



Volunteers of America®

GREATER NEW YORK

CHANGING LIVES

.....
2015 Annual Report



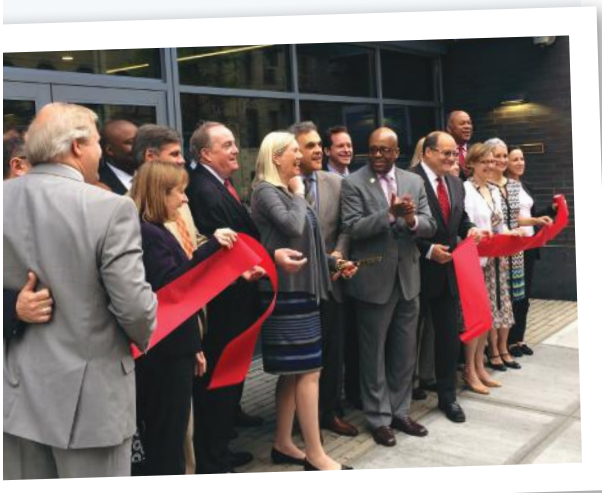
TERE PETTITT

President & Chief Executive Officer



GERARD CUNNINGHAM

Chairman of the Board



Ribbon cutting at Creston Avenue Residence, one of two new supportive housing programs.

DEAR FRIENDS,

As the headlines assert, the New York City area is witnessing an unprecedented increase in the number of homeless families and individuals. This phenomenon is no longer being seen as an anomaly but rather, some are saying, as the “new normal.” At Volunteers of America-Greater New York (VOA-GNY), we refuse to allow that to happen. Strategically, we have set our sights on expanding services, including affordable, supportive housing, to our most vulnerable neighbors.

Our two new supportive housing residences in the Bronx are filled to capacity, giving more than 125 adults, young adults and families a safe, modern place in which to live, with services available to help them maintain their independence. Arthur and his daughter live in one of these residences; you’ll read their story in this report. You’ll also read the words of some of the many others who, with our help, have overcome great obstacles — an Air Force veteran, a survivor of domestic violence, a young adult aging out of foster care — all of whom traveled through our continuum of care and are now living safe, healthy and productive lives in the community.

Our clients’ successes, and our own, are due in large part to the unwavering support of countless individuals, corporate partners and others in the community who volunteered their time, donated financial resources and contributed major in-kind support to enrich the lives of those in our care.

Our winter gala brought together hundreds of supporters to honor RXR Realty. For the past eight years, RXR has been a tremendous partner in Operation Backpack®. A high school diploma is essential to breaking the cycle of homelessness, and this past year, RXR and more than 150 corporate partners helped us equip a record-breaking number of students for the first day of school. VOA-GNY is also grateful to the Judith C. White Foundation for its generous grant which allowed us to renovate our domestic violence shelter in Manhattan. One very special enhancement is a private outdoor area where children can play without fear of being seen by their former abusers.

We ended the year with pride, reflecting on the vital role we played in helping New York City achieve ‘functional zero’ homelessness among chronically homeless veterans, ensuring that servicemen and women will never again have to call the street their home. Looking ahead, we are aggressively seeking opportunities to build more permanent supportive housing as housing stability provides a foundation on which struggling individuals can build and, eventually, succeed.

To all our supporters who enable us to respond to the needs of the most vulnerable in our community, transforming barebones programs into much more effective, long-term solutions — thank you for believing in and helping to actualize our mission.

Tere Pettitt *Gerard Cunningham*



With the extraordinary support of our new media partner OOH Pitch, we raised public awareness of our programs via a variety of outdoor media.

AT THE FOREFRONT OF SOCIAL SERVICE

Volunteers of America-Greater New York operates more than 90 social service programs throughout the five boroughs of New York City, Northern New Jersey and Westchester and Nassau counties.

Every year, our skilled and dedicated staff and enthusiastic volunteers help tens of thousands of the most vulnerable families and individuals break the dehumanizing cycles of poverty, untreated mental illness, homelessness and domestic violence.

We do this by:

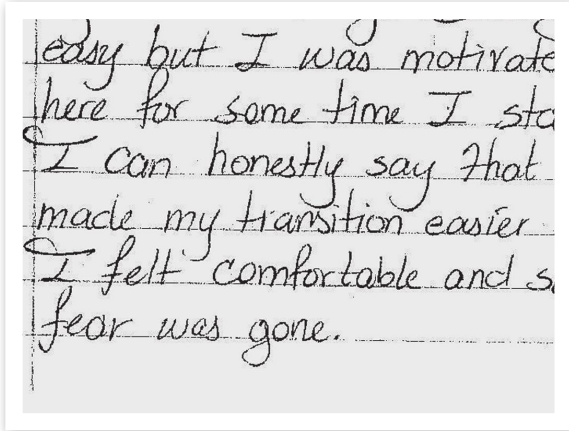
- Preventing homelessness and helping those who are homeless to find and retain permanent housing;
- Providing safe, dignified housing to families recovering from domestic violence, while guiding them toward self-sufficiency;
- Offering veterans a continuum of care from homelessness prevention to permanent supportive housing. We are the largest provider of supportive housing for veterans in New York City;
- Preparing children with developmental delays at our two early learning centers to succeed in kindergarten;
- Helping adults with intellectual and developmental disabilities realize their potential and integrate fully into the community;
- Providing individuals with behavioral health issues the support they need, in residential settings, to remain safely housed in the community;
- Offering a residential continuum of care for at-risk youth to prepare them for mature, independent adulthood;
- Caring for individuals living with HIV/AIDS and other serious illnesses at our Manhattan residence and scatter-site apartments;
- Making it possible for older adults to remain in the community and independent, for as long as possible, through a combination of family, community and governmental supports.



Brightening Birthdays: Each month, we celebrate children's birthdays at our family and domestic violence shelters, bringing normalcy into their lives.

(INSET) A team of volunteers built a rooftop garden to beautify our East 12th Street residence for the older adults who call the building "home."

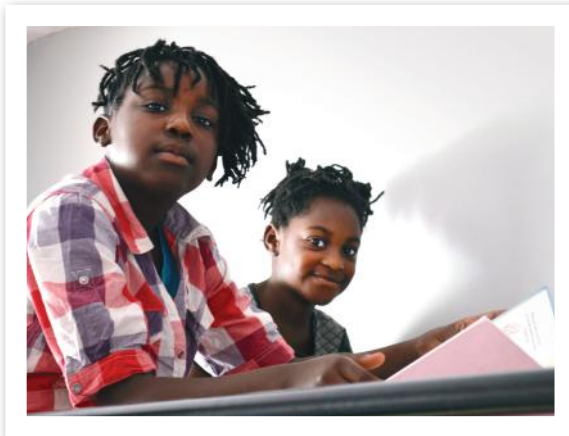
LIVES CHANGED



PUTTING DOMESTIC VIOLENCE BEHIND US...

“...I have been at Hope Hall for almost a year now and although I know mentally it is only a shelter, at heart I felt as though it became home, and staff were my new family. So yes, I’m happy to be moving out and on my own again but that doesn’t mean my stay here will not be missed or furthermore forgotten...”

“...I participated in both domestic violence and parenting classes during my stay. DV classes helped me to realize all the types of abuse that I had endured and also had introduced into the lives of my kids. I vowed never to put myself or them through that hardship again. I also learned in parenting class the different ways to deal with my kids as far as discipline, after having them go through such a traumatic experience...”



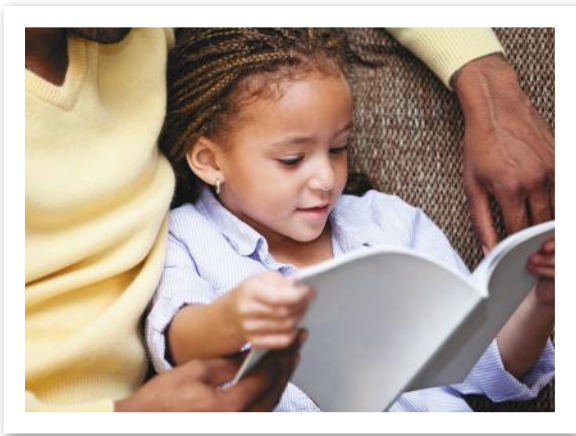
A FAMILY FINDS A HOME...

“When you enter the shelter system, you automatically get scared. You don’t know what is going to happen. But once we got to the Bushwick Residence and I found out what VOA had to offer, I was much calmer. My girls loved the staff at Volunteers of America. If I needed help with something I could always ask. I could do what I had to do without worrying what would happen to the kids. They had the afterschool program, the recreation room. And now that VOA helped us find an apartment of our own, I look around and I say to myself ‘you actually made it.’ I know I may not be able to give my girls *everything* and *anything* but I’m going to be able to give them what they *need*.”



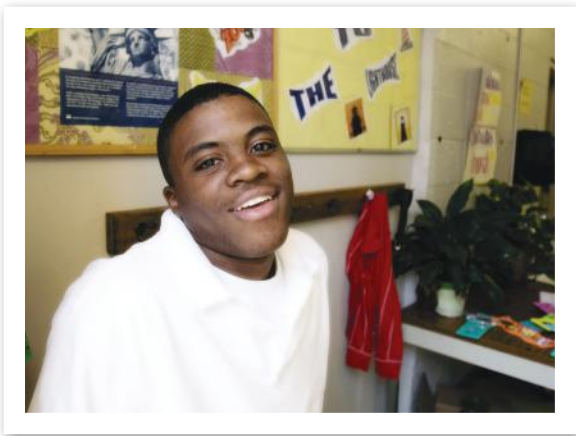
ADDRESSING A STUDENT’S UNIQUE NEEDS...

When Michael entered our Staten Island Early Learning Center, he had delays in speech, language, social-emotional development and fine motor skills. He needed help focusing. But a comprehensive, individualized learning plan and a skilled and caring team of teachers, occupational and physical therapists, nurse, social worker and speech pathologist changed all that. By the time Michael graduated, he had developed age-appropriate verbal skills and was beginning to read. He is now thriving in a small, integrated public school kindergarten class alongside peers at all levels of learning where he continues to make progress.



THRIVING IN A SUPPORTIVE ENVIRONMENT...

Arthur was an addict for many years but has changed his life immeasurably. He admits that untreated mental illness and his chemical dependence were “absolutely responsible” for his history of homelessness and the poor choices he made. Inspired by his four-year-old daughter, who now lives with him full time, Arthur successfully completed a residential treatment program, and was referred to Creston Avenue Residence, our newest supportive housing program. He is deeply grateful for another chance at making a good life for himself and his daughter, and takes great comfort knowing there is a team of professionals always on hand to support him. This is Arthur’s very first apartment and he is delighted to have a place that his little one, and his two grown daughters, can call “Daddy’s Home”.



SUPPORT AND STABILITY ON THE ROAD TO ADULTHOOD...

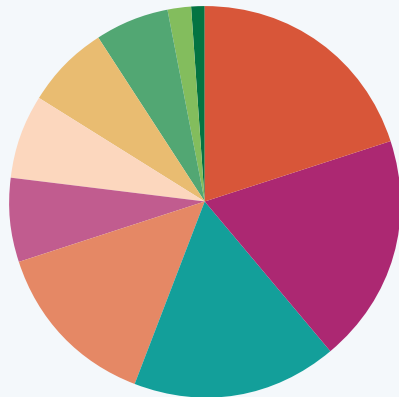
Lawrence spent many of his teen years with VOA, first in our emergency, temporary residential placement and then, through our continuum of care into supportive housing and, eventually, into an apartment in our independent living program. With each move he assumed greater responsibility for himself and more independence. Throughout his time with us, staff worked closely with Lawrence to ensure he was developing the skills he would need to live on his own successfully. Working one and, at times, two jobs to maintain a steady income, he eventually moved into a brand new apartment in an affordable housing complex, and proudly took over the lease upon his 22nd birthday. When Lawrence reflects on his opportunities while with VOA, he smiles and remarks, “I made sure I took advantage of all that VOA had to offer”.



A VETERAN CONQUERS HOMELESSNESS...

Richard, a US Air Force veteran, was placed in our residence for servicemen and women after a series of relocations and loss of family rendered him homeless. VOA referred Richard to our Supportive Services for Veterans Families (SSVF) Program to assist him in locating the resources that would be most helpful to him. He participated in our Homeless Veterans Reintegration Program (HVRP), which helps servicemen and women rejoin the workforce, and secured employment as a cook at one of Volunteers of America’s residences for adults with HIV/AIDS. With a steady paycheck, Robert’s permanent housing options expanded and soon he was able to secure a studio apartment in lower Manhattan. He is delighted to be back in control of his own destiny and is grateful to VOA for partnering with him to remove the barrier of homelessness.

FINANCIALS



EXPENDITURES BY SERVICE

- 20% ● Homeless Services
- 20% ● Housing Services/Supervised Supportive Housing
- 15% ● Behavioral Health Services (formerly mental health)
- 12% ● Services for Children with Developmental Delays
- 9% ● Veterans' Services
- 6.5% ● HIV/AIDS Services
- 6.5% ● Domestic Violence Services
- 6% ● Services for Adults with Developmental Disabilities
- 4% ● Youth Services
- 1% ● Correctional Services

STATEMENT OF ACTIVITIES

REVENUE	2015	2014
Public Support	\$3,535,204	\$3,077,941
Net assets released from restriction	-	436,500
Grants and contracts from governmental agencies	91,411,281	86,279,017
Program service fees	1,747,678	2,159,302
Rental income	8,711,492	8,335,238
Other income	895,259	579,012
Total revenue	\$106,300,914	\$100,867,010

PROGRAM SERVICES		
Rehabilitation services	478,871	786,468
Mental health services	13,362,886	11,614,778
Shelter services	18,381,352	17,142,715
Services for the disabled	5,263,140	5,250,444
Services for children and youth	15,048,950	16,385,897
Housing Services	23,999,146	22,612,610
Services for Veterans	8,059,139	6,012,056
Services for victims of domestic violence	5,804,975	6,061,776
Total program services	90,398,459	85,866,744
Total supporting services	16,754,686	17,157,684
Total operating expenses	107,153,145	103,024,428
Non-operating Activity:	8,819,219	5,755,394
Change in net assets	7,966,988	3,597,976
Net assets - beginning of year	27,811,668	24,489,395
Other Change in Net Asset	(11,513)	(275,703)
Net assets - end of year	\$35,767,143	\$27,811,668

BALANCE SHEET

ASSETS		
Current Assets	20,693,721	23,187,763
Fixed Assets	97,404,543	86,121,557
Other Long-Term Assets	36,023,364	35,027,623
Total assets	\$154,121,628	\$144,336,943

LIABILITIES AND NET ASSETS		
Current Liabilities	25,787,253	25,680,803
Other Long-Term Liabilities	92,567,232	90,844,472
Total liabilities	118,354,485	116,525,275
Net Assets	35,767,143	27,811,668
Total liabilities and net assets	\$154,121,628	\$144,336,943

COMMUNITY SUPPORT SUSTAINS OUR WORK

Operation Backpack®

The largest back-to-school drive in New York City, provided 19,400 backpacks to homeless students this year.



Government funding is critical to our existence but private philanthropy is essential to our ability to maintain the quality and scope of our programs.

It turns a bare-bones shelter into a temporary home; it is the key difference between simply feeding and sheltering a person and helping them envision and attain a better future.

Last year, more than 4,000 individuals made a financial contribution in support of our work; hundreds of companies and their employees contributed financially and through in-kind gifts and volunteering. We are grateful to all of them and welcome new supporters who share our mission. Here are some of the many ways people help:

Volunteers of America®



"Myrtle," a symbol of love and immortality, was our founder's pet name for his beloved wife.

Ensure Your Legacy of Philanthropy.

A planned gift to VOA through an outright bequest, residuary trust or other gift vehicle, enables us to continue our important work while you fulfill your own charitable wishes and typically reduce your estate taxes.

Volunteers of America®



Automatic Monthly Gifts Enable Us To Plan.

Loyal members of The Sustainers Circle set up regular monthly payments to VOA through their credit card or bank. This steady and cost-effective source of income provides a simple way for donors to give and is vital to our ability to plan for the future.



Donate In-Kind and/or Volunteer. Filled backpacks. Holiday gifts. Warm socks. Book drives. Birthday parties for the children in our shelters. Barbecues for our veterans. The list of funded projects goes on, thanks to the generosity of our corporate partners and the energy of their employees, who help us meet the many needs of individuals and families in transition.



Attend an Event. *Today Show & Morning Joe* co-host Willie Geist was the special emcee of the 20th annual *a New York Winter's Eve* gala, which honored RXR Realty. Shown here with actress Paige Davis and Chef Todd English, Geist spoke movingly of meeting Dominique, a teenager living at our Bushwick Family Shelter.

FOR MORE INFORMATION ON THESE AND OTHER WAYS TO SUPPORT US, CONTACT RACHEL WEINSTEIN AT (212) 496-4311 OR RWEINSTEIN@VOA-GNY.ORG. FOR A LISTING OF OUR DONORS, PLEASE VISIT WWW.VOA-GNY.ORG/2015-DONORS.



Volunteers of America®
GREATER NEW YORK

For more than a century, Volunteers of America has been at the forefront of social service, delivering life-changing, and often lifesaving, services to a wide range of people in need.

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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 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.

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

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Astrid Garcia
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(212) 496-4317

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