

2025 ANNUAL REPORT

HOUSING IS JUST THE START



Volunteers
of America®
GREATER NEW YORK

TABLE OF CONTENTS

01 A LETTER FROM OUR LEADERS

02 HOUSING IS JUST THE START

04 HOUSING

Housing First Changes Lives

Advancing Housing Solutions

06 HEALTH

Healing Through Home

08 WEALTH-BUILDING

EmpowerRent Opens New Doors

10 PUBLIC POLICY

12 OPERATION BACKPACK®

14 FUNDING & LEADERSHIP

Donor List

Financials

Board of Directors

Government Funders

A Letter From Our Leaders



Reginald Goins
Board Chair

Dr. Jeffrey R. Ginsburg
President & CEO

Dear Friends,

In 2025, “affordability” became the top concern nationally and locally, where the shortage of affordable homes left thousands of our neighbors facing housing insecurity as homelessness reached new heights. At the same time, sudden funding cuts across the sector added uncertainty for countless individuals and families, many of whom depend on organizations like VOA-GNY.

Under these circumstances, VOA-GNY continues to show up to provide vital support to those in need. As you’ll read in these pages, we’re tackling critical challenges head-on—and succeeding—by applying proven service models, innovative solutions, and tireless advocacy.

We saw a community blossom at our YP Senior Residence as 117 seniors moved into their new homes. With a generous and unprecedented \$20 million commitment from a private donor, we launched our Housing Innovation Fund to develop more quality affordable housing. VOA-GNY’s diligent advocacy shaped anti-poverty legislation on both sides of the Hudson River, playing a pivotal role in the creation and passing of public policy that will transform lives.

As we mark our 130th anniversary this year, we reflect not only on the expertise and trust we’ve earned along the way, but also the bold future we are building on that foundation. We are looking ahead to transformative projects that will strengthen neighborhoods—from East Harlem to Staten Island—for generations by developing 1,700 affordable apartments and space for community programs.

At VOA-GNY, our hard-earned experience has taught us that housing is just the start—the foundation on which better health, better careers, engaged citizens, and stronger neighborhoods are built.

None of this would be possible without you. On behalf of the Board and staff, we thank you for your unwavering support this year and look forward to our continued work together as we create lasting change.

HOUSING IS JUST THE START

Volunteers of America-Greater New York (VOA-GNY) is working to end homelessness in the region by tackling the root causes—beginning with housing stability. Once stably housed, VOA-GNY can help clients access the health and wealth-building services they need to thrive. We’re also advocating for better systems and policies to meet the needs of the community.



Housing

We provide a continuum of housing that helps individuals and families achieve stability.



Wealth-Building

We empower clients to strengthen their career opportunities and build a financial safety net.

Health

We address the physical and mental health needs of our clients using proven interventions.



Public Policy

We advocate for the needs of our clients, staff and sector as we fight to create transformational change.



34,652

people positively impacted by our services including Operation Backpack® in 2025

Who We Are

VOA-GNY is an anti-poverty organization with a 130-year history of serving individuals and families in need. Through 70+ programs located in New York City, Northern New Jersey, and Westchester, we deliver innovative housing, health, and wealth-building services to thousands of adults and children annually.



PARTNER SPOTLIGHT

The Honickman Companies, including the Pepsi-Cola Bottling Company of NY, celebrated a major win at its annual golf invitational, raising \$600,000 benefiting VOA-GNY this year, and surpassing \$2.6 million since its inception in 2020. Leading the charge was the company’s President and COO, Reginald Goins, who is also VOA-GNY’s Board Chair. Event attendees included Legendary LPGA Champion Player Brittany Lincicome.



HOUSING

As a nonprofit housing developer and trusted human services provider, VOA-GNY offers temporary, transitional, and permanent affordable housing with wrap-around support services.

Housing First Changes Lives

Growing up, Paige experienced a turbulent relationship with her mom and twin sister—so much so that she left home at just 14. She stayed with a friend for a while before ending up on the streets. “There was nowhere I could really go,” she recalls.

While at her lowest point, Paige was approached by an outreach team at a subway station who connected her to VOA-GNY’s Street to Home program, our Housing First pilot that moves unsheltered individuals directly into housing. Now 22, Paige has her own apartment at Eden House, one of VOA-GNY’s permanent supportive housing programs in the Bronx.

Through Street to Home, Paige found more than a place to rest – she found a path towards stability. “I’m a different person,” Paige says. “I wanted to fight everybody every second because I was so angry.”

Paige attributes her growth to VOA-GNY social worker, Charlotte Copeland, who has worked closely with her to develop communication and anger management skills over the last three years. “She really cares,” Paige says.

While at Eden House, Paige has been able to focus on managing her chronic health condition with a primary care doctor and regular medication. She



“I’m a different person [now].”

PAIGE

has also secured important documents like her birth certificate to get a city ID, which helped her get a job as a cleaner.

With the skills she’s gained, Paige now has a healthier relationship with her family and adores being an aunt to her two young nephews. “They bring a lot of light to my days,” she says.

1,155

individuals and families experiencing homelessness transitioned into permanent housing

151

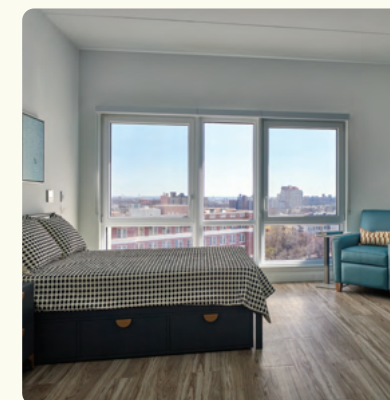
people moved off the streets or subway and into housing through Street to Home

1,700

affordable apartments will be developed by VOA-GNY in our pipeline.

Advancing Housing Solutions

VOA-GNY is an award-winning nonprofit developer that’s tackling the affordable housing crisis head-on through public-private partnerships, including with longtime partner **Magnusson Architecture and Planning (MAP)**.



MAP designed YP Senior Residence (pictured above), our newest supportive housing residence in the Bronx, which uses innovative design and on-site support services to combat social isolation among seniors.

VOA-GNY is poised to nearly double our portfolio of affordable apartments in the next five years, including by redeveloping our East Harlem supportive housing residence in partnership with MAP (pictured left), creating more modern homes for our tenants and neighbors, and new space for community services.

After meeting their housing needs, we connect clients to physical and mental health services using proven interventions.

Healing Through Home

Tammy, 63, lives with a progressive disability that affects her mobility and may cause sudden symptoms. But she knows she's never alone. She relies on staff at Rose House, one of VOA-GNY's permanent supportive housing residences in Manhattan, to help her—whether it's waiting for an ambulance or escorting her to the doctor.

“That’s more support than I got from my family,” she says.



Born and raised in Brooklyn, Tammy moved to North Carolina to be her mother's full-time caretaker for 16 years. After her mother passed away in 2018, she returned to New York to live with her sister but didn't expect what she found. “[Her apartment] was just not really habitable,” she explains.

Two months after moving in, Tammy's sister died. Eventually, Tammy was faced with an eviction notice and had to enter the shelter system, where she lived for about a year.

“I found peace here that I didn't find anywhere else. I'm so thankful for that.”

TAMMY

Sharon Crawford, program director at Rose House, helped Tammy secure an apartment at the residence, where she continues to provide support. “She's a good sounding board and has great advice,” Tammy says about Sharon.

Tammy views her apartment as a blessing, a place she can decompress and recharge after socializing. She has fostered a community with her neighbors, facilitating a monthly women's social group where she likes to share a home-cooked meal. Her favorite is a pot of chili.

“I found peace here that I didn't find anywhere else,” she says. “I'm so thankful for that.”

90%

of supportive housing clients are connected to a primary care physician, ensuring our clients can focus on their health needs



100%

of students at the Bronx Early Learning Center, our special education preschool, receive speech therapy and 80 percent receive occupational therapy

Holistic Support for Survivors

Guests from across the human services, business, government, and education sectors joined us at NYU for The Healing Continuum, VOA-GNY's annual domestic violence conference. Speakers, including a representative from event sponsor **TD Bank**, highlighted innovative ways to help survivors secure stable housing, strengthen their well-being, and build financial independence.

PARTNER SPOTLIGHT

As part of a volunteer initiative called Welcome Home, **Wells Fargo** employees brightened up the recreation room at one of our Brooklyn family shelters by assembling new furnishings including a sofa, shelving, and a game table. Another dedicated group of Wells Fargo employees packed 3,000 fall wellness kits filled with warm weather accessories and hygiene items for individuals and families at 12 of our residences.



WEALTH-BUILDING

Our economic empowerment programs, including workforce development, financial literacy, and continuing education, help clients build the wealth needed to achieve stability and long-term resilience.

EmpowerRent Opens New Doors

When 43-year-old Ric moved into Richard F. Salyer House, one of VOA-GNY's permanent supportive housing residences, he had recently lost his job.

"I was out of work, and I just wasn't able to keep up with credit card payments, so it did some damage to my credit score," he explains.

Originally from Arkansas, Ric moved to New York City after college more than 20 years ago seeking an outlet for his creative passions of singing and acting. Like many young adults, he lacked financial literacy. He maxed out two credit cards and co-signed for a vehicle with a friend. Delayed payments over time affected Ric's credit score.

Years later, Ric realized his low credit score was holding him back from future housing and loan applications and knew he had to improve it.

Noticing a flyer in the lobby of Salyer House, Ric enrolled in VOA-GNY's EmpowerRent program, our credit-building pilot designed to help residents of VOA-GNY housing sites build their credit scores by reporting their on-time rent payments to credit bureaus.

After six months, Ric's credit score climbed 30

"It would have been much more difficult and probably a longer time to get my score to where it is without the program."

RIC

points – pushing him into the 600s, a score that could start to open doors.

Now living in his own apartment in Harlem with his Yorkie, Ric can't imagine where he'd be without the support of Salyer staff and opportunities like EmpowerRent. "It would have been much more difficult and probably a longer time to get my score to where it is without the program."



82%

of residents enrolled in our new credit-building initiative, EmpowerRent, improved their credit score



\$205k

in rental assistance distributed to veterans through our Supportive Services for Veteran Families program

Fostering Financial Independence

Wealth is a crucial component of long-term resilience, serving as a cushion when income streams are disrupted. Wealth can also play a key role in breaking the cycle of intergenerational poverty and homelessness. Our new Economic Empowerment Center in the Bronx is home to our wealth-building services, helping our clients secure steady income, make informed financial decisions, and work toward long-term asset development. Bronx Borough President Vanessa Gibson attended the EEC's grand opening.

PARTNER SPOTLIGHT

Our 2025 gala at The New York Public Library was a smashing success, led by gala co-chairs Ashish Midha, Principal at **Deloitte** and Paul Quinlan, Senior Managing Director in **Blackstone Private Wealth** and Head of U.S. Defined Contribution. Deloitte's New York Managing Partner and East Region Market Leader Roger G. Arrieux Jr. was honored with a Community Champion Award.



PUBLIC POLICY

VOA-GNY tirelessly advocates for the needs of our clients, staff, and sector by educating the public on homelessness and seeking better policies, systems, and funding that drive transformational change.



Elevating Veteran Voices

We were honored to host Mayor Mamdani at one of our supportive housing residences on Veteran's Day – one of his first nonprofit visits post-election – where he had an opportunity to directly connect with veterans, most of whom were formerly homeless.



Turning Frontline Expertise into Policy Change

VOA-GNY staff had multiple opportunities to share their frontline expertise with lawmakers in Albany and Trenton, promoting policies that strengthen our programs and protect the people we serve.



Spearheading Lifesaving Legislation for Survivors

VOA-GNY played a pivotal role in shaping and passing Intro 29 – groundbreaking legislation led by Councilmember Amanda Farias that will ensure NYC's first responders are trained to recognize the signs of traumatic brain injuries (TBIs) in survivors of domestic violence. This policy will lead to earlier identification and stronger connection to care for survivors rebuilding their lives.



Securing Statewide Protections in New Jersey

VOA-NNJ, a division of VOA-GNY, strongly championed two bills this year: the Municipal Housing Trust Fund, which will empower communities to better plan for and serve the nearly 14,000 people experiencing homelessness across New Jersey, and Code Red, which expands protections for these same neighbors during dangerous heat and air quality conditions by guaranteeing access to cooling centers.

OPERATION BACKPACK®

Our signature community service campaign equipping children living in NYC homeless shelters with the school supplies they need to succeed.

Every Child in NYC Shelters Started School Prepared!

Every student living in a New York City shelter returned to the classroom with a new backpack and school supplies this year! Most were provided through our 23rd annual Operation Backpack® campaign.

24,000

new backpacks filled with grade-specific school supplies were collected through VOA-GNY's Operation Backpack®, shattering our previous record.



Paying It Forward, One Backpack at a Time

Tiffany Cordero, an Operation Backpack® volunteer and analyst at Lord Abbett, wrote an op-ed in *Crain's New York* urging her peers in corporate America to invest in the education of children experiencing homelessness. Tiffany herself lived in the shelter system as a child and expressed how much it meant to her to receive new school supplies through Operation Backpack®.



GFP Real Estate generously donated an entire floor of its Midtown Manhattan office to serve as the packing event space for Operation Backpack®, enabling sponsors and volunteers to pack 12,000 backpacks for NYC children in shelters.

McGraw Hill's support of Operation Backpack® was on full display during their activation with VOA-GNY, packing hundreds of backpacks with school supplies in front of the New York Stock Exchange.

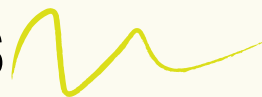


PARTNER SPOTLIGHT

Employees from Sirius XM stepped up their support of VOA-GNY in an exciting new way by logging runs and walks through Charity Miles, contributing \$102,000 to Operation Backpack®!



WE THANK OUR GENEROUS DONORS



\$100,000 PLUS

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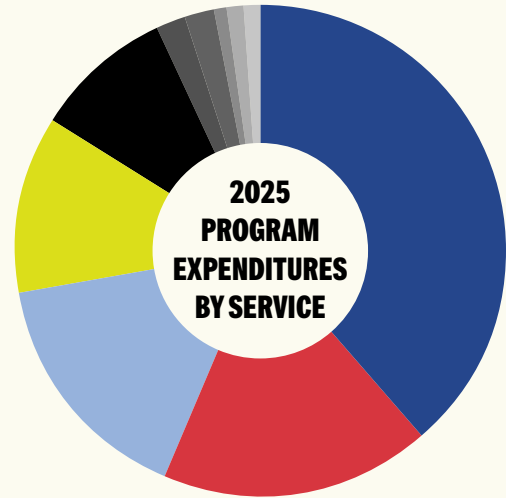
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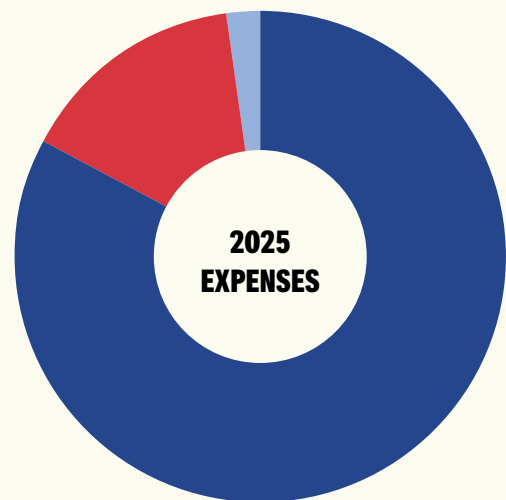
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FINANCIALS



- 39% Housing
- 18% Behavioral Health
- 16% Shelter
- 12% Children and Youth
- 9% Survivors of Domestic Violence
- 2% Veterans
- 2% Senior Housing
- <1% Economic Empowerment Services
- <1% Rehabilitation
- <1% Individuals with Disabilities

*Expenditures organized by funding source; some clients (e.g. veterans) may benefit from multiple services.



- 83% Programs
- 16% Administration
- 1% Fundraising

STATEMENT OF ACTIVITIES

	2025	2024
REVENUE		
Public Support - Cash	\$5,770,498	\$2,065,945
Public Support - Gifts in Kind	977,465	932,808
Grants and Contracts from Governmental Agencies	126,221,670	114,386,783
Client Income	8,219,427	6,779,319
Program Service Fees	2,858,707	2,202,120
Investment Return Appropriated for Operations	1,747,976	840,000
Other Income	609,168	1,026,613
Total Revenue	\$146,404,911	\$128,233,588
PROGRAM SERVICES	2025	2024
Housing Services	\$47,066,331	\$41,310,184
Behavioral Health Services	22,087,295	18,408,789
Shelter Services	19,474,424	18,066,756
Services for Children and Youth	14,116,969	13,205,114
Services for Survivors of Domestic Violence	10,397,043	11,228,436
Services for Veterans	2,569,815	2,316,069
Senior Housing	2,505,576	1,200,648
Economic Empowerment Services	768,638	40,541
Rehabilitation Services	765,956	642,095
Services for Individuals with Disabilities	719,139	701,506
Total Program Services	\$120,471,186	\$107,120,138
Total Supporting Services	24,309,924	21,368,781
Total Operating Expenses	\$144,781,110	\$128,488,919
Operating Excess/(Deficiency)	\$1,623,801	(255,331)
Net Non-Operating Gain ⁽¹⁾	\$8,950,200	\$9,609,229
Increase in Restricted Net Asset	168,463	169,915
Change in Net Assets	\$10,742,464	\$9,523,813
Net Assets - Beginning of Year	69,124,942	59,601,129
Net Assets - End of Year	\$79,867,406	\$69,124,942

BALANCE SHEET

	2025	2024
ASSETS		
Cash and Cash Equivalents	\$2,664,397	\$5,092,475
Investments	50,977,642	46,922,009
Grants, Contracts and Accounts Receivable	46,985,618	43,128,035
Prepaid Expenses	1,034,090	1,253,647
Fixed Assets	14,142,118	13,158,932
Right of Use Assets	44,967,564	44,764,796
Other Long-term Assets	26,112,875	18,517,329
Total Assets	\$186,884,304	\$172,837,223
LIABILITIES AND NET ASSETS	2025	2024
Accounts Payable and Accrued Expenses	\$15,445,034	\$14,127,752
Other Liabilities	15,890,286	13,472,049
Lease Liabilities	45,496,887	44,931,646
Indebtedness	30,184,691	31,180,834
Total Liabilities	\$107,016,898	\$103,712,281
Net Assets	79,867,406	69,124,942
Total Liabilities and Net Assets	\$186,884,304	\$172,837,223

⁽¹⁾ Variation is due to actuarial valuation of pension liability and investment returns

BOARD OF DIRECTORS

BOARD CHAIR
Reginald Goins

VICE CHAIR
Robert Wolk

TREASURER
Jane Wang

SECRETARY
Dino Wu

PRESIDENT & CEO
Dr. Jeffrey R. Ginsburg

MEMBERS

Susan Axelrod

Tim Carey

Pat Daly

Paige Davis

Andrew Feng

Tom Johnson

Ashish Midha

Diane L. Powell

Paul Quinlan

Eric L. Schiele

2025 GOVERNMENT FUNDERS

NJ Department of Children & Families – Division of Child Protection and Permanency
 NJ Department of Community Affairs – Division of Housing and Community Resources
 NJ Department of Human Services – Division of Developmental Disabilities
 NJ Department of Human Services – Division of Medical Assistance and Health Services
 NJ Department of Human Services – Division of Mental Health and Addiction Services
 NJ Housing and Mortgage Finance Agency
 NJ Office of Homeland Security and Emergency Preparedness
 NYC Department of the Aging
 NYC Department of Education
 NYC Department of Health and Mental Hygiene
 NYC Department of Homeless Services
 NYC Department of Youth and Community Development
 NYC Housing Authority
 NYC Human Resources Administration

NYC Mayor's Office of Criminal Justice
 NYS Department of Agriculture and Markets
 NYS Department of Health
 NYS Department of Homeland Security and Emergency Services
 NYS Division of Criminal Justice Services
 NYS Education Department
 NYS Office of Alcoholism and Substance Abuse Services
 NYS Office of Mental Health
 NYS Office of Victims Services
 U.S. Department of Education – Rehabilitation Services Administration
 U.S. Department of Health and Human Services – Substance Abuse and Mental Health Services Administration
 U.S. Department of Housing and Urban Development
 U.S. Department of Justice – Office of Victims of Crime
 U.S. Department of Justice – Office of Violence Against Women
 U.S. Department of Labor – Employment and Training Administration
 U.S. Department of Veterans Affairs

CORPORATE PRIVACY OFFICER

Nicole Gniewkowski
 Director of Performance Improvement & Corporate Privacy Officer
 (212) 496-4369

CHIEF COMPLIANCE OFFICER

Sean Prendergast
 Chief Human Resources & Compliance Officer
 (646) 685-0207

VOA-GNY is committed to promoting ethical behavior among all employees and upholding its shared values. We encourage employees to report any violations, behaviors, or practices that may be perceived as unethical by reaching out to their supervisor, the Human Resources department, or calling our anonymous, 24-hour, toll-free Employee Hotline at (800) 826-6762.

VOA-GNY values cultural diversity, promotes equity, and strives to achieve inclusion for everyone. VOA-GNY reaffirms our moral and legal obligation to provide equal employment opportunities and social services to all individuals, regardless of race, color, religion, sex, parental status, national origin, age, disability, genetic information, political affiliation, military service, other non-merit-based factors or any other status protected by federal, state, or local laws or Executive Orders.

Copies of the complete Financial Statement, together with the report of our auditors KPMG LLP, are available upon request. Additionally, the most recent Pro Forma 990 is available upon request. VOA-GNY is a charitable, nonprofit organization. Gifts and contributions are tax-deductible to the extent provided by the law.





Volunteers
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GREATER NEW YORK



135 West 50th Street, 9th Floor,
New York, NY 10020

212-873-2600

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