

July 22'–June 23'



ANNUAL REPORT



**Volunteers
of America®**

FLORIDA



Welcome Message

“Behold, I am doing a new thing; now it springs forth, do you not perceive it? I will make a way in the wilderness and rivers in the desert.” Isaiah 43:19

This past year challenged us, but faith emerged as the tie that binds us. Thanks to our faith community, we carried out our essential work, celebrating life and supporting those we serve with prayer, special events, donations, and more.

We pushed forward for affordable housing, leading to capital improvements across Florida to uphold quality and security. Exciting new housing developments broke ground, with additional funding supporting our affordable housing model combined with comprehensive in-home behavioral health services.

Our dedicated workforce, our most valuable asset, stood firm amidst the shortage. We've supported and invested in our team, ensuring we serve those in need in the most challenging times.

While planning our next five-year strategy, we included everyone's voice in our organization. The result? An exciting road map displaying our ongoing commitment to provide superior services to individuals and families in need.

We look forward to the coming year, confident that together, we can ascend to new heights of success. Each step on this mission-driven journey is more meaningful because of supporters like you. Thank you for being part of our story this year!



Janet Stringfellow
CEO/President

Janet M. Stringfellow

~5,000

Total People Served



**Volunteers
of America®**

FLORIDA



1,642

**Veterans
Served**



2,523

**Residential
Capacity**

**8500
Volunteer
Hours**



**8,000+
clothing
items
distributed**



\$1,079,464.12

In Kind Donations



219
Employees

60 Total Programs



94%

**Participants surveyed
positively affirmed the
program's healing
effect.**



**17
Counties**



**28
Cities**

**2,000 + Staff
Training Hours**



Mission

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



Vision

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



About

VOLUNTEERS OF AMERICA OF FLORIDA

Volunteers of America of Florida (VOAFL), an affiliate of the nationally acclaimed Volunteers of America (VOA), roots its work in **Ministry, serving the complete needs of individuals- mind, body, and spirit.**

Established in 1918, **VOAFL stands as one of Florida's foremost human service organizations, annually serving over 5,000 individuals** with comprehensive support programs. These programs encompass **combating homelessness, providing affordable housing, and offering services for seniors, individuals with special needs, Veterans, and families.**

Known as a church without walls, we've grown to become one of the largest providers of supportive housing for unhoused veterans in Florida, and we embrace and serve all people across 17 counties, from Pensacola to Key West.



PROGRAMS & SERVICES

Housing



Services

- Seniors
- Individuals & Families
- Veteran
- Persons with disabilities
- Affordable
- Transitional

Veteran



Services

- SSVF
- Mental health
- Addiction services
- Resilience Strength Training
- Moral Injury Support
- Case Management
- Home Depot Mobile Unit





Volunteers of America[®]

FLORIDA



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



- Affordable housing
- Service coordination
- Community engagement



Seniors



At VOAFL, we cherish seniors' independence. We offer affordable housing tailored for those on a fixed income, facilitating a peaceful and thriving environment to age comfortably.

Families



VOAFL properties offer working low-income families a home, featuring specialized facilities and services for children and their parents' needs.

Veterans



Every Veteran should have a home. VOAFL provides a versatile range of housing solutions and support services for individual veterans and their families.

Persons with Disabilities



VOAFL prides itself on catering to the evolving needs of our residents, offering activities, transportation, and individual case management to foster independence.

Introducing Daniel

Having no place to turn, Daniel found refuge at VOAFL and graduated from the transitional housing program. His determination and hard work led him to become one of the first recipients of a housing voucher at VOAFL's Ritz Reserve Affordable Housing site. Despite bearing the responsibilities of being a minister and a father to ten, battling two types of cancer, his positive and resilient spirit never wavers.



One of Daniel's favorite things to do is taking care of the on-site community garden.

Especially during various holidays you'll find him in the kitchen, cooking with the garden's bounty and distributing meals to his neighbor's fostering unity and passion.

This example vividly illustrates the transformative impact of VOAFL's work. Amplifying our commitment to supporting individuals through their life's toughest challenges.



Case Management

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

Supportive Services for Veterans Families (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 Home Repairs - Home Depot Mobile Unit

With support from The Home Depot Foundation, VOAFI provides a program for veterans needing interior and exterior home repairs. This program focuses on addressing the repairs that are most urgently required, prioritizing critical health, safety, and adherence to building codes.

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

Introducing Vince

Before coming to VOAFV, Vince found himself in a tough situation where he was forced to vacate the home he shared with a friend he was assisting. Despite Vince's best efforts to retrieve rent from his friend and his friend's refusal to vacate the property, Vince sadly had to leave the place he called home.



After much effort, Vince has transitioned from VOAFV's Veterans Village Transitional Housing program into a permanent residence.

For Vince, his time at VOAFV's Veterans Village was marked by more than just personal growth and development. He found a unique way to give back to the community by refurbishing old, discarded bicycles and distributing them to neighbors in need. These bikes provided people with a convenient mode of transportation and allowed them to enjoy the outdoors. Through his refurbishing efforts, Vince made a lasting difference in the lives of those around him, showing that even small acts of kindness can be impactful.



VOAFL provides affordable housing and vital services for seniors living on a limited income.

Allowing seniors to live independently is our priority.

With on-site Service Coordinators we are always ready to assist with services like transportation, benefits, training, and 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)

Introducing the Creekside Manor Team

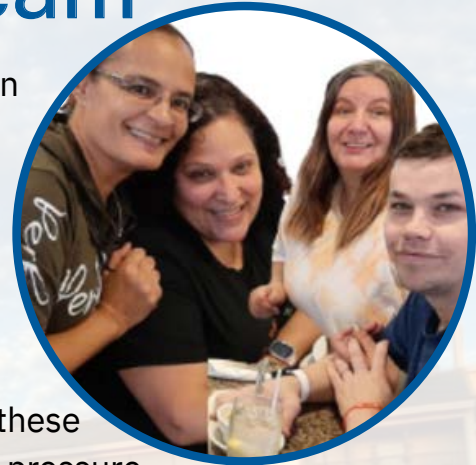
At Creekside Manor, resident *Mr. Thompson had been successfully living independently despite a gradual decline in his health. Favoring his independence, he often refused assistance.

Our dedicated staff at Creekside Manor regularly schedule health-conscious activities for all residents, such as on-site blood pressure checks. During one of these checks, the team noticed that *Mr. Thompson's blood pressure spiked to a dangerous level. Thanks to quick action from the team, he was rushed to the hospital for immediate attention.

This scary incident was a life-changing wake-up call, especially after receiving his hospital assessment. *Mr. Thompson was able to accept the need for more comprehensive care and understood it was time to make his health a priority. Thanks to the collaboration between the Creekside Manor team and *Mr. Thompson's family, a tailored care plan was devised and executed.

This story underscores the critical role of our various senior housing programs. While we offer affordable housing in an independent living environment, our goal and passion is to ensure residents feel cared for, receive support, and know their close-knit community will always be there for them in time of need.

*Name Change





Housing Programs for Individuals with Mental Health Diagnosis

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

Drop in Centers

A refuge for gathering, learning, and healing. The Drop In Center welcomes everyone, offering various services and a first step towards essential aid and housing. It also serves as a clean space to socialize and unwind.

VOA|ReST 4

First Responders

VOA|ReST 4 First Responders provides 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.

Sandra Gal Children's Center

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

Introducing Karen

Karen's story is one of strength, resilience, and most importantly - survival. During her service in the Navy, she suffered a leg injury that made her daily life challenging. With the pain intensifying, she found herself unemployed and homeless.

VOAFL provided much-needed assistance and emotional support, which encouraged Karen to believe in her worth. This intervention proved transformational. Faced with unexpected surgery and vehicle problems, Karen found herself at risk of being homeless again. The critical assistance she received through VOAFL helped her manage her rent, fix her car, and focus on her health, empowering her to look towards a brighter future despite losing her support dog and grappling with thoughts of suicide.

Karen's story amplifies the lives impacted by VOAFL's behavioral and mental health services. From a life of uncertainty and gloom, Karen eagerly looks forward to the future, thanks to the robust support she received from VOAFL. Her journey is a testament to the immense impact VOAFL can make on people's lives, turning struggles into stepping stones for a hopeful future.



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 diagnosis, 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

SAVE THE DATE

**SPONSORSHIPS
AVAILABLE**



 **Volunteers of America®**
FLORIDA

**GOLFING FORE
FLORIDIANS IN NEED**



THURSDAY, MAY 16TH

10AM SHOTGUN START

Seminole Lake Country Club
6100 Augusta Blvd., Seminole, FL 33777

What Your Donation Can Do



\$20

provide the cost of transportation to a medical appointment or counseling session



\$25

provide cleaning supplies to veterans and their families while they are transitioning into their own place



\$50

provide a senior with meaningful and engaging activities for a month



\$150

provide 3 outfits and a backpack full of school supplies to a formerly homeless child



\$1,500

fill a food pantry at one of our Veteran Transitional Programs



\$ 4,000

furnishes a 1 bedroom unit for resident transitioning out of homelessness

Year Highlights



July–August 2022

Arbor Place, an affordable housing complex, underwent substantial rehabilitation. Hillsborough County, Florida Government provided more than \$760,000 in funding for the rehabilitation project. In addition to the extensive plumbing work, the project included minor improvements such as replacing handrails and restriping the parking lot.

September–October 2022

Celebrating the Electronic Health Records (EHR) launch. This important milestone has significantly reduced administrative tasks, providing a smoother operational experience and allowing case managers and counselors time to focus more on direct care activities.



November–December 2022

Hosted VOA|ReST4 First Responders Wellness Hub at HCA Florida Mercy Hospital. This event was designed for organizations/programs across Miami to share their mental and physical health resources for first responders.



January– February 2023

In a panel discussion hosted by LeadingAge Southeast, Janet Stringfellow, President and CEO of VOAFI, and Travis Brown, Executive Vice President of Housing & Development at VOAFI, collaborated with industry thought leaders. This panel focused on analyzing the chief advantages and restrictions of utilizing the Low-Income Housing Tax Credit in the bolstering of affordable housing.



March–April 2023

Our first annual golf tournament was a success! Hearty thanks to all who supported and took part in the Golfing for Floridians in Need Golf Tournament! Your contributions have empowered us to continue offering vital services to the vulnerable in Florida. Special thanks to our generous sponsors, we look forward to making more positive differences together next year!



May– June 2023

Our very own VOAFI employee Silvia was honored at loanDepot Park during a Miami Marlins game as a community leader who has positively impacted the South Florida community.



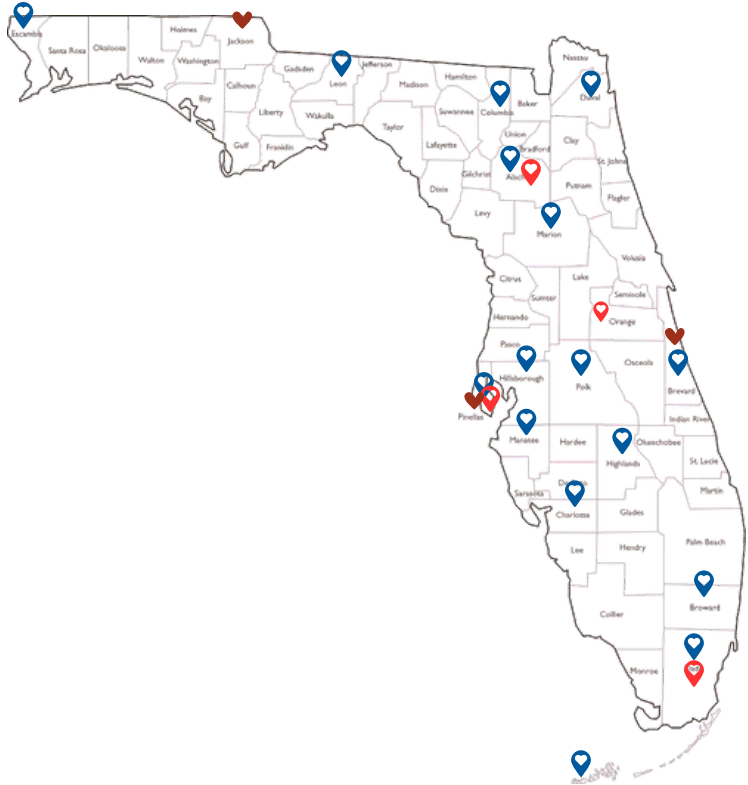
Based on extensive survey feedback, we successfully advocated for Juneteenth to become an official holiday for our organization.



Programs Across Florida

Administrative Mailing Address

850 5th Ave South Suite 1100 St. Petersburg, FL 33701



 **Coming Soon**

 **Senior Housing**

 **Programs**

COMING SOON



St. Petersburg



Marianna



Palm Bay

Northern Florida Offices

Gainesville Main Office
2130 NW 31 Ave, Unit G6
Gainesville, FL 32605
gainesvilleinfo@voa-fla.org.org

Jacksonville Main Office
716 Ray Charles Lane
Jacksonville, FL 32202
jacksonvilleinfo@voa-fla.org

Lake City Main Office
1079 NW Mineart Lane
Lake City, FL 32055
lakecityinfo@voa-fla.org

Pensacola Main Office
1617 Blackwell Lane
Pensacola, FL 32514
pensacolainfo@voa-fla.org

Pine Grove Senior Housing
1901 NE 2nd Street #100
Gainesville, FL 32609
pinegrove@voa-fla.org

Ocala Main Office
111 NE 12th Avenue
Ocala, FL 34471
ocalainfo@voa-fla.org

Tallahassee Main Office
1280 Kissimmee Street, Unit 801
Tallahassee, FL 32310
tallahasseeinfo@voa-fla.org

Central Florida Offices

Clear Bay Senior Housing
1770 N. Betty Lane
Clearwater, FL 33755
clearbay@voa-fla.org

Cocoa Main Office
906 Peachtree St
Cocoa, FL 32922
cocoainfo@voa-fla.org

Creekside Manor Senior Housing
1318 Franklin Street
Clearwater, FL 33756
creekside@voa-fla.org

Hillsborough Main Office
4011 N 39th St
Tampa, FL 33610
hillsboroughinfo@voa-fla.org

Manatee Main Office
4232 20th St W
Bradenton, FL 34205
manateeinfo@voa-fla.org

Punta Gorda Main Office
1250 Taylor Road, Apt 322
Punta Gorda, FL 33950
puntagordainfo@voa-fla.org

Sebring Main Office
2100 Lake View Drive, Suite 2
Sebring, FL 33870
sebringinfo@voa-fla.org

Silver Lakes Village Senior Housing
5102 Cinderlane Parkway
Orlando, FL 32808
silverlakes@voa-fla.org

Tarpon Springs
902 Mango Street
Tarpon Springs, FL 34689
hillsboroughinfo@voa-fla.org

South Florida Offices

Broward Main Office
2701 W Oakland Park Blvd, Suite 320
Phone: (786) 369-1873
browardinfo@voa-fla.org

Hialeah Senior Housing
1280 West 46th Street
Hialeah, FL 33012
hialeah@voa-fla.org

Key West Main Office
1619 Truesdale Court, Apt. 6
Key West, FL 33040
keywestinfo@voa-fla.org

Las Palmas I Senior Housing
740 N.W. 25th Avenue
Miami, FL 33125
lasPalmas@voa-fla.org

Las Palmas II Senior Housing
2501 NW 7th Street
Miami, FL 33125
lasPalmas@voa-fla.org

Los Robles Senior Housing
11495 West Flagler Street
Miami, FL 33174
losRobles@voa-fla.org

Miami Main Office
1492 W Flagler St
Miami, FL 33135
miamiinfo@voa-fla.org

Puerta Del Sol Senior Housing
1765 West 42nd Place
Hialeah, FL 33012
puertaDelSol@voa-fla.org

Sweetwater Senior Housing
10750 SW 4th Street
Sweetwater, FL 33193
sweetwater@voa-fla.org

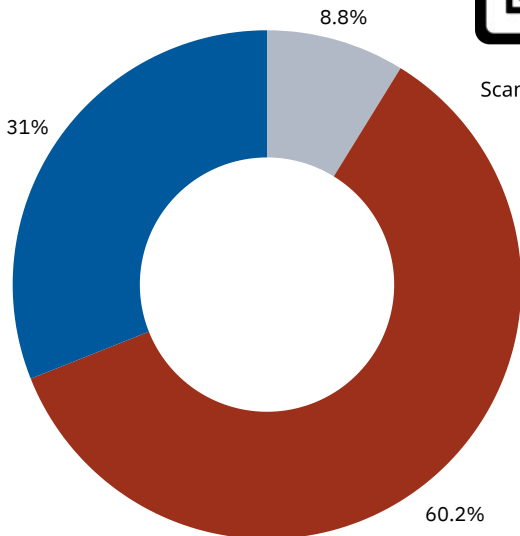
Financials

June 30, 2023

Revenue

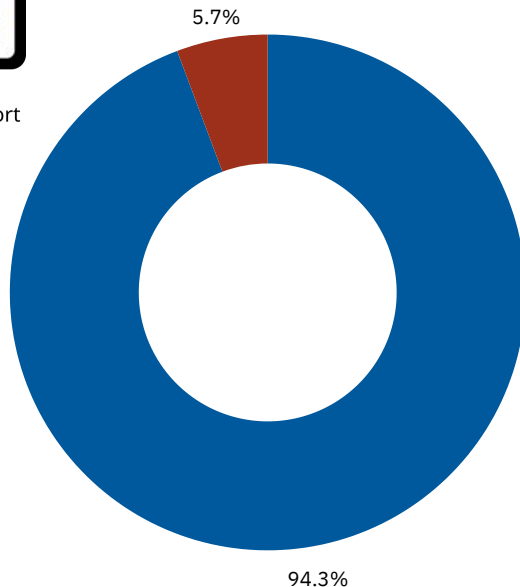


Scan To View Financial Report



- Other Operating Income
- Public Support
- Grants

Expenses



- Support Services (Management, General)
- Program Services

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

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