



2023 ANNUAL REPORT | JULY 1, 2022 - JUNE 30, 2023

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.



Selina and her daughter Mya. This past year, Selina started a new, healthy life at Freedom House.

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Scott lives in Memphis, Tennessee with the assistance of our VOA Community program.



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A message from our President and CEO

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,

A handwritten signature in black ink that reads "Jennifer Hancock".

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.

To learn more about VOA Mid-States or to support our mission please visit www.voamid.org

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Community Impact

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.

821

Total volunteers supported
VOA and our programs

11,555

Hours of service provided by generous and
compassionate volunteers through numerous creative
opportunities for engagement throughout the year

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.

4 Certified Communities

7 Counties Certified: Boyle, Perry, Woodford, Boone, Kenton, Campbell, and Grant.

8 Counties in Certification Process



● Certified Counties

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.
- ▲ Launched Alternative to Detention program serving Jefferson, Bullitt, Hardin, Christian, Warren, Fayette, Scott, Franklin, Madison and Jessamine Counties.

Youth who completed the restorative justice process and made direct amends



94%

Louisville



88%

Southeast KY

Community Partners

Jewish Heritage
Fund for Excellence



VOA HEALTH

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

Humana.



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VOA RECOVERY

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



HIGHLIGHTS

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



VOA HONOR

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.

▲ Opened a new SSVF office in Owensboro, KY.

▲ Launched Moral Injury and Preventing Suicide programs across all service areas.



94%

Satisfaction rate
across all divisions of
VOA Honor.

Community Partners



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HOME

VOA HOME

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

THE GHEENS
FOUNDATION



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KHC
Kentucky
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Investing in quality housing solutions.



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JULY 1, 2022 - JUNE 30, 2023



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



Thank you to our generous **DONORS** and **COMMUNITY PARTNERS**.

\$100,000 +

Anonymous

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Financial Snapshot

Assets		Statement of revenue and expenses	
Current assets		Public support - direct and indirect support	7,757,971
Cash and cash equivalent	4,498,255	Special events	821,506
Restricted Cash	2,798,592	Volunteers of America awards and grants	70,282
Accounts receivable/Current Pledges, net	5,079,116	United Way awards and grants	32
Prepaid expenses	689,773	Total public support	8,649,791
Total current assets	13,065,736	Revenues and grants from public agencies	26,304,539
Property and Equipment		Program service fees	5,854,248
Right of Use Assets (ROU) - Operating, Net	905,841	Rental income	386,801
Right of Use Assets (ROU) - Finance, Net	147,034	Miscellaneous revenue	12,018
Land and Buildings	13,049,195	Total revenue from operations	41,207,397
Furniture, Equipment, Construction in Progress	6,915,796	Expenses by program	
Less accumulated depreciation	(11,115,591)	VOA Community	15,225,900
Total property, Equipment, & ROU Assets	9,902,275	VOA Home & Honor	8,829,421
Other assets		VOA Recovery	6,797,352
Long-term investments	1,854,956	VOA Health & VOA Justice	2,097,343
Beneficial interest in trusts	1,764,175	Total expenses by program	32,950,016
Restricted deposits	334,970		
Pledges receivable noncurrent	1,263,283		
Total other assets	5,217,384		

Liabilities and net assets

Accounts payable	1,030,432
Mortgages and other notes payable, due in one year	119,109
Deferred Revenue	4,936,953
Accrued Expenses	1,908,126
Other current liabilities	2,886,702
Current Lease Liabilities - Operating	478,073
Current Lease Liabilities - Finance	67,703
Total Current Liabilities	11,427,098

Long-term liabilities

Lease Liabilities - Operating, Net of Current	436,475
Lease Liabilities - Finance, Net of Current	85,557
Mortgages and notes payable, noncurrent	284,539
Total long-term liabilities	806,571

Net Assets

Unrestricted	6,337,147
With donor restrictions	9,614,579
Total net assets	15,951,726
Total liabilities and net assets	28,185,395

Support services

Management and general	7,160,650
Fundraising	994,465
Total supporting services	8,155,115

Total operating expenses

Excess/(deficit) from operations	41,105,131
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Non operating gains and losses and other revenue

Gain on the sale of real estate	23,258
Interest and dividend income	116,335
Change in beneficial interests	118,923
Gains/(Loss) on investments	125,624
Gains from other activities	384,140
Net assets at end of year	15,951,726

