FY 2023, a year of expansions and opportunities

Volunteers of America Mid-States experienced another productive and notable year in FY 23 as our organization continues to provide for our most in-need populations across our service area. We have witnessed groundbreakings and ribbon cuttings in brand-new regions, expanded the footprint of our locally and nationally recognized services, and celebrated many program milestones.

This annual report provides highlights from each of our programs highlighting the impact our services have across Kentucky, Tennessee, West Virginia, and Clark and Floyd Counties in Indiana.
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Scott lives in Memphis, Tennessee with the assistance of our VOA Community program.
Dear Friends:

We continued to witness the expansion of VOA’s life-changing services in FY 23, and there is still so much more to come. As our services become more regionally accessible, VOA remains dedicated to cultivating positive, productive relationships with communities to provide the most effective and impactful assistance possible.

The ability to serve as many individuals as we do would not be possible without community leaders, generous supporters and caring individuals who help us create lasting change. Our evidence-based, data-driven programs make a real difference, and I’m so proud to share these amazing results with you.

Sincerely,

Jennifer Hancock, President and CEO
DIVERSITY, EQUITY AND INCLUSION

As a community steward, we are dedicated to authentically serving all members of our community and accomplish this through creating positive change in the lives of a diverse group of individuals through a ministry of service. Diversity is one of the core values of our organization and at VOA, we believe that a team comprised of different backgrounds, experiences and skills is important to the success of our mission. An inclusive and welcoming environment that creates a sense of belonging is a key strength of our programs and team members.

MISSION

VOA Mid-States creates positive change in the lives of individuals and communities through a ministry of service.
At VOA, we are always looking for ways to engage the communities we serve by providing engagement events as well as additional volunteer opportunities.

Our compassionate supporters provide tutoring and mentoring to children in our programs; community partners host arts and crafts nights and bowling excursions; adopt our homes; beautify our programs; and many attend Journeys to directly learn how our evidence-based programs work.

Nearly 1,000 individuals join us at the annual Power of 1 Breakfast to hear from program graduates and learn more about how they can make a difference in the lives of the individuals we serve. And our Tennessee Weekend of Champions brings supporters from all over to Nashville for dinner, a celebrity keynote speaker and a massive golf scramble, benefitting our programs across Tennessee.

<table>
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<th>Total volunteers supported</th>
<th>Hours of service provided by generous and compassionate volunteers through numerous creative opportunities for engagement throughout the year</th>
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<td>821</td>
<td>11,555</td>
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Recovery Ready Communities

The Recovery Ready Communities certification program provides a quality measure of a city, county, or region's response to substance use disorder.

The VOA Recovery Ready Communities team works with local officials, community leaders, and other stakeholders to map a community's recovery assets and identify gaps in their local recovery-oriented system of care.

Four communities encompassing seven counties have been certified since the program officially launched in February of 2023, covering a total population of more than 500,000 Kentuckians.
Restorative Justice

VOA Restorative Justice is a different approach to the justice system that provides a way for individuals who were harmed to have a direct say in the process. Restorative Justice addresses the harm by asking who is responsible and how the harm can be repaired. This process brings together the victim, the offender and a trained counselor to attempt to make amends rather than send the case through the traditional justice system. This meeting is crucial to the healing process for the victim, offender and the community.

This alternative reduces recidivism and costs one-third of an average youth detention stay, saving substantial taxpayer dollars.
HIGHLIGHTS

64% increase in referrals from 2022 in Jefferson, Laurel, Knox Whitley, McCreary, Clay, Jackson, Leslie, Pulaski, Rockcastle, Christian Counties

Added restorative justice services in Clark County Public Schools.

Added 7 new schools to the Jefferson County Public Schools (JCPS) Elementary School Project and now operating in JCPS Middle and High Schools.

Partnered with KY Department of Juvenile Justice working with probated and committed youth.


Community Partners

Youth who completed the restorative justice process and made direct amends

Louisville

Southeast KY

94%

88%

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VOA Health addresses the root causes of health inequities across Louisville, KY utilizing a variety of effective resources.

Our Determined Health program addresses social determinants of health by Community Health Workers tasked with providing outreach, education and other services to individuals. The primary goal is to connect them with high-quality health care.

The Outreach and Prevention program offers free, confidential HIV testing, Housing Opportunities for Persons with AIDS financial assistance, safe sex supplies and sex health education.

We offer free access to a computer lab in Louisville’s West End as a community resource.
HIGHLIGHTS

▲ 262 people received services from Determine Health.

▲ 98% of clients with high needs were linked to essential resources.

▲ 100% of clients receiving housing assistance remained lease compliant and/or stably housed within a 12-month reporting period.

Community Partners

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Our evidence-based, outcomes-driven addiction recovery services extend far beyond just treating the root causes of substance use disorder. Our programs are the center of “recovery ecosystems” that provide numerous aftercare services including transitional housing, family recovery court, workforce re-entry and more to fortify our clients’ recovery journeys.

VOA will grow more of these recovery ecosystems serving communities across Kentucky as we begin to break ground on new Freedom Houses in Stanford, Owensboro and Northern Kentucky, providing these much-needed services to more regions across the state.

- Freedom House
- Liberty Place
- Recovery Community Center
- Family Recovery Court
- Recovery Ready Communities
- Recovery Reintegration Program
- Transitional Living for Women
- Family Connections Program
3,757 visits at the Recovery Community Center by 349 unique individuals.

73% of Clay County Family Recovery Court clients maintained sobriety while in the program.

72% of Clay County Family Recovery Court clients had an increase in child visitation or reunification.

76% of Liberty Place clients increased contact with children or family.

90% of Freedom House mothers increased visitation with removed children or reunited with children

79% overall retention for clients placed in jobs in our Recovery Reintegration workforce re-entry program.

Community Partners

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VOA Honor is a leader in serving veterans. We focus on housing stability for veterans and their families as part of comprehensive programs that assist with job placement, education resources and health care.

- **Supportive Services for Veteran Families (SSVF) Programs**
  - Clark and Floyd Counties in Indiana
  - Kentucky
  - Tennessee
  - West Virginia

- **Homeless Veterans Reintegration Program (HVRP)**
  - West Virginia

- **Moral Injury and Preventing Suicide**
  - Clark and Floyd Counties in Indiana
  - Kentucky
  - Tennessee
  - West Virginia
HIGHLIGHTS

1,614 Veterans served by VOA Honor.
1,139 households served.
1,108 SSVF 31 HVRP
729 Households served with rapid-rehousing.
22 Moral Injury and Preventing Suicide veterans served.

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Opened a new SSVF office in Owensboro, KY.
Launched Moral Injury and Preventing Suicide programs across all service areas.

Community Partners

94% Satisfaction rate across all divisions of VOA Honor.

JULY 1, 2022 - JUNE 30, 2023
VOA Home provides crucial housing assistance for families and seniors across our service area. While our communities experience a housing crisis, our Unity House family shelter, Eviction Prevention and Rapid Rehousing programs are more essential than ever. We work around-the-clock to help individuals find safe, stable and affordable housing.

Program areas include:

- Eviction Prevention
- Unity House, a family emergency shelter
- Family Stabilization Program
- Rapid Re-Housing Program
- Senior Affordable Housing
- Mobile Outreach Program
- Tenant-based rental assistance
HIGHLIGHTS

84% of Unity House clients exited to permanent or transitional housing.

80% of Unity House clients obtained or maintained stable income.

100% of Rapid Re-Housing clients had a lease in their name at the end of 12 months of assistance.

100% of Permanent Supportive Housing successfully completed a one year lease.

101 school-aged children served across 34 different JCPS schools.

131 clients living in senior housing who completed a health and wellness program

19 households served in our Tenant-Based Rental Assistance program with 44 people total

Announced plans for Monarch Station at Shelby campus, which will provide 80 units of low-income housing to Louisville residents including 20 units of permanent supportive housing.

Launched Mobile Outreach for those unhoused outside of the Watterson Expressway or near the Gene Snyder Expressway.

Community Partners

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VOA COMMUNITY

VOA Community provides significant services for individuals with intellectual and developmental disabilities, allowing them to live healthy, fulfilling and engaged lives. Our In-Home Support, Supported Living, Supported Employment programs give our clients the necessary tools to become involved in their communities through job opportunities and other interactive programs.

We provide the following services:

- Supported Employment
- Residential
- In-Home Supports
- Adult Foster Care
HIGHLIGHTS

168 individuals supported in VOA Community.

100% of clients placed in employment maintained employment for at least 6 months.

94% overall client satisfaction.

Community Partners

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- Commonwealth of Kentucky
- Delta Dental of Kentucky
- Humana Foundation
- Humana, Inc.
- Jewish Heritage Fund
- Kentucky Chamber of Commerce Foundation, Inc.
- Kosair for Kids
- Legacy Foundation of Kentuckiana
- Charlsey and Billy Lowdenback Charitable Trust
- St. Elizabeth Healthcare

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- Anthem Blue Cross Blue Shield
- Brown-Forman Foundation
- Churchill Downs, Inc.
- City of Corbin
- Clay County Fiscal Court
- Community Foundation of Louisville, Inc.
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<tr>
<td>Norma and Lawrence Reynolds</td>
</tr>
<tr>
<td>Don, Terry &amp; Joseph Richards</td>
</tr>
<tr>
<td>Ms. Pamela Richardson</td>
</tr>
<tr>
<td>Mr. and Mrs. Richard D. Rink</td>
</tr>
<tr>
<td>Robert and Debra Roberts</td>
</tr>
<tr>
<td>Mr. Eric Schaefer</td>
</tr>
<tr>
<td>Roger and Diane Shott</td>
</tr>
<tr>
<td>Ms. Isaac Shrum</td>
</tr>
<tr>
<td>Ms. Natalie Snyder</td>
</tr>
<tr>
<td>Chris and Susan Staples</td>
</tr>
<tr>
<td>Mr. Jason Steele</td>
</tr>
<tr>
<td>Mr. David Stewart</td>
</tr>
<tr>
<td>Mr. Jimmy Tharpe</td>
</tr>
<tr>
<td>The Difference Card</td>
</tr>
<tr>
<td>Ms. Cynthia Torp</td>
</tr>
</tbody>
</table>
$500 to $999 continued.

Ms. Donna B. Trabue
University of Louisville
Ms. Anne M. Vandervort
Wayne and Judy Weaver
Mr. David Weill, III
Ms. Joanne M. Weis
Mr. Ben Wells
West Main Leasing Co., LLC
Ms. Iris Wilbur Glick
and Mr. Tyler Glick

Mr. Brandon Williams
Ms. Kim E. Wise
Ms. Phoebe A. Wood
Mr. Richard Wrightington
Mrs. Emet Wright-Lawson
John and Ashley Young
Yum! Brands, Inc.
Zeta Phi Beta Sorority, Inc.

We would also like to thank the individuals and companies that made contributions of $499 or less, donated goods or services, and volunteered their time to support our mission.
Financial Snapshot

Assets

Current assets
Cash and cash equivalent 4,498,255
Restricted Cash 2,798,592
Accounts receivable/Current Pledges, net 5,079,116
Prepaid expenses 689,773
Total current assets 13,065,736

Property and Equipment

Right of Use Assets (ROU) - Operating, Net 905,841
Right of Use Assets (ROU) - Finance, Net 147,034
Land and Buildings 13,049,195
Furniture, Equipment, Construction in Progress 6,915,796
Less accumulated depreciation (11,115,591)
Total property, Equipment, & ROU Assets 9,902,275

Other assets

Long-term investments 1,854,956
Beneficial interest in trusts 1,764,175
Restricted deposits 334,970
Pledges receivable noncurrent 1,263,283
Total other assets 5,217,384

Statement of revenue and expenses

Public support - direct and indirect support 7,757,971
Special events 821,506
Volunteers of America awards and grants 70,282
United Way awards and grants 32
Total public support 8,649,791

Revenues and grants from public agencies 26,304,539

Program service fees 5,854,248
Rental income 386,801
Miscellaneous revenue 12,018
Total revenue from operations 41,207,397

Expenses by program

VOA Community 15,225,900
VOA Home & Honor 8,829,421
VOA Recovery 6,797,352
VOA Health & VOA Justice 2,097,343
Total expenses by program 32,950,016
### Liabilities and net assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable</td>
<td>1,030,432</td>
</tr>
<tr>
<td>Mortgages and other notes payable, due in one year</td>
<td>119,109</td>
</tr>
<tr>
<td>Deferred Revenue</td>
<td>4,936,953</td>
</tr>
<tr>
<td>Accrued Expenses</td>
<td>1,908,126</td>
</tr>
<tr>
<td>Other current liabilities</td>
<td>2,886,702</td>
</tr>
<tr>
<td>Current Lease Liabilities - Operating</td>
<td>478,073</td>
</tr>
<tr>
<td>Current Lease Liabilities - Finance</td>
<td>67,703</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td><strong>11,427,098</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lease Liabilities - Operating, Net of Current</td>
<td>436,475</td>
</tr>
<tr>
<td>Lease Liabilities - Finance, Net of Current</td>
<td>85,557</td>
</tr>
<tr>
<td>Mortgages and notes payable, noncurrent</td>
<td>284,539</td>
</tr>
<tr>
<td><strong>Total long-term liabilities</strong></td>
<td><strong>806,571</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted</td>
<td>6,337,147</td>
</tr>
<tr>
<td>With donor restrictions</td>
<td>9,614,579</td>
</tr>
<tr>
<td><strong>Total net assets</strong></td>
<td><strong>15,951,726</strong></td>
</tr>
<tr>
<td><strong>Total liabilities and net assets</strong></td>
<td><strong>28,185,395</strong></td>
</tr>
</tbody>
</table>

### Support services

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management and general</td>
<td>7,160,650</td>
</tr>
<tr>
<td>Fundraising</td>
<td>994,465</td>
</tr>
<tr>
<td><strong>Total supporting services</strong></td>
<td><strong>8,155,115</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total operating expenses</strong></td>
<td><strong>41,105,131</strong></td>
</tr>
<tr>
<td><strong>Excess/(deficit) from operations</strong></td>
<td><strong>102,266</strong></td>
</tr>
</tbody>
</table>

### Non operating gains and losses and other revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gain on the sale of real estate</td>
<td>23,258</td>
</tr>
<tr>
<td>Interest and dividend income</td>
<td>116,335</td>
</tr>
<tr>
<td>Change in beneficial interests</td>
<td>118,923</td>
</tr>
<tr>
<td>Gains/(Loss) on investments</td>
<td>125,624</td>
</tr>
<tr>
<td>Gains from other activities</td>
<td>384,140</td>
</tr>
<tr>
<td><strong>Net assets at end of year</strong></td>
<td><strong>15,951,726</strong></td>
</tr>
</tbody>
</table>