

OVERVIEW OF PROGRAMS AND SERVICES

Founded in 1896 by volunteers who wished to serve their local community, Volunteers of America today is a full service, accredited and licensed not-for-profit business. Today, we reach approximately 25,000 people annually through 41 distinct human service programs operating in Kentucky, Tennessee, West Virginia, and Clark and Floyd Counties in Southern Indiana. These include:

- Shelter, transitional housing and support services for families who are homeless;
- Addiction recovery services for specific populations, including veterans, pregnant and parenting women and formerly incarcerated men;
- Home-based and non-residential support for people with developmental disabilities;
- Housing for seniors with low-incomes, people with mental illness and women with disabilities;
- Homelessness prevention, employment, and other supportive services for veterans and their family members; and
- HIV testing and prevention services and housing support for people living with HIV/AIDS.



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 were reaccruited in 2015.



**WHAT YOU
NEED TO KNOW
ABOUT US**



We are **DIVERSE**

We offer 39 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 and employees

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

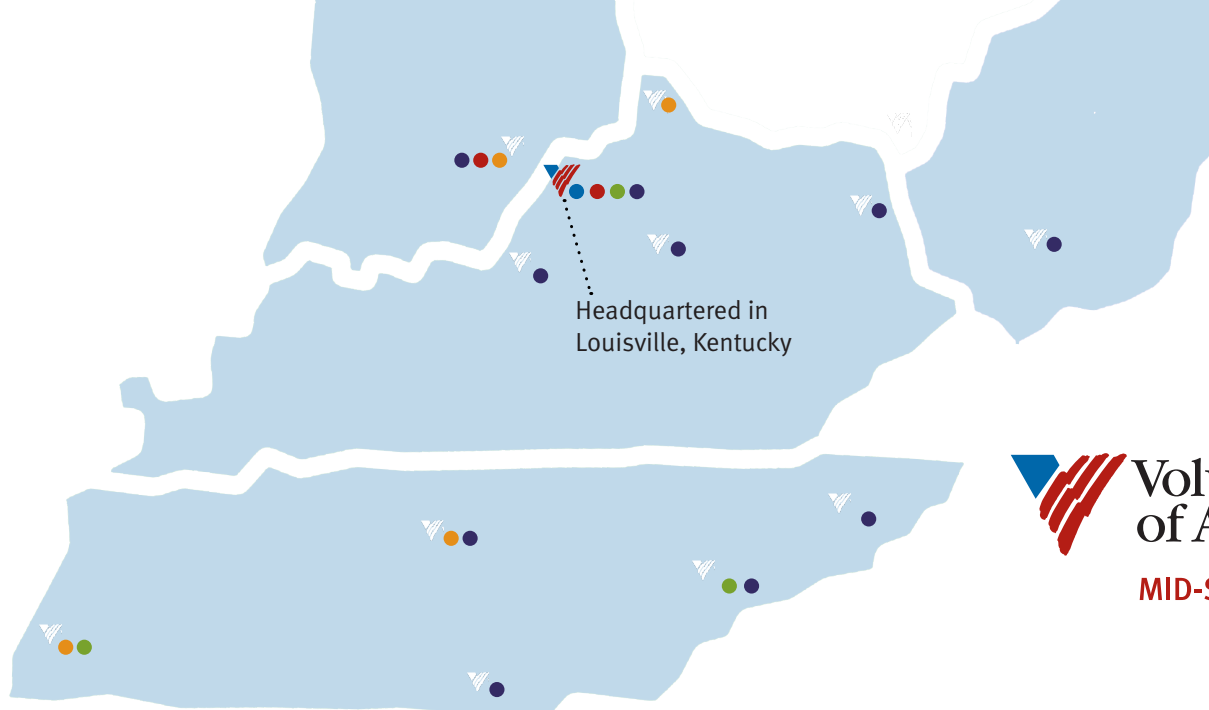
Recognized for high performance standards and quality service delivery, we are fully accredited through the Council on Accreditation. We employ more than 550 full-time and part-time staff who offer professional, evidence-based services with a focus on positive outcomes.

Our Fiscal Year 2018 operating budget is \$27 million, with 84 cents of every dollar raised by the organization allocated toward direct client services. Programs are funded through a diverse array of funding streams, including federal, state, and local grants and contracts; private foundations; and public contributions.



CREDIBILITY • INTEGRITY • ACHIEVEMENT





41 distinct programs serving 25,000 people

● **Addiction Recovery Services**

- Women’s Addiction Recovery Services: Freedom House, VOA Recovery Women’s Transitional Living - Louisville
- Men’s Addiction Recovery Services - Louisville
- Outpatient Counseling Services
- Veterans Addiction Recovery Services - Louisville
- LEAD: Law Enforcement Assisted Diversion - Louisville

● **Developmental Disability Services**

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

● **HIV Services**

- Housing Opportunities for Persons with AIDS (HOPWA) - Louisville
- Louisville Metro Syringe Exchange Program
- S.T.O.P. (Stop The Spread of HIV Through Outreach and Prevention)- Louisville and Kentuckiana

● **Homeless and Housing Services**

- Candleridge Plaza Apartments - Powell
- Casa Grace Senior Housing Community - Memphis
- Eviction Prevention Program - Louisville
- Family Emergency Shelter - Louisville
- Family Stabilization Program - Louisville
- Maud Booth Gardens Senior Housing Community - Knoxville
- South Oaks Senior Housing Community - Louisville
- Spanish Cove Senior Housing Community - Louisville
- Transitional Housing Program - Louisville
- Woodgreen Apartments - Louisville

● **Veterans Services**

- Homeless Veterans Reintegration Program: Chattanooga, Johnson City, TN; Lexington and surrounding counties, KY.
- Supportive Services for Veterans and Families Program: Elizabethtown, Grayson, Lexington and surrounding counties, Louisville and Radcliff, KY; Knoxville and surrounding counties and Johnson City, TN; New Albany, IN; Beckley, WV.