Thank you to our community and government partners. VETERANS SERVICES

For many of our veterans, the transition back to our communities and civilian life is filled with challenges. VOA believes every veteran has earned support to help them meet those challenges. Our Supportive Services for Veterans Families and Homeless Veterans Reintegration Program provide comprehensive supports for veterans in need. From housing support to job and education counseling, we are there for the men and women who are always there for us.

2,000 NEARLY 2,000 VETERANS AND THEIR FAMILIES, INCLUDING MORE THAN 300 CHILDREN, RECEIVED ASSISTANCE FROM VOA
Thank you to our community and government partners.

For 35 years, Volunteers of America has been keeping families facing homelessness together. And this year, as we celebrated our 35th Anniversary, we also celebrated a new name for our Family Emergency Shelter – Unity House, as well as a new name for our array of comprehensive housing services – VOA Home.

“Our new names describe our mission. We keep families together in a safe, welcoming and comfortable home. And we prepare for better futures in stable housing. We know the meaning of home, and we want every family we can possibly serve to know we are there for them,” Jennifer Hancock.

Thank you to our community and government partners.
COMMUNITY ENGAGEMENT

We can’t serve 24,000 people without a community of supporters who help us every day. They serve meals, provide child care, plant gardens, make repairs and conduct classes. It’s all designed to give hope, and in the past year we’ve had 1,592 volunteers give more than 20,056 hours of their time. Thank you to our extended Volunteers of America family who magnify our work and make so much possible.

1,592

Without 1,592 volunteers, we can’t provide the most diverse and comprehensive services in our four-state region.
Thank you to our community and government partners.

Our groundbreaking addiction recovery services are growing to meet the need. Freedom House, our program for pregnant and parenting women overcoming substance use disorder, is recognized nationally as a standard for quality care. This year, we were one of seven programs in the nation – and the only one in Kentucky – to be certified by the extremely rigorous American Society of Addiction Medicine.

We celebrated the birth of the 200th healthy baby born at Freedom House this year – and have since grown that number to 217.

635 INDIVIDUALS RECEIVED LIFE-CHANGING ADDICTION RECOVERY TREATMENT THIS YEAR, INCLUDING 65 VETERANS
Thank you to our community and government partners.

VOA is one of the region’s largest providers of services and care for individuals with intellectual and developmental disabilities. We provide comprehensive in-home support and specialized services in a range of welcoming and comfortable homes.

Our innovative Supported Employment program puts people with developmental disabilities to work in productive and fulfilling jobs. Our program pays market wages and gives our capable and talented clients opportunities to work for tremendous employers like Mark’s Feed Store, Republic Bank and the Louisville Slugger Museum and Factory.
VOA FIT

VOA provides convenient, confidential and free HIV testing and education services, working every day to keep our community healthy and informed. VOA FIT is a key part of our innovative program – Friends Inspiring Testing. We offer financial incentives to individuals in high-risk communities to get tested and encourage their friends to get tested.

Thank you to our community and government partners.
For far too long, rural areas of our beautiful commonwealth, including southeastern Kentucky, have not had access to comprehensive and effective addiction recovery services. VOA is working with local leaders and community partners to meet this need and our VOA Recovery Freedom House will soon be serving pregnant and parenting women with a facility in Clay County. Our Recovery Community Center is already open and providing a welcoming gathering place for people in recovery.

This year, VOA opened the fourth Recovery Community Center in Kentucky and the first in a rural area. Construction of our first Freedom House outside of Louisville is nearly complete and we will open in 2020.
MEN’S ADDICTION RECOVERY

The VOA Recovery Shelby campus is home to several men’s addiction recovery programs. We have a focus on serving veterans and men exiting incarceration, but any man seeking to overcome substance use disorder is welcome. We can serve as many as 75 men, and offer comprehensive programs and services.
Throughout more than 40 programs, Volunteers of America works to build stronger, more stable futures for families and children.

Last year, our diverse programs provided direct and comprehensive service to more than 2,396 children. From helping veterans who have served our nation to find long-term, affordable housing to helping moms overcome substance use disorder, VOA is committed to giving kids hope for brighter futures.
## Financials

### Assets

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
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<tr>
<td>Cash and cash equivalent</td>
<td>330,428</td>
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<tr>
<td>Accounts receivable, net</td>
<td>4,733,686</td>
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<tr>
<td>Prepaid expenses</td>
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<td><strong>TOTAL CURRENT ASSETS</strong></td>
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<tr>
<td>Property and Equipment</td>
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<tr>
<td>Land and buildings</td>
<td>11,295,973</td>
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<tr>
<td>Furniture and equipment</td>
<td>4,840,601</td>
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<tr>
<td>Less accumulated depreciation</td>
<td>(8,249,992)</td>
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<td><strong>TOTAL PROPERTY AND EQUIPMENT</strong></td>
<td><strong>7,886,582</strong></td>
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<td>Other Assets</td>
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<td>Long-term investments</td>
<td>1,576,160</td>
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<td>Restricted deposits</td>
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<td>Pledges receivable noncurrent</td>
<td>1,244,894</td>
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<td><strong>TOTAL OTHER ASSETS</strong></td>
<td><strong>2,974,811</strong></td>
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<td><strong>TOTAL ASSETS</strong></td>
<td><strong>16,115,954</strong></td>
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### Liabilities and Net Assets

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<tr>
<th>Category</th>
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<tr>
<td>Accounts payable</td>
<td>231,518</td>
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<tr>
<td>Mortgages and other notes payable, due in one year</td>
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<td>Line of credit</td>
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<td>Accrued expenses</td>
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<td>Other current liabilities</td>
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<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
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<tr>
<td>Long-Term Liabilities</td>
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<td>Mortgages and notes payable, noncurrent</td>
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<td><strong>TOTAL LONG-TERM LIABILITIES</strong></td>
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### Net Assets

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<td>Unrestricted</td>
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<td>With donor restrictions</td>
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<td><strong>TOTAL NET ASSETS</strong></td>
<td><strong>9,921,057</strong></td>
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<td><strong>TOTAL LIABILITIES AND NET ASSETS</strong></td>
<td><strong>16,115,954</strong></td>
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## Statement of Revenue and Expenses

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<tr>
<th>Revenue and Expenses</th>
<th>Amount</th>
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<tr>
<td>Public support and revenue</td>
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<tr>
<td>Public support/direct and indirect support</td>
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<tr>
<td>Public support/capital and bequests</td>
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<tr>
<td>Special events</td>
<td>150,521</td>
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<tr>
<td>Volunteers of America awards and grants</td>
<td>115,073</td>
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<tr>
<td><strong>TOTAL PUBLIC SUPPORT</strong></td>
<td><strong>3,188,932</strong></td>
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<td>Grants from public agencies</td>
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<tr>
<td>Program service fees</td>
<td>2,691,482</td>
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<td>Rental income</td>
<td>296,424</td>
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<td>Miscellaneous revenue</td>
<td>32,599</td>
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<tr>
<td><strong>TOTAL REVENUE FROM OPERATIONS</strong></td>
<td><strong>29,339,760</strong></td>
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<tr>
<td><strong>EXPENSES BY PROGRAM</strong></td>
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<tr>
<td>Homeless and Housing services</td>
<td>6,119,187</td>
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<td>Addiction recovery services</td>
<td>4,029,765</td>
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<td>Developmental disability services</td>
<td>11,717,931</td>
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<td>Correctional services</td>
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<td>Health care services</td>
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<tr>
<td>VOA Property Corporation of Louisville</td>
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<td><strong>TOTAL PROGRAM SERVICES</strong></td>
<td><strong>24,471,239</strong></td>
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<tr>
<td><strong>SUPPORT SERVICES</strong></td>
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<tr>
<td>Management and general</td>
<td>3,880,894</td>
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<tr>
<td>Fundraising</td>
<td>865,600</td>
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<tr>
<td>Administration fees paid to national organization</td>
<td>633,036</td>
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<tr>
<td><strong>TOTAL SUPPORTING SERVICES</strong></td>
<td><strong>5,379,530</strong></td>
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<tr>
<td><strong>TOTAL OPERATING EXPENSES</strong></td>
<td><strong>29,850,769</strong></td>
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<tr>
<td>Excess/(deficit) from operations</td>
<td>(511,009)</td>
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<tr>
<td><strong>NON-OPERATING GAINS AND LOSSES AND OTHER REVENUE</strong></td>
<td></td>
</tr>
<tr>
<td>Loss on sale of real estate</td>
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</tr>
<tr>
<td>Interest and dividend income</td>
<td>69,779</td>
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<tr>
<td>Gain on investments</td>
<td>16,128</td>
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<tr>
<td><strong>GAIN FROM OTHER ACTIVITIES</strong></td>
<td><strong>150,924</strong></td>
</tr>
<tr>
<td><strong>NET ASSETS AT END OF YEAR</strong></td>
<td><strong>9,921,057</strong></td>
</tr>
</tbody>
</table>
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