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Volunteers of America®  
FLORIDA

# Annual Report



[WWW.VOAFLOIDA.ORG](http://WWW.VOAFLOIDA.ORG)



# A WORD FROM OUR PRESIDENT/CEO

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## A YEAR OF IMPACT

This last year, 2022 was one of continued adaptation, weather surprises, innovation, and growth. As the pandemic evolved and continues to bring disruption to our mission, we also continued to evolve in innovative ways to not only provide our services but to add more to them. Our new Electronic Health Care platform is allowing us to experience in tangible ways our vision of “provide Premier Human Services with superior results.”

Crises has always driven innovation to our mission and the pandemic evolution with the unexpected November storm was not an exemption. We were able to expand our storm response to other communities in our State beyond our typical service footprint.

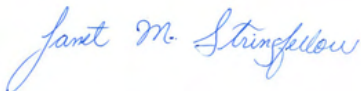
One of the biggest areas of growth this past year was under our affordable housing line of service. We secured enough funding for four new housing developments to include closing the funding gaps created by inflation. We have become the provider of choice for affordable housing and support services in those communities.

Our community’s support came to the rescue one more time with an amazing level of engagement including In-Kind-donations and all sorts of community events. We could not do it without them!

The Resilience Strength Training (ReST) effort helped us support our military veterans and frontline workers experiencing feelings of moral distress, using skills and strategies developed in VOA’s evidence-based program. This allowed us to expand our behavioral health efforts to other groups in our communities.

Our ministry became more vibrant and present than ever in an environment of a lot of stress and spiritual needs. Our ministers stepped up to the challenge and took care of our flock.

I am so proud of what we accomplished last year and the committed leaders that made it happened with great servant leadership and yes, just like our vision states, with superior results! God bless and Happy New Year!



Janet M. Stringfellow  
Volunteers of America of Florida  
President/CEO



**~5,000**

**Total People Served**



**1,620**

**Veterans Served**



**1,742**

**Residential Capacity**

**10,000  
Volunteer Hours**



**\$1,246,203**

**In Kind Donations**



**231**

**Employees**

**79 Total Programs**



**17  
Counties**



**28  
Cities**

# OUR MISSION

Volunteers of America of Florida engages Floridians in need to create positive life changes through compassionate support services.

# OUR VISION

Volunteers of America of Florida strives to provide premier human services and experiences with superior results for individuals and families in need.



## WHO WE ARE

Volunteers of America of Florida (VOAFL) is a local affiliate of the national, non-profit organization Volunteers of America (VOA).

Since 1918, Volunteers of America Florida has distinguished itself as one of this state's largest and most respected human services organizations. Volunteers of America of Florida provides essential services to our community's most vulnerable individuals.

## WHO WE SERVE

Each year, we serve more than 5,000 individuals throughout the region and provide high quality, outcome-driven assistance programs – from homelessness, affordable housing, and services to specialized programs for seniors, those with special needs, veterans, individuals and families. We are recognized as the largest provider of supportive housing for homeless veterans in Florida, serving 17 communities from Pensacola to Key West.



# Programs and Services



## HOUSING

- Elderly housing
- Family housing
- Veteran housing
- Housing for those with disabilities
- Affordable
- Transitional



## BEHAVIORAL & MENTAL HEALTH

- Crisis counseling
- Drop-in centers
- Transportation
- Supported independent living
- Substance use disorder counseling



# Programs and Services



## SENIOR SERVICES

- Affordable housing
- Service coordination
- Community engagement



## VETERANS

- Supportive housing
- Mental health
- Addiction services
- Case Management
- Employment training
- Therapy services
- Resilience Strength Training
- Support Moral Injury



# Housing Programs

## Seniors



For Seniors, maintaining independence is very important. At VOAFI, we provide housing for residents that live independently on a fixed income where they can thrive and age in peace.

## Families



VOAFI properties provide low-income working families a place to call home, special facilities and services that help to address the needs of both children and their parents.

## Veterans



Every Veteran deserves a place to call home. VOAFI offers a flexible continuum of housing and supportive services to individual veterans and veterans with families.

## Persons with Disabilities



VOAFI proudly accommodates the changing needs of our residents. Providing activities, transportation, and individual case management to encourage independence.



Ribbon cutting celebrating the rehabilitation of Arbor Place a VOAFI affordable housing complex.



City of Palm Bay granted us the requested gap funding of \$975,000 to build 30 units of affordable housing



VOAFI on its way to help our neighbors in Cape Coral with some critical clean up tools, gas, water and more





PROVIDING HUMAN SERVICES  
THROUGH COMPASSIONATE CARE



# Veteran Services

## Service to Veterans

**1,620** Veterans served

**23** Veteran-focused programs

**1,500** Veterans served in veteran focused programs

**1,876** People served in veteran focused programs

### **Supportive Services for Veterans Families (SSVF)**

SSVF programs provide temporary & supportive services for low or no-income Veterans and Veteran families. The goal of these programs is to promote housing stability through assistance and support services to homeless persons or those at risk of homelessness.

### **Veteran Case Management**

Provides supportive services to Veterans living in permanent housing to assist with strengthening their independent living skills and long-term housing goals.

## **VETERAN HOUSING PROGRAMS**

- Ben Singleton Center (Jacksonville)
- Cocoa Veterans Village
- Gainesville Veterans Program
- Eloy A. Rodriguez, Jr Veterans Village (Key West)
- James Cole Village (Tampa)
- Lake City Cabins
- Manatee Veterans Village
- Miami Veterans Program
- Ocala Ritz Veterans Village
- Pensacola Veterans Village
- Punta Gorda Veterans Village
- Tallahassee Veterans Village



VOAFL teamed up with the Miami Dolphins and our partners at the Bob Woodruff Foundation to provide nutritious food packages to FL Veterans battling food insecurity.

Veterans Day eve, Miami Heat hosted an amazing experience for our military Veterans to show how much they appreciate their hard work and sacrifice



# Meet Russell

**“I am happy with what I got. I have good safe housing. I refuse to get myself down, and I think happy thoughts.”**

**-Russell**

Russell is an Army Veteran who suffers from PTSD and recovering from heroin addiction. This addiction was part of his downfall and he knew if he continued down this path, death would not be far behind. Russell was living in motels and on the streets until he connected with Volunteers of America of Florida (VOAFL).

Russell isn't proud of his addiction and often thinks about life before drugs. Especially working for NASA and then Rooms2GO where he played a part in designing the first location. He's a retired drafter now who can barely print his own name due to the incredible pain he endures each day.

Russell is now living at a VOAFL affordable housing program where he can feel safe and comfortable as he continues to work on his recovery and pain management. He's a man who has paid his dues and ready for peaceful retirement. This is the story of an American hero with the simple goal of living in safe housing and being happy.





# Behavioral and Mental Health Services

## Housing Programs for Individuals with Mental Health Diagnosis

- Bradenton
- Fort Lauderdale
- Miami
- Jacksonville
- Lake City
- Pensacola
- Sebring
- Tampa



### Sandra Gal Children's Center

The Sandra Gal Children's Center provides participants in the VOAFM Miami Permanent Supportive Housing Program a safe and clean space for their children to play, learn, and heal while they receive services.



### Drop in Centers

A safe haven for Floridians to gather, learn, and start to heal. All Floridians are welcome to the Drop In Center. A myriad of services are offered at the Drop In Center. For many, the Drop In Center is the first step in becoming connected to much-needed services & housing. For others, the Drop In Center provides a clean place to socialize and relax.

### VOA|ReST 4 First Responders

VOA|ReST 4 First Responders is a free, peer-to-peer small group support session(s) designed to help First Responders process feelings of moral discomfort and distress while reclaiming strength and commitment to their profession.

You've helped others.  
Now it's time to  
**care for yourself.**



Volunteers  
of America  
FLORIDA  
VOA | ReST  
4 First Responders



# MEET JOY

“I’m grateful  
Volunteers of  
America of Florida  
came into my life  
when they did”  
-Joy



In 2011, Joy’s husband passed away in his sleep from a heart attack. They had been together for 18 ½ years. Prior to his passing, they were living on his disability, so when he passed away Joy had no income. Joy sold what she could to try to keep her home and later stayed with friends. Eventually she began living in her car at the local Walmart parking lot. During this time, Joy was seeing a psychiatrist to address symptoms from bipolar and depression. Her psychiatrist put in a referral to Volunteers of America Florida’s Sebring Program and Joy was able to move out of her car and receive stable housing through VOAFL. Joy states, “If it hadn’t been for that, I probably wouldn’t be here today.”

Joy is thankful for the one-on-one case management services, the group meetings, and the support from her Independent Living Coach. Joy blamed herself for her husband’s death, thanks to the services she received from VOAFL she was able to understand it was not her fault and allowed her to stop feeling guilty. As a participant, Joy was approved for Social Security Disability which helped her to save funds to find housing on her own and successfully graduate from VOAFL. Thanks to VOAFL, Joy has learned the importance of continued mental health care, has a better understanding of her diagnoses, and techniques that will assist her with situations that are out of her control. For Joy, mental health was never discussed growing up, so the mental health support and education she's received has helped her to help others.



# Senior Services



Volunteers of America is one of the nation's largest nonprofit developers of affordable senior housing.

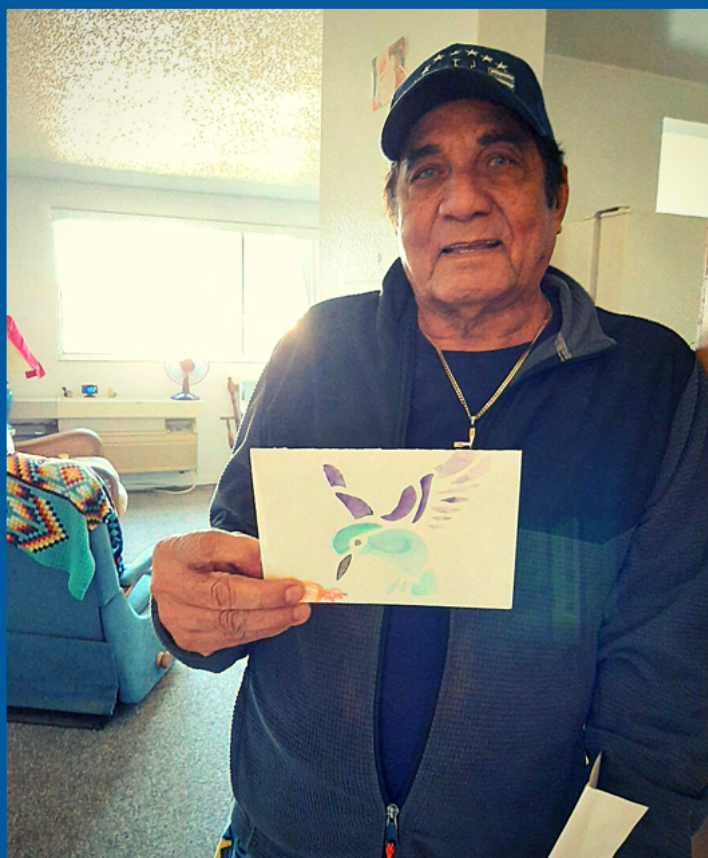
We provide affordable housing to Seniors that allow residents to live independently on a fixed income. Residents have access to an on-site Service Coordinator who assists with the coordination of additional services such as transportation, benefit entitlement & much more.

## SENIOR HOUSING PROGRAMS

- Clear Bay Terrace (Clearwater)
- Creekside Manor I (Clearwater)
- Creekside Manor II (Clearwater)
- Hialeah Apartments (Hialeah)
- Las Palmas I Apartments (Miami)
- Las Palmas II Apartments (Miami)
- Los Robles Apartments (Miami)
- Pine Grove Apartments (Gainesville)
- Puerta Del Sol Apartments (Miami)
- Silver Lakes Village (Orlando)
- Sweetwater Apartments (Miami)



# MEET NICASIO



Nicasio was living in Cuba where he became a political prisoner under Castro's regime. After being released he arrived in America with very little and no where to go. Nicasio has been living at VOAFL Creekside (affordable senior housing) for over 7 years and feeling grateful.

“Thanks to Volunteers of America of Florida I can enjoy life comfortably on a minimum budget and utilize all the assistance that is offered.”

-Nicasio

## HOW YOU CAN HELP

Your contribution to Volunteers of America of Florida (VOAFL) gives the most vulnerable Floridians a chance to heal, find strength and fulfill their potential. When you support VOAFL, you are investing in stronger, healthier communities that lift up individuals and families, empowering them to thrive. Make a difference through Volunteers of America of Florida today by:

- Making a donation via our website or send a check to our mailing address
- Secure your legacy through a bequest
- Sign up to participate in a fundraising event
- Donate a car, truck or boat
- Host a supply drive (food, hygiene products, bedding and more)
- Volunteer your time and talent
- Corporate volunteer opportunities



Your gift will help Floridians in need that are struggling with homelessness, mental health disorders, extremely low in-come and other challenges.

**For more information, contact:** Stephanie Vranich | Vice President of Outreach and Development  
(727) 369- 8475 | [svranich@voa-fla.org](mailto:svranich@voa-fla.org)

## 2023 EVENTS

**Over the EDGE**

April 29, 2023  
Island Center - 2701 N. Rocky Point Dr. Tampa, FL 33607



Volunteers of America  
FLORIDA

**Thrilling Adventure.  
Major Community Impact!**

Join us for an exciting urban rappelling event at the gorgeous Island Center building in Tampa.

Setup an account, raise \$1,000 from friends and family and enjoy breathtaking views as you rappel down 174 feet while raising money for VOAFL.

Whether you are fearless, or looking to overcome a fear, come be a part of this amazing event that will surely impact your life and many others.

Get Started: [fnd.us/ote-voafl2023](http://fnd.us/ote-voafl2023)



CHARITY GOLF SCRAMBLE BENEFITING

Volunteers of America  
FLORIDA

**GOLFING FOR  
FLORIDANS IN NEED**

**THURSDAY MAY 18TH**

**1:00 PM SHOTGUN START**

**Seminole Lake Country Club**  
16100 Augusta Blvd., Seminole, FL 33777

**\$500 PER FOURSOME**

INCLUDES (18) HOLES OF GOLF, CART, GOLF SWAG,  
DINNER & AWARDS RECEPTION

Cash Prizes, Contests, Silent Auction, and more!

**\*SPONSORSHIPS AVAILABLE**

Contact: Stephanie Vranich | VP of Development & Outreach  
E. [svranich@voa-fla.org](mailto:svranich@voa-fla.org) | P. 248-321-7048

REGISTER HERE: [EVENT.GIVES/GOLF4FL](http://EVENT.GIVES/GOLF4FL)



SCAN ME FOR MORE EVENTS

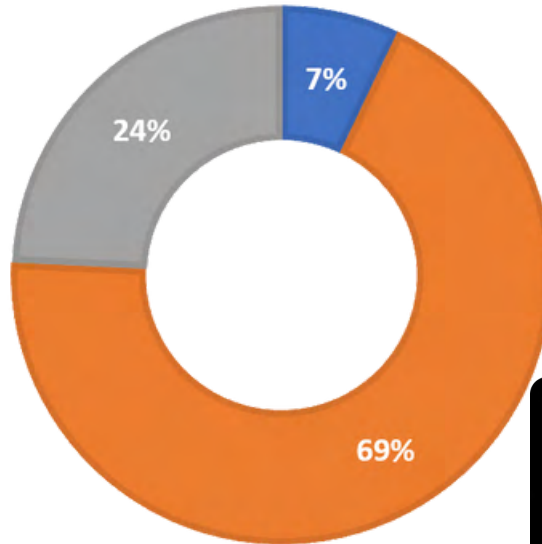


# FINANCIALS

June 30, 2022

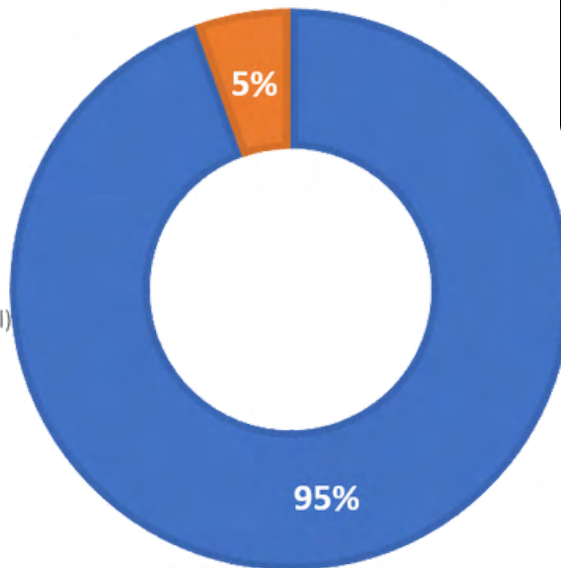
## Revenue

- Public Support
- Grants
- Other Operating Income



## Expenses

- Program Services (Promoting Self-Sufficiency, Fostering Independence)
- Support Services (Management, General)



Scan to View Financial Report

The information presented here is a compilation prepared by management of audited financial data from Volunteers of America Florida, Inc. and subsidiaries, affiliates, locally chartered and unchartered corporations. All Volunteers of America affiliates are required to have audits by independent certified public accountants. More detailed information is available upon request from the Volunteers of America National Office

# Programs Across Florida

STARS INDICATE VOLUNTEERS OF AMERICA FLORIDA SITES ACROSS FLORIDA



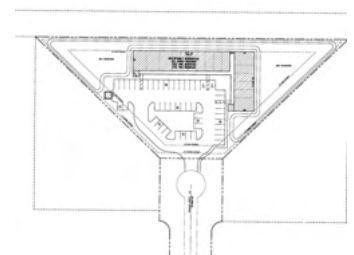
♥ COMING SOON



St. Petersburg



Marianna



Palm Bay

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# Management Team

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Vice President of Housing and Development

Randall Burgan  
Chief Operating Officer

Stephanie Johnson  
Vice President of Operations

Pat Norstedt  
Executive Vice President of Quality & Ministry

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VOLUNTEERS OF AMERICA FLORIDA

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