

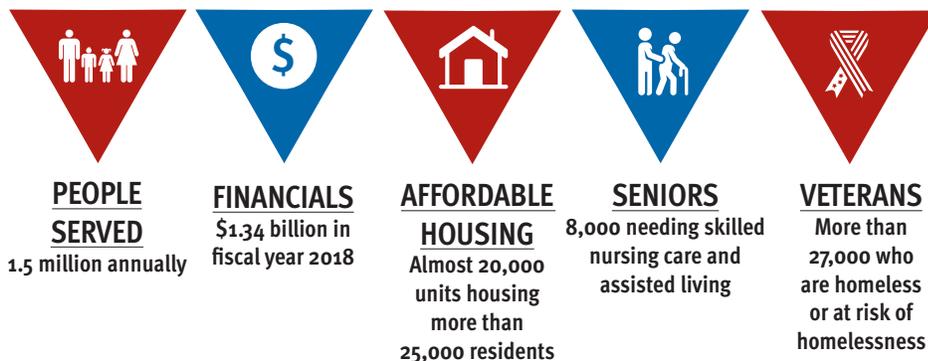


**V**olunteers of America is a national, nonprofit, faith-based organization dedicated to helping those in need rebuild their lives and reach their full potential. Through hundreds of human service programs, including housing and healthcare, Volunteers of America helps 1.5 million people in over 400 communities in 46 states. For more than a century, we have supported and empowered America's most vulnerable groups, including veterans, the frail elderly, at-risk youth, men and women returning from prison, homeless individuals and families, people with disabilities, and those recovering from addictions. Our work touches the mind, body, heart – and ultimately the spirit – of those we serve, integrating our deep compassion with highly effective programs and services.



## Volunteers of America®

### FACTS & FIGURES\*



\* Figures are for the fiscal year ended June 30, 2018

**In addition to its many diverse services**, Volunteers of America is one of the nation's largest nonprofit providers of **quality affordable housing**. The organization is also a major provider of **skilled long-term nursing care** and health services. Volunteers of America operates nursing facilities, residential assisted-living complexes, and retirement communities.

Volunteers of America is also one of the nation's largest nonprofit organizations addressing the needs of vulnerable **veterans and their families**. Nationally, we serve approximately more than 27,000 veterans annually

who are homeless or at-risk of homelessness.

Other service areas offered by Volunteers of America's 31 affiliates nationwide include:

- Children and youth
- Correctional/offender reentry
- Intellectual disabilities
- Mental health
- Substance abuse

Volunteers of America is committed to providing these services to growing numbers of people well into the future.



## PROGRAMS & SERVICES

**Volunteers of America** is one of the nation's most comprehensive human services charities, offering programs for individuals, families and communities. In fiscal year 2018, Volunteers of America had total combined revenues of \$1.34 billion and touched the lives of 1.5 million people through the following service categories:

### ▼ Children and Youth Services

We are committed to encouraging positive development for children, youth and their families. Our programs include prevention, early intervention, crisis intervention and long-term services.

### ▼ Community Enhancement

By acting as a safety net for individuals and families in need, we work to strengthen and enhance communities. We offer a variety of community programs including information and referral, food and prepared meals, thrift stores and collaborations with the faith community.

### ▼ Correctional Services

We help rehabilitate adult offenders and steer youth to set new, positive directions for their lives. Services include halfway house and work release programs, day reporting, diversion and pre-trial services, residential treatment, family supports, and dispute resolution and mediation services.

### ▼ Elderly Services

We encourage seniors to be healthy and active through a host of supportive services. We provide senior centers and day programs, Program of All-Inclusive Care for the Elderly (PACE), home repair and homemaker services,

information and referral, Meals-on-Wheels and group meal programs, transportation, companion services, protection against abuse and neglect and volunteer services.

### ▼ Employment and Training Services

We work to prevent unemployment and underemployment through a range of training and employment services. Our programs include adult literacy, computer centers, work experience programs, counseling, job placement and supportive employment for individuals with disabilities.

### ▼ Health Care Services

For seniors and others coping with illness or injury, we offer long-term nursing care, assisted living, memory care, nursing care, rehabilitative therapy and more. We also address the continuing HIV epidemic through prevention and family support services.

### ▼ Homeless Services

We work to prevent and end homelessness for individuals and families through a range of support services. These services include eviction prevention, emergency services, housing, transitional housing with services and permanent affordable housing.

### ▼ Housing

We are one of the nation's largest nonprofit providers of quality, affordable housing for families, the elderly and people with disabilities. We provide homes to more than 25,000 people annually.

### ▼ Intellectual Disability Services

We empower people with intellectual disabilities to be independent and involved in the community. Services include in-home supports, day programs and employment, specialized residential services and supported living.

### ▼ Mental Health

We empower people with mental illnesses to thrive in the community and successfully manage their illness through crisis counseling and "hotline" programs, day programs and drop-in centers, transportation, and supported independent living.

### ▼ Moral Injury

Moral injury is a natural, human response to a traumatic event. By identifying and treating moral injury, we aim to get at one element that may lie at the root of depression, anger, apathy, despair, guilt, shame, and isolation that leads to physical, emotional, mental, and spiritual suffering.

### ▼ Substance Abuse

We work to prevent and eliminate substance abuse by youth and adults through residential and outpatient services, from prevention to treatment to long-term support.

### ▼ Veterans

Volunteers of America is committed to ending homelessness for veterans on the street and preventing others from becoming homeless by providing a wide array of services to meet their specific needs. Services include supportive housing, mental health and addiction treatment, and employment training.