

Inspire

VOLUNTEERS OF AMERICA OF KENTUCKY, INC.
Summer/Fall 2011

Windows of
OPPORTUNITY

 **Volunteers
of America**
KENTUCKY

REAL PEOPLE. REAL CHALLENGES. REAL SOLUTIONS.
www.voaky.org

message from the president & board chair

DEAR FRIENDS,

Drive and determination are key ingredients to achieving success in any venture. In this issue of *Inspire*, you'll read about many of our clients who possess the fortitude it takes to overcome life's challenges and improve their lives. Whether it's securing a stable home, enrolling in college, or pursuing Olympic dreams, our clients are making it happen — and our professional staff is there to cheer them on.



Of course, the right timing and support help make these successes possible. We have a window of opportunity when our clients are with us — a critical time in which our services can help make the difference in their lives.

We were presented with a window of opportunity of our own recently that led to the addition of Developmental Disability Services in Northern Kentucky. The community needed a trusted organization to provide critical services and we stepped up to the challenge. Our service area now extends from Northern Kentucky to Memphis, Tennessee; we invite you to see an updated service area map on the opposite page.

Now is also a perfect window of opportunity for us to grow our local community support. With so much volatility in the economy and uncertainty around government funding for social service organizations, we are challenged to ensure all of our clients' needs are met. With your support we can continue to help our clients achieve those successes they've been pursuing. Thank you so very much for your interest in our mission.

Sincerely,

JANE W. BURKS
PRESIDENT AND CEO

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BOARD CHAIR

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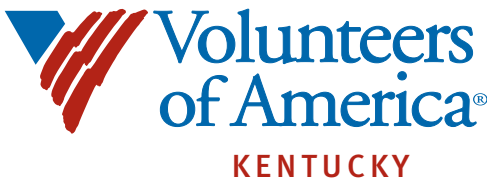
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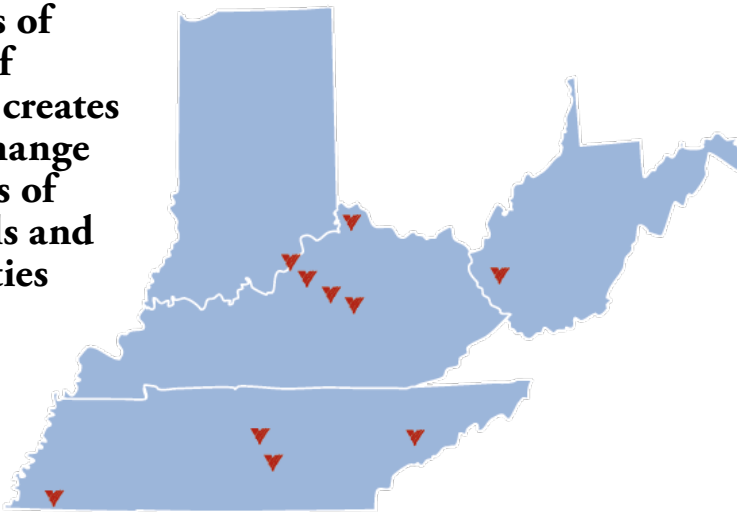
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Volunteers of America of Kentucky creates positive change in the lives of individuals and communities through a ministry of service.



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NORTHERN KENTUCKY JOINS AFFILIATE

Volunteers of America of Kentucky has expanded its reach to include Developmental Disability Services (DDS) in Boone, Campbell, and Kenton counties in Northern Kentucky. When we learned the Volunteers of America affiliate in Ohio was closing, we knew immediately we wanted to serve the residents there and entered a year-long process of transitioning them to our organization's care.

The DDS program includes three group homes with seven or eight residents each; three neighborhood-based homes with three residents each; a respite home that offers short stays for individuals with developmental disabilities who live with family members; and community living supports for family members who care for individuals with developmental disabilities at home.

"By bringing Northern Kentucky into our affiliate, we're able to continue offering essential services to families and individuals in the community," says Alex Heart, vice president of Developmental Disability Services. "The residents and families we serve are receiving the highest quality of care by our well-trained direct support staff."



A reception to celebrate the official opening of our Northern Kentucky Developmental Disability Service program is set for Thursday, July 28 at

our office located at 8172 Mall Road, Suite 231, Florence, Kentucky, 41042. Call (859) 372-5600 for more details.

WINDOWS OF

Being in the right place at the right time has helped these

Back on the college track

As a teen, Lacy Nally traveled to China, Russia, and all over the U.S. to compete as part of a semi-professional softball team. She went on to receive a softball and golf scholarship to St. Catharine College near Bardstown, Kentucky.

No one could have imagined she would become homeless in 2010.

Lacy was living with her then two-year-old son, Jasiah, and his father, in housing provided by the seminary he attended. When the relationship ended, Lacy and Jasiah had nowhere to go.

A family friend suggested the Family Emergency Shelter (FES). “I came with a very negative attitude. It was so hard to deal with the fact that I was homeless,” Lacy says. “There were a lot of crying nights. I didn’t feel like a good mother.”

With help from Assistant Program Manager Beth Jones, Lacy prepared a case plan and began volunteering at the Kentucky Cabinet for Health and Family Services.

“I treated it like a job,” she says. “Jasiah went to child care, I worked four hours, went to my sessions, and then had a dinner and bedtime routine. I took it very seriously.”

At the time Lacy attended St. Catharine, the college offered only two-year associate degrees. She had always planned to finish her education and become a nurse. Living at FES and watching Beth work led her to change her major from nursing to social work.

“I got a true social worker’s vision of what it’s like to work in the field,” Lacy says. “Beth has been a great mentor. Having her as a case



manager changed everything. I want to keep helping people who are in the same situation.”

In January 2011, she enrolled at Jefferson Community & Technical College and moved to Family Scholar House — a program that provides housing, child care, and other assistance to single parents while they earn a college degree. Next year she plans to enter the University of Louisville’s Kent School of Social Work to pursue a master’s degree. She believes none of this would have been possible without the help of Volunteers of America’s Family Emergency Shelter.

“It’s not a ‘hold your hand and make it all better’ program,” Lacy says. “They gave me the resources I needed to do things for myself and my son.”

JEFFERSON COMMUNITY AND TECHNICAL COLLEGE OPENS THE WINDOW TO A COLLEGE EDUCATION

Jefferson Community and Technical College is offering a new window of opportunity to Volunteers of America clients in the Louisville area. Beginning this year, an Introduction to College – General Education 100 course is being offered in partnership with JCTC. The free one-hour college credit course is designed to help participants understand the experience of being in a college classroom, develop good study habits and time management skills, and access financial aid resources. Says participant Davis Landrum, “I have gotten so much from this class because getting proper education now will help correct the errors I have made in the past.”



OPPORTUNITY

families get the services they need to build a bright future



A stable foundation

Ella Mae Franklin says her grandchildren are “like peas and carrots.” She came to the Family Emergency Shelter (FES) with nine-year-old Danaee, and her brother Dereck, age 8, in October 2010.

Ella has raised Danaee and Dereck since they were babies. She found living with a family member too chaotic for them and turned to Volunteers of America. “I knew I would get the help here to get them stable,” Ella says. “I’ve found the support I need that I haven’t found elsewhere.”

That support included a referral to a therapist to help Dereck work on behavior issues. Ella says that made a big impact, and he is now doing much better in school. The kids adjusted well to life at FES and Ella made sure both worked with tutors in the Study Buddies program.

Ella had worked in health care and in restaurants for many years, but knee problems made it necessary for her to go on permanent disability.

The staff at FES helped Ella enter a transitional housing program provided by the Society of St. Vincent DePaul in April 2011. Ella hopes to be chosen as a recipient of a Habitat for Humanity property. She knows that means maintaining a stable income and managing a household budget. She learned those skills at FES.

“Now I look at prices and think, ‘Do I really need this?’” Ella says. “I’ve been able to save more. I’m reaching my financial goals, and I’m going beyond them.”



Danaee and Dereck hula-danced at a luau-themed birthday party at the Family Emergency Shelter shortly before they moved to transitional housing.

TURNING THEIR LIVES AROUND

U.S. Army veteran Phonecia Carney came to the Family Emergency Shelter (FES) in 2007 with her son, Jeremiah, when she was four months pregnant. Unexpected medical bills, a broken down car, and other unfortunate surprises had left her without any way to stay afloat.

Jeremiah, who was 7 at the time, was struggling in school and had behavioral problems. “Then he would get embarrassed because the other kids knew he was struggling,” Phonecia says.

Knowing that academic performance and behavior are tied to basic needs of safety, stability, and housing, the staff at FES helped Phonecia get counseling for Jeremiah and secure a mentor at his school. Perhaps most importantly, it was at FES that Jeremiah was diagnosed with learning and behavioral issues that were properly addressed. His schoolwork quickly improved and he was making friends more easily.

Phonecia, Jeremiah (now age 11), and his three-year-old sister, Valajia, have been in their own housing and thriving since they left FES. They are living near Jeremiah’s school, Frederick Law Olmstead Academy North, which allows Phonecia to be actively involved. Jeremiah will enter the Advanced Placement Program as a seventh-grader in the fall. He hopes to attend Trinity or St. Xavier High School and become a pediatrician. Phonecia says the support of Volunteers of America helped him get on track to achieve these goals.

Hard work pays off

As the saying goes, “If you want something done, ask the busiest person you know.” That person might be Adam Sandifer, an individual served in our Developmental Disability Services program in Southern Indiana. Adam was born with intellectual disabilities but that hasn’t kept him from living a full and productive life.

Adam works year-round at the J.B. Ogle Animal Shelter and as part of the maintenance staff at the local YMCA. He also holds seasonal jobs at Perrin Family Park and the Jeffersonville Aquatic Center performing various duties. Adam and his mother, Mary, utilize the non-residential services provided by Volunteers of America, which include transportation for Adam to his jobs and activities and help from our direct support staff.

Somehow, Adam also finds time to compete in numerous Special Olympics events, including basketball, swimming, track and field, horseshoes, volleyball, and snowshoeing. In his room, he displays every medal he has won since he began competing at age 8 as well as the prestigious Spirit of Special Olympics Athlete Award he won last year.

Mary says Adam is able to do so much because of the support of Volunteers of America. “It gives Adam the opportunity to be able to be like everyone else — to get up and go to work like anyone else his age.”

A photograph of three people smiling. In the center is Adam Sandifer, a man with a goatee wearing a grey t-shirt. To his left is his mother, Mary, an older woman with glasses. To his right is Tammy Vinson, a woman with glasses and a black top. They are all smiling and looking towards the camera. Adam is holding a torch with a flame. The background is outdoors with a wooden structure and greenery.

Special Olympics medalist Adam Sandifer (center), with his mother, Mary, (left) and Tammy Vinson, a service coordinator with Volunteers of America’s Developmental Disability Services program in Southern Indiana.

MAKING 'BIRTHDAY WISHES' COME TRUE

Volunteers of America of Kentucky is fortunate to receive support from the Hasbro Children's Fund and Birthday Wishes to create fun and memorable birthday parties for children at our Family Emergency Shelter in Louisville. Lisa Vasiloff, co-founder and executive director of Birthday Wishes, visited the shelter in March to join the party. Additionally, in honor of Volunteers of America's Founders Week in March, the staff of our national office created special goody bags for each child. The kids were also treated to a visit from members of the Louisville Metro Fire Department. Volunteering at a birthday party is a fun way for individuals or community groups to support homeless families.



Contact Community Engagement Manager Tandee Ogburn at (502) 636-4638 or TandeeO@voaky.org to learn more.



BB&T SUPPORTS FREEDOM HOUSE



Employees of BB&T in Louisville teamed together to renovate an apartment at Freedom House, one of our residential substance abuse treatment programs for pregnant and parenting women. In just a few days, the team painted the entire space and set up the apartment with new furnishings, light fixtures, microwave, bedding, dishes, silverware, linens, and bath accessories. The BB&T volunteers were taking part in the company's Lighthouse Project, a company-wide effort to make a positive impact on the lives of people in need.

ROTARY SUPPORT

The West Knoxville Rotary Club recently contributed \$5,000 to our Homeless Veterans Reintegration Project in Knoxville. The funds will help HVRP to expand its outreach efforts to veterans in need.

INCREASING ENERGY EFFICIENCY

Louisville Metro Government recently awarded a non-profit energy efficiency grant to Volunteers of America. More than 300 light fixtures, lamps, and exit signs at our Family Emergency Shelter and Shelby Street Substance Abuse Treatment Campus will be retrofitted with energy-efficient light bulbs. The grant is valued at \$22,000 and is expected to save the organization more than \$4,200 annually in utility costs.



NEIGHBORS HELPING NEIGHBORS

Philip Morgan, an agent with Farmer's Insurance in New Albany — and next-door neighbor to our Southern Indiana Developmental Disability Services office — got acquainted with some of the individuals we serve and decided he wanted to help. He created the Life and Legacy Campaign; with each new life insurance policy he writes, he makes a financial contribution to Volunteers of America. This is an ideal way for both Kentucky and Indiana residents to give back to Volunteers of America of Kentucky while taking care of an important task: ensuring that loved ones are well cared for in the future. The Life and Legacy Campaign also supports individuals interested in making a meaningful gift to Volunteers of America while achieving beneficial tax and estate planning opportunities for themselves with the tools to name the organization as a beneficiary of a life insurance policy. "I have a 12-year-old nephew with autism and know how important services are for individuals with disabilities," Philip says. "He has been the inspiration for my involvement. I want to give back." To learn more about how you can join the Life and Legacy Campaign, contact Philip Morgan at (812) 399-2500 or pmorgan@farmersagent.com.

MAYOR FISCHER'S DAY OF SERVICE BENEFITS VOLUNTEERS OF AMERICA

The community took to heart Metro Louisville Mayor Greg Fischer's call for a city-wide Day of Service in January 2011, and Volunteers of America was fortunate to have nearly 100 volunteers on hand. Members of the Young Presidents' Organization and their families painted interior spaces at the Shelby Street Substance Abuse Treatment Campus and Freedom House — one of our residential substance abuse treatment programs for pregnant and parenting women — while members of Greater Louisville Outstanding Women (G.L.O.W.) and the Younger Women's Club of Louisville painted the dining room, spruced up the children's playroom, and did arts and crafts with children at the Family Emergency Shelter. Mayor Fischer toured all three programs, then visited with clients at the shelter with his wife, Dr. Alex Gerassimides, who spent the day volunteering.



Subhas Kulkarni painted the dining room at the Family Emergency Shelter.



(Left to right) Louisville Metro Mayor Greg Fischer, President and CEO Jane W. Burks, and Dr. Alex Gerassimides spent some time with a young resident.



RENOVATED KITCHEN AT THE FAMILY EMERGENCY SHELTER

Staff, residents, board members, and donors recently celebrated a \$45,000 kitchen renovation at our Family Emergency Shelter in Louisville. The new equipment reduces overall food costs, increases efficiency, and improves the nutritional value of meals served at the shelter. The project was generously funded by the James Graham Brown Foundation, the Honorable Order of Kentucky Colonels; the Rotary Fund of Louisville, the V.V. Cooke Foundation, and the O’Shea’s Family of Pubs.



SUPPORTIVE LIVING RESIDENTS RECOVER FROM FIRE

In January 2011, an electrical fire nearly destroyed one of our Supportive Living Homes for individuals with developmental disabilities in Madison, Tennessee, leaving one resident with injuries sustained during the evacuation and two others without a home. Staff member Raylene Wood courageously escorted the residents to safety, even giving up her shoes to one of them while temperatures were in the teens. The Madison Fire Department was on the scene quickly to assist a third resident, who has recently returned home. Neighbors and supporters rallied together to donate approximately \$6,000 in cash and in-kind items to help replace the residents’ personal belongings. Temporary living arrangements were made for the residents until they were able to return in late spring.

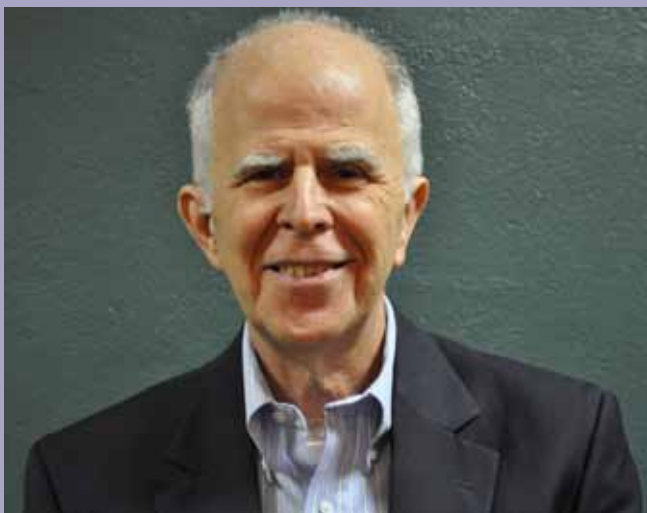
BRIGHT HORIZONS SUPPORT

A \$5,000 grant from the Bright Horizons Foundation for Children will support activities at our Family Emergency Shelter in Louisville. Terri Stewart, director of the Children’s Center at YUM! Brands – a Bright Horizons facility – made the grant possible. She is an ongoing supporter of Volunteers of America teaching parenting classes and securing funds to make physical improvements to the building.



Bright Horizons
FOUNDATION FOR CHILDREN

The Power of 1: Making Connections



Ken Middleton, Volunteers of America of Kentucky board member

I currently consult businesses and non-profits in strategic marketing and organizational strategy. I started my career in journalism, working my way from reporter to anchor, producer, and news manager at local television stations. I eventually became president and general manager of stations in Tucson and Louisville, then served as vice president for operations for the National Center for Family Literacy.

My connection with Volunteers of America of Kentucky began when I was asked to facilitate the development of a marketing strategy for the organization several years ago. Now that I'm a member of the Board of Directors, one of my most important tasks is inviting colleagues, friends, and my fellow church members to Real3 Journeys (see opposite page for details).

I try to identify acquaintances who seem to have concern and compassion for the needs of the community. I find it's important to share the unique nature of the shelter program: Volunteers of America is helping keep families together and offers a continuum of services supporting the whole family. Many are surprised to discover that many clients are working but still can't make ends meet in this economy. I can only hope that by engaging my circle of friends and family, some of them might get more involved and invite some of their own contacts to get to know us better.

POWER OF 1 COMMUNITY

Thanks to the members of our Power of 1 Community, a giving circle of organizations that have committed financial support for five or more years. Together, they have pledged more than \$100,000 to help Volunteers of America create positive change in the lives of individuals and families we serve.

Altman Insurance Services
Alltrade Services Solutions, LLC
Anthem Health Plans of Kentucky, Inc.
BosseMattingly Constructors, Inc.
Brown-Forman Wines
Byrne's Garage, Inc.
Delta Dental
Duplicator Sales & Service, Inc.
Gresham Smith & Partners
Heine Brothers' Coffee, Inc.
Metropolitan Sewer District
Radio Sound, Inc.
Strothman & Company PSC
Van Zandt, Emrich, & Cary

We've recently added new members to our Positive Change Society, a multi-year giving society for individuals aimed at ensuring the sustainability of our most essential services. This growing base of supporters have pledged more than \$500,000 over the next five years to support our programs. To learn more, contact Jennifer Hancock at (502) 636-0771 or JenniferH@voaky.org.





Football rivals come together for Volunteers of America

The Second Annual Tennessee vs. Alabama Golf Tournament and Dinner of Champions in June raised more than \$47,000 for our Developmental Disability Services (DDS) Program. More than two dozen former athletes from the rivaling University of Alabama and University of Tennessee participated. Former NFL and Tennessee wide receiver Carl Pickens (center) and golfers Tracey Cox (left) and Barry Cox (right) enjoyed time together at the tournament.



Real people. Real challenges. Real solutions.

Join us for an upcoming Real³ Journey, a one-hour interactive tour that demonstrates how we help real people facing real challenges to find real and lasting solutions. Real³ Journeys take place at our Family Emergency Shelter at 1321 S. Preston Street, in Louisville (enter on Ormsby Avenue). Light refreshments will be served. To RSVP for any of the dates below, contact John Launius at 636-4636 or JohnL@voaky.org.

- Thursday, July 28, 8:30 a.m.-9:30 a.m.
- Wednesday, August 10, 4-5 p.m.
- Thursday, August 25, 6:30-7:30 p.m.
- Thursday, September 15, 8:30-9:30 a.m.
- Thursday, September 22, 11:30 a.m.-12:30 p.m.
- Tuesday, September 27, 6:30-7:30 p.m.
- Thursday, October 18, 4-5 p.m.
- Thursday, November 10, 8:30-9:30 a.m.
- Tuesday, December 13, 11:30 a.m.-12:30 p.m.

Save money, help Volunteers of America



You can enjoy discounts from your favorite merchants and help Volunteers of America at the same time. dealeebob.com offers daily deals of up to 90% off restaurants, spas, family entertainment and more. When you make a purchase on dealeebob.com, 5% will go directly back to Volunteers of America of Kentucky.

How to sign up:

1. Go to dealeebob.com and register to receive daily deals.
2. Select "Volunteers of America KY" in the Non-Profit name drop down menu.
3. Any dealeebob.com you make purchase will automatically benefit Volunteers of America.

EDUCATIONAL SUPPORT IS LIKE A GOLDEN TICKET FOR A CHILD IN NEED. SEND ONE TODAY.

Later this summer, more than 125 children receiving support from Volunteers of America of Kentucky will go back to school. Without a safe and stable place to live, homeless families with school-aged children living at our Family Emergency Shelter in Louisville or receiving services from our Family Supportive Housing Program in Lexington need your support.

Your donation of school supplies and uniforms helps homeless children excel in their studies, fit in with their peers, and take pride in themselves and their education. You can donate new items from the list below or make an online contribution designated toward our Back to School campaign at www.voaky.org.

- Backpacks for boys and girls of all ages
- Uniform pants and shirts for boys and girls of all ages and sizes
- Gift cards to stores where school supplies and uniforms are sold (Target, Walmart, Office Depot, etc.)
- #2 pencils
- Pens
- Notebooks
- 24-count crayon packs
- Glue sticks

For details on dropping off donations, contact Tande Ogburn in Louisville at TandeeO@voaky.org or (502) 636-4638 and Farrah Ferriell in Lexington at FarrahF@voaky.org or (859) 254-3469, extension 223.



office locations

KENTUCKY

Louisville	(502) 636-0771
Lexington	(859) 254-3469
Florence	(859) 372-5600
Frankfort	(502) 223-9821

SOUTHERN INDIANA

New Albany	(812) 944-5213
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TENNESSEE

Knoxville	(865) 546-4813
Nashville	(615) 885-2552
Memphis	(901) 937-0100

WEST VIRGINIA

Ceredo	(304) 453-2900
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Donate Your Car.

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48-hour pick up
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