

You changed my life.*



2013 ANNUAL REPORT



*Derrick, a single father who turned to our Family Emergency Shelter when he and his son became homeless in 2011. With help from Volunteers of America, he secured permanent housing. Derrick has regained custody of his daughter, found full-time work, and is attending Spalding University. Derrick's ultimate goal is to earn a doctorate in physical therapy.

MISSION

Volunteers of America creates positive change in the lives of individuals and communities through a ministry of service.

We are **ACCOUNTABLE**

We measure our outcomes, and we are transparent in our finances, employment practices, and operations.



We are **ACCREDITED**

We completed a rigorous process for national accreditation and will do so again in 2014.



WHAT YOU NEED TO KNOW ABOUT US



We are **DIVERSE**

We offer 36 distinct programs and employ a workforce with a broad spectrum of skills and backgrounds.



We focus on the **HEALTH AND WELL BEING** of our clients

Our licensed, clinical staff provides comprehensive services that address the unique needs of each client in a holistic way.

36 DISTINCT PROGRAMS ACROSS FIVE STATES

Addiction Recovery Services

- Homeless Veterans Transitional Treatment Program - Lexington
- Men's Addiction Recovery Services - Louisville
- Veterans' Addiction Recovery Services - Louisville
- Women's Addiction Recovery Services - Louisville

Developmental Disability Services

- Northern Kentucky - Florence, Fort Thomas, Highland Heights, and Independence
- Middle Tennessee- Hermitage, Madison, Murfreesboro, Nashville, and Old Hickory
- West Tennessee - Arlington, Bartlett, Cordova, Memphis, and Oakland
- Southern Indiana - Floyds Knobs, Jeffersonville, and New Albany

HIV Services

- Housing Opportunities for Persons with AIDS (HOPWA) - Louisville
- Kentucky Care Coordinator Program - Louisville
- S.T.O.P. (Stop The Spread of HIV Through Outreach and Prevention) - Louisville

Homeless and Housing Services

- Candleridge Plaza Apartments - Powell, TN
- Casa Grace Senior Housing Community - Memphis
- Collaborative Housing Program - Louisville
- Eviction Prevention Program - Louisville
- Family Emergency Shelter - Louisville
- Family Follow-Up Program - Louisville
- Family Housing Program - Lexington
- Maud Booth Gardens Senior Housing Community - Knoxville
- Permanent Supportive Housing Program - Lexington
- Spanish Cove Senior Housing Community - Louisville
- South Oaks Senior Housing Community - Louisville
- Transitional Housing Program - Louisville
- Woodgreen Apartments - Louisville

Veteran Services

- Homeless Veterans Reintegration Project - Knoxville
- Homeless Female Veterans and Veterans with Families Program - Knoxville
- Supportive Services for Veterans and Families Programs - Beckley and Ceredo, WV; Grayson, Lexington, Louisville, and Radcliff, KY; Knoxville and Morristown, TN; New Albany, IN; and South Point, OH

More than
20,000 PEOPLE
served annually across five states

750
skilled employees
working in 36 distinct
programs

Headquartered in
Louisville, Kentucky

One of the **LARGEST** and
MOST DIVERSE
human service organizations
in the region





HOMELESS AND HOUSING



According to the National Conference of Mayors, the number of homeless families in Metro Louisville increased by **11%** over the previous year

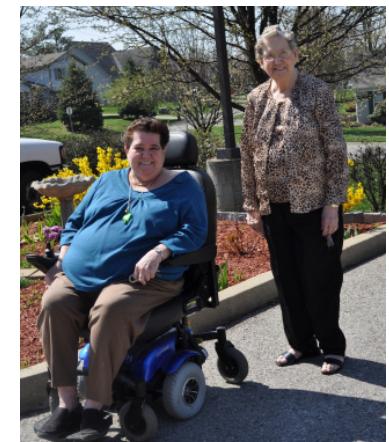


Our Homeless and Housing Services helped **1,180 INDIVIDUALS** avoid homelessness, more than half of them children

Established in 1984, our Family Emergency Shelter is the oldest **continually operating** program of its kind in the Louisville area



It's the only program in the community that allows the entire family to **stay together under one roof** and receive customized, highly professional case management and follow-up services



Provided safe, well-maintained, affordable housing to **364 LOW-INCOME SENIORS** in Kentucky and Tennessee



85% of families exited our homeless programs to stable, permanent or transitional housing

ADDICTION RECOVERY



Our Addiction Recovery Services help more than

300 INDIVIDUALS

work toward recovery each year



“Something very real and profound happened inside our hearts through this program, that changed our lives forever.”

— Rickey, a program graduate who today is a married father of two and a manager of a successful automotive business



75 healthy babies have been born to mothers in the program, ensuring a successful start to their lives



One of only two programs in Kentucky that offer long-term residential treatment for

pregnant and parenting women,

allowing their children to join them in treatment



INNOVATIVE PROGRAM OFFERINGS,

such as Choosewell's Compassionate Health Community and the Kentucky Center's Arts in Healing program provide holistic support through clients' recovery



★VETERANS SERVICES



Funding we receive from the U.S. Department of Veterans Affairs
for homeless and at-risk veterans has

TRIPLED WITHIN THREE YEARS

because of our high-quality, accredited programming



“

I love the home we're renting and my sons have room to play outside. We really feel like we're part of a community.”

– Specialist (SPC) Johnita McNeill (left),
U.S. Army, 2003-2010, and client of our
Supportive Services for Veterans and Families program

Serving veterans at
**12 LOCATIONS
IN 5 STATES**
and covering more than
50 counties through outreach



Helped more than
1,000 VETERANS
and their family members
AVOID HOMELESSNESS

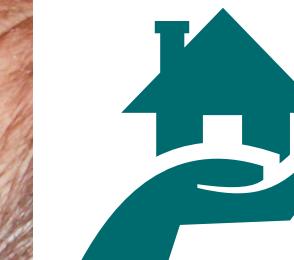


98% of clients surveyed
indicated that they
benefited from the
services received





♥ DEVELOPMENTAL DISABILITIES



One of the **LARGEST PROVIDERS** of developmental disability services in the region

More than
500

staff members provide
around-the-clock services to



**221
PEOPLE**



95%

of parents or guardians surveyed indicated that they were satisfied with the services their loved one receives

Program recipients, who are able, **HOLD JOBS OR VOLUNTEER** in their communities



Circle of Support and Adopt-a-Home

programs connect individuals with their communities





HIV SERVICES

1 MILLION PEOPLE
are living with HIV in the United States



1 IN 6 don't know they are infected

An estimated
100,000
people reached
in Metro Louisville through radio ads, billboards, and social media



The **LARGEST PROVIDER** of HIV testing, prevention, and medical case management in Kentucky



14,220 people received educational materials and testing supplies

1,323 people received medical case management services

14 new HIV cases confirmed by Volunteers of America and partners including Walgreens – almost twice the national average





FINANCIALS

Expenses by Program

DEVELOPMENTAL DISABILITY SERVICES 60%

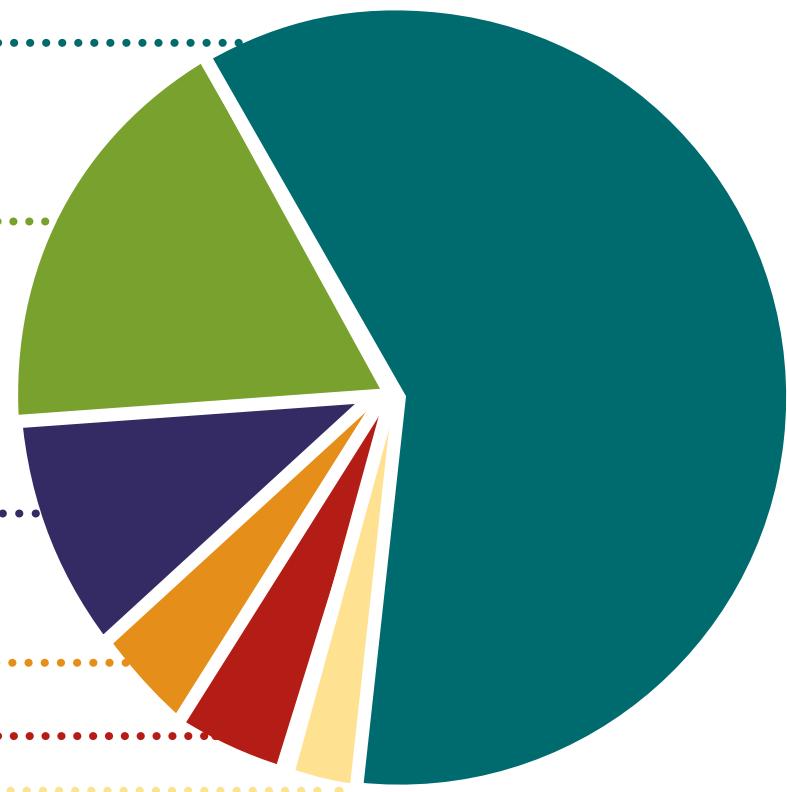
HOMELESS AND HOUSING SERVICES 20%

HEALTH CARE 10%

ADDICTION RECOVERY SERVICES 4%

VOA PROPERTY CORPORATION OF LOUISVILLE 4%

CORRECTIONAL SERVICES 2%



Assets

CURRENT ASSETS

Cash and cash equivalent	442,955
Accounts receivable, net	3,1591,741
Prepaid expenses	282,484
Total current assets	4,317,180

PROPERTY AND EQUIPMENT

Land and buildings	7,231,865
Furniture and equipment	3,210,291
Less accumulated depreciation	(5,922,796)
Total property and equipment	4,519,360

OTHER ASSETS

Long-term investments	1,011,208
Restricted Deposits	76,116
Pledges receivable noncurrent	390,639
Intangible assets	131,651
Other	34,410
Total other assets	1,647,024

TOTAL ASSETS

10,483,564

LIABILITIES AND NET ASSETS

Accounts payable	561,986
Line of credit	998,083
Mortgages and other notes payable, due in one year	114,713
Accrued expenses	1,223,378
Other current liabilities	173,802
Total current liabilities	3,071,962

LONG-TERM LIABILITIES

Mortgages and notes payable, noncurrent	844,767
Payable to affiliate	131,651
Total long-term liabilities	976,418

NET ASSETS

Unrestricted	4,777,407
Temporarily restricted	1,620,714
Permanently restricted	37,063
Total net assets	6,435,184

TOTAL LIABILITIES AND NET ASSETS

\$10,483,564

Statement of Revenue and Expenses

PUBLIC SUPPORT AND REVENUE

Public support/direct and indirect support	1,787,608
Public support/capital and bequests	157,531
Special events	105,559
Volunteers of America awards and grants	58,393
United Way awards and grants	100,024
Total public support	2,209,115

REVENUES AND GRANTS FROM PUBLIC AGENCIES

Program service fees	798,551
Rental income	245,278
Miscellaneous revenue	196,899
Total other revenue	1,240,728

TOTAL REVENUE FROM OPERATIONS

26,345,762

EXPENSES BY PROGRAM

Homeless services	4,114,131
Addiction recovery services	907,182
Developmental disability services	13,471,858
Correctional services	604,032
Health care services	2,173,148
Housing	211,896
VOA Property Corporation of Louisville	817,106
Total program services	22,299,353

SUPPORT SERVICES

Management and general	2,325,036
Fundraising	868,875
Administration fees paid to national organization	530,196
Total Supporting Services	3,724,107

TOTAL OPERATING EXPENSES

26,023,460

Excess/(deficit) from operations

322,302

NON-OPERATING GAINS AND LOSSES AND OTHER REVENUE

Gain on sale of real estate	18,650
Interest and dividend income	31,357
Gains on investments	1,936
Profits from other activities	117,425
NET ASSETS AT END OF YEAR	6,435,184



COMMUNITY ENGAGEMENT

1,109 volunteers
contributed **9,550**
hours of service

They represented hundreds of businesses, civic groups, faith-based organizations, schools, and families



From **GOLF TOURNAMENTS** to **CONCERTS** to **PARTIES**,
donors found many creative ways to support
our work and engage with the people we serve

Metro Louisville Mayor Greg Fischer's Give a Day Week of Service connected more than **200 VOLUNTEERS** to our work and mission



In Fiscal Year 2013,



4,346
DONORS
contributed to
Volunteers of
America



Volunteers served more than **10,900**
HEALTHY MEALS

at our Family Emergency Shelter last year





POSITIVE CHANGE SOCIETY

The Positive Change Society is our giving circle of donors who have invested in long-term solutions by pledging at least \$1,000 per year for five years. This list is current as of December 31, 2013. To learn more, contact Jennifer Hancock at (502) 636-4649.



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To date, our Positive Change Society members have committed

\$867,210

in sustainable funding to support Volunteers of America's work and mission

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\$100,000+

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