



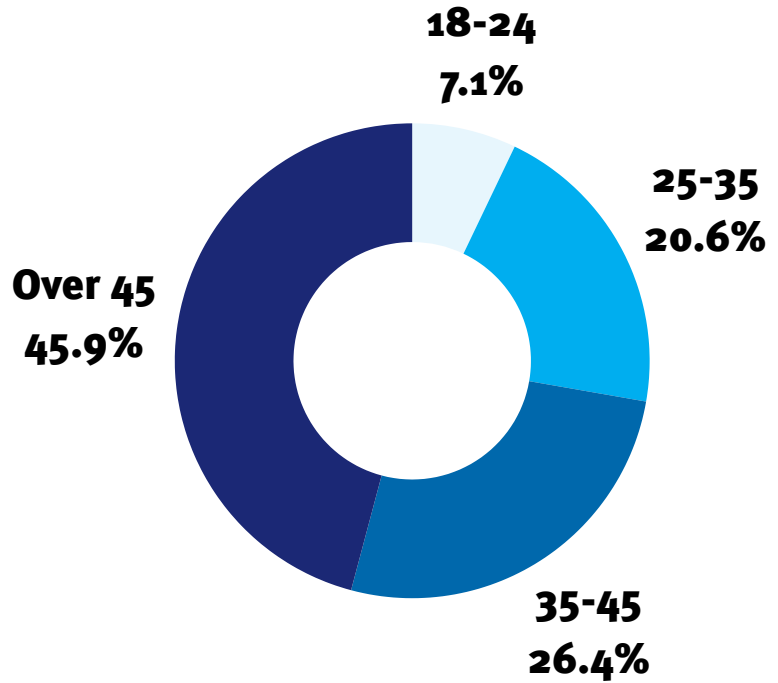
Volunteers  
of America®  
DELAWARE VALLEY

# IMPACT

FY24 July '23 - Feb '24

Offering the same immediate, direct approach to service delivery as the Navigator Program, the IMPACT Initiative meets individuals where they are – in the community, in their homes, on the street, at service events, etc. – to ensure prompt service delivery in a comfortable setting. As a key part of the initiative, IMPACT Specialists work side-by-side with law enforcement partners in satellite offices embedded within police departments – delivering critical social services to those most in need, and at times, diverting from criminal justice system involvement.

**12,975** Outreach Hours  
**1,419** Encounters  
**236** Individuals connected with housing



**2019**  
**1 Police Partner**

**2023**  
**22 Police Partners**

**2024**  
**28 Police Partners**

**74%** Engagements Referred

**83%** Referrals linked to services

**84%** Still connected to services after 30 days