



July 24'–June 25'



Volunteers
of America®

FLORIDA

Annual Report

Welcome **Message**

“Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up.”

— Galatians 6:9



It is my honor to present our Annual Report, highlighting a year marked by resilience, growth, and meaningful impact. Amid evolving needs and increasing complexity in the communities we serve, our organization has remained focused on what matters most: our mission “to engage Floridians in need to create positive life changes through compassionate services.”

Through every challenge and every milestone, we witnessed lives touched, hope restored, and resources stewarded with intention and integrity.

This year’s highlights include the completion of two affordable housing developments, further solidifying our position as the provider of choice in the affordable housing arena. We also added more than two dozen new collaborations to expand our supportive services to ensure participants can continue healing at home. We continued investing in our existing properties as well, making improvements that support our affordable housing preservation efforts for our residents to heal at home, thanks to donors who understand our mission and are always willing to support critical funding gaps.

The achievements highlighted in this report reflect not only measurable outcomes but also the collective dedication of our staff, Board of Directors, volunteers, donors, and supporters like you who turned shared purpose into tangible impact.

Thank you for standing with us as we continue this good work, and rest assured, we will not give up. We invite you to explore the pages that follow and celebrate the difference you helped make.

President/CEO



Volunteers of America®

FLORIDA



200+
Servant Leaders



60
Total Programs



2,020
Housing
Capacity

~5,000

Total People Served



2,132
Veterans Served



200+
Ministry Care
Engagements

26
Counties



81
Cities

VISION

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

MISSION

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



About VOLUNTEERS OF AMERICA OF FLORIDA

Volunteers of America of Florida (VOAF), an affiliate of Volunteers of America (VOA), **leads with faith and service, shaping a better future for our neighbors in need.**

VOAF is one of **Florida's leading human service organizations, supporting more than 5,000 people each year** through affordable housing, homelessness prevention, and specialized programs for veterans, seniors, families, and individuals with behavioral health needs.

As **an active ministry of service, we serve 26 counties statewide** and are one of Florida's largest providers of supportive housing for unhoused veterans.

Central to our mission is our **robust in-home behavioral health and wraparound care, delivering counseling, crisis support, and personalized services** directly in the home to help participants achieve stability, wellness, and long-term independence.



SERVICES & PROGRAMS



- Veterans Transitional Housing
- Permanent Supportive Housing
- Affordable Housing
- Senior Affordable Housing



- Housing Development
- Construction Services
- Property Management
- Asset Management





- Joint Commission Accredited
- In-Home Behavioral Health Services
- Case Management
- Service Coordination
- Crisis Counseling
- Mental Health and Co-Occurring Counseling



- Grant Per Diem (GPD)
- Supportive Services for Veteran Families (SSVF)
- Resilience Strength Training (ReST)
- Moral Injury Support
- The Home Depot Foundation Home Repair

Populations Served

Veterans



Safe, stable housing and comprehensive support services that help veterans and their families achieve independence.

Seniors



Affordable, accessible homes for older adults on fixed incomes, providing safe, supportive environments to age with dignity.

Families & Individuals



Affordable housing and supportive services that strengthen resilience and help families and individuals build stability.

Individuals with Behavioral Health Needs



Person-centered housing, case management, structured, and in-home behavioral health care that promote recovery and independence.

Management & Development Services

A Lifecycle Approach to Housing



Affordable Housing
Development

Property & Asset
Management

Participant-Focused
Operations

From planning and development to long-term property management, Volunteers of America of Florida provides **a place to heal** with comprehensive housing solutions that ensure safe, stable, and affordable homes.

Plan

Build

Operate

Support

Sustain



50+

2,000+

\$200M+

98%

30+ years

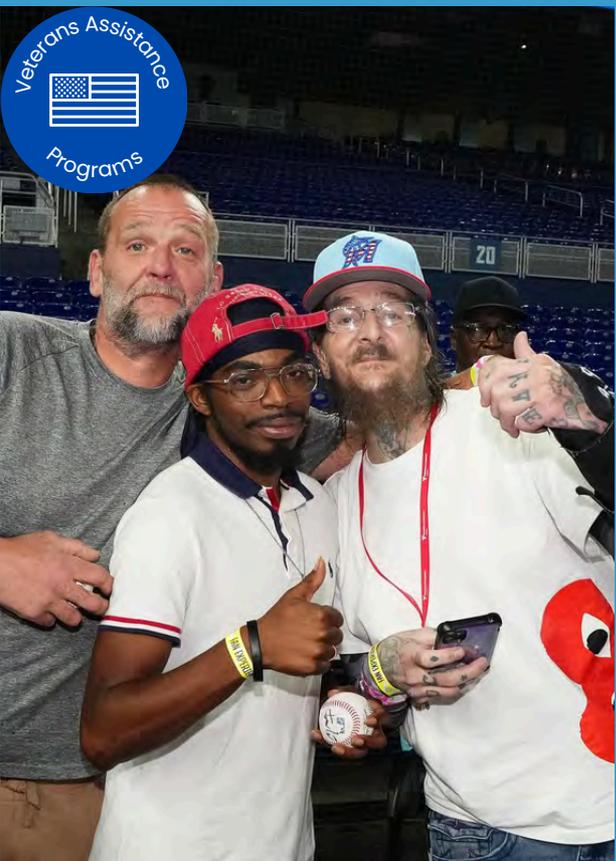
developments
statewide

housing
units

housing assets
managed

housing
stability

of regulatory
compliance



Grant Per Diem (GPD)

Provides transitional housing and supportive services to help Veterans facing homelessness achieve independence.

Supportive Services for Veterans Families (SSVF)

Programs provide temporary & supportive services for low or no-income Veterans and Veteran families.

Resilience Strength Training (ReST)

Equips veterans with tools and strategies to handle life's challenges effectively.

Moral Injury Support

Addresses the needs of veterans by offering support for those struggling with ethical and moral conflicts from their service experiences.

The Home Depot Foundation Home Repair Program

In collaboration with The Home Depot Foundation, this program offers critical interior and exterior home repair services to veterans, focusing on the preservation of affordable housing.



19 Veterans Programs



12 Transitional Housing Properties



57 Cities Providing SSVF Services

Meet Angel



Angel has little memory of his military service and prefers it that way. After leaving the military, the shift from a strict, structured life to freedom felt overwhelming, but with his family's support, he stayed afloat.

A breakup left Angel homeless a few years ago, causing a steep decline in his mental health. After a stay at a mental health facility, he was referred to Volunteers of America of Florida's (VOAF) Cocoa Veterans Village, where he began to thrive despite setbacks and brief returns to intensive care.

Each time, Angel came back stronger. Grateful for the support, Angel volunteered every Friday at Veterans Village, distributing clothes and hygiene products he helped collect through his American Legion connections. In August 2025, after years of healing, Angel moved into Space Coast Commons. He is excited for the future, confident and hopeful, trusting in VOAF's ongoing support to help him succeed.



In-Home Behavioral Health Services

Therapeutic services within the home environment to help them heal at home.

Case Management

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

Care Coordination

Connecting individuals with appropriate community resources, healthcare services, and additional support to sustain independence.

Crisis Counseling

Immediate, short-term psychological support to individuals experiencing acute psychological distress or emotional crises.

Mental Health and Co-Occurring Counseling

Supports individuals facing mental health concerns and co-occurring substance use disorders by offering compassionate, integrated counseling services.



Joint Commission accredited for 25 years, meeting the highest standards for safe, effective behavioral healthcare.



Licensed behavioral health and supportive services delivered by:

- LCSWs
- LMFTs
- LMHCs
- Certified Peer Specialists
- Case Managers



71K+ **Statewide participant engagements**

Meet Jen

Jen's life was once filled with stability: a loving marriage, two children, and a steady job. But her husband's alcoholism led to abuse and financial ruin, forcing Jen to leave her home and start over with her children.



After her mother's death, they faced homelessness again, moving through six temporary homes. Their turning point came with New Life Mission, where Jen's family began rebuilding. Thanks to the strong partnerships VOAF has with organizations like New Life Mission and Community of Hope, Jen was connected to Space Coast Commons. With the help of Community of Hope covering move-in expenses, Jen's family finally had a place to call home.

Despite ongoing challenges, including her estranged husband's passing and her own mental health struggles, Jen's family is flourishing. Jen is back in college. Her eldest son, a high school senior, plans to attend the same college as his mother, and her youngest excels academically and in music.

This story highlights the vital role of VOAF's collaborative network in creating opportunities and providing comprehensive support, showing how community connections can transform lives by delivering more than just housing.



VOAF provides affordable housing and essential service coordination that helps seniors on limited incomes live independently, with on-site support that ensures stability and care.



VOAF manages 11 affordable senior living apartment communities across the state



1,002 Apartments



1,089 Residents Housed

How the Clear Bay Team Protected Their Community

When a late-night fire triggered the emergency sprinklers at Clear Bay Terrace, our dedicated team members seamlessly orchestrated the safe evacuation of all residents.

The team arranged emergency accommodations, including hotel stays and Red Cross shelter for those affected by the fire. They also set up temporary lodging in the lobby and library for residents who preferred to stay close, ensuring everyone had a safe place to sleep for the night.

Choosing the well-being of our residents over their own comfort, the Clear Bay team sacrificed time with their families and elected to stay through the night. Their presence provided not only a sense of security but also comfort, ensuring needs were met with kindness and compassion, from distributing essentials like water and snacks to maintaining a vigilant watch over the community.

Their actions are a vivid reminder of the compassion and dedication that fuel the VOF team.



You Can Make a Difference

8 WAYS



1 **Share your treasures** by giving online or mailing a donation.

2 **Leave a lasting legacy** by including VOAF in your will or estate plans.



3 **Join us at a fundraising event** and support our mission.

4 **Donate a vehicle** car, truck, or boat.

5 **Organize a supply drive** for essentials like food, hygiene items, and bedding.

6 **Share your time and skills** as a volunteer.



7 **Engage your company** in corporate volunteer opportunities.

8 **Spread the word** share our mission with your network to help raise awareness.



Your Gift Makes a Meaningful Difference



Donate Here



\$25

Provide a nutritious meal and a moment of hope to a neighbor in need.



\$75

Offer essentials that turn an empty room into a place of comfort and dignity.



\$150

Provide one night of safety and warmth for an individual or family.



\$250

Bring compassionate in-home behavioral health care directly to someone in crisis.



\$1,500

Keep Veterans nourished with a month of pantry staples and fresh food.



\$ 4,000

Give a family a fully furnished home to rebuild their future.

Year Highlights

July–August 2024



On July 4th, the Miami Marlins and Marlins Foundation stepped up to the plate and presented VOAF with a game-changing \$25,000 check to assist veterans at the Miami transitional housing program.

September–October 2024

VOAF proudly celebrated the groundbreaking of Space Coast Commons in Palm Bay! Located at 1981 Convair St SE, Palm Bay, Florida 32909. This exciting project will bring 31 new affordable rental units to the community.



November–December 2024



Innovare was transformed by Stevie Shao's stunning mural for the SHINE St. Petersburg Festival. Check it out next time you're nearby and see the power of art in action!



January– February 2025

We celebrated the re-opening of Clear Bay Terrace and Creekside Manor I & II—two fully renovated senior housing communities in Clearwater. Thanks to our partners and donors, residents have safe, accessible, and beautiful homes where they can age with dignity and independence.

March–April 2025

Proudly opened Thomas Pines in Marianna, offering 35 units, including 12 for extremely low-income residents. This development provides safe, stable homes amidst the local housing crisis.



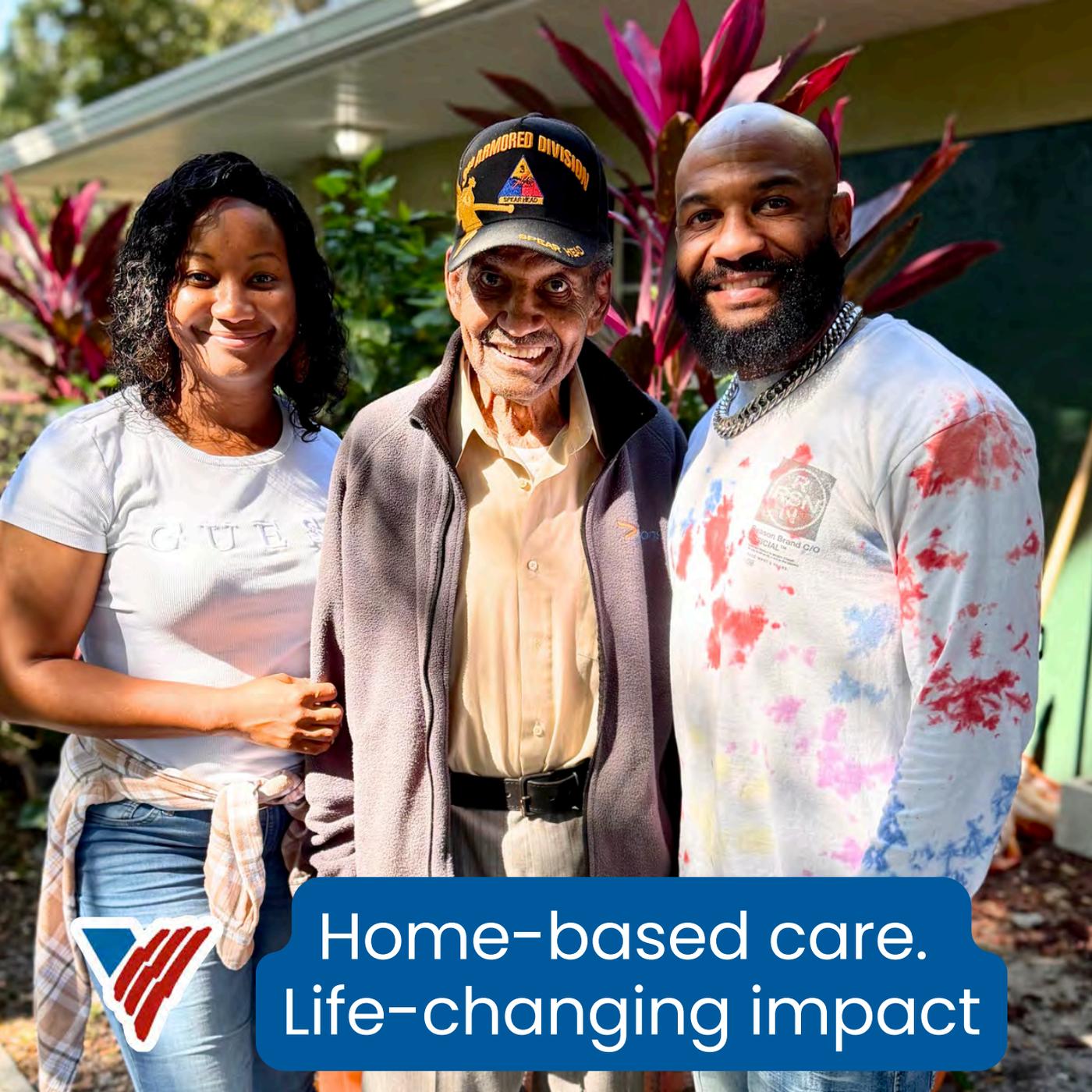
Janet Stringfellow, President & CEO of Volunteers of America of Florida, was honored with the Excellence in Philanthropy Award.

This recognition highlights her unwavering dedication, impactful leadership, and commitment to strengthening communities across Florida.



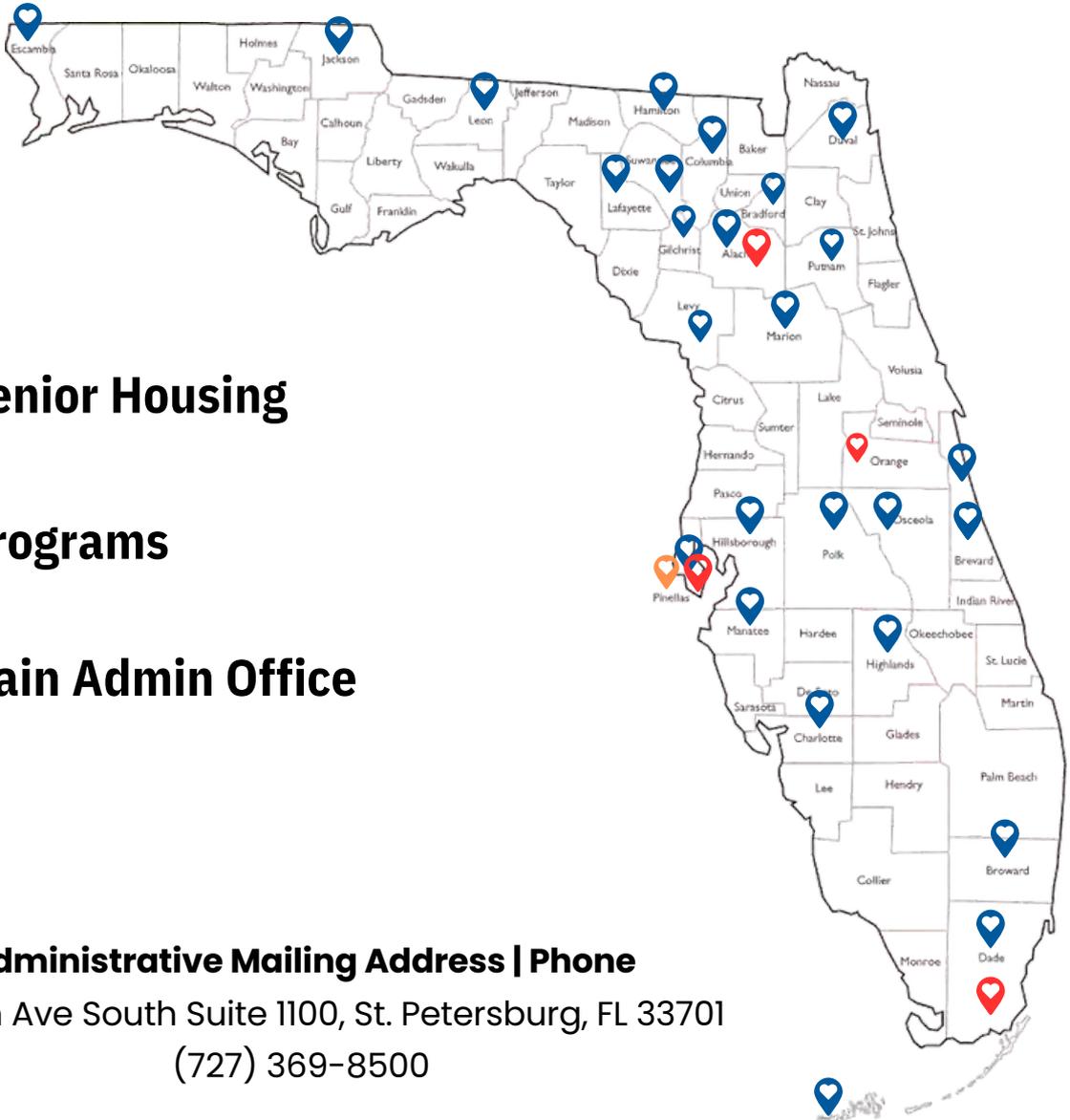
May– June 2025

The Mission Continues kicked off Operation Tampa Bay Blitz at James Cole Veterans Village on June 20th, making us their first stop. After a day of service at James Cole, volunteers continued their mission by supporting various organizations across Tampa over the next four days, making a meaningful impact throughout the community.



Home-based care.
Life-changing impact

Programs Across Florida



Senior Housing



Programs



Main Admin Office

Administrative Mailing Address | Phone

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

(727) 369-8500

Northern Florida Offices

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

Ocala Main Office
111 NE 12th Avenue
Ocala, FL 34471
ocalainfo@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

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

Thomas Pines Main Office
2690 SR73
Marianna, FL 32448
thomaspinesinfo@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

Innovare Affordable Housing
850 5th Ave S
St. Petersburg, FL 33701
innovare@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

Central Florida Offices Continued

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
1492 W Flagler St
Miami, FL 33135
browardinfo@voa-fla.org

Hialeah Senior Housing
1280 W 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 NW 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

South Florida Offices Continued

Los Robles Senior Housing
11495 W 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 W 42nd Place
Hialeah, FL 33012
puertadelsol@voa-fla.org

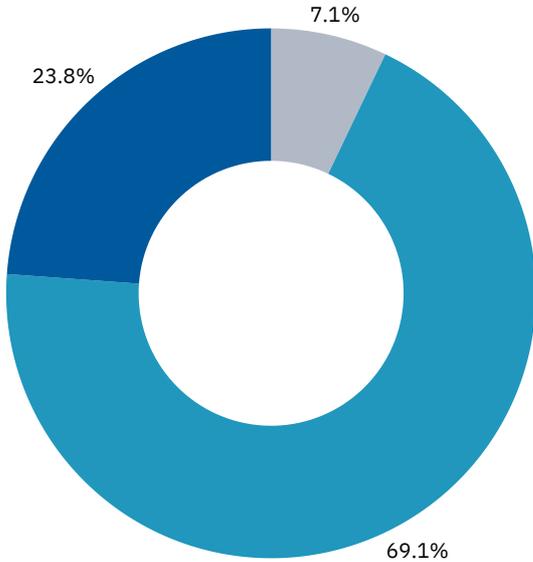
Space Coast Commons
1981 Convair SE
Palm Bay, FL 32909
spacecoastcommonsinfo@voa-fla.org

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



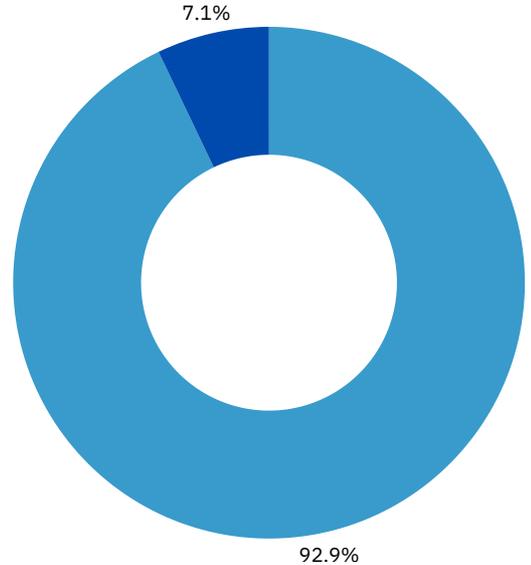
FINANCIALS

Revenue

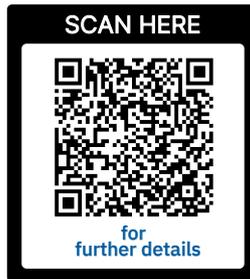


- Grants
- Other Operating Income
- Public Support

Expenses



- Program Services
- Supporting Services (Management, General)



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



We inspire hope and empower people to thrive, not just survive.

BOARD OF DIRECTORS



Thomas Goodwin
Chair



Ivan Mesa
Vice Chair



Dr. Debra Thrower
Secretary



Melody Evans
Treasurer



Janet Stringfellow
President/CEO



David Gates



April Lewis



Kenneth Maliszewski



Dr. Khary Rigg



Joseph S. Rogers



Betty Viamontes



Julie Wade

EXECUTIVE TEAM



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President/CEO



Stephanie Johnson
Chief Operating
Officer



Mercy Pargas
Chief Financial
Officer



Pat Norstedt
Chief Compliance
and Ministry Officer



Travis Brown
Executive Vice President
Housing and Development



Chitra Mahesh
Vice President
Finance



Francisca Reed-Johnson
Vice President
Talent Management



Robert Goyco
Senior Director
IT and GPD Quality



Stephanie Vranich
Vice President
Outreach and Development

A JOURNEY OF GROWTH AND IMPACT



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