

On a good path...



...helped by people who care

2013 ANNUAL REPORT



GREATER NEW YORK



Volunteers
of America®

GREATER NEW YORK

*The path for each
person may differ.
From street to shelter.
From temporary
shelter to a permanent
home. From an
institutional setting
to an inviting,
home-like environment
in the community.*

*Whatever a person's
path, we support
and accompany the
individual along
the journey.*

At the Forefront of Human Service

Volunteers of America-Greater New York operates more than 90 human services programs throughout the five boroughs of New York City, Northern New Jersey, the Mid-Hudson region and Long Island. Skilled and dedicated staff and caring volunteers help tens of thousands of men, women and children break the dehumanizing cycles of poverty, mental illness, homelessness and domestic violence. They do so by:

- Preparing individuals and families who are homeless to secure and retain permanent housing
- Helping individuals and families recovering from domestic violence to make the transition from abusive relationship to a safe and independent life
- Providing veterans with a comprehensive continuum of care including supportive housing
- Preparing preschool children with developmental delays for kindergarten
- Helping adults with intellectual and physical disabilities realize their full potential
- Providing a continuum of care for at-risk youth, from temporary, emergency housing to group homes and independent living programs, all with a behavioral health component, to prepare them for independent adulthood.
- Caring for individuals living with HIV/AIDS and other serious illnesses
- Supporting older adults who wish to age at home, rather than in an institutional setting
- Supporting individuals living with substance use and behavioral health issues so they may live safely in the community

Dear Friends,

We began the year breaking ground on the Creston Avenue Residence, which will become 66 supportive housing units that some of the most at-risk individuals in our city will call home in the fall of 2014. The project, the first to use the Governor's Medicaid Redesign Team funding, set us on a good path to continue our legacy of delivering high-quality services to those most in need.

"On a good path." What does this mean to our clients?

Ask the mother of three living in one of our family shelters – she'll tell you that the bookkeeping class she takes is putting her on the path to full-time employment and self-sufficiency. Ask the veteran who isn't letting mental health issues prevent him from pursuing higher education – he'll tell you he just applied for a job helping his fellow servicemen and women, thanks to the encouragement of his vocational counselor. The young woman in our supportive housing program? She is counting the days until she begins community college – a path she never considered until her case manager helped her recognize and believe in her own potential.

The culture at Volunteers of America-Greater New York encourages conscious decision making, taking a hard look at ourselves, our processes and outcomes. We operate as a learning organization and emphasize continuous performance improvement, demonstrating to our clients that success takes hard work, self-evaluation and perseverance, and we partner with them on their path.

We work with many funders to house more than 3,600 men, women and children each night. Yet we know the needs are far greater than housing. Creston Residence is one of two new sites we are building from the ground up to address the critical need for supportive housing in New York City. At year's end, we welcomed a new mayor who recognizes this need, and we look forward to working in partnership with his administration to continue providing housing stability – and more – to our City's most vulnerable residents.

This past year, we made considerable headway in our ambitious agenda to address the needs of veterans and expanded those services to Long Island. A second generous Home Depot grant allowed us to refurbish three of our veterans' residences. Volunteers of America's continuing partnership with Home Depot on both a local and national level has enriched the lives of veterans and given hundreds of volunteers the opportunity to serve the men and women who served and protected them.

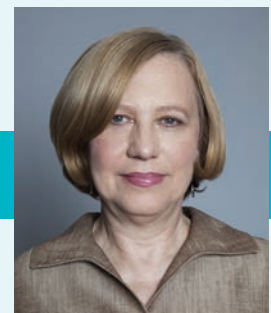
We are grateful to new and long time partners: The Plaza, RXR Realty, Duane Reade, HSBC, CBS EcoMedia, Bank of America and the Judith C. White Foundation, to name a few. Their steadfast support, both financial and through their volunteer assistance, enhances the efficiency and effectiveness of our programs.

Perhaps Frances Hesselbein, past chairman of the National Board of Directors for Volunteers of America, said it best at our annual gala, where she was honored for a lifetime of pioneering social change – "to serve is to live..."

We thank all of our supporters who accompany us on our path and allow us to keep moving forward to provide the best possible services to thousands of our neighbors in need.



Eric P. Gies
Chairman of the Board



Claire H. Altman
President & Chief Executive Officer

Getting on a good



“With the help of the staff at Valhalla, I’ve gotten to a better place. I want to help others do the same.”

Despite an extensive work history and two years of college under her belt, Donna’s* chronic medical conditions prevented her from securing a steady income. She was living with her brother until his landlord forced her to move out, saying her living there was in violation of her brother’s lease. In June 2012, Donna became homeless.

She sought help at Westchester County Department of Social Services and was placed in VOA-GNY’s Valhalla Residence. Here, Donna worked closely with her VOA case manager to obtain all the benefits to which she was entitled and identify affordable apartments in the area. She also worked closely with mental health professionals to qualify for Shelter Plus Care, a long-term rental assistance program for homeless people with disabilities.

An artist at heart, Donna worked on creating a mural for the residence while pursuing her goals of health and housing stability.

In June 2013, Donna moved into a studio apartment in Yonkers. It’s close to shopping, transportation and, most important, her brother.

*Identity changed for privacy.

path...

“This place will allow me to maintain a relationship with my children and I will be the best father I can be.”

Jerome’s mother died when he was 14 and it fell on him to care for his younger siblings. He managed the responsibility for a while but ultimately dropped out of school. In the years that followed, he began selling drugs, fathered two children and, when life spiraled out of control, landed in prison.

Once released, Jerome arrived at Keener Assessment Shelter, our shelter on Wards Island for more than 300 homeless men. He was determined to accept any assistance staff offered so he could find permanent housing and be a positive role model for his young children.

Working with his case manager, Jerome developed a savings plan in preparation for moving out on his own. His case manager helped him complete the necessary housing forms and accompanied him on all of his housing appointments, encouraging Jerome as he navigated this daunting process.

In January 2013, Jerome moved into a studio apartment. He invested some of his savings into remodeling the studio to accommodate his children and bought a car so that he could take them to school. Jerome believes he never could have gotten to where he is today without the support of the Keener Assessment staff.

*Identity changed for privacy.



...helped by people



“Patriot House is a remarkable place. I had space to restore myself and plan my future, a place of quietness.”

For Grace, a Navy veteran and prison chaplain, life was full, until her 21-year marriage ended. Shortly afterwards, she lost her job to cutbacks, her house to foreclosure, her car to a reposessor and custody of her children to her husband.

“It was rapid, sudden and painful.”

Yet Grace’s strong belief that when one door closes another door opens kept her knocking on all of them. She relocated to New York from Florida, seeking job prospects and distant relatives. But developing health problems derailed her search and prompted her to seek care at the VA Hospital.

When Grace was feeling most dejected, a VA social worker told her about Patriot House, VOA-GNY’s housing program for veterans in the care of the VA.

Once at Patriot House, the staff helped Grace along the path to independence. They helped her file for public assistance, obtain a housing voucher and process her medical claims. She is most eager to secure a veterans disability pension, so that she can help her son with his college tuition and her daughter with everyday expenses.

As Grace spends her days charting her path, she is pursuing a certificate in bookkeeping at night. And she keeps knocking on those doors.

who care.

*“I didn’t feel comfortable
any place until I
arrived here.”*

In December 2012, Nancy* arrived with her two children at VOA-GNY’s University Family Residence in the Bronx. She was undocumented and worried constantly about being deported.

Immediately, the staff helped Nancy through the rigorous process of becoming a resident alien, allowing her to live in the U.S. legally and to focus on providing for herself and her family.

A proud woman, Nancy didn’t want people to know she is legally blind in one eye. She refused to apply for SSI because she didn’t want her disability to define her. Yet after receiving coaching from her case manager and taking advantage of informational and practical resources that VOA staff provided, Nancy realized that securing SSI would improve her chances of finding employment for herself and housing for her family.

When Nancy felt more secure in her situation, she took a home health aide course. She found full-time employment soon after graduating and saved as much as she could from each paycheck. Five months later, Nancy and her family moved into an apartment of their own.



Community Support: Enriching Our Services

Volunteers donated more than 40,000 hours of time to Volunteers of America-Greater New York in 2013 – an equivalent of more than \$1 million.

VOLUNTEERING: EVERYONE BENEFITS

It can add years to your life, the research reveals. Decrease your mortality risk. Help you feel physically healthier and emotionally happier.

More than 1,400 individuals enjoyed these and other benefits at Volunteers of America-Greater New York last year, volunteering their time and talents, passion and purpose to enrich the lives of our clients – and their own.

We are grateful for the commitment of these individuals, families, community groups and corporate teams.

Volunteers show our clients that many people care about them, value them and want them to succeed. And these dedicated men, women and youth volunteers lend their help so that our staff can go the extra mile.



EACH MONTH, longtime volunteer Kristiane Lambert and her niece take on the loving work of hand-decorating crowns for each child in our homeless and domestic violence shelters who is celebrating a birthday.



EVERY YEAR, we welcome several volunteer groups from Deloitte to our programs. This year Deloitte volunteers brightened the day for the adults with developmental disabilities in our Residential Services program. Volunteers organized a “Penny Social” and delighted the participants with charming gifts.



HSBC, ONE OF OUR NEWEST OPERATION BACKPACK PARTNERS, joined the effort with a \$200,000 multi-year grant supporting VOA backpack campaigns in New York, Chicago and the Bay Area.



NY 1 ANCHOR KRISTIN SHAUGHNESSEY and her daughters joined hundreds of volunteers during Operation Backpack sort weeks. Operation Backpack provides a terrific opportunity for families to volunteer together and foster a new generation of philanthropy.



THE NY DAILY NEWS caught up with Jeannette Watson Sanger as she led residents of our East 119th Street Veterans Residence through a session of “Laughing Yoga”. With classes ranging from relaxing to raucous, the veterans have remarked how refreshed they feel afterwards, often forgetting the worries they brought with them to class.

IN 2013, HOME DEPOT awarded VOA-GNY a second grant to enhance three of our veterans residences. Home Depot employee Maira Pastor (in orange), volunteered many days of backbreaking work to bring the grounds of our East 119th Street Veterans Residence to life. Maira generously shared her landscaping expertise with a team of volunteers from Goldman Sachs, while another team refurbished the residence library, building new shelves, cataloging new books and making the lounge a more welcoming place.



BESSEMER TRUST VOLUNTEERS, led by VOA-GNY Board Chair, Eric Gies (L.), spent a beautiful summer day hosting a barbecue for veterans and their families at our Manhattan veterans residence.



MORE THAN 40 VOLUNTEERS from Bank of America painted twenty lounges at Commonwealth Avenue Veterans Residence as part of a multi-faceted environmental facelift. The renovations, which included more than \$110,000 of upgrades to lighting and ventilation systems at this and another residence, were made possible through VOA’s national partnership with CBS EcoMedia and EcoMedia’s client, Bank of America.



Special Events raised vital funds that enabled us to enrich our services to the thousands who come through our doors each year.

a NEW YORK WINTER'S EVE

The Plaza Grand Ballroom was the setting for our 18th annual gala, *a New York Winter's Eve*. VOA-GNY Board members and co-chairs Kathy Nedorostek-Kaswell and Adele Gulfo and master of ceremonies Paige Davis welcomed more than 300 guests for an elegant evening with dinner curated by Chef Todd English. HSBC and the Duane Reade Charitable Foundation were honored for contributing to the success of Operation Backpack® 2013. Frances Hesselbein, president & CEO of the Hesselbein Institute and former board president of Volunteers of America, received the inaugural *Maud Ballington Booth Legacy Award*

for a lifetime of pioneering social change. We also recognized Bakary "Didi" Diallo, a young man who regularly visits the very shelter in which he once lived, serving as a role model and inspiration for the children and families who live there now.

The Plaza was essential to many of our holiday and fundraising efforts.

Community Services provided committed individuals, families and corporate partners the opportunity to engage in our work.

OPERATION BACKPACK®

A record-breaking 16,100 new, filled backpacks made their way to the shoulders of children living in homeless and domestic violence shelters throughout New York City, thanks to Operation Backpack. The campaign enlisted the support of more than 150 companies and community groups and countless individuals who participated in workplace drives, dropped off backpacks and supplies and volunteered during Sort Week.

Thanks to HSBC, one of our newest corporate underwriters, which helped support the New York City campaign as well as those in the Chicago and Bay areas. We're grateful for continued partnerships with Duane Reade, which provided promotional support and more than 300 convenient drop-off locations; Fedex, whose trucks crisscrossed the city to transport donations to our sort space; and other corporate friends, including RXR Realty, 21st Century Fox, HarperCollins, Weeks Lerman, Van Wagner and Time Warner Cable.

BRIGHTENING BIRTHDAYS

Every year, our Brightening Birthdays program brings normalcy to the lives of children in our homeless and domestic violence shelters, if just for a few hours. We are grateful for the support and creativity of many individuals and groups who volunteer in this program, including Merkley & Partners, Morgans Hotel Group, Jack Morton Worldwide, Association of Legal Administrators and Baruch College.

GIFTS OF THE HEART

We were delighted by the public's generosity during the holiday season when we were showered with more than 4,000 gifts for our clients. The Plaza opened the doors of its famed Oak Room for "It's A Wrap", our annual gift-sorting and wrapping tradition. We distributed toys to the parents of more than 1,250 children living in our shelters, so that they could bring smiles to their children's faces despite the struggles they are facing. Hundreds of older adults felt the warmth of new hats, scarves, mittens and blankets – along with the warmth of those who made sure no one was forgotten during the holidays.

HOPE AND HEARTH® FOOD VOUCHER PROGRAM

We were pleased to partner with The Plaza on two fundraising initiatives to ensure needy New Yorkers would enjoy a special holiday meal. The hotel raised money for our Hope and Hearth® Holiday Food Voucher campaign through a "round up" program whereby guests and patrons could round up their bill, and through the donation of net proceeds from photos taken with Santa. These campaigns allowed us to fund a special holiday meal for nearly 1,600 homeless families, veterans and the elderly. Thanks also to the Greater New York Hospital Association for its loyal support.

BELOW: (l. to r.) Board member Adele Gulfo, Loretta Abrams accepting an award on behalf of gala honoree HSBC, gala honoree Frances Hesselbein, board member and gala Master of Ceremonies Paige Davis and Aileen Rodriguez accepting an honor on behalf of the Duane Reade Charitable Foundation at a New York Winter's Eve Gala.




Gala honoree "Didi", showing off his new laptop, donated by fellow Gala honoree HSBC.



This is one of the chimneys that dotted the streets of midtown, as part of Volunteers of America - Greater New York's century-old "Sidewalk Santa" campaign.

Proceeds from photographs taken with **The Plaza Santa** will support the organization's *Hope and Hearth* Holiday Food Voucher Program, which helps New York's neediest families purchase a holiday meal.

 **DONATE HERE**
or visit www.HopeandHearth.org

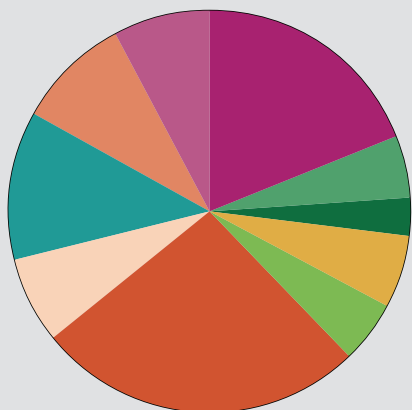
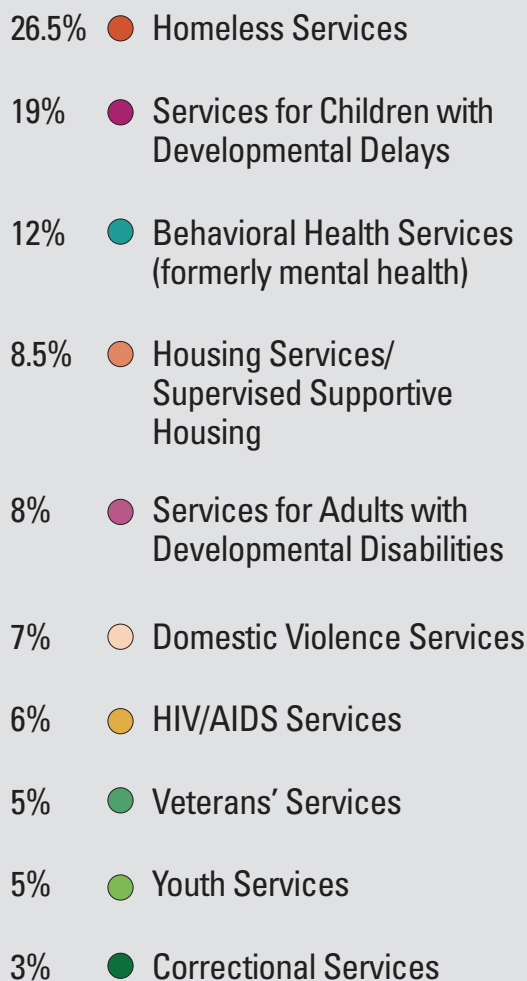
Volunteers of America®
GREATER NEW YORK

Thank you.



Financials

EXPENDITURES BY SERVICE



CONSOLIDATED BALANCE SHEET

FOR FISCAL YEAR ENDING JUNE 30

ASSETS

	2013	2012
Cash and cash equivalents	2,925,175	8,189,836
Investments	19,006,089	15,900,112
Grants and contracts receivable, net of allowance of \$682,143 and \$706,803	14,118,742	13,280,487
Prepaid expenses	126,028	308,873
Partnership reserves	3,384,027	3,274,754
Amounts held in trust by others	1,560,643	1,480,220
Other assets	10,364,922	9,221,754
Land, buildings and equipment, net	70,761,542	63,143,096
Total assets	122,247,168	114,799,132

LIABILITIES AND NET ASSETS

Liabilities:

Accounts payable	2,145,723	1,905,833
Accrued expenses	7,015,095	6,678,516
Other liabilities	10,891,120	11,751,108
Indebtedness	63,071,851	57,309,380
Pension liability	13,979,492	18,175,990
Asset retirement obligation	654,492	631,118
Total liabilities	97,757,773	96,451,945

Commitments and contingencies:

Net assets:

Unrestricted:	18,294,393	14,066,044
Net investment in partnerships	(3,861,165)	(1,732,225)
Net investment in partnerships attributable to noncontrolling interest	7,939,024	4,413,148
Total unrestricted	22,372,252	16,746,967
Temporarily restricted	436,500	
Permanently restricted	1,680,643	1,600,220
Total net assets	24,489,395	18,347,187
Total liabilities and net assets	122,247,168	114,799,132

CONSOLIDATED STATEMENT OF ACTIVITIES

FOR FISCAL YEAR ENDING JUNE 30

OPERATING REVENUES	2013	2012
Contributions and bequests	3,385,313	2,400,956
Special events, net of direct benefit costs	514,668	884,861
Total public support	3,899,981	3,285,817
Grants and contracts from governmental agencies	84,923,831	87,421,398
Other revenue:		
Program service fees	1,923,766	1,211,018
Rental income	7,931,009	8,098,899
Other income	603,155	461,392
Total other revenue	10,457,930	9,771,309
Total operating revenues	99,281,742	100,478,524
OPERATING EXPENSES		
Program services:		
Rehabilitation services	1,839,472	2,785,145
Mental health services	10,544,630	10,564,485
Shelter services	18,560,390	21,313,453
Services for the disabled	6,831,559	6,545,800
Services for children and youth	15,908,931	16,836,636
Housing services	21,189,281	17,899,796
Services for veterans	4,362,699	3,820,179
Services for victims of domestic violence	5,618,663	6,052,329
Total program services	84,855,625	85,817,823
Supporting services:		
Management & general	14,802,147	13,027,300
Fundraising	860,388	1,459,190
Administrative fees paid to national organization	738,897	709,751
Total supporting services	16,401,432	15,196,241
Total operating expenses	101,257,057	101,014,064
Deficiency of operating revenues over operating expenses	(1,975,315)	(535,540)
Non-operating activity		
Investment income, net	1,364,601	192,891
Net appreciation in fair value of investments	960,955	(339,974)
Change in fair value of interest rate swap agreements	574,784	448,901
Capital Contributions	2,474,427	395,144
Amount not yet recognized as component of net periodic benefit costs	3,448,567	(10,185,175)
Other	(1,222,734)	(14,338)
Increase (decrease) in unrestricted net assets	5,625,285	(10,038,091)
Changes in temporarily restricted net assets:		
Contributions	436,500	-
Increase in temporarily restricted net assets	436,500	-
Change in permanently restricted net assets:		
Change in value of perpetual trust	80,423	(98,175)
Increase (Decrease) in permanently restricted net assets	80,423	(98,175)
Change in net assets	6,142,208	(10,136,266)
Net assets at beginning of year	18,347,187	28,483,453
Net assets at end of year	24,489,395	18,347,187

New Programs

JULY | Commonwealth Veterans Residence – The Bronx

Our new veterans single room occupancy (SRO) residence provides safe, comfortable, low-cost housing and comprehensive on-site services to 149 formerly homeless single veteran men and women, including those diagnosed with a mental illness. Tenants are already enjoying upgrades to the building, made possible by generous financial and volunteer corporate support.

OCTOBER | Bushwick Family Residence – Brooklyn

Our fourth family shelter, Bushwick, provides 87 families with comprehensive services, including case management, childcare, medical care and a Board of Education liaison between the families and schools. With staff support, families can acquire essential skills that will put them on the path to independence and permanent housing.

OCTOBER | Supportive Services for Veteran Families – NYC metro area and Nassau County

With a \$1.3 million grant from the U.S. Department of Veterans Affairs, we launched Supportive Services for Veteran Families (SSVF). This program is our largest veteran outreach effort. Through it we identify and connect 300 eligible veterans and their families with services to ensure their housing stability, including case management, referrals for health care and legal assistance, housing counseling and search services. In addition, for those who are eligible, we may offer financial assistance toward a variety of expenses, including childcare, housing security deposits, transportation and utility fees.

DECEMBER | Patriot House II - Brooklyn

The first facility of its kind in New York City, Patriot House II is an apartment-style rapid transitional housing program for eight homeless single female veterans and their families. The residence welcomes veterans who are in the care of the VA and provides a safe, comfortable alternative to the public shelter system.

Women and their children may stay for up to six months while we help them secure services that meet their individual needs so that, ultimately, they can move into transitional or permanent housing. In addition to case management, counseling and linkages to a variety of community-based services, staff helps these women deal with the challenges often faced by female veterans, including post-traumatic stress disorder, a history of sexual abuse and the stresses of caring for a family.

Looking Ahead

In 2014, we look forward to opening two new supportive housing developments in the Bronx.

Volunteers of America-Greater New York created these facilities to address the urgent need for viable, long-term housing opportunities among special-needs populations. Each of the two buildings will serve several vulnerable groups, including disabled veterans, youth aging out of foster care and adults with mental health issues and very low-income families in the community.



Donors

In 2013, Volunteers of America-Greater New York received more than 4,884 donations, totaling approximately \$2 million in cash and \$1.68 million in in-kind support.

CORPORATE & COMMUNITY PARTNERS

\$100,000+

Bank of America

\$75,000+

HSBC Bank USA

\$20,000+

Amherst Securities Group, LP
Coty, Inc.
Deloitte.
Greater New York Hospital
Association
Guardian Life Insurance
Company of America

\$10,000+

Colgate-Palmolive Company
Dickstein Shapiro, LLP - Doing
Small Miracles for Others
Doris, Inc.
The Jones Group
Mormax Company, Inc.
Mutual of America Life
Insurance Company
New York Yankees
The Plaza
Trian Partners
Warnaco, Inc.

\$5,000+

Association of Legal
Administrators -
New York City Chapter
Avenue of the Americas
Association
Bloomingdale's
JPMorgan Chase & Company
Newmark Grubb Knight Frank
News America Incorporated
Select Equity Group
Sisca Northeast, Inc.
Waggener Edstrom Worldwide
Windels Marx Lane &
Mittendorf, LLP

\$2,500+

Atlantic, Tomorrow's Office
Bessemer Trust
Broadway Cares/
Equity Fights AIDS, Inc.
Computershare/Prudential
Financial
Enterprise Fleet Management
Thompson Hine, LLP

\$1,000+

AIG Valic
DGA Security Systems, Inc.
Domtar Paper Company, LLC
EarthLink Business
Envision Title Services
George Arzt
Communications, Inc.
Grey Healthcare Group
Helping Hands for the
Homeless & Hungry, Inc.
Holborn Corp.
Horizon Media, Inc.
The Housing Collaborative, LLC
Jaeckle Fleischmann
& Mugel, LLP
Kehl Katzive & Simon, LLP
KPMG, LLP
Magnusson Architecture and
Planning, PC
Marubeni America Corporation
Natixis North America, LLC
Random House, Inc.
Red Stone Equity Partners, LLC
Sherman Law
Swiss Re
TD Bank
Venable, LLP
Volunteers of America
Weeks Lerman Group, LLC
Weil, Gotshal & Manges, LLP
Westchester Coalition for the
Hungry and Homeless, Inc.
Winning Strategies
Washington
Xerox Corporation
Zeta Pharmaceuticals, LLC

\$500+

A. Rosenblum Inc.
Bank Leumi USA
Daiwa Capital Markets
America, Inc.
Dechert, LLP
Epstein Becker Green
Freshfields Bruckhaus
Deringer, LLP
Kara Minogue & Company
Kirkland & Ellis, LLP
MarcumBuchanan
Associates, LLP
Merkley & Partners
Thomson Reuters

FOUNDATIONS

\$100,000+

Duane Reade Charitable
Foundation
Home Depot Foundation/
THDF II, Inc.

\$20,000+

Sandra Atlas Bass & Edythe
& Sol G. Atlas Fund, Inc.
Judith C. White
Foundation, Inc.

\$10,000+

Robyne L. and Herbert L.
Camp Charitable Foundation
Capital One Foundation, Inc.
Phillips-Van Heusen
Foundation, Inc.

\$5,000+

Circle of Generosity
Foundation
Hudson City Savings
Charitable Foundation
Hyde and Watson Foundation
Northfield Bank Foundation
Gary & Tamar Tolchin
Foundation, Inc.
Union Foundation
Velaj Foundation

\$2,500+

John N. Blackman, Sr.
Foundation
Healing Hearts, Inc.
Investors Savings Bank
Charitable Foundation
New York Mets Foundation
People's United
Community Foundation
Pfizer Foundation Matching
Gifts Program
Mike & Janet Slosberg Family
Foundation Trust

\$1,000+

American Express
Charitable Fund
John J. Flemm Foundation, Inc.
GE Foundation
Janis and Alan Menken
Foundation
Pine Tree Foundation of
New York
Judith Rothschild Foundation

\$500+

Elena Melius Foundation
Gap Foundation Gift
Match Program
Richard Foundation
Jerry Zelenka and Barbara
Zelenka Revocable Trust

INDIVIDUALS

\$20,000+

Kira & Andrew Brandman
Gerry Cunningham
Paige Davis
KC & Eric Gies
Roxann & Roger Taylor
Elizabeth & Jonathan Wood

\$10,000+

Anonymous
Claire & Stan Altman
Tricia & Tim Carey
Carmen & Thomas Johnson
Sacha & Patrick McClymont
Kathy Nedorostek &
Robert Kaswell
Gail Pisano & Joseph Gromek

\$5,000+

Adele & Joseph Gulfo
Lillian Kalish
Deborah & Peter Lamm
Laura Landry &
Richard Salomon
Kerry Reinertsen-Crabbé &
Emmanuel Crabbé
Suzy & Lawrence Rutkowski

\$2,500+

Chuck Bryceland
Helene Lucas Byrnes &
Mathew Byrnes
Megan & Jonathan
Catherwood
Rainy Day & John Erwin
Barbara & Terry Feeney
Richard Fried
Kristiane Lambert & Gary
Zahakos
Chris McGrath
Claire & Richard Motta
Dr. Nyssa Reine-Salz &
Andre Salz
Carol & Mark Willis
Melissa Waggener Zorkin

\$1,000+

Joseph Auld
Arthur Becker
Mitchell Brown
James Buchanan
Mary & Robert Capaldi
Alicia Clarke
Mike Curcio
Patsy Doerr
Sharon Fantera
Bonnie & Neil Gibgot
Ilse & Bruce Gillam
Renee & Ron Globerman
Jessica Golden
Patrice Gordon
Alex Grant
Elsie Hall
Lisa Hanss
Alexander Havriliak
Troy Heiden
Linda Horaist
Cele & Constantine Ioannou
Richard Joffe
Lisa Levy Gordon
Beth & Jonathan Kern
Vivian Kunzler
Jack Lichtenstein
Darrell Looney
Seth Nuland
Stacia O'Connor
Marissa Pagnani
Elizabeth Parker & William
Thomas Henderson
Pamela & Thomas Petrosino
Tere Pettitt
Ann Poll
Diana Sattelberger &
James Sligar
Mildred Schweder
Imran Siddiqui
Christina & Mike Vespasiano
Rachel Weinstein
Marie & Roland White
Marty Wolf
Jayson Zellman

\$500+

Cheryl & Lance Alexander
Patricia Armstrong
Brian Bardell
Tom Bergeron
Patricia Bernasconi
Jonathan Beyman
Veronica Anne Bilotti
Rita Brause
Charles Breakstone
Orietta Brewer
David Briggs
Jane & Patrick Burns
Lloyd Caesar
Laurel Carpenter
M. Patricia Casey
Helena Chen
Dennis Chrzanowski
Diane & Steven Conti
Susan Cropper
Barbara Crane
Laura Dadich
Eric Dauwalter
Dennis Deutmeyer
Mark Dowd
Jeff Earl
Aleta & Samuel Estreicher
Janine Flory
Gloria Frank
Nancy Fullerton
Arlene & Philip Gartenberg
Susan Gaum
Carolyn Diane Gentile
Mark Gordon
Howard Gorman
Graham Greenwood
Michelle Obo Grosso
Caitlin Guthinger
Karen & David Heflin
Jody Infanger
Walter Jeffrey
Mary Elaine Johnston
Savvas Kaminarides
Ellen Kane
Scott Kleinman
Lorraine & Tom Kowalczyk
Paul Kress
Marie N. Langan
Stacie Laufenburger
Alexandra Lieberman

Tal Litvin
Joanne Lyman & George Kelly
Emma Karen Mailey
Jennifer McCracken
Edward Moss
Jennifer Newstead & Alexander
Mishkin
Martin Nussbaum
Margaret O'Connell
Ed Pabon
Stan Parker
Steve Patterson
Charles Pellicane
Judith Pietersz
Leslie Fay Pomerantz
Lucille Poulin
Samee Rafiuddin
Tara Reddi
Rebecca Rider
Edythe Rock
Avia Rose
Renu Sadh
Edgar Sands
Teena Sankoorikal &
Mike Mignone
Patricia &
Michael Schumaecker
June Sidman
Marc Spilker
Joseph Stafiniak
Benjamin Forrest Sylvester
Aaron Task
Monica Thomas
Jennifer & Anthony Varvara
Amelia Vinal
Maureen Wade & George Reid
Harold Weaver
Susan Wege & Henry Ruhlandt
Peter Gallegos Weiner
James Weldon
Karen & John Winkel
Frederick Zidlick

A very special thank you

to Volunteers of America-Greater New York employees who do the work they do with great talent and compassion. In addition, they contributed \$24,503 in 2013.

IN-KIND DONORS (DONATIONS OF \$1,000 OR MORE)

1251 Avenue of the Americas	Estee Lauder Corporation	McMurry/TMG (Spark Productions)	Rockwood Service Corporation
21st Century Fox	Experian Marketing Services	Mercedes-Benz Financial Services USA, LLC	RXR Realty
60 Soho	Fareportal	Meredith Hispanic Ventures	Saks Fifth Avenue
Adornments	FedEx	Merkley and Partners	Select Equity Group Foundation
AECOM	Fidessa	Moet Hennessy USA	Sesame Workshop
AKRF, Inc.	FINRA	Monroe College	Sid Paterson Advertising
Allen & Overy, LLP	Freshfields Bruckhaus Deringer, LLP	Monster	Simulmedia
Alliance Bernstein	GAM USA, Inc.	MTV Networks	Sirius America Insurance Company
Amalgamated Family of Companies	Gibbons, PC	NBCUniversal	Spiderman
America Works	Godiva Chocolatier, Inc.	Nestle	St. Ann & The Holy Trinity Church
American Century Investments	Grand Hyatt New York	New York City Department of Education	Standard & Poor's
Anchorage Capital Group, LLC	HarperCollins Publishers	New York LaGuardia Airport Marriott	Starwood Hotels New York (Sheraton)
Apollo Management	Harrison & Star	New York Marriott East Side	Stila Cosmetics
Association of Legal Administrators-New York City Chapter	Hawkins International PR	New York Mets	Stratton Mountain Resort
Bank Leumi USA	Heidrick & Struggles	The New York Palace Hotel	Swiss Re
Bank of America	Helmut Lang	New York Yankees	Taylor & Francis Group
Barclays	Heyman Associates	NewsAmerica Marketing	TCW
Brookfield Properties	High5Games	News Corp	TD Securities (USA), LLC
Robyne & Herbert Camp	Hilton Club NY	Nielsen Entertainment	Teq
Chadbourne & Parke, LLP	Hilton Grand Vacations	Nomura Holdings America	TGI Office Automation
Chef Todd English	Horizon Media, Inc.	North Shore LIJ Health System	TGP Capital Real Estate
Citi	Hotel Jerome	NYSE Euronext Black Employees	Theory
Citibank, N.A.	Houghton Mifflin Harcourt	NYU Libraries Community Service Committee	Thomson Reuters
Citigroup	HSBC Bank USA	Off Broadway Family Theatre	Tiffany & Co.
Coach, Inc.	Instinet, LLC	OLA Consulting Engineers, PC	Time Warner Cable
Colgate-Palmolive Company	Ippolita	O'Melveny & Myers	Todd English Food Hall
The College Board	Jamestown, LP	One Voice Goes a Long Way	Trump International Hotel & Tower - New York
Compass Group	The JCC in Manhattan	One William Street Capital Management, LP	United Health Care/Optum Health
Compass Lexecon	JPMorgan Chase & Company	Oxford University Press	University of Alabama at Birmingham
Conductor	JUICE Pharma Worldwide	Parents Exchange (TWC)	Van Wagner
Conrad Hotel New York	JW Marriott Essex House	The Peninsula New York	The Waldorf Astoria New York
Cornerstone Research, Inc.	Kantar Media	Penton Media	Wall Street Journal
Gerry Cunningham	Kasowitz Bendson Torres & Friedman	Pillsbury Law	Weeks Lerman Group, LLC
Dechert, LLP	Kenneth Cole	Pimco	Weil, Gotshal & Manges
Deloitte.	Kinray	The Plaza	Rachel Weinstein
Delta	KnowledgePoint360	PR Newswire	Westin New York Grand Central / Starwood
DGA Security Systems, Inc.	Ladas & Parry, LLP	PricewaterhouseCoopers, LLP	White & Case, LLP
Dickstein Shapiro, LLP - Doing Small Miracles for Others	Lenox Advisors	Protravel International	Yahoo!
DIRECTV	LexisNexis	Queens Hospital	Yes Network, LLC
DIRECTV Latin America	Loi Restaurant	Reader's Digest	
Doremus	Madison Square Garden Company	Renaissance New York Hotel 57	
Duane Reade	Marcum	RF Binder	
The Durst Organization	Markit	Rockefeller Group International Inc.	
Edward E. Hall & Company	Marubeni America Corporation		
Eloise at The Plaza	Massey Knakal Charitable Foundation		
Empire State Development Corporation	McCann		
	McGarrybowen		

SUPPORT FROM THE FAITH COMMUNITY

On behalf of the clients we serve, we thank these religious institutions for the services they provide:

1st AME Church: Bethel	Holy Innocents Church
Advent Lutheran Church	Holy Rosary Church
Agape Family Workshop Center	Iglesia de Dios Pentecostal
Agape Love Prayer Tabernacle	Lamp Ministries
Allen AME Church	Life & Faith Sharing Group
AME Methodist Church	Mount Hope AME of White Plains
Bethel Baptist Church	Mount Olivet Baptist Church
Bible Church of Christ	Mt. Zion Baptist Church
Broadway United Church of Christ	New Beginner's Church of Christ
Calvary Chapel	Oak Tree Presbyterian Church
Central Synagogue	Peekskill Christian Center
Christ Cares International	Rehoboth Christian Center
Church of Nazarene	Renaissance Church
Compassion Ministries	Revival Christian Church
Congregation B'nai Yisrael	Second Baptist Church
Congregation Emanuel	Seventh Day Adventist of White Plains
Congregational Church of Howells	St. Augustine
Convent Baptist Church	St. Gregory's The Enlightener Armenian Church
Craigville Bible Church	St. Joseph Armathea
Family Christ Worship and Praise Center	St. Patrick's Youth Group
Family of Christ Life Center	St. Paul's Church
First Church of Westchester	St. Stephen's Church
First Reform Church	Straight Path Ministries
First Seventh Day Adventist Church	Strait Gate Church
Grace Lutheran Church	Temple Sharaay Tefila
Graymoor	Temple Tefila Bedford
Greater Allan Cathedral	Times Square Church
Greater Refuge Temple	Trinity St. Paul's Episcopal Church
Greater Tabernacle Full Gospel Church	Trinity United Church
Greenburgh Hebrew Center	United Methodist Church
Harlem United Church	Van Nest Assembly of God
Hawthorne Reform Church	White Harvest Ministries
Hillside Reform Church	Woodlands Community Temple

GOVERNMENT FUNDERS

New Jersey Department of Children and Family Services	New York City Department of Education	New York State Education Department	Port Authority of New York and New Jersey
New Jersey Department of Corrections	New York City Department of Health and Mental Hygiene	New York State Office for People with Developmental Disabilities	State of Connecticut Department of Social Services
New Jersey Department of Human Services, Division of Developmental Disability	New York City Department of Homeless Services	New York State Office of Alcoholism and Substance Abuse Services	US Department of Veteran Affairs
New Jersey Department of Human Services, Division of Mental Health Services	New York City Department of Youth and Community Development	New York State Office of Children and Family Services	Westchester County, Department of Community Mental Health
New York City Department of Aging	New York City Human Resources Administration	New York State Office of Mental Health	Westchester County, Department of Health
	New York State AIDS Institute		Westchester County, Department of Social Services



We give thanks to the loyal members of the Sustainers Circle, which recognizes donors who make ongoing monthly or annual contributions. Such sustained giving provides a steady and cost-effective source of income for which we are most appreciative.

Lauren Asnis*	Bruce Gillam*
Marla Baird	Michael Kimball
Sandra Barrera-Zerouali	Darrell Looney*
Linda Bourn	Barbara Macadam
Patricia Cabot*	Deborah & Norman Weinstein*
Victor Chiofalo	
Bertha De Fazio	* Founding Members



Volunteers of America was founded by social reformers Maud and Ballington Booth in 1896. "Myrtle," a symbol of love and immortality, was Ballington Booth's pet name for his beloved wife. We honor those donors who included Volunteers of America in their estate plans in the past year by naming them to the Myrtle Legacy Society.

J. Foster Adams	Estelle P. Hiller
Rachel Alper	Cecile A. Litterer
Evelyn L. Baecker	Estelle A. Manning
Amelia M. Buschold	Saul Shapiro
Veronica Curran	Victor Von Klemm

2013 Board of Directors & Key Staff

CHAIR

Eric P. Gies
Bessemer Trust

CHAIR EMERITUS

Herbert L. Camp, Esq.
Cravath, Swaine & Moore LLP

VICE CHAIR

Gerard Cunningham
Deloitte. Consulting LLP

SECRETARY

Roxann Taylor
Amherst

TREASURER

Tim Carey
First Reserve Financial

PRESIDENT & CEO

Claire Haaga Altman

VOLUNTEERS OF AMERICA-GREATER NEW YORK BOARD

Andrew T. Brandman
CIT

Paige Davis
Actress

Ronald Frasch
Saks Fifth Avenue

Adele Gulfo
Pfizer

Jenny Hourihan
Orbis

Tom Johnson
Abernathy MacGregor Group

Sam Levin
Swarthmore Asset Management, LTD

Ida Liu
Citi Private Bank

Patrick McClymont
Sotheby's

Kathy Nedorostek
The Jones Group

Elizabeth Wood
Toys R Us, Inc.

LEADERSHIP STAFF

Claire Haaga Altman
President & CEO

Tere Pettitt
*Executive Vice President & Chief Operations Officer
HIPAA & Privacy Officer*

David L. Fazio
Executive Vice President & Chief Financial Officer

Lynne Plavnick
*Vice President of Human Resources
Compliance Officer*

Rachel Weinstein
*Vice President/
Chief Development & Communications Officer*

Franklin D. Diaz
*Associate Vice President,
Program Services*

Joseph Auld
*Associate Vice President,
Design & Construction*

Brian Bardell
*Assistant Vice President,
NYC Specialized Housing & Veterans' Initiatives*

Robert Edes
*Assistant Vice President,
Northern New Jersey
Community Support & Behavioral Health Services*

Paul Kress
*Assistant Vice President,
Strategic Initiatives*

Avia Rose
*Assistant Vice President,
Finance*

Monica Thomas
*Assistant Vice President,
NYC Homeless & Community Support Services*

Noelle Withers
*Assistant Vice President,
NYC Housing Services*



Volunteers of America promotes ethical conduct among all of its employees and lives by its shared values. We encourage employees to report violations, behaviors or practices that could be viewed as unethical by contacting their supervisor, service sector human resources department or calling:

COMPLIANCE OFFICER

Lynne Plavnick
Vice President of Human Resources
646-685-0202

PRIVACY OFFICER ON HIPAA MATTERS

Tere Pettitt
Executive Vice President & Chief Operations Officer
212-496-4304

EMPLOYEE HOTLINE

1-800-826-6762

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 social services to individuals regardless of race, creed, color, religion, national origin, ancestry, sex, sexual orientation, age, physical condition or disability.

Copies of the complete Financial Statement, together with the report of our auditors KPMG Peat Marwick LLP, are available upon request. Volunteers of America-Greater New York is a charitable, nonprofit organization. Gifts and contributions are tax-deductible to the extent provided by law.