



Volunteers of America®

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**Headquarters and Executive Staff Directory**

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**Main: (502) 636-0771**

**Fax: (502) 637-8111**

## Executive Leadership

Volunteers of America's senior executives support the mission of the organization through effective leadership, innovative programming, and compassionate service.

- Jennifer Hancock, President and CEO (pg. 4)
  - Lisa Maddox, Executive Associate (pg. 6)
- Bay Baltes, Executive Vice President of Human Resources (pg. 3)
- Rita Finnie, Vice President of Southern Developmental Disability Services (pg. 3)
- Tom George, Chief Financial Officer (pg. 4)
- Tiffany Cole Hall, Vice President of Northern Developmental Disability Services (pg. 4)
- Jonathon Kuehl, Vice President of Operations & Regional Services (pg. 5)
- Jennifer McMinn, Vice President of Clinical and Regional Services (pg. 6)
- Tande Ogburn, Vice President of External Relations (pg. 6)

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## External Relations

External Relations is responsible for the fundraising, marketing, and communications of Volunteers of America of Kentucky, Inc. They provide direction and leadership to the organization's fund-development activities in the states of Kentucky, Tennessee, West Virginia, Southern Indiana, and Southern Ohio including the cultivation of new and ongoing individual, corporate and foundation donors, the auto donation program, public relations, marketing, media relations, the volunteer program, government relations, and program development.

- Tande Ogburn, Vice President of External Relations (pg. 6)
- Farrah Ferriell, Senior Director of Development (pg. 3)
- Mark Ford, Development Associate (pg. 4)
- Tabitha Hodges, Community Engagement Manager (pg. 5)
- John Launius, Director of Program Development (pg. 5)
- Alan Lawhorn, Director of Grants (pg. 5)
- Robin Mohn, External Relations Systems Manager (pg. 6)
- Margaret Phillips, Grant Writer (pg. 6)
- Robyn Przybylek, Development Coordinator/Office Manager (pg. 7)
- Claire Sheehan, Creative Services Manager (pg. 7)
- Donna Trabue, Chaplain (pg. 7)

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## Finance

The Finance Department is responsible for paying all invoices of the agency, including payments to vendors and employee expense report reimbursements. All payments must be approved by the head of the program responsible for the expense prior to payment. We submit invoices to funders for grant expense reimbursements. We create the agency budgets and monthly financial statements. Our goal is to provide excellent customer service to program staff and all of our agency partners.

- Tom George, Chief Financial Officer (pg. 4)
- Debra Chittenden, Senior Consultant (pg. 3)
- Shawn Firchau, Senior Accountant (pg. 4)
- John Hardin, Director of Accounting (pg. 4)
- Jannette Mui Hong, Accounts Payable Administrator (pg. 5)
- Jamie Pillsbury, Director of Finance (pg. 7)
- Liz Smith, Billing Specialist (pg. 7)
- Bobbie Young, Senior Accountant (pg. 8)

## Human Resources

The primary mission of the Human Resources Office is to direct and manage the district human resource functions to ensure legally sound and effective management practices. The responsibilities of the Human Resources Office include, but are not limited to, the following: Wage and salary administration, substitute orientation and scheduling, certified employee recruitment and orientation, personnel policies and regulations, certification issues, employee appraisals, sick leave bank, leaves of absence, contracts, personnel data/records management, criminal history checks, personnel directory, employment and wage verification, posting of staff vacancies, administrator interview process.

- Bay Baltes, Senior Vice President of Human Resources (pg. 3)
  - Cathy Dobbs, Human Resource Generalist (pg. 3)
  - Marcus Goodwin, Human Resources/Training Coordinator (pg. 4)
  - Connie Newton, Director of Human Resources (pg. 6)
  - Jermetria Robey, Human Resource Coordinator I (pg. 7)
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## Quality Assurance and Risk Management

The Quality Assurance and Risk Management department is responsible for: Accreditation, quality management, risk management, safety, HUD housing management, service coordinator programs, facilities management including maintenance, liability and auto insurance administration, Practical Health Systems administration

- Jonathon Kuehl, Vice President of Operations & Regional Services (pg. 5)
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**Bay Baltes**, Senior Vice President of Human Resources  
(502) 636-4633 [BayB@voaky.org](mailto:BayB@voaky.org)

I help you with any questions or concerns you may have regarding any issue related to your employment with Volunteers of America. I am responsible for planning, directing, and implementing all Human Resources functions. I work in conjunction with Senior Management and the Board of Directors Personnel Committee as required.

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**Debra Chittenden**, Senior Consultant - Accounting  
(502) 636-4654 [DebraC@voaky.org](mailto:DebraC@voaky.org)

I can help you with any questions or concerns you may have regarding any issue related to your employment with Volunteers of America. I am responsible for planning, directing, and implementing all Accounting functions. I work in conjunction with Senior Management and the Board of Directors Personnel Committee as required.

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**Cathy Dobbs**, Human Resource Generalist  
(502) 636-4634 [CathyD@voaky.org](mailto:CathyD@voaky.org)

I can help you if you need to place an ad for an open position in your department, have questions about payroll or time sheets, need to update or get a copy of a job description, need to update or get an organizational chart, or need an employee evaluation or to update one.

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**Farrah Ferriell**, Sr. Director of Development  
(502) 636-4639 [FarrahF@voaky.org](mailto:FarrahF@voaky.org)

In my role I oversee media relations, fundraising, event planning, and our Volunteers of America print publications. I am the first point of contact for all media calls and can help donors and staff with questions about donations, fundraising, and events.

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**Rita Finnie**, Vice President of Southern Developmental Disability Services

I have administrative responsibilities for all developmental disabilities services in Tennessee. I am also responsible for assisting the Board of Directors, Chief Operating Officer and President/CEO with strategic planning, program development, salary administration, and budget development for the Tennessee region.

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**Shawn Firchau**, Senior Accountant  
(502) 636-4642 [ShawnF@voaky.org](mailto:ShawnF@voaky.org)

I am a Senior Accountant in the corporate accounting office. I process check requests as required, as well as keep track of the utility bills mailed directly to the corporate office. I send out the monthly financial reports to all of the program managers, program directors, and vice presidents. I maintain computer files and paper files of all of the property leases we have for existing offices as well as the insurance policies. I maintain computer files and paper files of all of our investment accounts, and I perform monthly account reconciliations for various balance sheet accounts.



**Mark Ford**, Development Associate  
(502) 636-4648 [MarkF@voaky.org](mailto:MarkF@voaky.org)

I prospect and call donors through telemarketing and I am also a contact for our Auto Donation Program.

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**Tom George**, Chief Financial Officer  
(502) 636-4659 [TomG@voaky.org](mailto:TomG@voaky.org)

I am responsible for all financial functions of the agency. I coordinate and maintain all insurance programs.

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**Marcus Goodwin**, Human Resources / Training Coordinator  
(502) 636-4631 [MarcusG@voaky.org](mailto:MarcusG@voaky.org)

I am responsible for managing Volunteers of America of Kentucky's internally-developed Training System as hosted on the Practical Health System. I assist in processing payroll and updating employee files in both the ADP Payroll System and the PHS Electronic Time-Keeping System.

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**Tiffany Cole Hall**, Vice President of Northern Developmental Disability Services  
(812) 944-5213 [TiffanyH@voaky.org](mailto:TiffanyH@voaky.org)

In my role, I oversee our Developmental Disabilities (DD) operations in our Northern Kentucky (Florence) area and our Southern Indiana area. My department gives support (both residentially and non-residentially) to individuals who have developmental disabilities. We help individuals by giving support to them in their homes and in the community.

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**Jennifer Hancock**, President & CEO  
(502) 636-4649 [JenniferH@voaky.org](mailto:JenniferH@voaky.org)

I direct the overall management of the local Volunteers of America under the policies and guidelines set forth by the Volunteers of America manual.

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**John Hardin**, Director of Accounting  
(502) 636-4653 [JohnH@voaky.org](mailto:JohnH@voaky.org)

I organize and manage all activities for the closing process of the Kentucky agency. I am responsible for the accuracy and timeliness of all grant, per-diem, and Medicaid/Medicare billings and all related reporting as required by the various funding sources.



**Tabitha Hodges**, Community Engagement Manager  
(502) 636-0771, ext 504 [TabithaH@voaky.org](mailto:TabithaH@voaky.org)

I coordinate volunteer activities and assist with community partnerships for addiction recovery, veterans services, and adults with developmental disability programs. I also provide communications support for our social media, VOA Today, and elnspire. Contact me if you or someone you know wants to become engaged with our programming or if you have a piece of news you want to share!



**Jannette Mui Hong**, Accounts Payable Administrator  
(502) 636-4657 [JannetteH@voaky.org](mailto:JannetteH@voaky.org)

I work in accounts payable and I process check requests and bills.



**External Relations Intern**

(502) 636-0771 ext 502

**Volunteers of America**® The External Relations Intern works with the entire External Relations team and provides support in all areas of the department.



**Jon Kuehl**, Vice President of Operations & Regional Services  
(502) 636-4645 [Jonathank@voaky.org](mailto:Jonathank@voaky.org)

I am the agency’s Quality Coordinator, Risk Manager, Liability Insurance Administrator, HUD Housing Director, Accreditation Coordinator, Agency Safety Representative. Additionally, I serve on the national Volunteers of America Housing Director’s Network and Quality Committee and am the National Volunteers of America Service Coordinator Liaison. Locally, I serve on the Volunteers of America of Kentucky Board of Directors Program & Public Policy Committee and Finance Committee. I am a member of the Executive Team and supervise (directly and indirectly) personnel in the Operation’s Support Department.



**John T. Launius**, Director of Program Development  
(502) 636-4636 [JohnL@voaky.org](mailto:JohnL@voaky.org)

As Director of Program Development, I work with staff, funders, and community partners to develop and implement new program services throughout our affiliate as well as manage our organization’s governmental affairs and relationships. I can work with you and your programs leadership to locate or encourage new programming ideas, make connections with local elected officials and governmental institutions and join your department or team in specific-agenda item meetings such as strategic planning, budgeting, professional development and team building, grants and funders, general brainstorming sessions, and overall organizational discussions and evaluations.



**Alan Lowhorn**, Director of Grants  
(502) 636-4655 [AlanL@voaky.org](mailto:AlanL@voaky.org)

I maintain and grow an institutional giving program and am responsible for writing, securing, and managing grants from government, foundation, and private sources. I work closely with human services program staff as well as the accounting, external relations, and human resources departments in submitting funding requests.





**Lisa Maddox**, Executive Associate  
(502) 636-4644 [LMaddox@voaky.org](mailto:LMaddox@voaky.org)

I am responsible for handling the CEO's daily/weekly planner, communicating to the board and other external constituents on behalf of the President/CEO, managing board materials and providing administrative support as needed for the CEO and the senior management team.

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**Jennifer McMinn**, Vice President of Clinical and Regional Services  
(502) 635-4521 [JenniferM@voaky.org](mailto:JenniferM@voaky.org)

I have administrative responsibility for clinical and housing programs including homeless programs, HIV programs, addiction recovery programs as well as the regional veterans and outreach programs located within the states of Kentucky, Tennessee and West Virginia. I assist in creating a positive, team-oriented culture that embraces community engagement, and in the coordination of government grant production and reporting with Volunteers of America's Director of Grants and am responsible for ensuring timely grant and outcomes reporting, including reporting of annual statistical information to the national office of Volunteers of America. I work cooperatively with the COO, President/CEO and the other members of the senior management team to ensure smooth, effective running of the agency.

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**Robin Mohn**, External Relations Systems Manager  
(502) 636-4637 [RobinM@voaky.org](mailto:RobinM@voaky.org)

I process all donations for the agency and generate gift acknowledgements, reports, and mailing lists. I manage our donor database and work in the national office's donor database, too. I assist the grant writing team as needed.

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**Connie Newton**, Director of Human Resources  
(502) 636-4632 [ConnieN@voaky.org](mailto:ConnieN@voaky.org)

I am responsible for planning, directing, and implementing all Human Resources functions (family medical leave, payroll, pay raises, insurance, workers comp, etc.). I work in conjunction with the Senior Vice President of Human Resources as required.

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**Tandee Ogburn**, Vice President of External Relations  
(502) 636-4638 [TandeeO@voaky.org](mailto:TandeeO@voaky.org)

I am responsible for the annual fund goals of Volunteers of America of Kentucky, Inc., and provide direction and leadership to the organization's fund-development activities in the states of Kentucky, Tennessee, West Virginia, Southern Indiana, and Southern Ohio including the cultivation of new and ongoing individual, corporate and foundation donors, the auto donation program, public relations, marketing, media relations, the volunteer program, the Raiser's Edge database, and am responsible for all activities assigned by the President and CEO.

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**Maragaret Phillips**, Grant Writer  
(502)636-4647 [MargaretP@voaky.org](mailto:MargaretP@voaky.org)

I have responsibility for writing, securing and managing grants from government, foundation and private sources. I work closely with the director of grants, human services program staff, and the accounting, external relations, and human resources departments in submitting funding requests.



**Jamie Pillsbury**, Director of Finance  
(502) 636-4665 [JamieP@voaky.org](mailto:JamieP@voaky.org)

I am responsible for the preparation and analysis of monthly financial statements of designated companies and the underlying accounting that supports the data related to all DD activity. I am also responsible for the closing of HUD Corporations and assisting as needed in the Kentucky, Northern Kentucky and Property Corporation closings.

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**Robyn Przybylek**, Office Manager/Development Coordinator  
(502) 636-4660 [RobynP@voaky.org](mailto:RobynP@voaky.org)

I am responsible for providing administrative and logistic support to the External Relations team. Specifically this includes coordinating logistics of fundraising and donor cultivation activities, verbal and written communication with donors and other constituents, oversight of administrative functions, and other duties as assigned. Additionally, I provide support to the grants office and will have a goal around the number of proposals sent per year. I also oversee the day-to-day operations of the headquarters office space.

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**Jermetria Robey**, Human Resource Coordinator I  
(502) 636-4630 [JermetriaR@voaky.org](mailto:JermetriaR@voaky.org)

I am a human resources coordinator and also serve as the receptionist. I am the main contact for application questions or anything HR. I also assist with answering calls and questions from the public (walk-ins).

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**Claire Sheehan**, Creative Services Manager  
(502) 636-4646 [ClaireS@voaky.org](mailto:ClaireS@voaky.org)

I am responsible for assisting with the branding of Volunteers of America in all the communities it serves in the five state region of Kentucky, Tennessee, West Virginia, Southern Indiana, and Southern Ohio. I work collaboratively with the entire External Relations team in developing and implementing marketing strategies to promote the organization. I also work with the External Relations team to raise awareness and funds for the mission of Volunteers of America of Kentucky. If you have any binded materials you can contact me or submit a ticket to Fresh Desk, <https://voaky.freshdesk.com/support/login>.

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**Liz Smith**, Billing Specialist  
(502) 636-4651 [LizS@voaky.org](mailto:LizS@voaky.org)

I compile data needed to complete billings according to the requirements of our funding sources. I am always willing to help if no one else in the accounting department is available.

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**Donna Trabue**, Chaplain  
(502) 636- 4641 [DonnaT@voaky.org](mailto:DonnaT@voaky.org)

I am involved in community engagement and work to cultivate relationships with churches and other religious groups. I represent Volunteers of America of Kentucky on committees, task forces, and boards regarding our homeless/housing programs and activities. I also provide chaplaincy services to clients and employees and oversee ministry. I oversee the Volunteers of America of Kentucky Professional Training Institute, planning the trainings and enrolling participants. I oversee our student internship program. I also serve as an ombudsman for employees/clients. I assist with other External Relations activities/special initiatives as needed.





**Bobbie Young**, Senior Accountant  
(502) 636-4652 [BobbieY@voaky.org](mailto:BobbieY@voaky.org)

I am responsible for the preparation of monthly financial statements for VOA Property Corporation and the underlying accounting that supports the data entered into the general ledger system and ultimately reflected in the general ledger. I organize and manage all activities for the closing process of Volunteers of America Property Corporation.

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