



Flourish Forward

IMPACT REPORT

2 0 2 5

 VOA
125+
Years Strong

Volunteers
of America®



Message from Our CEO

Dear Friend,

Since our founding almost 130 years ago, Volunteers of America has weathered many storms over our long and varied history. World wars, the Great Depression, and countless social changes failed to deter us from our mission of serving those most in need. Our resilience remained a constant through the decades and remains the bedrock of our foundation.

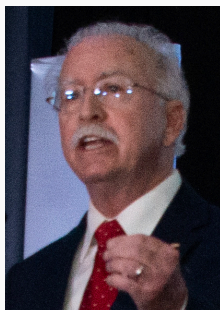
Today is no different. VOA now faces a great many challenges, and the path forward for many of our service areas remains in flux. At the same time, those we serve come to us with needs as dire as any time in our history.

In the past year, we embarked on a journey to chart a course for VOA well into the future. In this new strategic plan, we outline a vision for a sustainable, resilient future, which first and foremost supports the wild success of VOA's affiliates.

Building on existing work, we established our strategic vision as “Healthy Communities for All” –focused on ensuring all individuals with complex social and health needs receive the holistic support they need to flourish.

We established four key priorities that allow us to adapt, innovate and lead during these times of uncertainty: resilient, future-ready affiliates; advocacy and brand reframing; integrated services for complex needs; and technology, data and AI integration.

In this Impact Report, you will find examples of our recent successes that establish a strong foundation for our future goals. With your support and partnership, not only will VOA weather the current storms, but will emerge as a stronger, more resilient organization for years to come. Together, we will ensure that those we serve not only receive the services they need today but will flourish well into the future.



Sincerely,

A handwritten signature in blue ink that reads "Mike King".

Mike King

NATIONAL PRESIDENT & CEO
VOLUNTEERS OF AMERICA

POST OFFICE

RELIEF

BUREAU

SEWING

MEETINGS
EVERY
NIGHT
AT 8 P.M.

SUNDAYS
11 A.M.
—
3:30 P.M.

VOLUNTEERS
OF
AMERICA

VOLUNTEERS
OF
AMERICA

SUNDAY
SCHOOL
1:30 P.M.





Since 1896, we have served this country through two world wars, the Great Depression, and natural disasters. As we emerge on this side of the pandemic, we continue to innovate to meet the needs of 2.5 million people in over 400 underserved communities across the United States.

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.

12,000

PROGRAMS & SERVICES

29

Affiliates

+

2

Subsidiaries*

**VOANS Housing/Healthcare & Puerto Rico*

47 STATES SERVED

plus Puerto Rico & DC



450

Communities



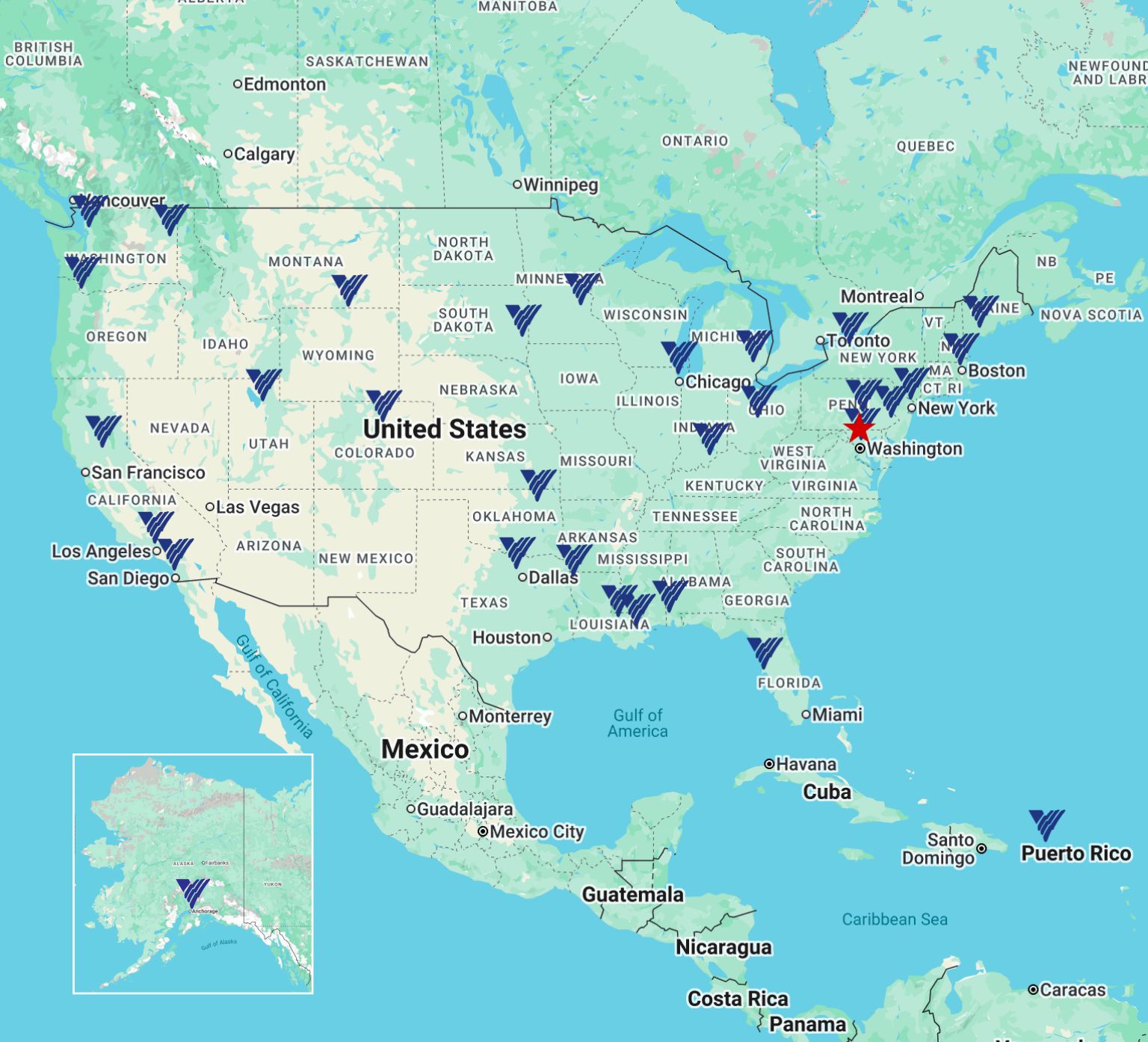
15,000

Employees



2.5 Million

People Served



The VOA Reach



Our Ministry of Service, known as a church without walls, feeds hungry families, shelters the homeless, and provides spiritual support for people around the country. We lead with faith and service, shaping a better future for the neighbor in need, their family, and their community. Last year, VOA helped serve over 30,000 veterans and provides 4,000 beds for homeless veterans every night.



Service Category

Served Annually

Affiliates Providing

Mental Health & Addiction Treatment	350,000	26
Children & Family	26,000	20
Housing & Homeless Services	107,000	29
Criminal Justice Services	60,000	18
Senior Services	50,000	8
Veteran Homeless Services	25,000	24
Community Health	21,000	13
Disability Support & Long-Term Care	4,000	18

*Numbers reflect fiscal year 2025



Because of VOA, Beau found a new beginning.



VOA helps keep families together and build brighter futures. In our Family Focused Recovery programs, 98% of participants reported they benefited from the services, because every child deserves a healthy start.





Our Ministry

Putting our faith into action, we feed hungry families, shelter those experiencing homelessness, and provide spiritual support

to over 2.5 million people annually. VOA provides emergency shelter for more people on a nightly basis.



THE TIME IS
ALWAYS NOW
TO DO WHAT YOU CAN

Volunteers
of America

MENTE- thrive



Transforming Lives Through Wellness and Housing Stability

On the frontlines of America's affordable housing and aging crisis, VOA provides best-in-class affordable housing for seniors, veterans, and families nationwide. Colorado

Springs is now home to Paloma Garden, a new 125-unit affordable housing community built with smart technology so residents can live safely, comfortably, and independently.



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



A Great Place to Call Home

Our current housing strategic business plan focuses on constructing or acquiring housing in key markets. In addition, we develop permanent supportive housing, including homes for veterans, where Volunteers of America affiliates have identified a need and ability to provide the services. Finally, we focus on preserving federally-assisted affordable housing in danger of being lost.



Compassionate Care for Older Adults

Our health services group operates six comprehensive campuses (skilled nursing, independent living, and 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. We also own a continuing care residential community in Florida.



Building Strong Relationships with Policymakers

VOA works tirelessly to elevate our clients' voices in Congress. We champion public policies that protect the health, security, and independence of the people we serve, including more than 27,000

veterans and their families facing homelessness. Through our advocacy, we work to ensure the funding, systems, and communities they depend on continue to improve.

PICTURED, FROM LEFT TO RIGHT: AYESHA KHAN, CHIEF DEVELOPMENT OFFICER AT VOA GREATER NEW YORK; ROB BONTA, ATTORNEY-GENERAL, STATE OF CALIFORNIA DEPARTMENT OF JUSTICE; AND SARAH HOLDER, REPORTER AT BLOOMBERG NEWS.



Futures Fund



Through creative problem-solving, VOA is helping communities thrive. VOA leverages technology and capital to test, accelerate, and scale solutions that address service gaps and improve the lives of our staff and clients. From VOA Michigan's piloting

of specialized smartwatches for older adults to VOA Pennsylvania's integration of mental health education and VOA Southeast Louisiana's zero percent small loan program for staff caregivers, VOA is at the forefront of what's possible.

PICTURED: 2025 AGETECH SHOWCASE PARTICIPANTS

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Former AON Executive Vice President | Bolingbrook, IL

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Senior Vice President, Franciscan Missionaries of our Lady
Health System | Bueche, LA



View our Audited
Financials online.

Through the help of our corporate partners, VOA supports hundreds of human service programs.





Helping rebuild
2.5 million lives
a year since 1896.

Volunteers of America®

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