



Volunteers
of America®

MID-STATES

2021

ANNUAL REPORT

July 1, 2020 - June 30, 2021

MANAGING AN UNPRECEDENTED CHALLENGE

Fiscal year 2021 presented an unimaginable challenge: year two of an international pandemic that threatened our health, safety and challenged our budget and our services. From working at home to limiting trips outside to essential needs, we adjusted.

But for VOA's front-line health care workers and caregivers, simply staying home and isolating was not an option — because the care we provide is not negotiable. It's our mission.

Our promise to provide around-the-clock care to adults with intellectual and developmental disabilities wasn't put on hold because the work was dangerous. Men and women who have made the courageous choice to come to VOA Recovery to beat substance use disorder couldn't be told to wait because of a pandemic. The families who counted on Unity House as a safe and stable place to overcome homelessness had nowhere else to go.

Working together, we managed our budgets, maintained our services and worked together as a VOA Family to meet the unprecedented challenge of COVID-19.





1,788

NEARLY 1,800 VETERANS AND THEIR FAMILIES,
INCLUDING MORE THAN 300 CHILDREN AND 300
SENIORS RECEIVED ASSISTANCE FROM VOA



Thank you to our community and
government partners.



VOA serves the veterans who have served us. We know that all too often the return from military service can be difficult for so many veterans. We provide comprehensive support to veterans throughout our VOA service area, with a focus on providing safe, long-term affordable housing for veterans.

323

**323 INDIVIDUALS or 89 FAMILIES,
INCLUDING 211 CHILDREN, WERE
GIVEN COMPREHENSIVE HOUSING
SERVICES THAT MOVED THEM
FROM HOMELESSNESS
TO STABLE HOUSING**



Unity House is a safe, welcoming home for children and families. VOA routinely serves multiple families and more than 50 children each day as we support them with comprehensive services, including support with school and non-traditional instruction.

Unity House continues to confront the challenges of the pandemic, including increased food, cleaning and overtime costs. Despite these very real day-to-day challenges, Unity House provides a path to hopeful futures for families working to overcome homelessness.

Thank you to our community and government partners.



JUNIOR LEAGUE OF
LOUISVILLE



75

75 women were served
at Freedom House in
Southeastern Kentucky

15

15 women were served
at our Transitional Living
home in Louisville, KY

192

192 women were served
at Freedom House in
Louisville, Kentucky

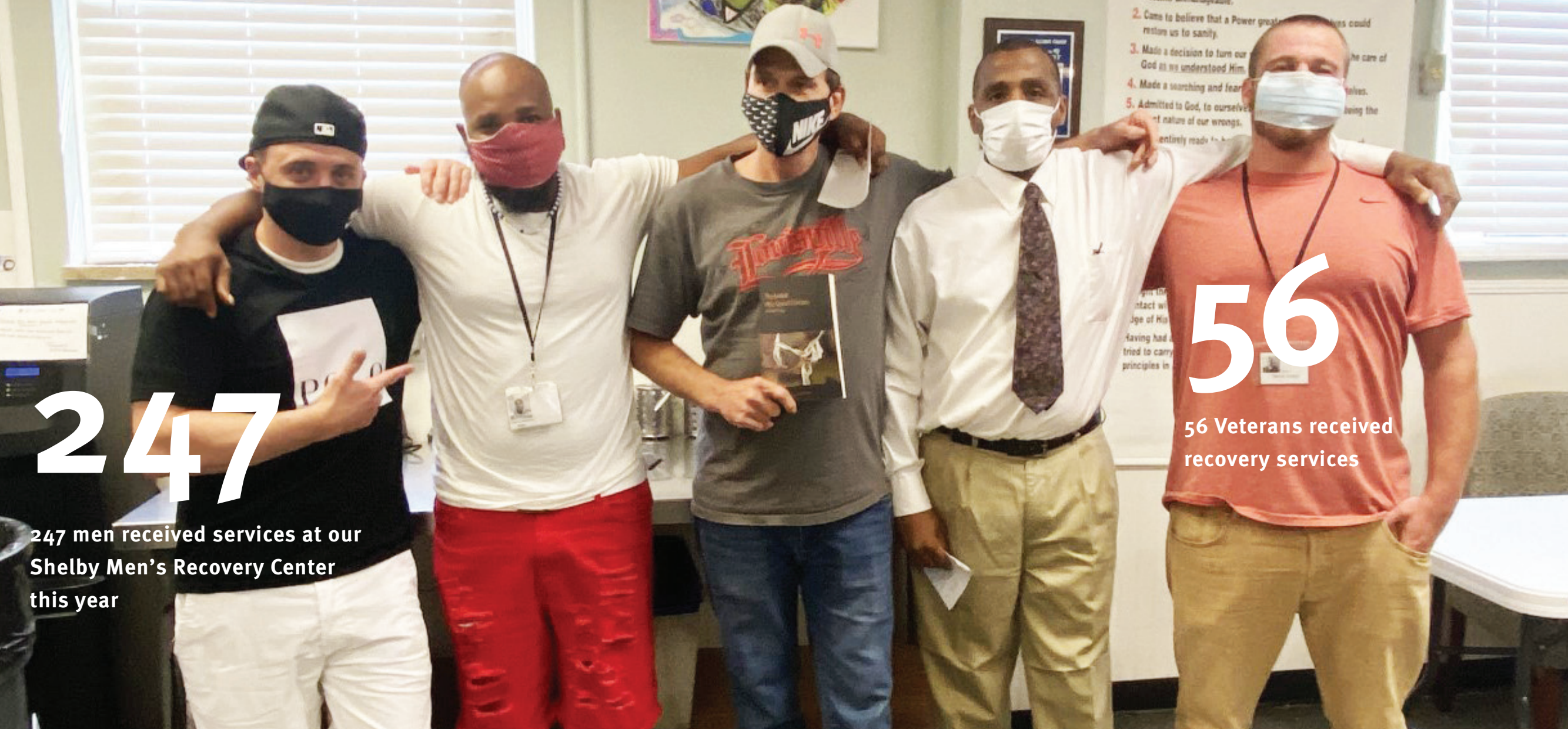


FREEDOM HOUSE

Freedom House, our program for pregnant and parenting women overcoming substance use disorder, is recognized nationally as a standard for quality care. We are growing and expanding during this unprecedented time. Our Freedom House in Clay County has now celebrated our second year of serving pregnant and parenting women and we have served more than 100 individuals and welcomed nine healthy babies.

Thank you to our community and government partners.





247

247 men received services at our
Shelby Men's Recovery Center
this year

56

56 Veterans received
recovery services

HELPING MEN START NEW LIVES

VOA Recovery's Shelby campus in Louisville is home to a variety of comprehensive men's substance use disorder recovery programs. VOA programs serve veterans and men exiting incarceration, but any individual seeking to overcome substance use disorder is also welcome. We can serve as many as 75 men at any time, and offer a range evidence based services including after-care.



PROVIDING MORE SERVICES IN SOUTHEAST KENTUCKY

Volunteers of America follows the need and provides service where we are called to serve. We continue our outreach in Southeastern Kentucky, providing essential care where it is needed most.

Some of our expansion and growth in the past year includes:

- Our Family Recovery Program, which helps families in family court to stay together and receive the support they need.
- Continued expansion of Restorative Justice, which works to keep young people out of the criminal justice system.
- Celebrated the second year for our Recovery Community Center (RCC). The RCC strives to be a community resource for education, information, support and socialization for those in recovery and their family and friends.



Supported Organization



25

25 women, 3 who were children,
received support from our Family
Recovery Program



176

NEARLY 200 INDIVIDUALS RECEIVED SERVICES IN TENNESSEE, NORTHERN KENTUCKY AND INDIANA (CLARK AND FLOYD COUNTIES) THIS YEAR

SERVICES FOR ADULTS WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

The pandemic has been particularly challenging for individuals with intellectual and developmental disabilities. As one of the region’s largest providers of services, VOA heroes have worked every day to maintain the highest standards of service while keeping the people we care for safe and healthy.

We continue to move forward and innovate. Our Supported Employment program puts people with developmental disabilities to work in productive and fulfilling jobs and emphasizes paying market wages and providing fulfilling opportunities.

Thank you to our community and government partners.





INDIVIDUALS RECEIVED HIV
TESTING AND EDUCATIONAL
SERVICES THIS YEAR



Our new innovative Determined Health program employs Community Health Workers to connect residents of West Louisville to high-quality health care. Our team works to advance health equity by providing day-to-day outreach and education in the community. This program focuses on the social drivers of poor health outcomes by identifying people's needs and connecting them to community resources.

We have given our HIV program a new name: Outreach & Prevention. We continue to educate and provide clients with confidential HIV testing and connect those in need to treatment, as well as provide free safer sex supplies. We also offer utility and rental assistance through our Housing Opportunities for Persons With AIDS/HIV (HOPWA) program.

VOA Health teams are working every day to keep our community healthy and informed, with the hopes that everyone will have equitable access to care and resources.

Thank you to our community and
government partners.



DEPARTMENT OF
PUBLIC HEALTH
AND WELLNESS



268

268 individuals received support from Restorative Justice in Louisville, KY

24

24 individuals received support from Restorative Justice in London, KY



Restorative Justice is a results-oriented alternative that brings together the person who has offended, the person victimized and the community to make things right. Through facilitated conferences, parties collectively identify harm and determine a solution-based resolution. Using the restorative justice approach ensures that restitution, collaboration and compassion are integral parts of the judicial process. This builds trust and partnerships while keeping our communities safe.

VOA has expanded our Restorative Justice work and outreach to Southeastern Kentucky, working in eight counties with local leaders, judges and prosecutors. VOA is also working closely with Jefferson County Public Schools to serve youth with restorative practices.





VOA is one of the region's leading providers of safe, welcoming and affordable housing for seniors. In Kentucky and Tennessee, we provide homes to nearly 300 seniors. Our work includes building partnerships with other VOA programs, including knitting baby blankets for Freedom House moms. Our homes are filled with activities to keep seniors engaged and active, and we have continued to meet all health and safety standards during the pandemic.



VOA provides affordable, welcoming homes to seniors in Tennessee and Kentucky



298

SENIORS SERVED IN
KENTUCKY AND TENNESSEE

COMMUNITY IMPACT

While VOA is a professional social services and behavioral health organization, we also thrive on in-person engagement, outreach and volunteer opportunities. The past two years have proved to be challenging, as we work to maximize opportunities for engagement while keeping the people we serve and our entire VOA family safe and healthy.

We've found ways to allow volunteers into our facilities when safe and healthy and have emphasized virtual engagement and socially-distanced volunteer opportunities. By providing these creative opportunities for engagement, we provided creative opportunities for engagement and our generous and compassionate volunteers logged nearly 18,000 volunteer hours.

17,889

WE PROVIDED CREATIVE OPPORTUNITIES
FOR ENGAGEMENT AND OUR GENEROUS
AND COMPASSIONATE VOLUNTEERS IN NEARLY
18,000 VOLUNTEER HOURS

1,185

TOTAL VOLUNTEERS
SUPPORTED VOA AND OUR
PROGRAMS THIS PAST YEAR



FINANCIALS

ASSETS

Current Assets

Cash and cash equivalent	855,561
Accounts receivable, net	4,474,890
Prepaid expenses	198,366
TOTAL CURRENT ASSETS	5,528,817

PROPERTY AND EQUIPMENT

Land and buildings	12,989,351
Furniture and equipment	5,529,667
Less accumulated depreciation	(9,733,364)
TOTAL PROPERTY AND EQUIPMENT	8,785,654

OTHER ASSETS

Long-term investments	1,987,190
Beneficial interest in trusts	1,196,106
Restricted deposits	292,580
Pledges receivable noncurrent	791,353
TOTAL OTHER ASSETS	4,267,229
TOTAL ASSETS	18,581,700

LIABILITIES AND NET ASSETS

Accounts payable	374,814
Mortgages and other notes payable, due in one year	330,297
Accrued expenses	1,983,013
Other current liabilities	3,479,414
TOTAL CURRENT LIABILITIES	6,167,538

LONG-TERM LIABILITIES

Mortgages and notes payable, noncurrent	1,024,562
TOTAL LONG-TERM LIABILITIES	1,024,562

NET ASSETS

Unrestricted	7,363,587
With donor restrictions	4,026,013
TOTAL NET ASSETS	11,389,600
TOTAL LIABILITIES AND NET ASSETS	18,581,700

STATEMENT OF REVENUE AND EXPENSES

Public support and revenue

Public support/direct and indirect support	2,818,650
Public support/capital and bequests	114,806
Special events	387,330
Volunteers of America awards and grants	81,487
United Way awards and grants	60,452

TOTAL PUBLIC SUPPORT	3,462,725
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REVENUES AND GRANTS FROM PUBLIC AGENCIES

Program service fees	3,792,531
Rental income	397,911
Miscellaneous revenue	53,423

TOTAL REVENUE FROM OPERATIONS	32,389,148
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EXPENSES BY PROGRAM

Homeless and Housing services	9,414,160
Addiction recovery services	4,374,147
Developmental disability services	11,144,624
Correctional services	1,230,196
Health care services	946,444
VOA Property Corporation of Louisville	812,713

TOTAL PROGRAM SERVICES	27,922,284
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SUPPORT SERVICES

Management and general	4,963,901
Fundraising	552,345

TOTAL SUPPORTING SERVICES	5,516,246
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TOTAL OPERATING EXPENSES

Excess/(deficit) from operations	33,438,530 (1,049,382)
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NON-OPERATING GAINS AND LOSSES AND OTHER REVENUE

Loss on sale of real estate	--
Interest and dividend income	46,858
Gain on investments	414,134

GAIN FROM OTHER ACTIVITIES	1,046,471
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NET ASSETS AT END OF YEAR	11,389,600
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\$100,000 +

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