

VOA'S HOMELESS HOUSING - A Refuge for Families in Crisis

People who suddenly find themselves homeless are often dealing with a number of complex problems and issues. The chaos that surrounds them can create a problem of its own, making it hard for people to know where to begin in solving their problems and getting back on track. VOA is there to help them pause, work through the immediate crisis and begin to find solutions and move toward them. Your support of VOA makes an impact on people's lives. People like Karen for example.

Karen and her family faced many challenges. She had lost a son to drug addiction and her daughter was heading down a similar path. Problems at home were beginning to manifest in her grandson's behavior at school. Facing unacknowledged mental health issues of her own, Karen began to lose hope. Karen's limited options suddenly ran out after a fire forced her family out of their apartment. Without a support system and with nowhere to go, her family turned to Volunteers of America's Guest House Family Shelter for help. They found a safe place to stay and had their immediate need for shelter, food, and clothing taken care of. Then the real work began.

VOA case managers were able to help the family with some of the other challenges that had led to their homelessness. Karen's daughter entered a chemical dependency program and her grandson was enrolled in a special socialization program at school. VOA staff were also able

to convince Karen to seek therapy to help her manage her grief over the loss of her son.

After a brief stay at VOA's Emergency Shelter, VOA staff helped Karen find an apartment. They were able to access funds to provide a security deposit and give Karen food to stock the kitchen cabinets. Over the next year VOA's case managers will stay in touch with the family to make sure they are still on a path to stability. VOA can be there for them because you are here for us. Your support makes the difference.



Volunteers of America's Emergency Shelters for Homeless Families in Rochester and Binghamton have helped families just like Karen's for the past decade. But we need your help. If you'd like to support VOA's programs, visit www.voapny.org/help to donate.