

7.5 million
households paying more than
1/2 their income in rent

9 seniors
on a waiting list for every
affordable housing unit

How do we meet the challenge?

Over 2 million
affordable housing units have been
demolished or converted over the past decade

1.35
million
children without
homes each year

8 million senior
households have an income of less than
\$10,500 a year

4.7 million
more low-income households
than affordable housing units available

2.5
million
households live in
crowded or structurally
inadequate housing

The primary cause of homelessness is a
shortage of affordable housing

VOLUNTEERS OF AMERICA IS A NATIONAL, NONPROFIT, FAITH-BASED ORGANIZATION DEDICATED TO HELPING THOSE IN NEED REBUILD THEIR LIVES AND REACH THEIR FULL POTENTIAL. THROUGH THOUSANDS OF HUMAN SERVICE PROGRAMS, INCLUDING HOUSING AND HEALTH CARE, VOLUNTEERS OF AMERICA HELPS NEARLY 2 MILLION PEOPLE IN OVER 400 COMMUNITIES. SINCE 1896, OUR MINISTRY OF SERVICE HAS SUPPORTED AND EMPOWERED AMERICA'S MOST VULNERABLE GROUPS, INCLUDING AT-RISK YOUTH, THE FRAIL ELDERLY, MEN AND WOMEN RETURNING FROM PRISON, HOMELESS INDIVIDUALS AND FAMILIES, PEOPLE WITH DISABILITIES, AND THOSE RECOVERING FROM ADDICTIONS. OUR WORK TOUCHES THE MIND, BODY, HEART—AND ULTIMATELY THE SPIRIT—OF THOSE WE SERVE, INTEGRATING OUR DEEP COMPASSION WITH HIGHLY EFFECTIVE PROGRAMS AND SERVICES.

Credits for Statistics: AARP; Joint Center for Housing Studies for Harvard University; National Alliance to End Homelessness; U.S. Department of Housing and Urban Development.

FOR VOLUNTEERS OF AMERICA AND THE PEOPLE WE SUPPORT, a home is far more than shelter. It's the foundation of life. We guide individuals and families by providing not only safe, affordable housing, but also the vital support services they need to thrive.

Through our unique combination of housing and services, Volunteers of America has become one of the largest nonprofit providers of quality affordable housing for individuals and families, the elderly and people with disabilities.

To us, home is where empowered lives thrive.

EACH YEAR

8 million

senior households have an income
of less than \$10,500 a year

One by one, Volunteers of America is helping people toward independence and self-sufficiency.

Volunteers of America has understood the power of housing as a foundation for life since its beginnings in 1896. Young women looking for jobs in cities found solace from urban hazards in the Young Women's Christian Homes our founders established. Similarly, Volunteers of America's Hope Hall—considered the first halfway house in the United States—emerged as a place where discharged prisoners without homes or friends could find both until they could secure work and start their lives again.

Since those early days, Volunteers of America has grown into one of the largest and most effective nonprofit housing organizations in the nation. Our network of affordable housing facilities includes more than 300 properties in nearly 30 states.

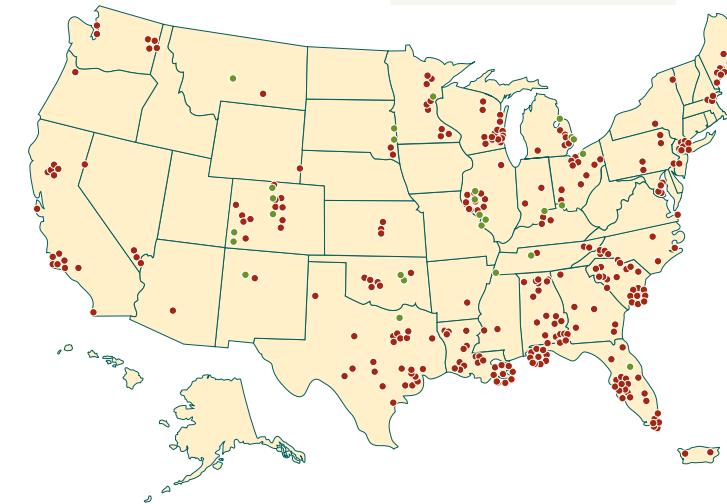
With a comprehensive continuum of housing services, Volunteers of America responds to the varied needs of individuals and families—from sheltering those without homes to assisting first-time homebuyers. By drawing on a variety of financing methods, including Low Income Housing Tax Credits, bond financing, conventional debt financing, HUD and USDA programs, as well as grants and loans through HOME, CDBG and FLHB programs, the organization has amassed a portfolio of more than 16,000 affordable rental housing units. Our nationwide portfolio includes large urban complexes, small rural developments, elderly housing, multifamily housing and housing for those with disabilities. With the support of committed partners—including Bank of America, the Fannie Mae Foundation, the Harry and Jeanette Weinberg Foundation, Inc. and the John D. and Catherine T. MacArthur Foundation—we are positioned to continue to build and maintain our impressive portfolio.

Housing for Seniors

We are one of the nation's largest nonprofit developers of affordable senior housing, offering a full range of options—from independent living communities to full-service assisted living and nursing home care—all complemented with the support services vital to senior citizen health and well-being.

OUR HOUSING PROPERTIES

- Current
- In Development



* For up-to-date locations refer to www.VolunteersofAmerica.org

Housing for Families

Helping families secure safe and affordable housing is integral to our mission. By building, acquiring and preserving housing, we provide families with the space they need—combined with services that help parents and their children thrive. From safe play areas to family activities, employment counseling and classes for adults and children, our services help families build communities.

Housing for Persons with Disabilities

Providing homes for individuals with developmental disabilities, mental illness, physical disabilities and HIV/AIDS requires the ability to respond to residents' changing needs. We provide activities, health and medical care, transportation, and individual case management to encourage independence.



NEARLY

7.5 million

American families spend more than half their income in rent each year

Through a unique combination of skills, Volunteers of America is helping balance the equation.

Volunteers of America has the expertise to address affordable housing's many facets—from development and ownership to management and supportive services. Our model combines the strengths of our national headquarters and our network of locally chartered affiliates. It pairs strong local relationships and expertise in service delivery with national experience in building design, construction, finance and accounting and allows us to leverage the best from both worlds, suiting the needs of each project.

New Development

We respond to the shortage of affordable housing by developing new housing from the ground up. This includes site evaluation and acquisition, design and construction management oversight, service development and securing funding. Volunteers of America is the largest recipient in the nation of HUD-awarded funding for senior housing and housing for the disabled.

Preservation

Many subsidized developments built in the 1970s and 1980s demand significant rehabilitation—and have owners who would rather cash out than restore them. In other cases, properties have become severely distressed, as their owners lack the financial resources for needed capital improvements. Volunteers of America leverages financial expertise and strong local connections to acquire, refinance and preserve these developments as affordable housing.

Asset and Property Management

Volunteers of America provides centralized asset management for a housing portfolio valued at almost \$500 million. We actively minimize risk through continuous assessment and analysis of both physical and financial issues. Our Housing Risk Pool provides a mechanism for risk sharing and mitigation. Our local offices provide property management in their geographic areas, while our national division provides property management in other areas. In addition, we continue

to extend our position as a leader in property management by offering our services to other organizations on a contract basis.

Supportive Services

Tailoring service programs to residents' needs is a hallmark of Volunteers of America. Our expertise in service delivery drives an innovative approach to offering educational, employment, recreational and health care services for residents. Pairing well-run facilities with customized compassionate services is a powerful differentiator for the housing we offer.

Capacity and Resources

Volunteers of America is one of the most prolific nonprofit developers of affordable housing because of its skilled and effective teamwork and creativity. Our housing team boasts extraordinary depth of experience—ranging from professional construction, finance and development to property management and asset management. Drawing on extensive public and private sector expertise, our staff offers an unparalleled understanding of today's specialized housing market.

Explosive growth demands resources. To generate working capital for predevelopment expenses, Volunteers of America has created a centralized development fund. Our membership in the National Affordable Housing Trust provides us with equity for developments financed with Low Income Housing Tax Credits. In addition, our partnership with the Corporation for Supportive Housing allows us access to expertise and funding to develop additional permanent, supportive housing.

OUR HOUSING SERVICES

■ Home Health Care	■ Employment Services
■ Assisted Living Services	■ Service Coordination
■ Social, Education and Recreational Activities	■ Meal Services
■ Transportation Services	■ Health Promotion/ Preventive Services
■ Youth Developmental Programs	■ Support Services for People with Disabilities
■ Computer Learning Centers	



THE PRIMARY CAUSE OF HOMELESSNESS IS A

shortage

of affordable housing

Our vision is a nation in which everyone has a place to call home.

In the face of a national deficit of affordable housing, we are working to increase our service-enriched housing portfolio dramatically by the year 2010. Meeting this goal will require expanding of our local capacity nationwide, boosting capital resources for property development and increasing support and awareness of our work.

Another important part of smoothing the way to this ambitious goal is our work as advocates—lending our voices to encourage the development and operation of affordable housing nationwide. Currently, millions of American households spend half of their income on where they live, making it difficult to afford other necessities of life. That statistic underscores the urgent need for our response. We have made noteworthy strides in increasing awareness of this critical issue while shaping policy to protect those in need of housing and support services. Our public policy efforts are making our goal of explosive growth even more attainable.

Looking forward to 2010, we must align our advocacy efforts with the realization that affordable housing development must be made more attractive to builders; existing affordable housing stock must be preserved and rehabilitated; elderly housing needs must be met with supportive services—not institutions; and families must be encouraged to realize that the goal of homeownership is within their reach.

Offering Incentives through Public-Private Partnerships

Government and businesses must work together to make developing new rental housing an attractive option. By offering incentives for the development of affordable housing, including tax credits, grants, state and local housing trust funds;

and continued support from Fannie Mae, Freddie Mac and the Federal Home Loan Banks, production of affordable housing units will become more accessible to nonprofit housing developers.

Returning Existing Affordable Housing to Service

Nationwide, we see a valuable resource in existing affordable housing stock; but as many units are lost to mortgage prepayments, expiration of housing affordability requirements and demolitions, this resource is endangered. Nonprofit organizations need tools to ensure that, even when contracts expire, HUD and USDA-funded housing units can remain affordable.

Making Affordable Housing a First Choice for Seniors

We're committed to meeting the needs of the elderly and those with disabilities for supportive housing. By working to increase the reach of home and community-based programs, while creating additional housing units, we are responding to the increased need for supportive housing development that will keep seniors in their own homes.

Bringing Homeownership Within Reach for All

The dream of homeownership is one that seems out of reach to many Americans. We are committed to helping more Americans purchase homes and build communities through enhanced federal homeownership initiatives; by working in local communities to encourage development of homes for purchase by low- and moderate-income homebuyers; and by encouraging creative construction of modular and other low-cost homes.

It's an ambitious strategy. But over the upcoming years, this bold approach will help make our vision a reality for the millions of Americans in need of affordable housing.



we house more than
11,000 families

we provide assistance to nearly
2 million people in
communities across the nation

we operate **87**
correctional programs,
25 of which are residential

we house nearly **2,000**
people with disabilities

**VOLUNTEERS OF AMERICA'S DEVELOPMENT AND MANAGEMENT
RECORD IN THE AFFORDABLE HOUSING SECTOR IS REMARKABLE.**

But that doesn't mean we're satisfied with the services we're able to provide today. That's because at the heart of our compassionate combination of housing and support is a shared passion for helping those in need. There are countless more Americans desperately in

need of housing and support services, and we're committed to helping as many as we can to reach their full potential—and thrive.

Through more than a century of service to those in need, we've learned that helping others reach their full potential reveals the potential in us all.

We invite you to share our vision.

we house nearly **25,000**
people in need of
affordable housing each year

we house more than
8,000 seniors
in 127 housing communities
designed specifically for their needs

we help more than
90,000 homeless
individuals each year

1660 Duke Street,
Alexandria, VA 22314

T (703) 341-5000

F (703) 341-7002

www.VolunteersofAmerica.org