



**TENS OF THOUSANDS  
OF LIVES TRANSFORMED**  
ANNUAL REPORT 2012

# DEAR FRIENDS

I'm pleased to report that we began the year in a strong position and am proud to say, we ended 2012 in equally good fiscal standing. But many numbers paint the picture of what happened during the year.

...The number of families who had reached their breaking points and were welcomed into our domestic violence shelters... the percentage of children at our Early Learning Centers who began kindergarten, leaving the label of "developmental delay" behind... the increase in families seeking refuge in our shelters since the dissolution of New York City's Advantage rent-subsidy program... the dozens of children in our homeless shelters whose birthdays are celebrated at our monthly parties... the number of years some veterans had been living on the streets before finding the support of our programs...

This report shares the stories of some of the people reflected in these numbers. They're examples of people who transformed their lives, with the support of our skilled and dedicated staff of more than 1,300 strong.

Managing the day-to-day operations to maintain the highest quality services is not enough to ensure the long-term health of the organization. Mid-year, we embarked on the implementation of a carefully crafted, ambitious 3-5 year strategic plan. Building on our already strong veterans' programs, we set a goal of doubling our services to this vulnerable population by 2018. We serve many other special needs populations, and experience has shown that, for many of the individuals and families we serve, providing permanent, supportive housing affords them the greatest chance to maximize their independence. To this end, we have broken ground on two new supportive housing residences in the Bronx, representing over \$45 million in housing investments. More than 130 much-needed units will provide a safe, supportive environment to disabled veterans, adults living with behavioral health issues, youth aging out of foster care and low-income residents in the community – one they can proudly call "home." In addition, we restructured our organization to facilitate the sharing of resources and expertise across the programmatic and geographical expanse of our services.

No review of 2012 would be complete without mentioning the impact of Hurricane Sandy. The heroism demonstrated by our staff was inspiring. Previously designed emergency response plans kicked into gear and despite not knowing whether their own homes had withstood the storm, many employees worked double and triple shifts to ensure our most fragile clients were safe and, more important, *felt safe*. Programs in unaffected communities brought food and supplies to those programs most heavily hit; staff braved hours-long gasoline lines to ensure generators kept humming. Though all 22 of our Northern New Jersey program sites were without power at some time during the storm, some for as many as 14 days, we incurred minimal damage to our residences and schools and their grounds.

Perhaps it's symbolic that we ended 2012 in the aftermath of an historic storm. More proof that with the continued support of our donors and friends, Volunteers of America-Greater New York can weather any storm. We will continue to provide for our neighbors most in need regardless of the obstacles we face.

Sincerely,



ERIC GIES  
*Chairman of the Board*

# OUR BOARD

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*Bessemer Trust*

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# WE GO WHERE WE ARE MOST NEEDED

*Volunteers of America-Greater New York has more than 90 social service programs throughout the five boroughs of New York City, in Northern New Jersey, the Mid-Hudson region and Southwestern Connecticut. Every year, our award-winning programs, skilled and dedicated staff and compassionate volunteers serve tens of thousands of the most vulnerable among us. We empower and support our clients and they, in turn, inspire us — to do what we do and go where we are most needed.*

HOMELESS INDIVIDUALS AND FAMILIES

ADULTS WITH INTELLECTUAL DISABILITIES

CHILDREN WITH DEVELOPMENT DELAYS

FAMILIES COPING WITH DOMESTIC VIOLENCE

AT-RISK YOUTH AND YOUNG ADULTS

PEOPLE LIVING WITH HIV/AIDS

VETERANS

FORMER AND CURRENT OFFENDERS

AT-RISK OLDER ADULTS

ADULTS LIVING WITH BEHAVIORAL HEALTH ISSUES

PEOPLE WITH SUBSTANCE USE DISORDERS



# DEDICATED TO SERVICE

## BY THE NUMBERS: THOSE WE SERVED

**1,300 HOMELESS INDIVIDUALS**

who were living at LaGuardia and Kennedy Airports were encouraged to accept services by our outreach teams.

**3,000 INDIVIDUALS**

left the homeless shelter system for supportive, transitional, or other housing placements.

**370 INDIVIDUALS,  
150 FAMILIES &  
250 COUPLES**

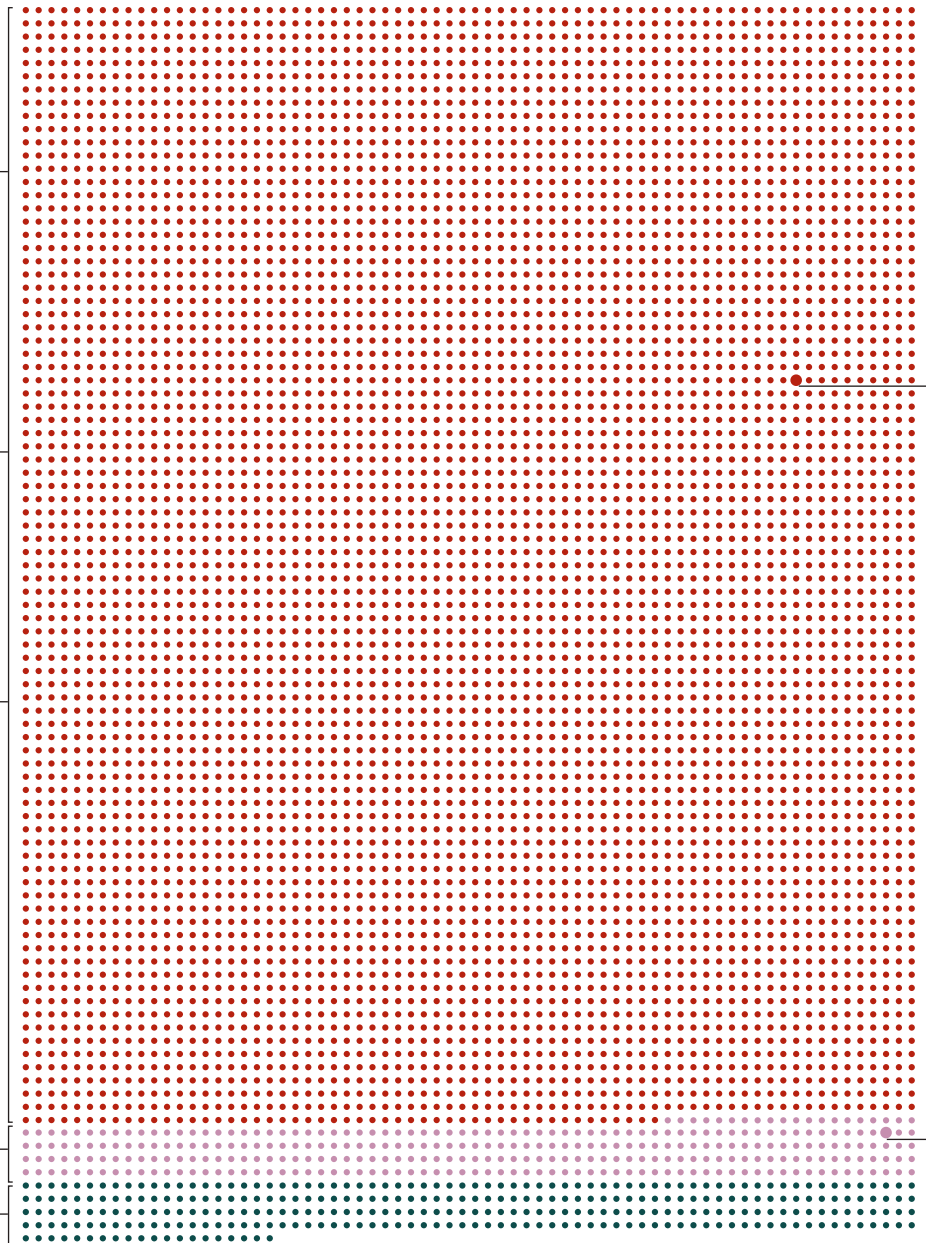
left the homeless shelter system for **permanent** housing.

**300 INDIVIDUALS  
WITH SUBSTANCE  
USE AND BEHAVIORAL  
HEALTH ISSUES**

received the supports they need to live safely in the community.

**300 INDIVIDUALS  
LIVING WITH HIV/AIDS**

received services, 220 of whom live in our supportive housing programs in Manhattan and the Bronx.



# BY THE STORIES: THOSE WE SERVED



MY STORY:  
**ANDREA\***

Andrea\*, 36, and her three children, ages 9 months to 16 years, sought refuge at one of our family shelters after her life took a series of unexpected turns.

While with us, Andrea spent months searching for employment, yet never lost hope. Another series of setbacks and several family tragedies left Andrea shaken, but resolute in finding a permanent home for her family. Then things began to turn around...

Admiring her tenacity, we offered Andrea a job as a front desk monitor at one of our shelters, where she works to this day. Immediately after receiving her hire letter, Andrea, with the help of her case manager, completed every low income housing application for which she and her family qualified. Several months later, she was called for a housing interview, and, as they say, the rest is history. Andrea and her family moved in to their apartment last year. Once again living comfortably in their own home, Andrea's children are excelling in school, and she can relax and enjoy being the proud grandmother of a handsome baby boy. Welcome home, Andrea.

*\*name changed for privacy*



MY STORY:  
**STEVEN\***

Steven\* admits it was an addiction to prescription pain killers he was taking after a car accident that triggered his downward spiral. He lost almost everything – his home, his money, his family's trust – but not his hope that he could turn his life around.

After finishing rehab, he arrived at the Brandon Men's Program, clear-thinking and committed to starting life anew. He attended AA meetings daily, worked in our kitchen, created an internship in our maintenance department and set his sights on full-time employment with VOA. Within days of beginning his internship, Steven garnered the attention of one of our Assistant VPs who told him about an office job at another VOA location. He moved to his new post and 16 months later, received another promotion, now working directly with clients. In Steven's words:

*"I know what these clients are going through and I gain their trust. I tell them if they change their path, their way of thinking, they will recognize opportunities. I worked as hard as I could. I'm back in control of my life. I've been given so much – I want to give back."*

*\*name changed for privacy*

# DEDICATED TO SERVICE

## BY THE NUMBERS: THOSE WE SERVED

**1,300 INDIVIDUALS**

subjected to domestic violence, and their children, found safe haven.

**640 OLDER ADULTS**

are aging in place, thanks to our coordination of their care; an additional 116 live comfortably in our residence in Jersey City.

**150 ADULTS WITH INTELLECTUAL DISABILITIES**

enjoy full and productive lives; an additional 40 are cared for in our Residential Alternative program on Staten Island.

**762 PRE-SCHOOL AGE CHILDREN**

most with developmental delays, received comprehensive evaluations and/or attended one of our two Early Learning Centers on Staten Island and in the Bronx. More than half graduate and leave the label of "developmental delay" behind.

**700 OFFENDERS AND FORMER OFFENDERS**

were prepared for successful re-entry into the community.

**1,465 FRAIL AND OLDER ADULTS**

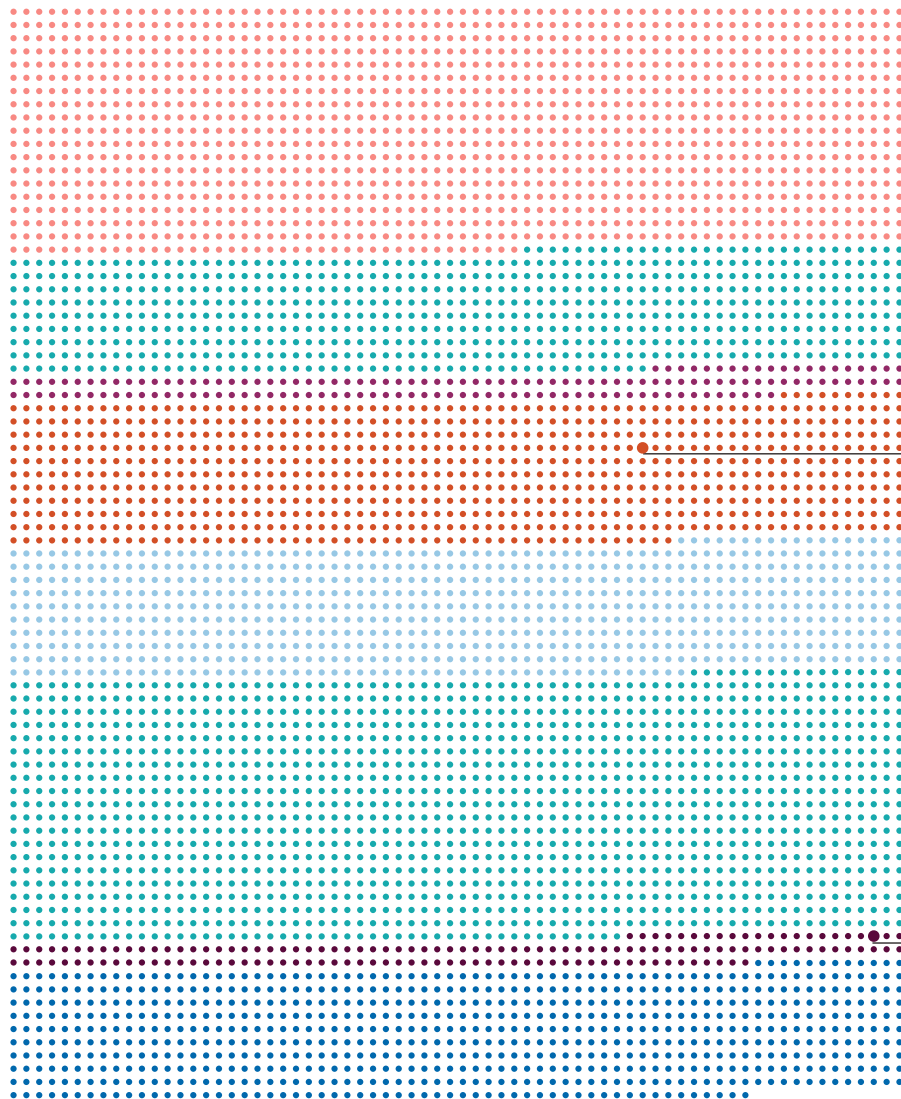
received food vouchers over the holidays.

**150 YOUTH IN FOSTER CARE**

are finding stability and support from caring staff as they prepare for independent adulthood.

**700 VETERANS**

at two shelter programs and throughout our housing sites received a broad array of services.



# BY THE STORIES: THOSE WE SERVED



MY STORY:  
**JOHN\***

When John\* entered the Bronx Early Learning Center for his first school experience, he was placed in a class for students with the most severe challenges. Reluctant to play with other children, John would verbalize by using single words, and had difficulty following directions.

John's mother was very concerned about his development—she was informed by professionals that he was a child with developmental delays due to an autism spectrum disorder.

With individualized instruction and the use of The Creative Curriculum, John's social, language, and academic skills began to improve – so much so that he was moved during the year to a less restrictive classroom environment.

After just one year, John had made so much progress, he began the next school year at an integrated kindergarten class with his typically developing peers.

*\*name changed for privacy*



MY STORY:  
**MAX**

Max was 16 when he came to live at one of our group homes in New Jersey for teenage boys in foster care. He had ups and downs, at times struggling with depression and anger at the loss of his mother at a young age, and a close friend while in his teens.

Yet Max was resilient. He earned his high school diploma... Held down numerous part-time jobs... Conscientiously budgeted his money – all with the long-term goal of one day living independently.

As Max matured, he moved to apartments in our different youth programs that allowed him to “practice” living independently. Each day, Max proved to himself and staff that he could handle day to day decisions, wake himself in the morning, hold a job, and care for his shared apartment. A counselor always lived nearby, just in case.

Soon Max will need to find an apartment of his own and with the skills and confidence he has gained with the help of VOA, we are confident Max will have what it takes to handle all that comes his way in life.



# SPECIAL EVENTS

The destruction caused by Hurricane Sandy couldn't stop more than 350 of our dedicated supporters from gathering to affirm their support of our work and prove that Volunteers of America-Greater New York can weather any storm. Held at the Plaza Hotel, our 17th annual gala, *a New York Winter's Eve*, celebrated the resilience of our staff and clients during this trying time. Roxann Taylor of Amherst Holdings, Ron Frasca of Saks Fifth Avenue and Kathy Nedorostek of Jones Apparel Group, co-chaired the event, which raised nearly \$700,000 for VOA's wide range of programs. We honored Margery Kraus, President, Founder and CEO of APCO Worldwide, for setting a shining example of community involvement and Max Feller, a youth in our Northern New Jersey program who, despite the odds stacked against him, instills us all with hope.

Earlier in the year, teams of corporate partners laced up their shoes and took to the lanes at Bowlmor Times Square for Bowl to Give Back, our official kick-off to *Operation Backpack*® (see page 9.) This evening of competition, team building and prizes raises funds to support our annual back-to-school campaign so we can ensure every backpack we distribute has all the supplies our kids need to start the school year. Special thanks to our many lane sponsors and all of the in-kind donors who fuel the excitement of the Strike-a-Prize competition.



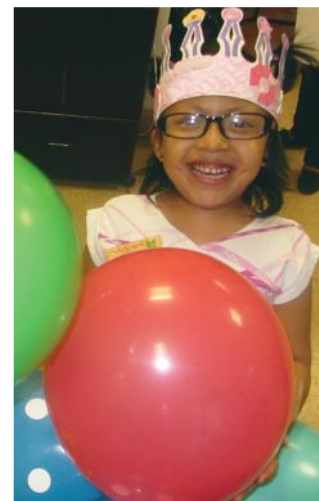


# COMMUNITY SERVICES

Throughout the year, VOA staff and volunteers strive to provide comfort and reassurance to individuals and families whose lives are often tumultuous and uncertain.

Every month, thanks to the support and creativity of many volunteers, *Brightening Birthdays™* brings normalcy to the lives of children in our homeless and domestic violence shelters for a few hours. We devoted our summer to harnessing the financial and in-kind support — not to mention sheer manpower — of more than 140 corporate sponsors and partners for *Operation Backpack®*. We exceeded all expectations by sorting, stuffing and distributing more than 13,500 age-appropriate backpacks to homeless children citywide. These children walked confidently down the halls of their schools looking and feeling more like their peers, and their parents were relieved of a considerable financial burden. Heartfelt thanks go out to Duane Reade, NewsCorp, Fedex, who helped us collect thousands of backpacks from our corporate partners, and the many other sponsors and partners who were vital to the success of the campaign.

Once the school bell rang, we shifted gears and laid the groundwork for our annual holiday drives: *Toys for the Holidays*, *Gifts of the Heart* and *Operation Re-Gift*. Countless individuals and companies donated more than 4,000 gifts — gifts that showed children and adults, young and old, that someone was thinking of them this holiday season. And it wouldn't be Christmas if our *Sidewalk Santas®* didn't take to the streets of NYC to remind the public of their less fortunate neighbors and raise money for the Holiday Food Voucher Program. With the public's generosity, we distributed nearly 1,500 vouchers.



# BY THE NUMBERS: FINANCIAL

## CONSOLIDATED BALANCE SHEET

FOR THE FISCAL YEAR ENDING JUNE 30.

ASSETS	2012	2011
Cash and cash equivalents	8,189,836	8,643,248
Investment	15,900,112	15,260,446
Grants and contracts receivable, net of allowance of \$570,000	13,280,487	17,773,079
Prepaid expenses	308,873	874,195
Partnership reserves	3,274,754	3,147,384
Unexpended loan proceeds	—	147,768
Amounts held in trust by others	1,480,220	1,578,395
Other assets	9,221,754	5,171,755
Land, buildings and equipment, net	63,143,096	64,453,975
<b>Total assets</b>	<b>114,799,132</b>	<b>116,940,245</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>LIABILITIES:</b>		
Accounts payable	1,905,833	4,996,024
Accrued expenses	6,678,516	6,768,862
Other liabilities	11,751,108	9,077,374
Indebtedness	57,309,380	58,263,983
Pension liability	18,175,990	8,742,845
Asset retirement obligation	631,118	607,704
<b>Total liabilities</b>	<b>96,451,945</b>	<b>88,456,792</b>
Commitments and contingencies:		
<b>NET ASSETS:</b>		
Unrestricted:	14,066,044	24,006,351
Net investment in partnership	(1,732,225)	(2,013,598)
Net investment in partnerships attributable to noncontrolling interest	4,413,148	4,792,305
<b>Total unrestricted</b>	<b>16,746,967</b>	<b>26,785,058</b>
Permanently restricted	1,600,220	1,698,395
Total net assets	18,347,187	28,483,453
<b>Total liabilities and net assets</b>	<b>114,799,132</b>	<b>116,940,245</b>

## GOVERNMENT FUNDERS

New Jersey Department of Children and Family Services

New Jersey Department of Corrections

New Jersey Department of Human Services, Division of Developmental Disability

New Jersey Department of Human Services, Division of Mental Health Services

New York City Board of Education

New York City Department of Aging

New York City Department of Health and Mental Hygiene

New York City Department of Homeless Services

New York City Department of Youth and Community Development

New York City Human Resources Administration

New York State AIDS Institute

New York State Education Department

New York State Office for People with Developmental Disabilities

New York State Office of Alcoholism and Substance Abuse Services

New York State Office of Children and Family Services

New York State Office of Mental Health

Port Authority of New York and New Jersey

State of Connecticut Department of Social Services

US Department of Veteran Affairs

Westchester County, Department of Community Mental Health

Westchester County, Department of Health

Westchester County, Department of Social Services

# SUMMARY

## CONSOLIDATED STATEMENT OF ACTIVITIES

FOR THE FISCAL YEAR ENDING JUNE 30.

### OPERATING REVENUES

	2012	2011
Contributions and bequests	2,400,956	2,524,866
Special events, net of direct benefit costs	884,861	645,022
Total public support	3,285,817	3,169,888
Grants and contracts from governmental agencies	87,421,398	90,757,846
Other revenue:		
Program service fees	1,211,018	550,254
Rental income	8,098,899	7,204,539
Other income	461,392	374,573
Total other revenue	9,771,309	8,129,366
Net assets released from restrictions	-	-
<b>Total operating revenues</b>	<b>100,478,524</b>	<b>102,057,100</b>

### OPERATING EXPENSES

#### PROGRAM SERVICES:

Rehabilitation services	2,785,145	2,677,752
Shelter services	21,313,453	28,289,268
Services for the disabled	6,545,800	6,318,938
Services for children and youth	16,836,636	16,453,263
Housing services	28,483,453	25,900,642
Services for Veterans	3,820,179	2,015,604
Services for victims of domestic violence	6,052,329	5,966,529
<b>Total program services</b>	<b>85,817,823</b>	<b>87,621,996</b>

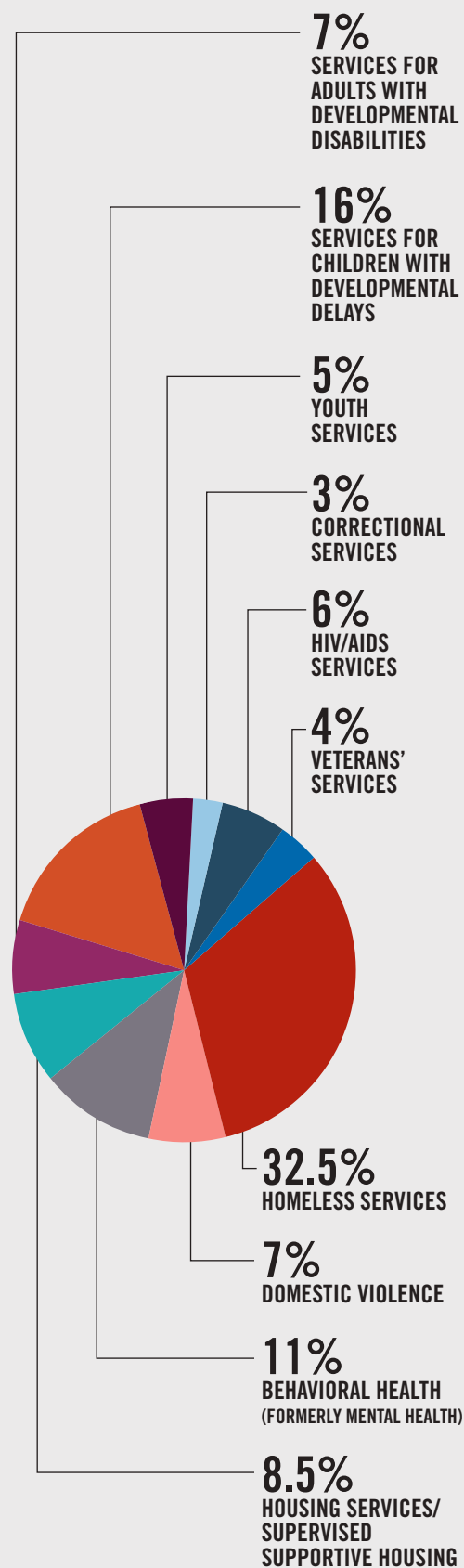
#### SUPPORTING SERVICES:

Management & general	13,027,300	12,528,118
Fundraising	1,459,190	1,449,206
Administrative fees paid to national organization	709,751	714,322
Total supporting services	15,196,241	14,691,646
Total operating expenses	101,014,064	102,313,642
<b>Excess of operating revenues over operating expenses</b>	<b>(535,540)</b>	<b>(256,542)</b>

#### NON-OPERATING ACTIVITY:

Capital grant	-	-
Investment income, net	192,891	658,236
Net (depreciation) appreciation in fair value of investments	(339,974)	1,860,236
Accrual of pension costs	-	(225,963)
Change in fair value of interest rate swap agreements	448,901	323,184
Capital contributions	395,144	573,760
Amount not yet recognized as a component of net periodic benefit costs	(10,185,175)	3,832,429
Other (14,338)	(285,226)	
Increase (decrease) in unrestricted net assets	(10,038,091)	6,480,838
Change in permanently restricted net assets:		
Change in value of perpetual trust	(98,175)	203,037
(Decrease) increase in permanently restricted net assets	(98,175)	203,037
<b>Change in net assets</b>	<b>(10,136,266)</b>	<b>6,683,875</b>
<b>Net assets at beginning of year</b>	<b>28,483,453</b>	<b>21,799,578</b>
<b>Net assets at end of year</b>	<b>18,347,187</b>	<b>28,483,453</b>

## EXPENDITURES BY SERVICE





# DONORS

FOR CALENDAR YEAR ENDING  
DECEMBER 31, 2012

In 2012, Volunteers of America-Greater New York received more than 6,100 donations, totaling approximately \$1.6 million in cash and \$3.26 million in in-kind support.

Individuals, corporations and foundations gave generously to *Operation Backpack®*, *Sidewalk Santa®*, the *Holiday Food Voucher Program* and our annual fundraisers, a *New York Winter's Eve* and *Bowl to Give Back*. From \$1 checks to \$100,000 sponsorships, every dollar mattered. We are deeply grateful for each gift; we could not continue to do the work we do without the generosity of our dedicated supporters.

## CORPORATE & OTHER COMMUNITY PARTNERS

### \$50,000+

Coach  
HSBC Bank USA

### \$20,000+

Deloitte.  
Greater New York Hospital Association  
The Jones Group  
JPMorgan Chase & Company  
Saks Fifth Avenue  
Warnaco, Inc.

### \$10,000+

ACE Private Risk Services  
Amherst Securities Group LLP  
APCO Worldwide  
Capital One, N.A.  
Colgate-Palmolive Company  
Dickstein Shapiro LLP  
Grant Thornton LLP  
Lord & Taylor  
Macy's and Bloomingdale's  
Newmark Grubb Knight Frank  
News Corporation  
Sisca Northeast, Inc.  
The Wendy's Company

### \$5,000+

Driscoll Foods  
The Durst Organization  
Goldman, Sachs & Co.  
Morgan Barrington Financial  
Services, Inc.  
Mormax  
National Equity Fund Inc.  
Rockefeller Group International Inc.

### \$2,500+

999 Oronoque Lane, LLC  
Avenue of the Americas Association  
Council for Opportunity in Education  
Red Stone Equity Partners, LLC  
TD Securities (USA) LLC  
Wood Mackenzie

### \$1,000+

1251 Americas Associates  
ADP  
Allen & Overy LLP  
Bank Leumi USA  
Benefit Analysis Inc.  
Complete Benefit Alliance  
Consolidated Technologies, Inc.  
DGA Security Systems, Inc.  
ETRO  
Horizon Media, Inc.  
The Housing Collaborative, LLC  
Hunter Backpack Organization  
Jaeckle Fleischmann & Mugel, LLP  
Kehl Katzive & Simon LLP  
KPMG LLP  
Loci Architecture PC  
Louis Vuitton  
Magnusson Architecture  
Marubeni America Corporation  
Merkley+Partners  
Municipal Credit Union  
ShermanLaw  
The Variable Annuity Life  
Insurance Company  
Waggener Edstrom Worldwide  
The Waldorf Astoria New York  
Walmart  
Willis Of Maryland, Inc.  
WSW Government Relations  
Zeta Pharmaceuticals LLC

### \$500+

AM Lithographers, Corp.  
Epstein Becker Green  
First Corporate Sedans, Inc.  
Goodman Media International, Inc.  
Google  
Holborn Corp.  
Hollywood Distributor LLC  
Marubeni Power International, Inc.  
NBA Properties, Inc.  
NYSE Euronext  
OneBeacon  
Pacific Southwest Financial &  
Insurance Services, Inc.  
The Peninsula New York  
Random House, Inc.  
Rolex Watch USA, Inc.  
Sesame Workshop  
Spectrum Building Services, Inc.  
The Weeks Lerman Group LLC

## FOUNDATIONS

### \$100,000+

The Home Depot Foundation

### \$50,000+

Estelle A. Manning Residuary  
Duane Reade Charitable Foundation

### \$20,000+

The Sandra Atlas Bass & Edythe  
& Sol G. Atlas Fund Inc.

### \$10,000+

Stanley & Catherine Maas Foundation  
The UPS Foundation

### \$5,000+

The Cowles Charitable Trust  
Credit Suisse Americas Foundation  
E. J. Grassmann Trust  
The Hyde and Watson Foundation  
Pfizer Foundation  
Union Foundation

### \$2,500+

The Amelia M. Buschold & Cecile  
A. Litterer Charitable Trust  
Estate of Charles W. Neu  
Hasbro Children's Fund  
John N. Blackman, Sr. Foundation  
Mike & Janet Slosberg Family  
Foundation Trust  
United Way of New York City

### \$1,000+

Anthony F. Bauer Foundation  
Enterprise Holdings Foundation  
John J. Flemm Foundation, Inc.  
Mark & Jane Wilf Family  
Foundation, Inc.  
Massey Knakal Charitable Foundation  
The McCormick Family Foundation  
Will Of Saul Shapiro  
Wilson Sonsini Goodrich &  
Rosati Foundation

### \$500+

Elena Melius Foundation  
Janis and Alan Menken Foundation  
Major League Baseball Players Trust  
The Susan Sarandon  
Charitable Foundation  
Westchester Community  
Christmas Day Dinner

# INDIVIDUALS

## \$10,000+

Kira & Andrew Brandman  
Robyne & Herbert Camp  
Tricia & Timothy Carey  
Lisa & Richard Cashin  
Gerard Cunningham  
Paige Davis  
Georgia & Ronald L. Frasch  
KC & Eric Gies  
Gigi & Carl Grimstad  
Adele & Joseph Gulfo  
Carmen & Thomas B. Johnson  
Sam Levin  
Sacha & Patrick McClymont  
Hallie & Laurence J. Nath  
Kathy Nedorostek & Robert Kaswell  
Roxann & Roger Taylor  
Elizabeth & Jonathan Wood

## \$5,000+

Jocelyn Cunningham  
Jenny & Dave Dobell  
Carmen Dubroc & Lewis Haber  
Jenny Hourihan & John Bailin  
Deborah & Peter Lamm  
Meg Langan & Evan Ladouceur  
Claire & Richard Motta  
Jeff O'Leary  
Suzy & Larry Rutkowski  
Ellyne Skove

## \$2,500+

Catherine & Paul Aaron  
Susan K. Allen  
Nina Easton  
Ingrid & Tom Edelman  
Christine & Jeff Farin  
Rande & Kenneth J. Greiner  
Alexander Havriliak  
Ida Liu  
Ann-Marie & Blake T. Myers  
Vincent O'Toole  
Lynn Vos

## \$1,000+

Joseph A. Auld  
Lance Bardell  
Jeanne Beker  
Jonathan Beyman  
Deborah & Mark Blackman  
Michael Bodack  
Graziano de Boni  
Robert Burdick

Patricia A. Cabot  
Jeannette Chai Cantone  
Mary E. & Robert E. Capaldi  
Kathy & Andrew R. Cappa  
Megan & Jonathan F. Catherwood  
Patricia Connor  
Mike Curcio  
Lisa Curtis  
Laura B. Dadich  
Joan Davidson  
Mona Maine de Biran  
William Dobson  
Neely & Jeff Dodge  
Melissa & Tim Dooley  
Frank Ernst  
Rainey Day & John S. Erwin  
Jim Fabris  
Sharon M. Fantera  
Karen Ferris  
Bridget Foley  
Viktoria Garber  
Carolyn Gentile  
Antionietta & John Gervasi  
Bonnie & Neil A. Gibgot  
Bruce M. Gilliam  
Renee & Ron Globerman  
Jessica Golden  
Richard Graziano  
Yvonne & Graham Greenwood  
Cathy & Jared Haines  
Elsie P. Hall  
Charles Hayward  
Richard T. Joffe  
David Kane  
Beth Allyson & Jonathan Kern  
Thomas G. Kowalczyk  
Margery Kraus  
Mary Lacasse  
Susan Lenz  
Daniel London  
Darrell G. Looney  
Jane & Brian D. McAuley  
Mary Anne Morin  
Seth Nuland  
Tere Pettitt  
Constance Porter  
Fred Poust  
Gary Purwin  
Sarah Reynolds  
Terry Reynolds  
Shaiza Rizavi  
Donald Rowley  
Edgar W. Sands  
Ruth P. Schaeffer  
Mildred Schweder  
Michael Seltz  
Imran Siddiqui  
Kim Sleeman

Joseph Stafiniak  
Aaron Stone  
Lilia & Ryan Stroker  
Elie Tahari  
Teddy Tawil  
Mike Vespasiano  
Rachel L. Weinstein  
Sally Wheeler  
Neil Wiesenberg  
Dineen Bockweg & Bryan Willats  
Karen Wolff  
Tim Yarnall  
Jayson Zellman

## \$500+

Lance M. Alexander  
Bridget & Leonard Azzarello  
Brian L. Bardell  
Michael G. Barrett  
Fran Baruch  
Pamela Baxter  
Ira Berman  
Theodore Blumenthal  
Thomas Byrne  
Lloyd M. Caesar  
Frank & Ann Calcutta  
Casey Carey  
Patricia Casey  
March A. & Philip Cavanaugh  
Lou Centanni  
Kimberly & Stephen Chipman  
Dennis Chrzanowski  
Jackie Cohen  
Diane & Steven J. Conti  
Susan M. Cropper  
Pat Cummings  
Suzanne M. & Kevin T. Curry  
Sean Daily  
Candi Dalipe  
Jeffrey S. Deutschman  
Eugene Donnelly  
Victoria M. Dussich  
Esther Escapa  
Kate B. Fennell-Prince  
Thomas Foristel  
Gloria Frank  
Wendi G. Glassman  
Irene A. Glazer  
Bruce Goldfarb  
Elaine Golin  
Penny Grant  
Karen F. & David J. Heflin  
Troy P. Heiden  
Jody Infanger  
Adrienne Johnson  
Mary Elaine Johnston  
Maxwell M. Kahn  
Ellen S. Kane

Dan Katsikas  
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FOR CALENDAR YEAR ENDING  
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*to Volunteers of America-Greater New York employees who  
do the work they do with great talent and compassion,  
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On behalf of the clients we serve, we thank these religious institutions for the services they provide:

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 Calvary Chapel  
 Central Synagogue  
 Christ Cares International  
 Church of Nazarene  
 Compassion Ministries  
 Congregation B'nai Yisrael  
 Congregation Emanuel  
 Congregational Church of Howells

Convent Baptist Church  
 Craigville Bible Church  
 Family Christ Worship and Praise Center  
 Family of Christ Life Center  
 First Church of Westchester  
 First Reform Church  
 First Seventh Day Adventist Church  
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 Greater Refuge Temple  
 Greater Tabernacle Full Gospel Church  
 Greenburgh Hebrew Center  
 Harlem United Church  
 Hawthorne Reform Church  
 Hillside Reform Church

Holy Innocents Church  
 Holy Rosary Church  
 Iglesia de Dios Pentecostal  
 Lamp Ministries  
 Life & Faith Sharing Group  
 Mount Hope AME of White Plains  
 Mount Olivet Baptist Church  
 Mt. Zion Baptist Church  
 New Beginner's Church of Christ  
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 Renaissance Church  
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 Seventh Day Adventist of White Plains  
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 Strait Gate Church  
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 Temple Tefila Bedford  
 Times Square Church  
 Trinity St. Paul's Episcopal Church  
 Trinity United Church  
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*Volunteers of America was founded by social reformers Maud and Ballington Booth on March 8, 1896. They envisioned a movement dedicated to "reaching and uplifting" the American people. "Myrtle" was Ballington Booth's pet name for his beloved wife, Maud. We honor those who intend to remember Volunteers of America in their estate plans by naming them to the Myrtle Legacy Society.*

## We are deeply grateful, and acknowledge those who remembered us in their wills:

Evelyn Baecker  
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**Some people  
can't imagine  
doing what  
we do.**

**We can't imagine  
*not* doing it.**



Volunteers of America values cultural diversity and provides employment opportunities and human services to individuals regardless of race, creed, color, religion, national origin, ancestry, sex, sexual orientation, age, physical condition or disability.

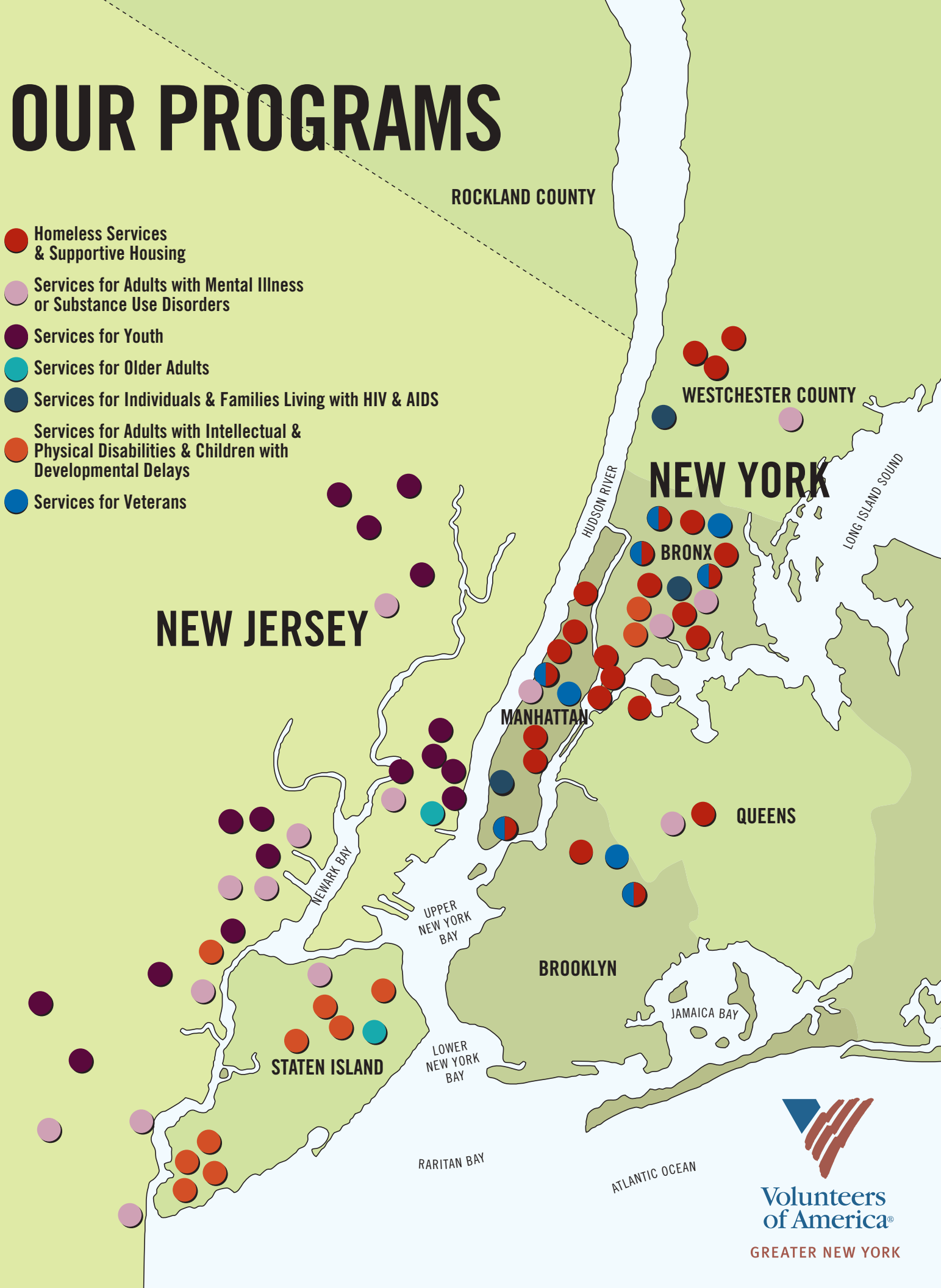
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**VOLUNTEERS OF AMERICA – GREATER NEW YORK**

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# OUR PROGRAMS

- Homeless Services & Supportive Housing
- Services for Adults with Mental Illness or Substance Use Disorders
- Services for Youth
- Services for Older Adults
- Services for Individuals & Families Living with HIV & AIDS
- Services for Adults with Intellectual & Physical Disabilities & Children with Developmental Delays
- Services for Veterans



Volunteers  
of America®

GREATER NEW YORK



# OUR PROGRAMS

Volunteers of America-Greater New York serves tens of thousands of men, women and children throughout New York City, the Mid-Hudson region and Northern New Jersey through a diverse collection of award-winning programs.

## HOMELESS & SUPPORTIVE HOUSING

### OUTREACH PROGRAMS

The LaGuardia-Kennedy Outreach Program, Queens, NY

### TRANSITIONAL SHELTERS

Grasslands Homeless Shelter, Valhalla, NY

Jamaica Next Step Shelter, Queens, NY

Keener Assessment & Rapid Rehousing Shelter, Wards Island, NY

Schwartz Next Step Employment Shelter, Wards Island, NY

Valhalla Residence, Valhalla, NY

### TRANSITIONAL HOUSING FOR SINGLES

Cromwell Avenue Safe Haven, Bronx, NY

### TRANSITIONAL HOUSING FOR FAMILIES

Bushwick Family Residence, Brooklyn, NY (opening late 2013)

Lydia E. Hoffman Family Residence, Bronx, NY

Regent Next Step Shelter, New York, NY

University Family Residence, Bronx, NY

### SUPPORTIVE HOUSING

Booth House SRO, New York, NY

East 12th Street Residence SRO, New York, NY

East New York SRO, Brooklyn, NY

Eden House SRO, Bronx, NY

Richard F. Salyer House SRO, New York, NY

Rose House SRO, New York, NY

Washington Avenue Apartments, Bronx, NY

Webster House SRO, Bronx, NY

### DOMESTIC VIOLENCE EMERGENCY SHELTERS

Dove House (confidentially located)

Liberty House (confidentially located)

New Hope House (confidentially located)

Safe Dwellings, scattered sites (confidentially located)

Safe Dwellings – Network of Hope (confidentially located)

### SUPPLEMENTARY SERVICES TO THE HOMELESS

Community Support Services I, Wards Island, NY

Community Support Services II, Bronx and New York, NY

Westchester Community Monitoring, Valhalla, NY

## OLDER ADULTS

### CASE MANAGEMENT

Case Management for Older Adults, Staten Island, NY

### SUPPORTIVE HOUSING

Harborview Senior Apartments, Jersey City, NJ

## INDIVIDUALS & FAMILIES WITH HEALTH & SUBSTANCE USE ISSUES

### SUBSTANCE USE PROGRAMS

Brandon Men's Recovery, New York, NY

Crossroads Residence, New Rochelle, NY

### MEDICAL AND BEHAVIORAL HEALTH SERVICES

Assertive Community Treatment, Brooklyn and Staten Island, NY

Bay City Residence, Perth Amboy, NJ

Divinity House, Bronx, NY

Harmony House, New York, NY

Horizons at Scales Plaza, Clifton, NJ

Horizon Program, scattered sites in the Bronx and New York, NY

Madison Apartments Urban Renewal, LP, Elizabeth, NJ

Medical Case Management, Mid-Hudson Region, NY

Middlesex Supportive Housing, Middlesex County, NJ

Myrtle House, Edison, NJ

Perth Amboy Apartments, Perth Amboy, NJ

Queens Forensic Linkage Transition Program, Queens, NY

Serenity House, Bronx, NY

Theodora House, Fanwood, NJ

Union Apartment Project, Inc., Rahway and Roselle Park, NJ

Union Supportive Housing, Union County, NJ

## VETERANS

### TRANSITIONAL HOUSING & EMERGENCY SERVICES

Cromwell Avenue Safe Haven for Veterans, Bronx, NY

Grant Per Diem Program, Bronx, Brooklyn and New York, NY

Patriot House, Bronx, NY

Patriot House II, Brooklyn, NY (opening late 2013)

### PERMANENT SUPPORTIVE HOUSING

Commonwealth Veterans Residence, Bronx, NY

East 119th Street Veterans Residence, New York, NY

## YOUTH

### TRANSITIONAL SHELTER SERVICES

Respite Care Services I, Jersey City, NJ

### GROUP HOMES AND TREATMENT HOMES

Alpha House, Jersey City, NJ

Clifton Treatment Home, Clifton, NJ

Nia Treatment Home, West Paterson, NJ

Wayne Treatment Home, Wayne, NJ

Woodland House, Plainfield, NJ

### SUPERVISED INDEPENDENT LIVING

Independent Living Program, Jersey City, NJ

Parnell Place, Jersey City, NJ

Synergy I, Elmwood Park, NJ

Synergy II, Union, NJ

Synergy IV, Union, NJ

### YOUTH SUPPORTIVE HOUSING

Step-Up, Union and Jersey City, NJ

### PARENTING PROGRAMS

Foster Parenting and Adoptive Parenting, Rahway, NJ

In-Home Therapeutic Services, Rahway, NJ

Parent Empowerment and Childrearing Education (PEACE), Rahway, NJ

## ADULTS WITH INTELLECTUAL & PHYSICAL DISABILITIES & CHILDREN WITH DEVELOPMENTAL DELAYS

### CRISIS SERVICES & RESPITE SERVICES

Minds At Play, Staten Island, NY

PALS (Play and Learn on Saturday), Staten Island, NY

Project Connect, Staten Island, NY

### COMMUNITY RESIDENCE PROGRAMS

Alletta House, Plainfield, NJ

Independent Residential Alternative, Staten Island, NY

Supportive Community Residence Program, Staten Island, NY

### PRESCHOOLS FOR CHILDREN WITH SPECIAL NEEDS

Bronx Early Learning Center, Bronx, NY

Special Education Itinerant Teacher (SEIT), Staten Island, NY

Staten Island Early Learning Center, Staten Island, NY

Universal Pre-Kindergarten, Bronx, NY