

2017 was another year of blessings and challenges for Volunteers of America Michigan. Always in search of local solutions, we added programs, including dental service for the 40 percent of homeless clients with untreated dental problems. (All statistics here reflect our fiscal year, July 1, 2016-June 30, 2017)

**Health Professions Opportunity Program (HPOP) helped 206 people** pursue careers in the health care field. The goal is to provide a career path with potential for growth for veterans and people who are reaching the end of welfare benefits.

*Robert, an 8-year Army veteran, dreamed of becoming a nurse. With a wife and three children, he could not afford the education. With the help of HPOP, he recently completed his certified nurse assistant and patient care tech certificates with honors and started his Practical Nursing program.*



**1,324 were provided affordable housing** at one of our 13 housing communities across the state. We have apartment communities for seniors, families and people with disabilities.

*Nancy lived in a shipping container before she came Delta River Senior Village in Lansing. She now makes decorations for the holidays and also patented her own dry-erase puzzle gameboard.*

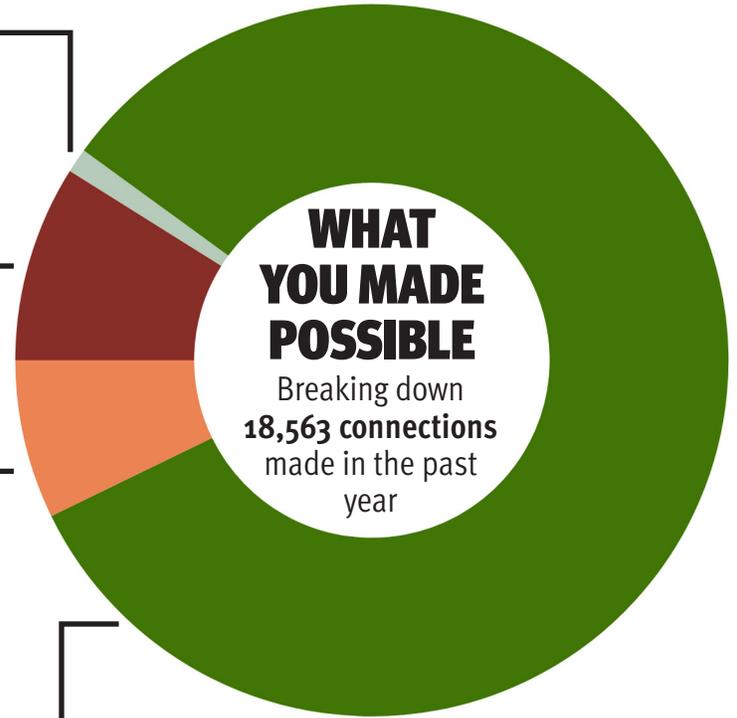


In addition, we provided support and coordination of services to **329 people** in housing. This includes those served through our housing communities, plus our Permanent Supportive Housing programs in Lansing for long-term homeless people with disabilities.

**Our array of services to veterans made 1,366 connections, including:**

- 341 homeless veterans** served through transitional housing and case management.
- 558 very low-income veteran households** helped with access to housing and homeless prevention, **311** of them permanently housed.
- 467 homeless veterans** helped with employment support, with **256** of them placed into jobs.

*Robert, a U.S. Air Force veteran, turned to our Veterans Housing Program when he found himself homeless. He used our housing and employment services to find housing and secure a job. Robert credits VOA with providing the emotional and physical support he needed to succeed.*



**Our Essential Services, consisting of our core programs and integrated care, made 15,338 connections, including:**

- 4,848** individuals who used New Hope Day Center, the Lansing region's one-stop resource for homeless people. This amounts to more than 18 new people walking in the door for the first time each weekday.
- 3,560** individuals who relied on the Community Kitchen in Lansing, which served **94,486 meals** last year.
- 2,475** turned for housing assistance to our Coordinated Entry team.
- 779** men, women and children who relied on our Emergency Shelter for a safe place to sleep.
- 1,054** people, including **682 children**, provided with short-term lodging through our Hotel Emergency Lodging Program (HELP) when family shelter was unavailable.
- 340** disabled people who received help obtaining income and the hope of independence through our Ability Benefits Clinic.
- 223** who turned to our Delta Dental Clinic in its first few months since opening Feb. 13 at our Lansing shelter.
- 2,059** referrals to the on-site medical clinic staffed by Sparrow and Ingham County Health Department.

In the end, our most important measure is the ability for people to return to healthy, productive, independent lives. One way we track this is through this important statistic:

**1,077** Homeless people placed into housing in 2017



**ADDITIONAL WORK**

2017 was a very busy year across all phases of our operation. Other achievements include:

**2,234 vehicles sold** through our Cars Helping People program

**411,868 transactions** at our four Thrift Stores, where donated goods are sold at affordable prices

**10,046 helped by Adopt A Family**, our holiday giving program, which connects sponsors to needy families, seniors and veterans at Christmas. This program served 2,651 households with 5,869 children last year.

**520 hot meals** were delivered by volunteers on Christmas Day 2016 to elderly people and shut-ins. This is a decades-old tradition in Lansing, involving 100-plus volunteers who prepare, package and deliver the meals.



If you would like to get involved and make a difference, register as a volunteer and check out opportunities at: [www.voami.org/volunteer](http://www.voami.org/volunteer)

**FISCAL REPORT**

Volunteers of America Michigan takes pride in careful stewardship of the resources entrusted to us. We invite all to see how their gifts are used. Schedule a tour by calling 517.489.5278 (Lansing) or 248.204.6034 (Metro Detroit).

	2016	2017
<b>REVENUE</b>		
Total Direct Support	\$10,476,819	\$9,921,436
Total Indirect Support	\$94,500	\$94,500
Government Grants	\$6,383,659	\$7,453,924
Other Revenue	\$1,361,514	\$1,406,164
<b>TOTAL REVENUE</b>	<b>\$18,316,492</b>	<b>\$18,876,024</b>
<b>EXPENSE</b>		
Promoting Self-Sufficiency	\$14,850,070	\$15,261,179
Fostering Independence	\$337,521	\$344,576
<i>Total Program Services</i>	<i>\$15,187,591</i>	<i>\$15,605,755</i>
Management/general support	\$1,883,945	\$1,782,632
Fundraising	\$610,826	\$765,687
Affiliate fees paid to National	\$442,838	\$506,831
<b>TOTAL EXPENSE</b>	<b>\$18,125,200</b>	<b>\$18,660,905</b>
<b>NET INCREASE OR (DECREASE)</b>	<b>\$191,292</b>	<b>\$215,119</b>

