BUILDING COMMUNITIES

www.voaflorida.org

Volunteers of America®
FLORIDA

Annual Report

2021 - 2022
A YEAR OF IMPACT

This last year, 2022 was one of continued adaptation, weather surprises, innovation, and growth. As the pandemic evolved and continues to bring disruption to our mission, we also continued to evolve in innovative ways to not only provide our services but to add more to them. Our new Electronic Health Care platform is allowing us to experience in tangible ways our vision of “provide Premier Human Services with superior results.”

Crises has always driven innovation to our mission and the pandemic evolution with the unexpected November storm was not an exemption. We were able to expand our storm response to other communities in our State beyond our typical service footprint.

One of the biggest areas of growth this past year was under our affordable housing line of service. We secured enough funding for four new housing developments to include closing the funding gaps created by inflation. We have become the provider of choice for affordable housing and support services in those communities.

Our community’s support came to the rescue one more time with an amazing level of engagement including In-Kind-donations and all sorts of community events. We could not do it without them!

The Resilience Strength Training (ReST) effort helped us support our military veterans and frontline workers experiencing feelings of moral distress, using skills and strategies developed in VOA’s evidence-based program. This allowed us to expand our behavioral health efforts to other groups in our communities.

Our ministry became more vibrant and present than ever in an environment of a lot of stress and spiritual needs. Our ministers stepped up to the challenge and took care of our flock.

I am so proud of what we accomplished last year and the committed leaders that made it happened with great servant leadership and yes, just like our vision states, with superior results! God bless and Happy New Year!

Janet M. Stringfellow
Volunteers of America of Florida
President/CEO
~5,000 Total People Served

1,620 Veterans Served

1,742 Residential Capacity

$1,246,203 In Kind Donations

231 Employees

10,000 Volunteer Hours

79 Total Programs

17 Counties

28 Cities
OUR MISSION

Volunteers of America of Florida engages Floridians in need to create positive life changes through compassionate support services.

OUR VISION

Volunteers of America of Florida strives to provide premier human services and experiences with superior results for individuals and families in need.
WHO WE ARE

Volunteers of America of Florida (VOAFL) is a local affiliate of the national, non-profit organization Volunteers of America (VOA).

Since 1918, Volunteers of America Florida has distinguished itself as one of this state’s largest and most respected human services organizations. Volunteers of America of Florida provides essential services to our community’s most vulnerable individuals.

WHO WE SERVE

Each year, we serve more than 5,000 individuals throughout the region and provide high quality, outcome-driven assistance programs – from homelessness, affordable housing, and services to specialized programs for seniors, those with special needs, veterans, individuals and families. We are recognized as the largest provider of supportive housing for homeless veterans in Florida, serving 17 communities from Pensacola to Key West.
### Programs and Services

#### HOUSING
- Elderly housing
- Family housing
- Veteran housing
- Housing for those with disabilities
- Affordable
- Transitional

#### BEHAVIORAL & MENTAL HEALTH
- Crisis counseling
- Drop-in centers
- Transportation
- Supported independent living
- Substance use disorder counseling
Programs and Services

Senior Services

- Affordable housing
- Service coordination
- Community engagement

Veterans

- Supportive housing
- Mental health
- Addiction services
- Case Management
- Employment training
- Therapy services
- Resilience Strength Training
- Support Moral Injury
Housing Programs

**Seniors**
For Seniors, maintaining independence is very important. At VOAFL, we provide housing for residents that live independently on a fixed income where they can thrive and age in peace.

**Families**
VOAFL properties provide low-income working families a place to call home, special facilities and services that help to address the needs of both children and their parents.

**Veterans**
Every Veteran deserves a place to call home. VOAFL offers a flexible continuum of housing and supportive services to individual veterans and veterans with families.

**Persons with Disabilities**
VOAFL proudly accommodates the changing needs of our residents. Providing activities, transportation, and individual case management to encourage independence.

Ribbon cutting celebrating the rehabilitation of Arbor Place a VOAFL affordable housing complex.

City of Palm Bay granted us the requested gap funding of $975,000 to build 30 units of affordable housing.

VOAFL on its way to help our neighbors in Cape Coral with some critical clean up tools, gas, water and more.
PROVIDING HUMAN SERVICES THROUGH COMPASSIONATE CARE
Service to Veterans

1,620 Veterans served
23 Veteran-focused programs
1,500 Veterans served in veteran focused programs
1,876 People served in veteran focused programs

Supportive Services for Veterans Families (SSVF)
SSVF programs provide temporary & supportive services for low or no-income Veterans and Veteran families. The goal of these programs is to promote housing stability through assistance and support services to homeless persons or those at risk of homelessness.

Veteran Case Management
Provides supportive services to Veterans living in permanent housing to assist with strengthening their independent living skills and long-term housing goals.

Veteran Housing Programs

- Ben Singleton Center (Jacksonville)
- Cocoa Veterans Village
- Gainesville Veterans Program
- Eloy A. Rodriguez, Jr Veterans Village (Key West)
- James Cole Village (Tampa)
- Lake City Cabins
- Manatee Veterans Village
- Miami Veterans Program
- Ocala Ritz Veterans Village
- Pensacola Veterans Village
- Punta Gorda Veterans Village
- Tallahassee Veterans Village

VOAFL teamed up with the Miami Dolphins and our partners at the Bob Woodruff Foundation to provide nutritious food packages to FL Veterans battling food insecurity.

Veterans Day eve, Miami Heat hosted an amazing experience for our military Veterans to show how much they appreciate their hard work and sacrifice.
Meet Russell

“"I am happy with what I got. I have good safe housing. I refuse to get myself down, and I think happy thoughts.””

-Russell

Russell is an Army Veteran who suffers from PTSD and recovering from heroin addiction. This addiction was part of his downfall and he knew if he continued down this path, death would not be far behind. Russell was living in motels and on the streets until he connected with Volunteers of America of Florida (VOAFL).

Russell isn't proud of his addiction and often thinks about life before drugs. Especially working for NASA and then Rooms2GO where he played a part in designing the first location. He's a retired drafter now who can barely print his own name due to the incredible pain he endures each day.

Russell is now living at a VOAFL affordable housing program where he can feel safe and comfortable as he continues to work on his recovery and pain management. He's a man who has paid his dues and ready for peaceful retirement. This is the story of an American hero with the simple goal of living in safe housing and being happy.
**Housing Programs for Individuals with Mental Health Diagnosis**

- Bradenton
- Fort Lauderdale
- Miami
- Jacksonville
- Lake City
- Pensacola
- Sebring
- Tampa

**Sandra Gal Children's Center**

The Sandra Gal Children's Center provides participants in the VOAFL Miami Permanent Supportive Housing Program a safe and clean space for their children to play, learn, and heal while they receive services.

**Drop in Centers**

A safe haven for Floridians to gather, learn, and start to heal. All Floridians are welcome to the Drop In Center. A myriad of services are offered at the Drop In Center. For many, the Drop In Center is the first step in becoming connected to much-needed services & housing. For others, the Drop In Center provides a clean place to socialize and relax.

**VOA|ReST 4 First Responders**

VOA|ReST 4 First Responders is a free, peer-to-peer small group support session(s) designed to help First Responders process feelings of moral discomfort and distress while reclaiming strength and commitment to their profession.
In 2011, Joy’s husband passed away in his sleep from a heart attack. They had been together for 18 ½ years. Prior to his passing, they were living on his disability, so when he passed away Joy had no income. Joy sold what she could to try to keep her home and later stayed with friends. Eventually she began living in her car at the local Walmart parking lot. During this time, Joy was seeing a psychiatrist to address symptoms from bipolar and depression. Her psychiatrist put in a referral to Volunteers of America Florida’s Sebring Program and Joy was able to move out of her car and receive stable housing through VOAFL. Joy states, “If it hadn’t been for that, I probably wouldn’t be here today.”

Joy is thankful for the one-on-one case management services, the group meetings, and the support from her Independent Living Coach. Joy blamed herself for her husband’s death, thanks to the services she received from VOAFL she was able to understand it was not her fault and allowed her to stop feeling guilty. As a participant, Joy was approved for Social Security Disability which helped her to save funds to find housing on her own and successfully graduate from VOAFL. Thanks to VOAFL, Joy has learned the importance of continued mental health care, has a better understanding of her diagnoses, and techniques that will assist her with situations that are out of her control. For Joy, mental health was never discussed growing up, so the mental health support and education she's received has helped her to help others.
Volunteers of America is one of the nation’s largest nonprofit developers of affordable senior housing.

We provide affordable housing to Seniors that allow residents to live independently on a fixed income. Residents have access to an on-site Service Coordinator who assists with the coordination of additional services such as transportation, benefit entitlement & much more.

**SENIOR HOUSING PROGRAMS**

- Clear Bay Terrace (Clearwater)
- Creekside Manor I (Clearwater)
- Creekside Manor II (Clearwater)
- Hialeah Apartments (Hialeah)
- Las Palmas I Apartments (Miami)
- Las Palmas II Apartments (Miami)
- Los Robles Apartments (Miami)
- Pine Grove Apartments (Gainesville)
- Puerta Del Sol Apartments (Miami)
- Silver Lakes Village (Orlando)
- Sweetwater Apartments (Miami)
Nicasio was living in Cuba where he became a political prisoner under Castro's regime. After being released he arrived in America with very little and no where to go. Nicasio has been living at VOAFL Creekside (affordable senior housing) for over 7 years and feeling grateful.

“Thanks to Volunteers of America of Florida I can enjoy life comfortably on a minimum budget and utilize all the assistance that is offered.”

-Nicasio
HOW YOU CAN HELP

Your contribution to Volunteers of America of Florida (VOAFL) gives the most vulnerable Floridians a chance to heal, find strength and fulfill their potential. When you support VOAFL, you are investing in stronger, healthier communities that lift up individuals and families, empowering them to thrive. Make a difference through Volunteers of America of Florida today by:

- Making a donation via our website or send a check to our mailing address
- Secure your legacy through a bequest
- Sign up to participate in a fundraising event
- Donate a car, truck or boat
- Host a supply drive (food, hygiene products, bedding and more)
- Volunteer your time and talent
- Corporate volunteer opportunities

Your gift will help Floridians in need that are struggling with homelessness, mental health disorders, extremely low in-come and other challenges.

For more information, contact: Stephanie Vranich | Vice President of Outreach and Development
(727) 369- 8475 | svranich@voa-fla.org

2023 EVENTS
The information presented here is a compilation prepared by management of audited financial data from Volunteers of America Florida, 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.
Programs Across Florida

FLORIDA
Pensacola, FL
Panama City, FL
Tallahassee, FL
Lake City, FL
Jacksonville, FL
Gainesville, FL
Ocala, FL
Poinciana, FL
Orlando, FL
Cocoa, FL
Winter Haven, FL
Bartow, FL
Sebring, FL
Tarpon Springs, FL
Clearwater, FL
Plant City, FL
St. Petersburg, FL - Affiliate
Service Center/Corporate Offices
Tampa, FL
Palmetto, FL
Bradenton, FL
Punta Gorda, FL
Sweetwater, FL
Hialeah, FL
Miami, FL
Miami Gardens, FL
Key West, FL
Broward County, FL

COMING SOON
BOARD OF DIRECTORS

Officers
Dr. Maurice R. Harvey
Chair
Retired, St. Leo University
Tampa, FL

Mr. Tommy Goodwin
Vice Chair
Seminole, FL

Ms. Melody Evans
Treasurer
Accountant
Temple Terrace, FL

Mr. Ivan Mesa
Secretary
Hillsborough Community College
Tampa, FL

Directors
Mr. Thomas Bowman
Department of Veterans Affairs
St. Petersburg, FL

Dr. Debra Thrower
Retired, St. Leo University
Tampa, FL

Mr. Kenneth M. Maliszewski
Tampa, FL

Ms. Betty Viamontes
Lions Eye Institute
Tampa, FL

Mr. Spencer Reynolds
BNI Tampa
Tampa, FL

Mrs. Allison Whitaker
A Plus Staffing Solutions
Tampa, FL

Dr. Khary Rigg, Ph.D.
University of South Florida
Tampa, FL

Management Team

Janet Stringfellow
President/CEO

Stephanie Johnson
Vice President of Operations

Travis Brown
Vice President of Housing and Development

Pat Norstedt
Executive Vice President of Quality & Ministry

Randall Burgan
Chief Operating Officer

Mercy Pargas
Executive Vice President of Finance