



VOA  
125+  
*Years Strong*

Volunteers  
of America®

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## IMPACT REPORT

2 0 2 3



Our vision: A world where all people live in safety, with social, emotional, and physical well-being; spiritual fulfillment; justice; and hope.

## Prioritizing humanity

Dear Friend,

Demand for the critical services we provide has never been higher. While our economy in many ways has shown great improvement over the past year, a number of factors (inflation, underemployment, the dire shortage of affordable housing) continue to have the most profound effect on the lives of the many marginalized communities. Volunteers of America serves.

Over more than a decade as national president, I have seen demand for Volunteers of America's programming grow significantly. VOA has greatly expanded the number of people we serve across our core program areas, including mental health and addiction, housing and homelessness, corrections, and veterans services - more than a 25 percent increase compared to 2010. During the same period, our services to veterans have tripled, growing from 7,500 veterans served to 25,000 veterans

" We must dismantle systems of inequity that ... have prevented many from fully accessing the services and supports needed to be healthy and to thrive."

served annually. VOA participation in the VA's Supportive Services to Veteran Families homeless assistance program has surged to \$140 million in 2023, making it the largest source of federal grant programming to VOA affiliates.

We also continue to witness a rapidly aging population and the resulting impact on demand for our senior housing and services. At VOA, we believe Healthy Communities for All should be available to everyone. For too long, older adults have faced systemic barriers to accessing support, healthcare, and emerging technology that allow for successful aging in place. This can lead to poorer health, social isolation, and a diminished quality of life. We must prioritize community engagement and value lived experience.

The challenges never end, and it takes a village to do the work that we do. Please join us in building a brighter future for all we serve and achieving our vision of Healthy Communities for All! Thank you, and God bless.

Sincerely,

Mike King

NATIONAL PRESIDENT AND CEO  
VOLUNTEERS OF AMERICA

## More than a Nonprofit

Since 1896, we have served this country through two world wars, the Great Depression, natural disasters, and now, through COVID-19. As we emerge on this side of the pandemic, we continue to innovate to meet the needs of America's underserved communities, touching the lives of 1.5 million people annually in over 400 communities across 46 states, including the District of Columbia and Puerto Rico.

Our human services, housing, and healthcare programs—staffed by nearly 16,000 paid professionals—support a diverse range of people, including veterans, youth, older adults, individuals returning from prison, families experiencing homelessness, people with disabilities, and so many more. Our work touches the mind, body, heart—and, ultimately, the spirit—of those we serve, integrating our deep compassion with highly effective programs and services.

### 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.*



## Our numbers in brief

Through more than **370,000** daily interactions at hundreds of human service programs nationwide, VOA strives to fulfill the pledge of our founders, Ballington and Maud Booth, to: "Go wherever we are needed and do whatever comes to hand."

In addition to our many diverse services, Volunteers of America is one of the nation's largest nonprofit providers of quality affordable housing, with over **25,000** residents living in more than **500** multifamily communities. The organization is also a major provider of skilled long-term nursing care and health services, operating nursing facilities, residential assisted-living complexes, and retirement communities.

As one of the nation's largest nonprofit organizations addressing the needs of vulnerable veterans and their families, we serve more than **27,000** veterans annually who are homeless or at risk of homelessness.

PEOPLE SERVED ANNUALLY

**2MM**

COMMUNITIES SERVED

**450**

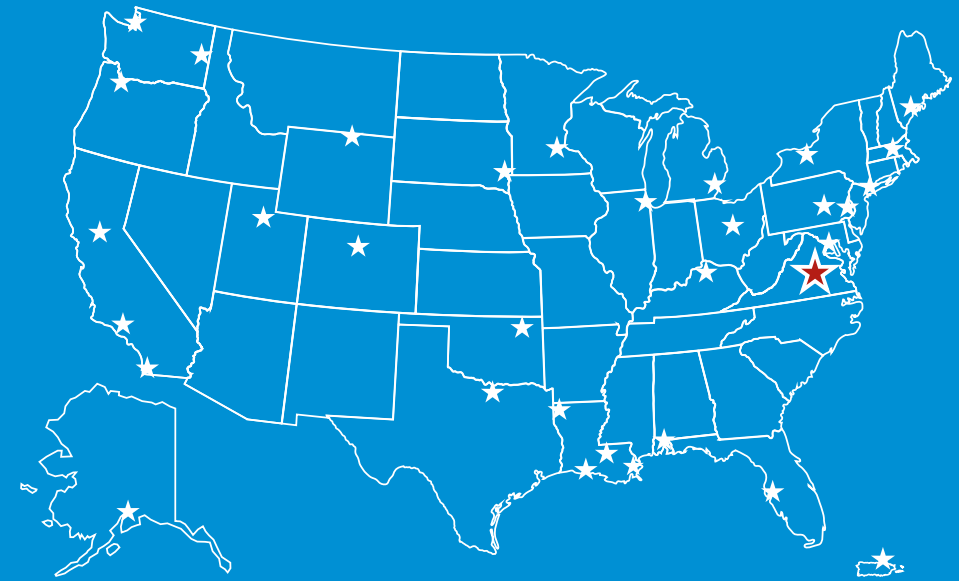
AGGREGATE REVENUE

**\$1.8B**



## 47 States Served, Plus DC and Puerto Rico

Our greatest strength as an organization is what we are "in community." We support our 15,000+ team members to serve over 2 million people each year in more than 400 communities.



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

**SERVICE CATEGORY**

**SERVED ANNUALLY**

Mental Health and Addiction Treatment	150,000
Children and Family	115,000
Housing and Homeless Services	100,000
Criminal Justice and Re-entry	70,000
Senior Services	45,000
Veteran Homeless Services	25,000
Community Health	13,000
Disability Support and Long Term Care	8,000



SCAN HERE TO ACCESS OUR SERVICE NAVIGATOR FOR LOCATIONS IN YOUR AREA.



*What are community health workers?*

Social determinants of health are conditions in the environments where people are born, live, learn, work, play, worship, and age, that affect a wide range of health, functioning, quality-of-life outcomes, and risks.

Negative conditions disproportionately affect communities of color, economically insecure seniors, veterans, and the homeless.

A healthy community for all is achieved when we meet the needs of the whole person for those with the greatest needs.

Community Health Workers (CHW) are frontline public health professionals who are trusted members of a community. This intimate relationship enables a CHW to serve as a liaison between health care professionals, social services and the community to empower those in need. They work to increase healthcare knowledge and self-sufficiency through a range of activities, including: outreach, community education, informal counseling, social support and advocacy.

At VOA, our CHWs are navigators, outreach agents, and health education providers helping those in need access services while also increasing a patient's confidence when interacting with providers.

A healthy community for those we serve

Achieving a healthy community for all involves meeting the comprehensive needs of many diverse individuals, particularly focusing on those with the greatest needs.



MEET BETTY, A 33-YEAR-OLD MOTHER WHO SUCCESSFULLY OVERCAME SUBSTANCE ABUSE WITH THE HELP OF VOA'S FREEDOM HOUSE.

## A focus on meeting families where they are

Family Focused Recovery is VOA's evidence-based opioid and substance use disorder treatment and recovery model for pregnant and parenting women and their children. Our trauma informed services keep families together in residential treatment and partner with women in the community on their recovery journey. This holistic and culturally responsive program treats women's chemical dependency, breaks the cycle of addiction and reunites families, and promotes the birth of healthy babies.

Freedom House in Louisville, Kentucky, VOA's earliest FFR program is nationally-recognized program offers comprehensive care, including individual and family therapy, peer support, and medication-assisted treatment, designed to help moms deliver healthy babies. With a focus on family unity, this model also provides prevention for children - addressing and reducing childhood trauma and disrupting generational SUD. In 2020, VOA added a second Freedom House in Southeastern Kentucky, bringing treatment and services to a region at the epicenter of the national opioid crisis. To further address current levels of need, there and in other parts of Kentucky, VOA plans additional expansion in the state.

Our primary goal is to preserve family unity and ensure that every family member can maintain a sense of normalcy.

Family unity is a primary focus in the FFR model. Pregnant and parenting moms can bring children into treatment with no restriction on the age or number of children, and the children's services are age-appropriate and individualized. As a part of this program, VOA provides clinical treatment and support services for children residing with the mother, including assessments, childcare and recreation, medical care and prevention, and mental health and trauma services.

As the nation's drug crisis continues to escalate since the pandemic, overdose deaths of pregnant and postpartum women have doubled, and Volunteers of America is scaling our nationally recognized Family Focused Recovery services for moms and children into new states. Using a health equity lens, existing programs in Kentucky, Indiana, Georgia, North Carolina, Oregon, and South Dakota will be joined by new culturally responsive programs in Louisiana, Ohio, Oklahoma, and Virginia.

The generosity of the Humana Foundation, along with many other donors, are making this expansion possible.

*40 Hours per Week:* in therapy sessions and focus solely on mothers' recovery and bonding with their infants and children.



The VOA FFR model aligns with the US Department of Health & Human Services (DHHS) recommended expansion of consistent, evidence-based services for pregnant women with SUD and their children.

The VOA FFR model removes deterrents to treatment and promotes the adoption of evidence-based practices, including medical-assisted treatment.

# A first-of-its-kind entrepreneurship program for all

To grow the organization's portfolio of whole-person services, VOA's Futures Fund is fostering innovation through its Community Health Incubator. Launched in 2022 with the support of Humana Foundation and powered by SEED SPOT, the national program now receives over 150 applicants annually from which 6 early-stage ventures are chosen.

These founders, including local VOA leaders scaling new social enterprises, receive grants and 12 weeks of business guidance, mentoring and health equity training from field experts. Most compelling is VOA's unique capability to leverage its extensive portfolio of assets - People, Places & Programs - to facilitate venture partnerships between these solutions and our affiliates.

Accelerating social enterprises that improve quality, equity, and access to care for Medicaid and at-risk populations.



In November 2023, VOA Upstate New York launched their hydroponic farm. Built within two freight containers, this tech-forward food enterprise has the capacity to produce 2000 units of produce in a week and feed over 2500 individuals. The Farm also provides childhood education, agri-therapy, and workforce development.

## SINCE INCEPTION

**\$515K**

Grants and Investments

**17**

Ventures

**9**

Health Impact Domains

# Let's get \$et

Let's Get \$et is a fintech mobile platform guiding low-wage households through tax-time to maximize their refunds and achieve financial security. In 2021, its core tax product secured \$9.3M for 1,400 new parents. As an Incubator participant, founder Clare Herceg succeeded in launching pilots with VOA Texas and VOA Greater New York. In 2023, alongside Village Capital, VOA Futures Fund invested \$150,00 into Let's Get Set via a SAFE Note.



As of June 2024,

**OVER \$3.1 MILLION**

has been invested in a portfolio that spans

**40 COMMUNITIES IN 22 STATES,**

including the District of Columbia, in

**SIX KEY DOMAINS:**

**Early Childhood Development**

**Youth Health**

**Healthcare**

**Food Security**

**Economic Stability**

**Housing Stability**



LEARN MORE ABOUT HOW YOU CAN GET INVOLVED WITH OUR COMMUNITY HEALTH INCUBATOR AS A SPONSOR OR MENTOR.

# A solid foundation for a successful life

Our network of affordable housing facilities now includes more than 500 properties in 42 states and Puerto Rico. We have over 20,000 units in urban complexes, small rural developments, elderly housing, multifamily housing, and housing for those with disabilities. Volunteers of America believes in a resident-centered approach to housing beginning at the point of design and construction through day-to-day operations of our housing properties.

Since 1896, Volunteers of America has grown into one of the nation's largest and most effective nonprofit housing organizations.

Providing a safe, stable place for more than 25,000 people each year, including seniors, families, and those with special needs, allows us to also offer the services we are known for in settings where our clients and residents feel safe and cared for.

## AFFORDABLE RENTAL HOUSING

Senior Housing	14,000 units
Family Housing	4,500 units

## SUPPORTIVE AND SPECIAL NEEDS HOUSING

Permanent Supportive Housing	4,500 beds
Special Needs Housing	1,500 units

## EMERGENCY HOMELESS ASSISTANCE

Shelter	4,000 beds
Transitional Housing	1,500 beds
Rapid Rehousing	3,000 beds



### Innovative Dwellings: Double the housing in half the time

Volunteers of America's Innovative Dwellings initiative is reimagining the traditional multifamily housing model. With funding from Wells Fargo Foundation, VOA is using repurposed buildings and materials to create

In our experience, when supportive services are provided in concert with affordable housing, seniors enjoy healthier, longer lives and avoid being dependent on high-cost medical care alternatives.

We are committed to developing permanent supportive housing and preserving federally assisted housing in danger of being lost to the affordable housing stock.

Volunteers of America builds new, acquires, renovates and/or refines affordable rental housing by using the federal Low Income Housing Tax Credit program and tax exempt bond financing. We supplement with Federal Home Loan Banks' Affordable Housing Program, HOME program funds administered by states and localities, Community Development Block Grants and other soft funding sources available locally.

modular, sustainable housing in four select markets for unhoused veterans at double the speed and half the cost.

### Accessory Dwelling Units

An accessory dwelling unit (ADU) provides additional living quarters on single-family lots that are independent of the primary dwelling unit. They can be attached or detached from the main residence and are equipped with kitchen and bathroom facilities. They can be developed off-site and installed efficiently on site. ADUs also cost less than a new, single-family home on a separate lot. They are also able to be developed at a faster rate and built in a third of the time.







The Shay Moral Injury Center at Volunteers of America is dedicated to education and research on moral distress and moral injury, and to the provision of recovery strategies that are contextual, adaptable, and scalable. We implement recovery programs in partnership with VOA affiliates, as well as other organizations, communities, and institutions. We educate professionals in diverse fields, including chaplaincy, social services, mental health, healthcare, spiritual care, and ministry.

What is moral injury?

Moral injury is the suffering people experience when we are in high-stakes situations, things go wrong, and harm results. The suffering is grounded in our moral conscience, which struggles to make sense of devastating experiences that challenge our identities, deepest moral codes, and ability to trust in others or ourselves. The harm may be something we did, something we witnessed, something we failed to prevent, or something that was

done to us. It results in moral emotions such as shame, guilt, outrage, and sorrow, and withdrawal from significant relationships.

VOA|ReST (Resilience-Strength-Time)

VOA|ReST is designed to alleviate the pain, suffering and isolation that accompany existential crises resulting from moral conflicts that are well known to devastate mental health and wellbeing, such as:

- cumulative experiences of trauma
- being subjected to harm by others or unjust systems
- witnessing violence or irreversible harm to others
- failing to or being prevented from doing what is right
- perpetrating harm

VOA|ReST uses confidential, small support groups facilitated by trained peer specialists who understand moral healing and offer both the compassion and space needed to process negative moral emotions.



SOUL REPAIR PODCAST – IN THIS INAUGURAL PODCAST FROM THE SHAY CENTER, DR. SUSAN DIAMOND AND DR. RITA NAKASHIMA BROCK BRING TO LIGHT A MISUNDERSTOOD TRAUMA. IN EACH EPISODE, THEY WILL WALK THROUGH THE LABYRINTH THAT IS MORAL INJURY.

# Operation Backpack®

Back to school should not be a burden, but for many families in need, buying the necessary school supplies is challenging. Our Operation Backpack® campaign is working to fill this gap – providing backpacks and school supplies to students from preschool to high school

School's Out and Operation Backpack® is in!

in underserved communities. Driven by private philanthropy and corporate partnerships, Operation Backpack® is making sure every kid, regardless of their background, has the essential supplies they need to succeed.

SMILES ON THE FIRST DAY OF SCHOOL

# 49K

BACKPACKS DISTRIBUTED IN 14 METROPOLITAN COMMUNITIES

Chicago, Washington, D.C., Indiana, Los Angeles, Maryland, Michigan, New York City, New Jersey, North Carolina, Ohio, Pennsylvania, Sacramento, Texas (Dallas, Houston, Fort Worth), Virginia.



# Addressing complex issues with the help of our national partners

We are deeply grateful to our corporate partners for their generous contributions of time, goods, and funds - all of which allow us to serve America's most vulnerable every day. Together, we successfully leverage our resources to provide essential programming and services.

With support from our partners, we can continue to fund existing programs, and create new services in response to emerging needs - all with attention to both the quantity and quality of the assistance we provide.





## Proudly Partnering with the LPGA

Since 2011, Volunteers of America has partnered with the LPGA through tournament sponsorships, youth golf programs, and recently with the Ascendant LPGA Benefiting Volunteers of America tournament. Every year, our LPGA tournament, broadcast internationally on the Golf Channel, provides a significant platform to spotlight VOA's critically important work helping those most in need for a global audience.



VOA IN THE NEWS: VIEW OUR MEDIA CENTER AND WATCH PREVIOUS INTERVIEWS AND NEWS SPOTLIGHTS FROM OVER THE YEARS.



### Volunteers of America National Services

Volunteers of America National Services is a wholly controlled nonprofit subsidiary of Volunteers of America. National Services is organized and operated to “advance, support, promote, and administer health, housing, and supportive services” in pursuit of the objectives of Volunteers of America. National Services employs more than 3,000 professionals across the country to operate its housing and healthcare programs.

### Housing Development and Operations

National Services is the sponsor and parent entity for new Volunteers of America housing development projects. National Services’ current housing strategic business plan focuses on constructing or acquiring housing in key markets. In addition, National Services develops permanent supportive housing, including homes for veterans, where Volunteers of America affiliates have identified a need and ability to provide the services. Finally, National Services focuses on preserving federally assisted affordable housing in danger of being lost.

### Healthcare Development and Operations

The National Services health services group operates six comprehensive campuses (skilled nursing and independent/assisted living), five skilled nursing facilities; four assisted living facilities, three licensed home health agencies, three Programs of All-Inclusive Care for the Elderly (PACE) sites, and one senior meal program. National Services also owns a continuing care residential community in Florida.

### Leadership

David Nisivoccia joined VOANS in fall 2023 as the Executive Vice President and Chief Operating Officer. Since coming onboard, David has pulled from his extensive background in affordable housing to focus on developing and implementing smart growth and fiscal responsibility to support VOA’s overall strategic plan to further integrate healthcare with affordable housing services. Together, they will continue growth in community-based senior programs such as PACE (Program for All-Inclusive Care for the Elderly).

## Building Strong Relationships with Lawmakers

VOA works hard in our nation’s capital, and in statehouses nationwide, to advocate for the needs of those we serve. Our policy priorities for the 118th Congress focus on helping all our neighbors achieve their full potential. Our priorities address the most urgent needs facing the individuals and communities we serve: affordable housing, workforce and employment, veterans' services, behavioral health, and charitable giving incentives.



VOA'S MAPLE COURT VETERAN HOUSING PROGRAM IN DURHAM, NC HELPED ROBIN RECOVER FROM SERVICE-RELATED KNEE SURGERY AND RETIRE IN PEACE AFTER A LONG CAREER AT THE U.S. POST OFFICE AND IBM.

**KAREN DALE R.N., MSN**  
*Chair, Affiliate Representative*  
 Market President, AmeriHealth Caritas District of Columbia  
 Washington, DC

**WILLIAM P. JENNINGS, PH.D.**  
*Vice Chair, Affiliate Representative*  
 Dean Emeritus  
 California State University, Northridge  
 Simi Valley, CA

**TODD SCHEXNAYDER**  
*Treasurer, Affiliate Representative*  
 Senior Vice President, Human Resources Director, Fidelity Bank  
 Baton Rouge, LA

**VORIS VIGEE**  
*Secretary, Minister Representative*  
 President/CEO, Volunteers of America Southeast Louisiana  
 New Orleans, LA

**MIKE KING**  
*National President/CEO*  
 Volunteers of America  
 Ex-Officio  
 Alexandria, VA

**MIKE L. BOYD**  
*At-Large Representative*  
 Bolingbrook, IL

**ANDREW BRANDMAN**  
*Affiliate Representative*  
 Senior Vice President, Salesforce Tower  
 New York, NY

**KATHY BRAY**  
*Minister Representative*  
 Salt Lake City, UT

**ANDY BUSH**  
*At-Large Representative*  
 Partner, Outlyr  
 Boca Raton, FL

**ALFONSO "AL" CORNISH**  
*At-Large Representative*  
 Louisville, KY

**PAT CORTEZ**  
*At-Large Representative*  
 Community and Government Affairs Manager, Wells Fargo-Colorado,  
 Montana, Wyoming, Idaho, and Spokane, WA  
 Denver, CO

**JENNIFER HANCOCK**  
*Minister Representative, President/CEO, Volunteers of America Mid-States*  
 Louisville, KY

**DUANE LOCK**  
*Affiliate Representative*  
 President at River Oaks Energy & President at Nexus Power Consulting  
 Dallas, TX

**JUAN PABLO SEGURA**  
*At-Large Representative*  
 Founder, Babyscripts  
 Washington, DC

**BARBARA SKELTON**  
*Affiliate Representative*  
 Billings, MT

**RUSS SNYDER**  
*Minister Representative, President/CEO*  
 Volunteers of America Chesapeake  
 Lanham, MD

**JANET STRINGFELLOW**  
*Church Governing Board Chair, Minister Representative*  
 President/CEO, Volunteers of America of Florida  
 St. Petersburg, FL

**CHERYL WILLIAMS**  
*Affiliate Representative*  
 Licensee, Spherion Staffing Services  
 Mobile, AL



THANKS TO VOA'S ADOLESCENT RESIDENTIAL CENTER FOR HELP (ARCH), 15-YEAR-OLD ROMAN WAS ABLE TO GET TO THE ROOT OF HIS DRUG AND ALCOHOL ADDICTION, BECOME A SENIOR RESIDENT, AND EVEN GAIN A NEW PURPOSE: GRADUATING AND COMING BACK TO ARCH, TO HELP OTHERS.



LEARN ABOUT JASHUNNA BOYKINS, A FORMER RESIDENT WHO NOW WORKS AS AN EMPLOYEE AT OUR AFFILIATE OFFICE IN NORTH LOUISIANA!

ASSETS	2023	2022
<u>Current assets:</u>		
· Cash and cash equivalents	\$216,201,000	\$273,771,000
· Accounts receivable, net	207,020,000	198,379,000
· Pledges receivable, net	4,348,000	3,954,000
· Short-term investments	44,199,000	41,115,000
· Prepaid expenses	23,989,000	21,123,000
· Other current assets	38,558,000	38,223,000
<b>Total current assets</b>	<b>534,315,000</b>	<b>576,565,000</b>
<u>Property and equipment:</u>		
· Land, buildings, and improvements	1,998,932,000	1,848,064,000
· Furnishings and equipment	187,304,000	178,566,000
	2,186,236,000	2,026,631,000
Less accumulated depreciation	849,161,000	808,523,000
<b>Property and equipment, net</b>	<b>1,337,075,000</b>	<b>1,218,108,000</b>
<u>Other assets:</u>		
· Encumbered assets, at fair value	144,024,000	158,324,000
· Other investments, at fair value	238,150,000	201,335,000
· Notes receivable, net	18,840,000	9,251,000
· Right-of-use assets	133,657,000	-
· Reimbursable housing development costs	16,773,000	13,935,000
· Other long-term assets	43,123,000	38,780,000
· Tax credit assets	990,533,000	1,100,937,000
<b>Total other assets</b>	<b>1,585,100,000</b>	<b>1,522,562,000</b>
<b>Total assets</b>	<b>3,456,490,000</b>	<b>3,317,235,000</b>

LIABILITIES AND NET ASSETS	2023	2022
<u>Current liabilities:</u>		
· Accounts payable	\$52,622,000	\$51,584,000
· Line of credit	29,820,000	28,962,000
· Current portion of notes and mortgages payable	41,228,000	78,186,000
· Accrued expenses	85,759,000	95,428,000
· Contract advances	33,908,000	37,772,000
· Current lease liability	24,687,000	-
· Other current liabilities	56,482,000	47,497,000
<b>Total current liabilities</b>	<b>324,506,000</b>	<b>339,429,000</b>
<u>Other liabilities:</u>		
· Notes payable	208,888,000	276,341,000
· Mortgages payable	478,990,000	605,655,000
· Lease liability, non-current	113,172,000	-
· Other long-term liabilities	90,536,000	129,852,000
· Tax credit liabilities	657,981,000	484,864,000
<b>Total other liabilities</b>	<b>1,549,567,000</b>	<b>1,496,712,000</b>
<b>Total liabilities</b>	<b>1,874,073,000</b>	<b>1,836,141,000</b>
<u>Net assets:</u>		
Without donor restrictions:		
· Undesignated	918,836,000	814,872,000
· Non-controlling interests in limited and general partnerships and other programs	202,114,000	224,340,000
Total net assets without donor restrictions	1,120,949,000	1,039,212,000
Net assets with donor restriction	461,468,000	441,882,000
<b>Total net assets</b>	<b>1,582,417,000</b>	<b>1,481,094,000</b>
<b>Total liabilities and net assets</b>	<b>3,456,490,000</b>	<b>3,317,235,000</b>

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.




VOLUNTEERS OF AMERICA IS DEDICATED TO PROVIDING COMPREHENSIVE, TRANSPARENT OPERATING INFORMATION ABOUT OUR ORGANIZATION. READ MORE ABOUT OUR FINANCIALS ONLINE.

REVENUES	2023	2022
<u>Public support received directly:</u>		
· Contributions	\$93,589,000	\$82,699,000
· Contributions, in-kind	37,589,000	23,785,000
· Special events, net of direct benefit cost	2,355,000	2,844,000
· Legacies and bequests	1,481,000	1,954,000
· Contributed services, at fair value	1,211,000	1,467,000
<u>Public support received indirectly:</u>		
· United Way / Combined Federal Campaign	2,631,000	2,643,000
<b>Total public support</b>	138,856,000	115,392,000
<b>Government awards</b>	1,212,701,000	1,208,238,000
<u>Other revenue:</u>		
· Program fees	222,881,000	223,586,000
· Net rental income	32,420,000	30,607,000
· Sales of materials and services	19,733,000	27,715,000
· Interest and dividend income	12,278,000	7,103,000
· Gains (losses) on sales and write-offs of assets	182,899,000	57,834,000
<b>Total other revenue</b>	470,211,000	346,845,000
<b>Total revenues and other gains</b>	1,821,768,000	1,670,475,000
EXPENSES	2023	2022
<u>Program services:</u>		
· Encouraging Positive Development	\$146,677,000	\$138,530,000
· Fostering Independence	661,456,000	681,417,000
· Promoting Self Sufficiency	702,964,000	632,436,000
<b>Total program services</b>	1,511,097,000	1,452,383,000
<u>Support services:</u>		
· Management and general	168,930,000	155,862,000
· Fundraising	23,928,000	23,057,000
<b>Total support services</b>	192,858,000	178,919,000
<b>Total expenses</b>	1,703,955,000	1,631,302,000
<b>Change in net assets</b>	117,813,000	39,173,000
<b>Net assets at beginning of year, as originally stated</b>	1,481,094,000	1,429,320,000
<b>Prior period adjustments</b>	(14,606,000)	(1,849,000)
<b>Other adjustments</b>	(1,884,000)	14,450,000
<b>Net assets at beginning of year, as restated</b>	1,464,604,000	1,441,921,000
<b>Net assets at end of year</b>	1,582,417,000	1,481,094,000



VOA GREATER NY NOT ONLY PROVIDED VETERAN JOHN WITH PERMANENT HOUSING, BUT CONNECTED HIM WITH MENTAL HEALTH COUNSELING TO ADDRESS HIS PTSD AND REFERRED HIM TO A CULINARY TRAINING PROGRAM TO HELP HIM FULFILL HIS DREAM OF BECOMING A CHEF.



 | **VOA**  
*125+ Years Strong*

Helping rebuild  
2 million lives  
a year since 1896.

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1660 Duke Street // Alexandria, VA 22314

703-341-5000 // [VOA.ORG](http://VOA.ORG)