



MISSION STATEMENT

To engage in the advancement, support, promotion and administration of health, housing, and supportive services, in the ongoing effort to alleviate poverty, human suffering, and distress, all in accordance with the faith-based principles of Volunteers of America.

WHO WE ARE

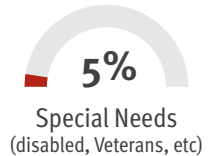
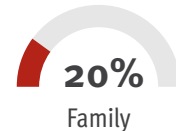
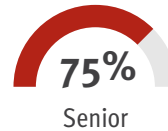
Volunteers of America National Services (VOANS), an affiliate of Volunteers of America, Inc., is an **affordable housing developer and senior healthcare provider with operations nationwide** and in Puerto Rico. VOANS has a long-established national presence as a **quality provider of both housing and health care**. The two business lines were merged to provide the financial and administrative strength needed to support these complex businesses in 1997. VOANS serves a wide variety of clients facing challenges due to income, age, physical or mental disability, with a special focus on seniors. The dramatic projected increase in the number of older adults in the United States who are living longer with fewer resources, coupled with the emergence of managed healthcare, has created a demand for providers that can **efficiently and skillfully integrate affordable housing, healthcare and other supportive services**. VOANS is one of the few organizations with a **proven track record in both serviced enriched affordable housing and senior care**, thus it is uniquely positioned to take advantage of the increasing opportunities to leverage strengths from each business line.



AFFORDABLE HOUSING OWNED AND OPERATED BY VOANS

241
Properties
13,587
Units

OVER 33,968 SERVED ANNUALLY in **38** states and Puerto Rico



SENIOR LIVING AND HEALTHCARE SNAPSHOT

5269
People Served
in 7 States

12 Assisted Living Facilities

10 Memory Care Units

8 Home Health Agencies

1 Adult Day Services

1 Meal Program

11 Skilled Nursing Facilities

7 Independent Living facilities

3 Program of All-inclusive Care for the Elderly (PACE)

1 Senior Behavioral Health Hospital



2677
Employees

2440
Employees in senior living/healthcare

237
Employees in housing development // residents services // operations



HOME HEALTHCARE

A resident of Parker Skyview in Minneapolis, MN, Rohan Campbell exemplifies how residents and the VOANS team work together to make a home, even with the most challenging of circumstances. Parker Skyview offers affordable, subsidized home healthcare for low income older adults 50 years and older.

Rohan came to VOANS with significant medical issues including Diabetes, Polymyositis and Interstitial Lung Disease. With individualized care and compassion, the team at Parker Skyview helped Rohan get back to playing the guitar and enjoying his life again. Rohan highlights how simple questions such as *“is there anything you need?”* to more complex task management of his medications and medical appointments demonstrate VOANS commitment to residents and their healing and wellness. Daily check-ins by the VOANS team allow for needed adjustments. Rohan says he *“ marvels at the attentiveness to my physical healing.”* Rohan describes how blessed he is and how he appreciates the team *“they offer compassion, transparency, efficiency and the highest possible care in pursuit of my happiness and peace of mind. Thank you.”*



**Real Estate Assessment Center (REAC) is the U.S. Department of Housing and Urban Development's housing quality performance assessment*

86% of our residents feel safe in their communities

87% of our residents would recommend their community to a family member or friend

90% is the average REAC* score for the housing portfolio (National average is 85.9%)

Top 50 List of Affordable Housing Finance

#29 on the list of Top 50 Developers

#8 on the list of Top 50 Affordable Housing Owners

2022 YEAR IN REVIEW

- ▼ Acquired 455 units of family affordable housing in Puerto Rico.
- ▼ The Oaks in Dallas, TX closed on \$50M project with 260 senior units.
- ▼ Awarded \$5M from Capital Magnet Fund from the FY21 allocation. This makes our 6th award, totaling over \$28M.
- ▼ Launched HOME, Housing Operations Metrics of Excellence.
- ▼ Over 2100 classes taken by housing team members on Edge2Learn platform.
- ▼ Process Improvement, Value and Optimization Team (PIVOT) launched its intake process for organizational process improvement project submissions.
- ▼ Kicked off implementation of M-Files, an organizational-wide document management solution for document creation, management, retention and destruction practices.
- ▼ Strengthened our IT system controls and security, adding such items as VPN and multi-factor authentication.
- ▼ Implementation of UKG (Ultimate Kronos Group) is underway – integrates HR functions into a unified system.
- ▼ PACE expansion on three new sites: Jefferson County, Kentucky // Northern Kentucky // Prince George's County, Maryland.

INNOVATIVE DWELLINGS

VOANS was awarded a three(3) year, \$3 million grant from the Wells Fargo Foundation in 2020 to create 125 units of permanent supportive housing for homeless veterans in four VOA markets: Austin, Los Angeles, Minneapolis-St.Paul and Raleigh-Durham. Innovative Dwellings, within VOANS National Housing Development Initiatives, began by conducting research and outreach into small scale affordable housing options available in these four markets that could efficiently meet the housing need of low-income residents while adhering to local ADU and infill housing ordinances. Through strategic partnership with VOA affiliates and local Accessory Dwelling Unit (ADU) builders, the Innovative Dwellings program has developed unique small-scale solutions to affordable housing, demonstrating how panelized and volumetric modular construction methods can be adopted by other mission-driven affordable housing providers to create more efficient unit delivery.

