

April 1, 2020

## The VOA Hero BANK

COVID-19 has led Volunteers of America Mid-States to an important and needed new resource – the VOA Hero Bank. This bank is designed to provide timely assistance to our colleagues who are on the front lines providing unwavering support to those we serve during this crisis. Our full-time colleagues who receive a maximum of five days of personal time off (PTO) per year and part-time colleagues are the primary targets for this bank. These front line workers are largely the 450 Direct Support Professionals/Support Technicians in Addiction Recovery and Housing, who may be significantly affected during this time.

As you probably know, these colleagues provide direct care to our clients every day, and we are working diligently to make sure they are safe and healthy. Our goal is to work together as an agency to provide increased options for paid sick leave. While preference will be given to our front line colleagues, all employees are eligible to apply for help. Time off will be awarded based on objective criteria, will be awarded in 40 hour increments, and can be used incrementally as needed.

**Attached to this letter is an application form for using sick days from the VOA Hero Bank. You can fill out the form electronically or manually and send to your Supervisor. Once your Supervisor has approved, Supervisors will send the form to their Senior Team leader for approval. Employees will receive a letter notifying them of the approval status within 10 business days. Our goal is to respond in the timeliest way possible.**

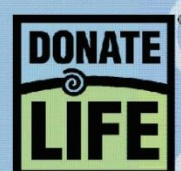
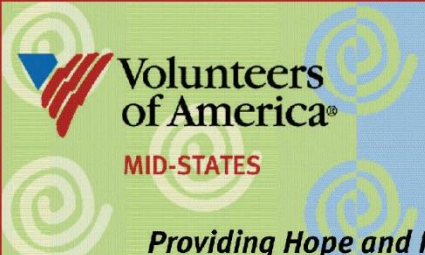
We want to continue to be the employer of choice in the communities we serve. We believe this is an important added benefit and an example of our core values in action.

Thank you for all you do to create positive change in the lives of individuals and communities through our ministry of service. Now more than ever your service to others is celebrated and appreciated.

Sincerely,

**Teresa L Roberts**  
**Chief Administrative Officer**  
**Volunteers of America Mid-States**

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