



# Annual Summary

FY2020 - FY2023

 | VOA  
125+  
*Years Strong*

Volunteers  
of America®  
PENNSYLVANIA

# Regional Offices

## CENTRAL PENNSYLVANIA

2112 Walnut Street  
Harrisburg, PA 17103

## LEHIGH VALLEY

730 West Union Street  
Allentown, PA 18101

## NORTHEASTERN PENNSYLVANIA

25 North River Street  
Wilkes-Barre, PA 18702

## SOUTHWESTERN PENNSYLVANIA

1650 Main Street  
Pittsburgh, PA 15215

## Statewide Independent Living Office

100 Wilkes-Barre Blvd, Suite 417  
Wilkes-Barre, PA 18702



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# 02

## President's Message



Children playing together on the playground, senior citizens gathering to do puzzles, volunteers showing up to the garden at the shelter . . . some of our greatest joys abruptly halted at the onset of COVID-19. Despite the disruption to our daily lives, the essential work of the Volunteers of America of Pennsylvania remained steady. Shutdowns and disease control affected every aspect of our work and made even the simplest tasks complicated. Walk-in admissions, open floor shelters, common area spaces for gathering, volunteerism, and group events were reworked in real time by staff who were themselves affected by school closures, family commitments, and illness. Yet, all of our essential services operated continually without shutting down even an hour. Thanks to our staff's unwavering commitment to service, our resilience, and the support from our communities across the Commonwealth, we responded where the need was greatest. Though the public health emergency ended, we remain responsive and committed to equitably serving low-income communities, families, and individuals throughout Pennsylvania with our health, housing, and family services.

**"WE SEEK TO SUPPORT THE MOST VULNERABLE COMMUNITIES BY PROVIDING EVIDENCED-BASED, TRAUMA-INFORMED, WHOLE-PERSON CARE."**

Community. Thanks to our partners, staff, funders, clients, and neighbors, VOAPA was able to attain the resources necessary to manage safely during COVID, support our staff, and serve our clients without service disruption. High school students made 3-D printed face masks. Prisoners sewed masks. Health clinics dropped off disinfectant and administered vaccines. Foundations reached out to offer financial help. VOAPA was able to provide continual services to our Pennsylvania communities. Throughout the pandemic, we served thousands of individuals, and we provided services 365 days a year and, in some programs, 24 hours a day.

# President's Message cont.

# 03

Service. VOAPA team's dedication to showing up is rooted in our commitment to service. Our small team in Pittsburgh, when required to close during the early months of the pandemic, pivoted their services in order to stay open and be of service to their community. They installed a kitchen and began lunch and dinner provisions. They changed their after-school model to a day school model and hosted a virtual school, allowing children to "plugin" and access on-site tutoring support. Our Give Hope team answered the call by distributing PPE, food, and water to the homeless encampments daily. Our veterans' team nearly doubled the number of clients served, pursuing a goal to eliminate veteran homelessness. Statewide, we are engaged in social determinants of health efforts, aimed at countering the long-term health impacts that are created just by being born into an inequitable zip code. Across PA, we started imbedding community health workers and long-term aftercare case management, committed to building healthier, more equitable options for our most marginalized neighbors. And, deeply affected by the effects of the pandemic on congregate living, our organization expanded in-home services for people with disabilities, growing its pre-pandemic clientele from eight people in one county to over 100 people in 16 counties, with the goal of allowing people the choice to stay in their home versus institutionalization thereby significantly increasing life expectancy.

Resilience. Though our losses and heartbreaks have been profound over the past three years, they have also propelled us forward with the clear vision of supporting our most vulnerable communities, families, and individuals during this time of suffering and healing. As essential workers, we ask ourselves each day, how can we do more to help? VOAPA's mission and commitment to serve Pennsylvania communities led its growth and sustainability during the pandemic and now beyond. Over the past three years, we were able to grow our service types and deepen the ways in which we support Pennsylvanians, and we were able to expand the counties in which we serve, while also growing our budget by 108 percent, building a reserve, eliminating debt, and attaining financial stability.

Thank you for being a part of our community and for contributing to our ministry of service. May we continue to work together to heal and strengthen our communities,



President  
Volunteers of America of Pennsylvania

2,300

clients served  
annually

180

mission-driven  
employees

26+

counties with  
diverse programs  
across Pennsylvania

\$9.6

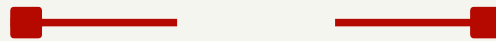
MILLION  
annual operating  
budget

127

years of service to  
the community

# About Us 04

Volunteers of America of Pennsylvania's (VOAPA) ministry of service is to empower vulnerable communities, families, and individuals through support and resources that lead to health and stability.



## WHO WE ARE

Volunteers of America was founded in 1896 as a movement dedicated to "reaching and uplifting" the American people. In turn-of-the-century America, there was no shortage of work to do. The Volunteers moved into tenement districts to care for people in poverty. They organized day nurseries and summer camps, provided housing for single men and women, and established the nation's first system of halfway houses for released prisoners.

Dating as far back as the aftermath of the American Civil War, Volunteers of America has always been on the front lines empowering and advocating for veterans, at-risk youth, and families torn apart by the day-to-day struggle to obtain basic necessities and live a life with dignity. Today, Volunteers of America of Pennsylvania is a comprehensive human services organization with 180 mission-driven professionals dedicated to helping those in need reach their full potential. Also founded in 1896, VOAPA has programs in 4 regions across the Commonwealth.

## ABOUT THE WORD VOLUNTEER

When Volunteers of America was founded in 1896, "volunteer" referred to anyone who served others as a vocation through a commitment to a mission. Today, we are still staffed by mission-driven professionals working to empower individuals and build thriving communities.

# 05

# Programs and Services

## Community Health

Our approach to services is holistic and our program models are founded on the core values of person-centered, empowering, community-based, and responsive. We help individuals and families overcome personal challenges to lead productive, healthy lives and are dedicated to strengthening holistic health through initiatives focused on addressing social determinants of health. We have begun imbedding community-based health care solutions in existing services and regions and developed new services, where our communities need them the most. Our approaches to intervention, rehabilitation, and prevention work together to ensure that people in crisis don't stay that way. Through targeted outreach, we provide connections to a network of partners to address health and social services needs together. During personal hardships and emergencies, we address immediate needs, offer long-term support when necessary, and educate with prevention outreach programs.

## Independent Living

We provide consistent guidance with skill-building which helps adults with intellectual and developmental differences become independent at home, productive in their neighborhoods, and successful in their career paths. VOAPA works in concert with individuals and families to help people with disabilities lead the lives they envision for themselves.

## Youth and Family Services

We provide supportive services to expectant mothers and their families with multiple interventions from pregnancy through teenage years. We deliver high-quality, innovative services for disadvantaged and disconnected children and youth. Through our caring staff and dedicated volunteers, we ensure the social, emotional, and academic development of young children. We also empower older youth to be physically, emotionally and mentally healthy and ready to enter adulthood. Our programs provide a continuum of care and support for young people through prevention, early intervention, crisis intervention, and long-term services.

## Housing and Homeless Services

As one of the nation's largest nonprofit providers of quality, affordable housing for low-income households, we create and manage housing options for people along a continuum, including for people experiencing homeless, for families with children, the elderly, people with disabilities—including physical and mental—and veterans, and their families.

## Supportive Services for Veteran Families

The Supportive Services for Veteran Families (SSVF) program is funded by the U.S. Department of Veterans Affairs and provides low-income veteran families with services aimed at preventing homelessness and improving their stability. Services include case management, transportation assistance, housing counseling, budgeting, employment services, temporary financial assistance, and assistance with obtaining VA and other public benefits.

# Consolidated Financial Statements

# 06

	Unaudited <u>Jun 30, 23</u>	Audited <u>Jun 30, 22</u>	Audited <u>June 30, 21</u>	Audited <u>June 30, 20</u>
<b>ASSETS</b>				
Current Assets	2,830,717	2,154,952	2,499,624	1,585,900
Property and Equipment, net	2,639,746	2,574,998	2,271,118	2,102,867
<b>Total Assets</b>	<u>5,470,463</u>	<u>4,729,950</u>	<u>4,770,742</u>	<u>3,688,767</u>
<b>LIABILITIES &amp; NET ASSETS</b>				
Total Liabilities	1,151,058	1,306,579	3,818,265	3,294,266
Net Assets	4,319,405	3,423,371	951,477	394,502
<b>Total Liabilities &amp; Net Assets</b>	<u>5,470,463</u>	<u>4,729,950</u>	<u>4,769,742</u>	<u>3,688,768</u>
<b>REVENUE</b>				
Public Support	1,143,695	1,019,571	1,101,877	885,478
Revenue and grants - government agencies	7,829,270	6,461,908	4,572,173	3,301,359
Program service fees	94,632	140,832	138,363	170,917
Other income	580,684	1,886,890	350,734	270,098
<b>Total revenues from operations</b>	<u>9,648,282</u>	<u>9,509,201</u>	<u>6,163,147</u>	<u>4,627,852</u>
<b>EXPENSES</b>				
<b>Program services</b>				
Encouraging positive development	1,329,014	1,068,603	1,146,989	1,152,580
Fostering independence	3,926,880	3,157,436	1,663,851	1,267,938
Promoting Self sufficiency	1,895,469	1,524,065	2,032,524	1,863,160
<b>Support Services</b>				
Management & general	1,528,214	1,228,771	669,092	660,455
Fundraising	72,671	58,432	93,716	111,717
<b>Total Operating Expenses</b>	<u>8,752,248</u>	<u>7,037,307</u>	<u>5,606,172</u>	<u>5,055,850</u>
<b>Change in Net Assets</b>	896,034	2,471,894	556,975	(427,998)
Net Assets, Beginning of Year	3,423,371	951,477	394,502	822,500
<b>Net Assets, End of Year</b>	<u>4,319,405</u>	<u>3,423,371</u>	<u>951,477</u>	<u>394,502</u>

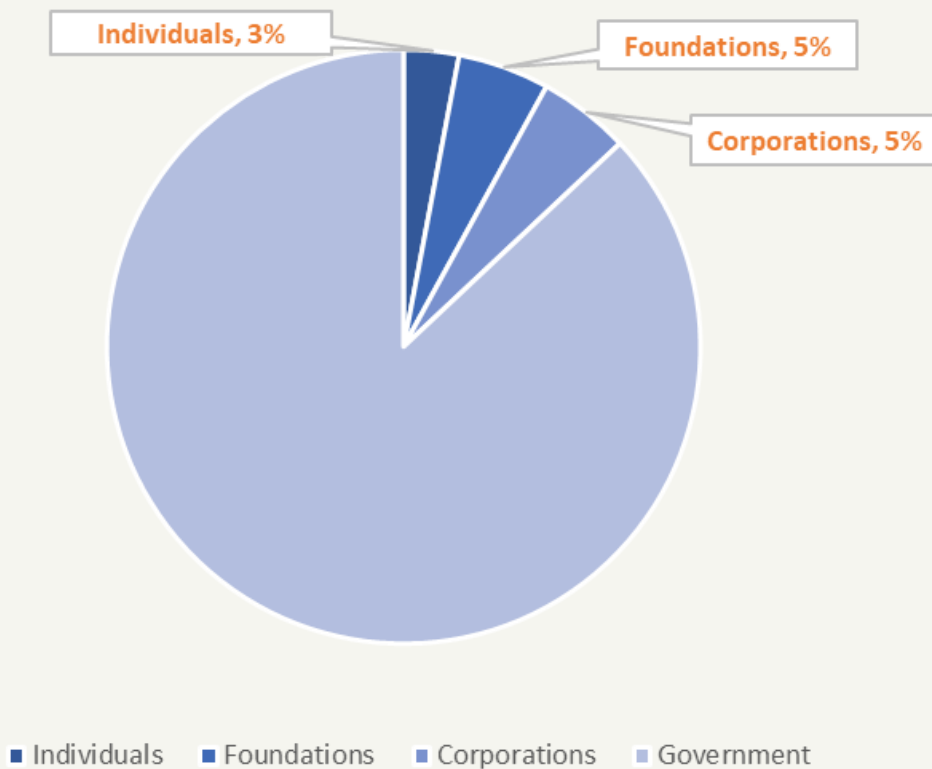
\*2023 financials are unaudited



In three years, VOAPA turned the corner from operating with a \$500,000 structural deficit to attaining a \$500,000 reserve in 2021-2022. Our cash flow sustains us, and we achieved a net positive cushion monthly. Additionally, the organization grew from a \$4.6 million operating budget in FYE20 to a \$9.6 million operating budget in FYE23. Our overhead/administrative percentage dropped from 18% in FYE18 to 13.3% in FYE23.

## FUNDING SOURCES

VOAPA's funding sources for FY23.



**108%**  
**operating**  
**revenue**  
**growth in**  
**3 years**

**"WHAT THE VOAPA TEAM HAS ACHIEVED OVER THE PAST THREE YEARS IS TRULY REMARKABLE AND A TESTAMENT TO THEIR CREATIVITY, PERSEVERANCE, AND A COMMITMENT TO SERVE THEIR COMMUNITY."**

**- DANIEL L. LOMBARDO, VOAPA BOARD CHAIR**

# We couldn't do it without YOU

# 08

Air Products Foundation

All One Foundation

American Bank Inc.

AmeriHealth Caritas

Charles H. Hoch Foundation

City of Pittsburgh

City of Wilkes-Barre

Commonwealth of Pennsylvania  
Department of Human Services

County of Allegheny Department of  
Human Services

Donald B. and Dorothy L. Stabler  
Foundation

Dauphin County

Erie Insurance

Fox Chapel Presbyterian Church

Grable Foundation

Jack Buncher Foundation

John A. and Margaret Post Foundation

Lancaster County Community  
Foundation

Luzerne County

M&T Charitable Foundation

Maslow Family Foundation

Moses Taylor Foundation

Niagara Bottling, LLC

Nina Baldwin Fisher Foundation

Northeast Behavioral Health Care  
Consortium

Office of Child Development and Early  
Learning

PPL Foundation

Real Alternatives

Richard King Mellon Foundation

The District Association of the Fox  
Chapel Area

The Luzerne Foundation

The Pittsburgh Foundation

The Sylvia Perkin Charitable Trust

The UPS Foundation

U.S. Department of Veterans Affairs

United Way

Willary Foundation

Through the help of our donors and partners, VOAPA supports thousands of clients annually through our human service programs.

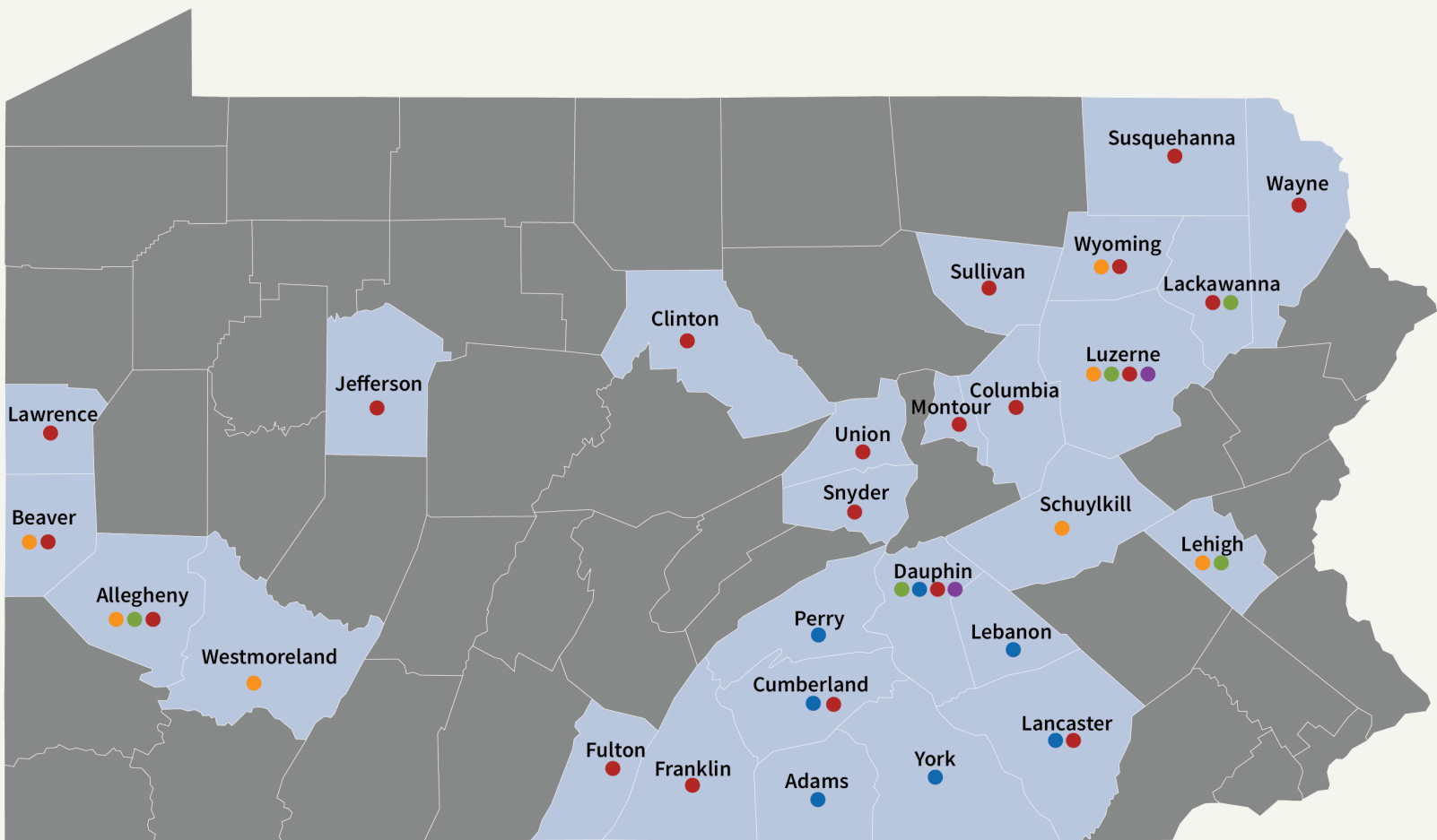
# 13.3%

of FY23 budget is allocated to administrative expenses

# \$9,648,282

## FY23 Annual Budget

### Service Territories and Programming



#### Legend:

- Housing & Homeless Services
- Maternal, Children & Family Services
- Supportive Services for Veterans
- Independent Living Services

# 10

# Board of Directors 2022-24



Daniel L. Lombardo, Chairman  
VOADV President & CEO

Carolyn M. Ballard Freeman, MPH FACHE  
U.S. Department of Health and Human Services  
Division Regional Operations Region 3

Victoria D. Brifo, Secretary  
General Manager, Global Generated Gases  
Air Products & Chemicals, Inc.

Charles Kelly, Treasurer  
VOADV Chief Financial Officer

Owen McCabe  
VOADV Property, Inc., President

Maury B. Reiter, Esq.  
Managing Partner  
Kaplin Stewart Meloff Reiter & Stein, P.C.

Kathy White Thomas, BA, MS, SHRM-CP, Vice-Chair  
VOADV Chief Operation Officer

Amy L. SantaMaria, Esq., Corporate Counsel\*  
Principal  
Kaplin, Stewart, Meloff, Reiter & Stein, P.C.

Paula Zawadzki  
Retired Attorney

Dolores Goldstein, Second Assistant Secretary  
VOADV Executive Coordinator

All members are volunteers.  
All Officer terms expire on June 30, 2024.



This report is dedicated to the memory of Brian Johns, the first homeless street outreach worker for VOAPA. Brian, who passed away in 2021, inspired our current outreach model Give Hope, which aims to find and offer support to individuals experiencing street homelessness. Brian is sorely missed by his family, friends, colleagues, and the community he served. In 2022, VOAPA began rehabilitation on a 5-unit affordable housing project for adults diagnosed with persistent mental illness that will include a day shelter space for men experiencing homelessness who have high medical needs. This building will be dedicated to Brian's memory. His spirit lives on in our work!

This report contains several photos of Brian working during COVID.

[www.voapa.org](http://www.voapa.org) | [info@voapa.org](mailto:info@voapa.org)

   @VOAPennsylvania

 | VOA  
125+  
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