Because of you, they found hope.

2020 Gratitude Report
“I was so vulnerable and depressed. I thought about killing myself,” admitted Thomas.

Knowing he needed help, Thomas started attending addiction recovery classes and talking about his trauma at Volunteers of America’s Veterans Resource Center. With help and determination, Thomas remained sober and lived independently for the next 12 years.

However, Thomas began drinking again, and it affected his employment.

Ultimately, he lost his job and returned to Volunteers of America for help. Through an employment program for veterans, Thomas was able to rebuild his life again. Through this program, he discovered his passion for helping others and was offered a job as a driver, picking up donations for VOA’s thrift stores.

Read more about Thomas’ comeback at vaoahin.org/stories/thomas
4,557 veterans served
- 359 women
- 4,198 men
88% of veterans looking for a job found employment
81% obtained stable housing through support services

2,429 individuals served through our Residential Reentry programs
71% successfully completed the program

798 families & individuals provided housing & supportive services
90% now have a home to call their own

894 individuals provided substance use treatment & mental health services

409 mothers served in our Fresh Start Recovery Center programs

Healthy babies born to mothers in Fresh Start Recovery Center programs

14,959,800 lbs of items donated.
That's equivalent to 1,069 elephants weighing 7 tons each!

Thrift stores generated $16 million in revenue to support programs

6,041 individuals & families received free food & clothing assistance

626 cars donated

14,719 individuals you helped to achieve well-being

671 individuals donated their time & talent to make a difference in their communities

9,016 volunteer hours served

$245,235 Labor costs saved by volunteers in 2020
During the COVID-19 pandemic, Kathleen almost lost everything.

“I had gotten into drugs really bad and lost my job,” Kathleen said. “I was not taking care of my home and not paying the bills.”

In the fall of 2020, Kathleen had no place to live. She reached out to Volunteers of America’s shelter and housing facility for help.

Kathleen knew she needed to make a drastic change to begin rebuilding her life. From the day she arrived, she began to thrive, even as the pandemic continued.

Kathleen started working in the shelter’s kitchen, preparing and serving meals for her fellow residents. She greets everyone in line with a smile on her face and enthusiasm in her voice.

“This is my home, and the people here are my family,” Kathleen said. She has remained sober and continues looking for long-term housing.

Read more about Kathleen at voaohin.org/stories/kathleen

Because of you mothers thrive!

“Thanks to VOA from the bottom of my heart. This place has impacted my life and truly changed me. I’m blessed. It has taught me so many tools, coping and parenting skills. My daughter is my #1 motivation and seeing her every day reminds me of why I want, and have, to stay sober. Without you, it wouldn’t have been possible. Thank you!”

- Alyssa
financials

Revenue
$64,475,600

Government 68%
Public Support 30%
Other 2%

Expenses
$64,749,221

Program Services 84%
Management & General 14%
Fundraising 2%

For a full copy of the audited financial statements, please visit voaohin.org/financials

20 communities making an impact for families & individuals across two states

75 programs and thrift stores providing opportunities for those in need

Nearly 1,000 employees providing impact
Thank you for your kind heart.

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