prepared meals
- Thrift stores
- Collaborations with the faith community



CORRECTIONAL SERVICES

- Residential re-entry centers
- Work release programs
- Diversion and pre-trial services
- Residential treatment
- Family support
- Dispute resolution and mediation services



EMPLOYMENT AND TRAINING SERVICES

- Adult literacy
- Computer centers
- Work experience programs
- Counseling
- Job placement
- Supportive employment for individuals with disabilities



HEALTHCARE

- Long-term nursing care
- Assisted-living and memory care
- Preventative healthcare
- Alzheimer's treatments



HOMELESS SERVICES

- Eviction prevention
- Emergency services
- Shelters and emergency housing
- Transitional housing
- Permanent affordable housing



HOUSING

- Elderly housing
- Family housing
- Housing for those with disabilities
- Veteran housing
- Housing for those experiencing homelessness



MORAL INJURY

- Support services
- Resilience Strength Training
- Veterans services



BEHAVIORAL AND MENTAL HEALTH

- Crisis counseling
- "Hotline" programs
- Day programs
- Drop-in centers
- Transportation
- Supported independent living



SUBSTANCE USE DISORDER

- Residential recovery centers
- Outpatient services
- Opioid addiction treatment



SENIORS SERVICES

- PACE (Programs of All-Inclusive Care for the Elderly)
- Professional long-term care
- Assisted living
- Home healthcare
- Nursing home care



VETERANS

- Supportive housing
- Mental health and addiction treatment
- Employment training

MAUD'S STORY

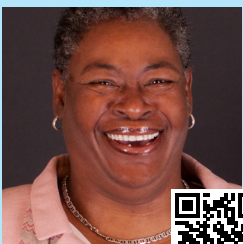


MAUD BOOTH PROVED HER COMMITMENT TO ACTS OF SERVICE EARLY IN HER CAREER.

VOA founder Maud Elizabeth Charlesworth was born in the beautiful little village of Limpsfield, England, on September 13, 1865. “Happy is the child born in the country, away from ugly streets and city noise and dirt,” she, as Maud Ballington Booth, would later write in her memoirs.

But rather than seek the comfort and privilege of her upbringing, Maud became interested in social service at an early age and spent her entire life dedicated to serving those in

need. In 1896, Maud co-founded Volunteers of America with her husband Ballington Booth. Almost singlehandedly, she reformed the treatment of those in prison, created new beginnings for unmarried women with children and helped provide food and clothing for the poorest of the poor.



ZELLA'S LIFE HAD SPIRALED OUT OF CONTROL DUE TO THE USE OF DRUGS AND ALCOHOL, CULMINATING IN HER LAST ARREST IN 1994. THROUGH THE HOPE AND LOVE OF THE STAFF AT VOLUNTEERS OF AMERICA TEXAS' RESIDENTIAL SUBSTANCE ABUSE PROGRAM, ZELLA WAS ABLE TO WORK HER WAY TO SOBRIETY. SHE NOW WORKS WITH OTHERS FACING SUBSTANCE USE DISORDER, HAS EARNED A BACHELOR'S DEGREE IN SOCIAL WORK, AND HAS HELD VARIOUS LEADERSHIP POSITIONS.



WHEN I TOLD MY FRIENDS THAT I LIVED IN A SHELTER, THEY COULDN'T BELIEVE IT. I THOUGHT THEY'D SEE ME AS AN OUTCAST, BUT THEY DIDN'T.

For years Bakary, better known as Didi, never told his friends where he lived. After moving from Africa at the age of 12, he and his parents came to live at the Regent Family Shelter. While they eventually moved into an apartment in the West Bronx, he had fond memories of his time in the shelter.

He went back to visit and began helping some of the younger kids with schoolwork. "I realized that what I was doing was exactly what so many others had done for me," he said.

AFTER YEARS OF WORK AND TWO MASTER'S DEGREES, STEVE, A NAVY VETERAN, WAS UNABLE TO FIND WORK IN HIS HOMETOWN OF NEW ORLEANS, LA. HE MOVED BACK TO BE CLOSER TO FAMILY AND EVENTUALLY BECAME HOMELESS. HE WALKED INTO THE DOORS OF VOLUNTEERS OF AMERICA AND TOLD THEM HIS STORY. WHILE AT THE VETERAN'S FACILITY, HE WAS OFFERED A JOB AND WORKS THERE TO THIS DAY. STEVE IS THANKFUL FOR THE HOPE HE WAS GIVEN BY VOA.



JAMES PERKINS

Last year, James Perkins was diagnosed with COVID-19 and was isolated for nearly five weeks as he recovered from the virus. During that time, James experienced the most intense pain he had ever felt - a pain which kept him away from the job he loved at a local hospital.

Following his recovery, James decided to become a Licensed Practical Nurse (LPN). Having to depend on others throughout his ordeal, he became more determined to help his community.



PASTOR AL

From difficult beginnings, Pastor Al Peratt, Sr. came to believe that he could trust no one. In and out of prison through his early life, he was an addict and a dealer but found solace in the state prison at Sioux Falls, SD. He was ready for change and found God, committing himself to following His word.

While in prison, Pastor Al completed business and paralegal degrees and became a licensed pastor. Now, after receiving one of nine presidential pardons from President Barack Obama in 2011, Pastor Al is a leader of ministry for VOA's affiliates and chaplain for VOA.



TRANSFORMING LIVES SINCE 1896



CHARMAINE DENISE

As a victim of a childhood sexual assault, Charmaine Denise became withdrawn and angry, finding it difficult to cope with her experience. Hoping to escape, she joined the United States Army at 17 years old. Unfortunately, the cycle of abuse continued during her service. After Charmaine's discharge and return to civilian life as a veteran, she began to unravel.

Those she met at VOA were some of the first who showed a genuine interest in helping her succeed. With advice from her therapist and a close friend, she chose to check into a VA hospital. Following her treatment, VOA helped her find housing and continued to improve her mental health.

**VOLUNTEERS OF
AMERICA IS WHERE I MET
PEOPLE WHO GENUINELY
WANTED TO SEE ME
SUCCEED. BECAUSE
OF WHAT I RECEIVED
FROM THEM, I SAW AN
OPPORTUNITY TO GIFT
BACK WHAT WAS
GIFTED TO ME.**

COVID-19 RESPONSE

It would be impossible to discuss the accomplishments and challenges of 2020 without talking about COVID-19. The global pandemic affected every aspect of life, forever changing the world we live in today. The nonprofit sector, in particular, faced unforeseen challenges amidst economic turmoil during the height of government-mandated lockdowns. While there were difficulties to overcome, the generosity of humanity gave hope in a dark time as online donations increased to help our organization deploy the services required for those in need.

In response to COVID-19, VOA developed a strategy to address moral distress as a result of the pandemic. Adapting our pioneering peer-support work on moral injury for frontline care workers in an online environment, VOA created Resilience Strength Time (ReST). VOA | ReST is a confidential, small group session led by trained peers to provide a moment of decompression and give strategies for reflection and self-care.

Also during this time, VOA and Humana partnered to help sustainably scale Family Focused Recovery programs, which provide comprehensive services that help mothers with substance use disorder and their children. The \$5 million investment allowed VOA to keep families together during treatment and helped many more families in need.



AFTER LOSING HER CHILDREN AND HOME TO AN ACT OF ARSON, SUSAN WAS AT HER LOWEST AND EVENTUALLY FOUND HER WAY TO VOLUNTEERS OF AMERICA'S *RUTH'S PLACE* WITH HER SUPPORT DOG, SIMBA. THE SHELTER DID NOT ACCEPT PETS, BUT THE EMPATHETIC STAFF AT RUTH'S PLACE RALLIED TOGETHER TO CHANGE THEIR POLICY, AND SHE WAS ABLE TO STAY THERE WITH SIMBA. SUSAN NOW LIVES IN SCRANTON, PA WITH SIMBA AND HOPES TO RESUME HER CAREER AS A FORENSIC NURSE.



KATRINA IS AN ARMY NATIONAL GUARD VETERAN WHO ENDED HER CAREER WHEN HER MOTHER PASSED AWAY FROM CANCER. TO MAKE MATTERS MORE DIFFICULT, SHE DECIDED TO LEAVE HER ABUSIVE HUSBAND WITH HER NEWBORN SON, EVEN WITH THE FEAR OF HOMELESSNESS. SHE WAS WELCOMED INTO THE ARMS OF VOA, AND AFTER GRADUATING FROM THE PROGRAM, KATRINA NOW WORKS FOR VOA AS AN EMPLOYMENT COORDINATOR FOR VETERANS.

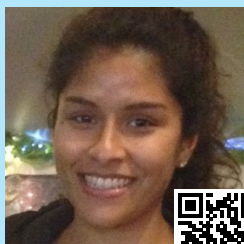




VOLUNTEERS OF AMERICA IS DEDICATED TO CELEBRATING THE VALUE OF A RICH DIVERSITY AMONG ALL PEOPLE TO CREATE A WORLD OF GREATER JUSTICE AND HOPE.

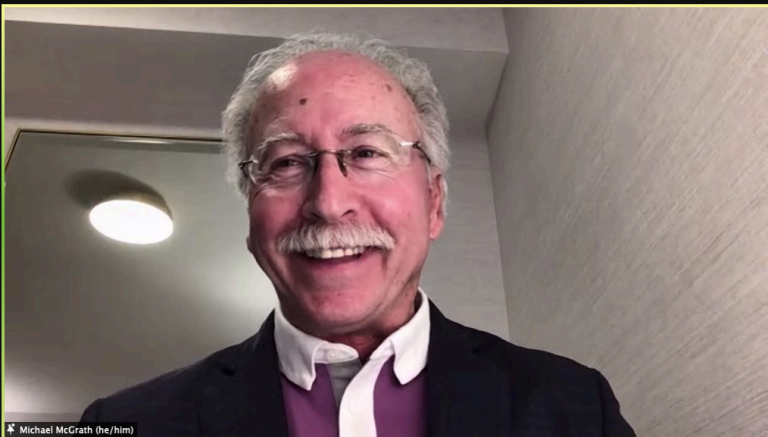
All people are created equal, but it must be acknowledged that many have wrongly endured unfairness, discrimination, and inequity. Diversity, equity, and inclusion are institutional pillars of VOA, as we strive to create a world of greater justice and hope.

Within VOA, CEO Mike King affirms this dedication by advancing DEI and supporting a more inclusive workplace, as well as convening a monthly anti-racist leadership



SASHA IS A MENTOR WORKING WITH THE *MENTORING CHILDREN OF PROMISE* PROGRAM AND HAS WORKED WITH JASRIEL FOR SIX YEARS. MENTORING CHILDREN OF PROMISE IS FOR CHILDREN WITH AN INCARCERATED PARENT TO HELP THEM THROUGH THAT PERIOD IN THEIR LIFE. THANKS TO SASHA'S MENTORING, JASRIEL IS DOING WELL IN SCHOOL AFTER STRUGGLING FOR MANY YEARS.

DIVERSITY, EQUITY, AND INCLUSION



study pod with his executive team to increase awareness and understanding. These efforts were continued throughout 2020, with over 3,000 employees across VOA attending DEI-related education and discussion forums covering anti-racist leadership, health equity, racial justice, criminal legal system impacted individuals, allyship, and other topics. Since the adoption of a VOA national DEI statement in 2019, VOA has committed to establishing a leadership team that reflects the staff and

communities we serve, rising above the national average for board racial diversity by 25%.

We intend to ensure this commitment extends to all served by VOA, and partner with others that share our dedication to DEI, celebrating the differences between people and cultures while recognizing the common humanity that unites us all.

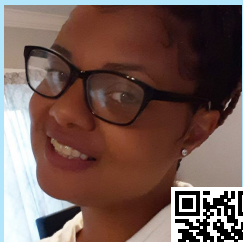
BARBARA IS THE SENIOR VICE PRESIDENT OF PROGRAM OPERATIONS FOR VOLUNTEERS OF AMERICA'S NATIONAL OFFICE AND HAS BEEN WITH VOA FOR 27 YEARS. WHEN HURRICANES HAD A DEVASTATING IMPACT ON PUERTO RICO, VOA STAFF FROM ALL OVER THE COUNTRY TOOK TURNS IN THE RELIEF EFFORT CALLED *PROJECT ESPERANZA*. THIS WORK IS ONGOING, AND SHE IS COMMITTED TO SEEING IT THROUGH.





GETTING THE WORD OUT

During the early months of COVID-19, VOA produced a PSA that aired nationally. Inspired by the heroic work done by VOA's frontline workers during the pandemic, the PSA was embraced by broadcasters across the US, garnering 123 million impressions and airing in all top 25 markets. You can view the PSA at [VOA.ORG/VIDEOS/GETTING-CLOSER](https://www.voa.org/videos/getting-closer).



CHALY CAME TO VOA AS A MOTHER WHO STRUGGLED WITH SUBSTANCE ABUSE AND WAS INCARCERATED. SHE FOUND VOA'S FREEDOM HOUSE IN LOUISVILLE, KY AND WORKED TO OVERCOME HER ADDICTION SO SHE COULD STAY WITH HER CHILDREN. SHE WAS ABLE TO REUNITE WITH THEM, GET A JOB, CELEBRATE HER RECOVERY, AND HAS BECOME A SPOKESPERSON FOR EARLY INTERVENTION THAT KEEPS WOMEN OUT OF INCARCERATION AND UNITED WITH THEIR CHILDREN.



THE NATIONAL MINISTRY CELEBRATION ON JUNE 17, 2021 WAS A SPECIAL VIRTUAL EVENT THAT HONORED THE PAST AND INSPIRED THE FUTURE, AS WE CELEBRATED 125 YEARS OF MINISTRY SERVICE WITH SPECIAL GUEST AND AMERICAN SPORTSCASTER, JAMES BROWN.

PAM HAS BEEN A HEALTHCARE WORKER FOR A LONG TIME, AND WHEN THE PANDEMIC HIT, SHE WAS WORKING WITH VOA. ON THE FRONT LINES, SHE WITNESSED MANY EXHAUSTED COWORKERS AS THEY BANDED TOGETHER TO PROVIDE ALL THEY COULD. SHE STRESSES THE IMPORTANCE OF MAINTAINING HER MENTAL HEALTH AS THE KEY TO GETTING THROUGH IT.





ED
11

LENOX
24

PAM
15

STEVE
7

BOYD
23

BARBARA
13

ZELLA
6

KUMARIA
19

LLOYD
INSIDE
COVER

KELLY
4

SUSAN
10



**SHEILA
26**

**HEAVEN
27**

**CHRISTINA
30**

125 FACES OF VOA

**YOU'LL FIND THE
STORIES BEHIND EACH
OF THESE FACES ON THE
PAGES INDICATED. THE
GENEROSITY OF MANY
HELPS THE MANY IN NEED.**

**ROBERT
25**

**WAYNE
31**

**KIRBY
18**

**CHALY
14**

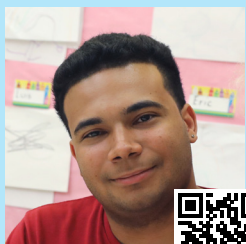
**SASHA
12**

HOME IS MORE THAN A SHELTER



**FOR 125 YEARS,
VOLUNTEERS OF
AMERICA HAS KNOWN
THAT A SAFE PLACE TO
CALL HOME IS A BASIC
HUMAN RIGHT.**

This is even more true when safe does not just mean warm but also healthy and safe from the risks of a global pandemic. Since its inception in 1896, VOA has grown a network of affordable housing dedicated to helping veterans, seniors, low- to middle-income families, and persons with disabilities. As one of the nation's leading nonprofit organizations in housing, VOA is dedicated to empowering those who struggle to live healthy and happy lives.



AS A FORMER STUDENT OF THE *BRONX EARLY LEARNING CENTER*, OPERATED BY VOA, KIRBY KNEW WHAT HE WAS CAPABLE OF INSIDE THAT BUILDING ON HIS FIRST DAY AS AN ASSISTANT TEACHER. HE JOINED THE PROGRAM AS A SHY 3-YEAR-OLD WITH SPEECH DELAYS AND OTHER EARLY LEARNING CHALLENGES BUT LEFT WITH THE CONFIDENCE TO EXCEL AND CAME BACK TO WORK WITH HIS FAVORITE TEACHER, MS. MORALES.

VOLUNTEERS OF AMERICA NATIONAL SERVICES

**VOANS EMPLOYS MORE THAN 3,000 PROFESSIONALS
ACROSS THE COUNTRY TO OPERATE ITS HOUSING
AND HEALTH CARE PROGRAMS.**

With more homes and services added every year, VOA is a Top 5 nonprofit provider of affordable housing with over 500 properties in 40 states and Puerto Rico, housing more than 25,000 people each year. America has an urgent need for affordable housing, shown by the number of applicants for VOA housing this past year, and VOA continues to rise to the challenge of filling this need.

Beyond housing, VOA is a nationally recognized leader in senior care. Providing a stable and safe home for seniors with access to skilled nursing care and assisted living is crucial every year, but was especially important in 2020. This, in combination with responding to the needs of individuals and families, creates a welcoming environment for all to feel safe and valued.

KUMARIA HAS BEEN WITH VOA FOR MANY YEARS IN LOUISIANA, BUT HER FIRST YEAR WAS IN 2005 WHEN HURRICANE KATRINA HIT. SHE REMEMBERS HOW MUCH THE PEOPLE AT VOA CARED FOR THEIR COMMUNITY, AND MADE HER FEEL SAFE AND WELCOME DURING THAT DIFFICULT TIME. TODAY SHE CARRIES THAT FEELING OF COMPASSION WITH HER EACH AND EVERY DAY ON THE JOB AS SHE CARES FOR THE RESIDENTS OF HER COMMUNITY.





**THE HOMESTEAD
AT ANOKA HAS A
PHILOSOPHY THAT
GUIDES OUR WAY: WE
CARE FOR THOSE WE
SERVE AS WE CARE FOR
OUR FAMILY MEMBERS.**

The right to dignity does not diminish with age, and we approach every older adult with compassion, empathy, and personal attention to help residents feel cherished and at home.

Independent living options and care choices include assisted living, memory support, long-term care, and short-term rehabilitation. Residents enjoy spacious, well-appointed apartment homes that invite them to enjoy privacy, security, and lovely surroundings, rich with amenities.

At Anoka, we are committed to helping residents live each day as they choose. Close collaboration between our staff, family members, residents and their physicians allows us to create personalized care plans to meet the diverse resident needs to nurture health and independence.

WE COULDN'T DO IT WITHOUT YOU



THROUGH THE HELP OF OUR CORPORATE PARTNERS, VOA SUPPORTS HUNDREDS OF HUMAN SERVICE PROGRAMS. OUR WORK TOUCHES THE MIND, BODY, HEART AND, ULTIMATELY, THE SPIRIT OF THOSE WE SERVE, INTEGRATING OUR DEEP COMPASSION WITH HIGHLY EFFECTIVE SERVICES.

WE'VE PERFECTED OUR FOLLOWTHROUGH



VOLUNTEERS OF AMERICA HAS ALWAYS BEEN ROOTED IN ITS BELIEF THAT HELPING OTHERS IS ONE OF LIFE'S GREATEST GIFTS. THROUGH THE VOLUNTEERS OF AMERICA CLASSIC, WE GET THE OPPORTUNITY TO DO SO IN A FUN, COMMUNITY-DRIVEN WAY. —MIKE KING, PRESIDENT AND CEO



In 2021, the Volunteers of America Classic returned to The Colony, TX on June 28 through July 4, 2021, with top LPGA professionals competing for a \$1.5 million purse as they played at Old American Golf Club. The annual event hosted programming to bring the community together, such as a junior golf clinic for 7- to 13-year-olds with LPGA player engagement, the third-annual Women's Leadership Summit, and free Family Yoga. This mission is consistent with the 125 years of VOA striving to empower and uplift all people.

The partnership dates back to 2013, and since then, the LPGA and VOA have worked together to bring a world-class golf event to Texas. This tournament signifies the LPGA's dedication to bringing awareness to the essential services VOA provides 1.5 million people each year. In addition, we are honored to have received a \$25,000 donation from Angela Stanford, our 2020 VOA Classic Champion.

WHEN BOYD AND HIS WIFE WERE LOOKING TO ADOPT, THEY WERE TOLD THEY HAD NOT BEEN MARRIED LONG ENOUGH, AND BY THE TIME THEY WOULD BE, THEY WOULD BE TOO OLD TO QUALIFY. SO, TURNING TO VOA, THEY WERE ABLE TO ADOPT A DAUGHTER AND A SON. THEY NOW HAVE FOUR GRANDCHILDREN, AND BOYD AND HIS SON PLAY IN VOLUNTEERS OF AMERICA'S *GOLFSTAR CLASSIC* TO SUPPORT THE VOA ADOPTION PROGRAM.





LENOX HAS SURVIVED LEUKEMIA AND LIVES WITH AUTISM. HIS PARENTS, AFTER LOSING THEIR SUPPORT STRUCTURE DUE TO HURRICANE KATRINA, TURNED TO VOLUNTEERS OF AMERICA'S *SUPPORTED LIVING SERVICES* TO HELP HIM LEARN TO LIVE INDEPENDENTLY WITH DIRECT SUPPORT THAT COMES TO HIS HOME. THEY MAKE HIM FEEL LOVED.



PUTTING THE CARE BACK IN HEALTHCARE

The health and wellness of those we serve has always been a primary focus of Volunteers of America. Our services and programs include professional long-term nursing care for older adults, as well as nurturing environments and support for those coping with illness or injury. We offer a life-spectrum of healthcare support in our senior living and care communities that extends to people with disabilities, and includes long-term health support such as nursing care, assisted living, memory support, home healthcare, rehabilitation, and more.

AFTER LOSING TOUCH WITH HIS FAMILY DUE TO SUBSTANCE ABUSE DISORDER, ROBERT WAS HOMELESS AND MOVED INTO *COMMONWEALTH VETERANS RESIDENCE*, OPERATED BY VOA. EVENTUALLY, AFTER REGAINING HIS SENSE OF INDEPENDENCE AND PRIDE, HE RECONNECTED WITH HIS DAUGHTER AND IS SOON TO BE A GRANDFATHER.

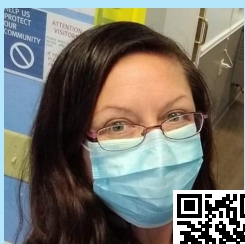


ADVOCATING ON BEHALF OF THOSE IN NEED



Volunteers of America's policy priorities for the 116th Congress focus on helping all Americans achieve their full potential. Our priorities are: affordable housing, veterans services and moral injury, Medicare and Medicaid, and senior services.

Our collective voice on behalf of America's most in need regularly places us in a position to impact public policy. VOA is a founding member of #Relief4Charities, an action group that advocated to expand the charitable deduction in the CARES Act during COVID-19.



NOT KNOWING HOW SOON IT WOULD COME IN HANDY, SHEILA TRAINED AS A DISASTER RESPONDER, AS WELL AS A PSYCHOLOGICAL AND MENTAL HEALTH FIRST AID. DURING THE PANDEMIC, HER TRAINING HELPED RESIDENTS AT VOLUNTEERS OF AMERICA'S *THE MEADOWS* APARTMENTS IN NORTH CAROLINA STAY CALM AND FEEL SAFE DURING MONTHS OF ISOLATION.



AT THE AGE OF TWO, HEAVEN LEARNED BRAILLE TO HELP HER BLIND FATHER. AFTER LEAVING AN ABUSIVE SITUATION YEARS LATER, HEAVEN AND HER FATHER MOVED INTO A FAMILY SHELTER, *THE REGENT*, WHICH PROVIDED SERVICE TO HER FATHER AND GAVE HER THE EDUCATIONAL OPPORTUNITIES THEY HAD BEEN SEEKING. THEY NOW HAVE THEIR OWN PLACE, AND HEAVEN WAS AWARDED THE NEW YORK STATE ATTORNEY GENERAL'S TRIPLE C AWARD FOR "COMMITMENT, CHARACTER, AND COURAGE."





RUBY E. NOBLE

*Chairperson
Attorney at Law
Metairie, LA*

JERRY LANGLEY

*Vice Chair
Executive in Residence,
University of Notre Dame
Granger, IN*

MIKE KING

*National President/CEO
Volunteers of America
Alexandria, VA*

KAREN DALE R.N., MSN

*Board Secretary
Market President, AmeriHealth
Caritas District of Columbia
Washington, DC*

WILLIAM P. JENNINGS, PH.D.

*Treasurer
Dean Emeritus
California State University, Northridge
Simi Valley, CA*

JENNIFER HANCOCK

*Executive Committee At-Large Appointee
President/CEO, Volunteers of America
Mid-States
Louisville, KY*

MIKE L. BOYD

*Retired Insurance Executive
Chicago, IL*

RUSSELL SNYDER

*Executive Committee At-Large Appointee
President/CEO
VOA Chesapeake & Carolinas
Lanham, MD*

ANDREW BRANDMAN

*Senior Vice President
Salesforce Tower
New York, NY*

ANDY BUSH

*Chief Revenue Officer, DC United
Washington, DC*

LEO MCFARLAND

*President/CEO, Volunteers of America of
Northern California & Northern Nevada
Sacramento, CA*

LINDA BOWERS

*CPA, Retired
L&C Services
Pensacola, FL*

JACQUELINE WOODS

*Senior Consultant, Academic Search
Scottsdale, AZ*

PAULA HART

*President/CEO, Volunteers of America
Minnesota and Wisconsin
Minneapolis, MN*

NATIONAL BOARD OF DIRECTORS



NEW BOARD PRESIDENT JERRY LANGLEY

VOA welcomes Jerry Langley as its newest board president. Jerry is a former VP of Global Finance at McDonald's and is currently an Emeritus Professor at the University of Notre Dame.

ANGELA KING

*President/CEO, Volunteers of America
Texas
Euless, TX*

TODD SCHEXNAYDER

*Senior Vice President, Human Resources
Director, Fidelity Bank
Baton Rouge, LA*

PAM RICHARDSON

*President/CEO, Volunteers
of America of Oklahoma
Tulsa, OK*

JUAN PABLO SEGURA

*Founder, Babyscripts
Washington, DC*

VORIS VIGEE

*Executive Vice President-Programs,
Volunteers of America Southeast
Louisiana
New Orleans, LA*

PAT CORTEZ

*Community and Government Affairs
Manager, Wells Fargo - Colorado,
Montana, Wyoming, Idaho, and Spokane
Denver, CO*

TERE PETTITT

*President/CEO, Volunteers of America
Greater New York
New York, NY*

MADHUKAR RAO, PH.D.

*Director of Technology,
Advanced Deposition Materials
Versum Materials
Carlsbad, CA*

DONALD RUSSELL

*Retired, Public Affairs Manager
Taylorsville, UT*

JEFFREY SLAVIN

*Retired, Homebuilder and
Real Estate Developer
Irvine, CA*

ALLISON WHITAKER

*President, Allimar Marketing and Public
Relations
Tampa, FL*

ALFONSO "AL" CORNISH

*At-Large Representative
Chief Learning Officer, Closing the Gap
Consulting, LLC/Culture Docs
Louisville, KY*

THOMAS C. DOLAN, PH.D.

*Executive Coach, Consultant and
President Emeritus, American College of
Healthcare Executives
Elmhurst, IL*

JANET STRINGFELLOW

*President/CEO, Volunteers of America of
Florida
St. Petersburg, FL*

DAVID W. FENNELL

*Retired, Financial Executive, Chairman,
CEO and President, Commercial Bank
Louisville, KY*

STATEMENT OF FINANCIAL POSITION

ASSETS	2020	2019
<u>Current assets:</u>		
- Cash and cash equivalents	\$225,377,924	\$155,376,852
- Accounts receivable, net	138,342,710	121,669,473
- Pledges receivable, net	4,312,675	4,320,656
- Short-term investments	64,454,386	52,309,234
- Prepaid expenses	17,361,207	13,082,676
- Other current assets	29,581,262	25,507,594
Total current assets	479,430,164	372,266,485
<u>Property and equipment:</u>		
- Land, buildings and improvements	1,615,821,915	1,689,461,846
- Furnishings and equipment	170,123,121	161,522,379
	1,785,945,036	1,850,984,225
Less accumulated depreciation	(734,561,529)	(704,448,851)
Property and equipment, net	1,051,383,507	1,146,535,374
<u>Other assets:</u>		
- Encumbered assets, at fair value	155,484,335	204,815,376
- Other investments, at fair value	186,536,798	183,841,099
- Notes receivable, net	16,253,764	22,237,142
- Reimbursable housing development costs	12,756,254	10,271,238
- Other long-term assets	32,268,273	37,270,781
- Tax credit assets	1,029,859,160	858,489,675
Total other assets	1,433,158,584	1,316,925,311
Total assets	2,963,972,255	2,835,727,170

March 25, 2020 (with comparative financial information at June 30, 2019)

The information presented here is a compilation prepared by management of audited financial data from Volunteers of America, Inc. and subsidiaries, affiliates, locally chartered and unchartered corporations. All Volunteers of America affiliates are required to have audits by independent certified public accountants. More detailed information is available upon request from the Volunteers of America National Office.



AS AN INCARCERATED, EXPECTING MOTHER DEALING WITH DRUG AND ALCOHOL ABUSE, CHRISTINA TOOK THE OPPORTUNITY TO ENTER FREEDOM HOUSE WITH HER SON AND THE CLOTHES ON HER BACK, SHE CONCENTRATED ON HER RECOVERY AND NOW WORKS AS AN INTAKE SPECIALIST HELPING OTHER WOMEN IN SIMILAR SITUATIONS.

LIABILITIES AND NET ASSETS

2020

2019

Current liabilities:

- Accounts payable	\$36,893,185	\$34,922,813
- Line of credit	23,637,359	20,767,480
- Current portion of notes and mortgages payable	82,207,704	86,477,261
- Accrued expenses	75,029,291	65,194,357
- Contract advances	18,713,504	6,226,087
- Other current liabilities	54,271,219	5,924,147

Total current liabilities

290,752,262 219,512,145

Other liabilities:

- Mortgages payable	436,484,854	537,790,494
- Other long-term liabilities	145,277,007	109,154,612
- Tax credit liabilities	556,748,019	369,035,123

Total other liabilities

1,363,228,387 1,245,193,271

Total liabilities

1,653,980,649 1,464,705,416

Net assets:

Without donor restrictions:

- Undesignated	574,103,509	681,538,500
- Non-controlling interests in limited and general partnerships and other programs	290,581,052	241,209,209
- Total net assets without donor restrictions	864,684,561	922,747,709
- Net assets with donor restriction	445,307,045	448,274,045

Total net assets

1,309,991,606 1,371,021,754

Total liabilities and net assets

2,963,972,255 2,835,727,170

WAYNE WAS ONE OF THE FIRST RESIDENTS AT THE VOLUNTEERS OF AMERICA MAGNOLIA FACILITY—THE FIRST GROUP HOME FOR PEOPLE WITH DISABILITIES IN LOUISIANA. HE NEEDED ITS SUPPORT TO LIVE AFTER HE WAS DIAGNOSED WITH CANCER. THROUGH HIS ROUNDS OF CHEMOTHERAPY, HIS FRIEND AND THE FACILITY'S DIRECTOR, DONNY JACKSON, WAS WITH HIM ALL THE WAY. EVERYONE REMEMBERS WAYNE FOR HIS GREAT, POSITIVE ATTITUDE.



STATEMENT OF ACTIVITIES

REVENUES	2020	2019
Public support received directly:		
- Contributions	\$77,034,472	\$104,708,612
- Contributions, in-kind	33,677,063	43,562,006
- Contributed services, at fair value	1,558,094	758,155
Public support received indirectly:		
- United Way / Combined Federal Campaign	2,963,335	3,936,835
Total public support	115,232,964	152,965,608
Government awards	963,485,827	924,062,063
Other revenue:		
- Program fees	238,522,708	224,344,346
- Net rental income	11,568,472	19,605,203
- Sales of materials and services	51,514,457	46,518,225
- Investment & other income	25,573,747	71,750,354
Total other revenue	327,179,384	362,218,128
Total revenues and other gains	1,405,898,175	1,439,245,799
EXPENSES	2020	2019
Program services:		
- Encouraging Positive Development	\$131,969,020	\$126,529,260
- Fostering Independence	640,861,439	639,397,143
- Promoting Self Sufficiency	501,791,573	464,217,464
Total program services	1,274,622,032	1,230,143,867
Support services:		
- Management and general	125,512,701	64,734,495
- Fundraising	18,182,523	21,431,338
Total support services	143,695,224	86,165,833
Total expenses	1,418,317,256	1,316,309,700
Change in net assets	(12,419,081)	122,936,099
Net assets at beginning of year, as originally stated	1,371,021,754	1,248,874,229
Prior period adjustments	(48,611,067)	(788,574)
Net assets at beginning of year, as restated	1,322,410,687	1,248,085,655
Net assets at end of year	1,309,991,606	1,371,021,754

NOMINATED “TOP CHARITY TO DONATE TO” BY THE MOTLEY FOOL



Sharon Wilson Géno, EVP and COO of Volunteers of America National Services, was featured in an interview on the Motley Fool's *Millionacres Podcast*, regarding affordable housing and the issues facing the elderly in the age of COVID-19. VOA was recently named one of the Motley Fool's "Top Charities to Donate to."



VOA
125

Years Strong

HELPING REBUILD
1.5 MILLION LIVES
A YEAR SINCE 1896

VOA.ORG

VOLUNTEERS OF AMERICA

1660 Duke Street // Alexandria, VA 22314 // 703-341-5000