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.

Volunteers of America National Services (VOANS), an affiliate of Volunteers of America, Inc., is a human services 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.

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Friendship comes in all shapes, sizes and where and when we least expect it. Noreen, a decade long resident of North Park Plaza in suburban Minneapolis and her Home Health Aide, Latoshata Bibbs affectionately known to most as “Pumpkin”, have forged a bond you typically witness in a good movie. They met because Noreen receives services through our comprehensive home care which can include medication management, complex medical care, and non-medical tasks such as bathing assistance, and transferring from one location to another. Noreen is 94 years old and a former educator. She continues to live in her home with the support and love from people like Pumpkin.

Noreen she suffers from Fibromyalgia. Pumpkin attends medical appointments with her, helps cook and most importantly, provides companionship. Each morning, Noreen begins the day by naming all of the things for which she is grateful. This includes why she is grateful for the home health service and that she looks for things to appreciate in people. “Sally is such a good boss, she selects good people to work for her. She’s fair, thoughtful, she listens well. Pumpkin is always cheerful, willing to listen to me and solves my problems when she can. She tells me little things about herself, so I know she’s real. All the staff are wonderful, Pumpkin is the star. I would recommend this program. People go through lots of things and they need the support. When I’m in pain, they can tell and they’re patient.”

41% of construction dollars on average were spent on MBE/WBE subcontractors
88% of housing survey respondents indicate that their communities feel safe
93% average community placement rate for three PACE programs
70% of residents admitted to our Rehabilitation and Living Centers (RLCs) returned home, placing our RLCs in the top 20% of all nursing homes in the country
90% of our housing residents believe VOANS met or exceeded their expectations of overall customer satisfaction and are willing to recommend our communities to a friend or relative
93.2% is the average REAC score for the housing portfolio (National average is 85.9%) Real Estate Assessment Center (REAC) is the U.S. Department of Housing and Urban Development’s housing quality performance assessment

▼ New VOANS Housing & Healthcare Customer Service Hotline
▼ Initiated the Treatment In Place program model, which focuses on providing behavioral health services to support the mental health needs among the aging population
▼ VOANS is the development consultant to VOA, Inc. in its effort to finance and develop a new headquarters in the Buzzard Point area of Washington, DC
▼ Launched new VOANS website
▼ Launched Process Improvement, Value and Optimization Team (“PIVOT”) for organizational process improvement and trained six staff across housing and healthcare in Lean/Six Sigma to support efficiency projects across the organization
▼ New Edge2Learn Education Platform, state-of-the-art learning management system with hundreds of training courses
▼ Launched Housing for Healthcare and Justice Fund; Philanthropic goal of $25MM
▼ Launched WeCareConnect, an interactive platform for employees to share comments and concerns, to help increase employee satisfaction and retention

Compassion shines through our mission, our staff and even the residents. Erik, a resident at Freedom Village in Youngstown, Ohio, shares and lives by the shared values of VOANS. He has worked for Goodwill Industries for over 20 years as a broadcast technician. The program he works with helps individuals who are blind or have learning disabilities. They can tune into his broadcast and listen to local and national news. And to discover, Erik is blind, but that does not stop him from living his life to the fullest. He is involved with his community, attends most functions at the property and church every Sunday. Erik has many interests, including being an avid sports fan. He also enjoys listening to books and movies, collects action figures and loves wearing festive outfits. He LOVES bingo, so the property service coordinator researched how to purchase braille bingo cards so that Erik and others can enjoy the pastime. His passion and compassion are remarkable. We are lucky he is a resident at Freedom Village.