



Volunteers
of America®

GREATER NEW YORK



Changing Lives

One individual, one family, one community at a time.

ANNUAL REPORT 2017

“We will go wherever we are needed and do whatever work comes to hand.”

— Maud & Ballington Booth,
co-founders, Volunteers of America



GREATER NEW YORK

Volunteers of America-Greater New York (VOA-GNY) is dedicated to helping individuals and families in need create positive and lasting change through programs that support and empower them to live safe, healthy, and productive lives in the community. What began as a charity staffed by dedicated volunteers tending to the city's poor, is now a social services organization with 1,300 paid staff working in over 90 programs across New York City, Northern New Jersey, and Westchester County. The men, women, and children we serve present a wide range of needs that we are committed to addressing with compassion, creativity, respect, and therapeutic models that inform our work.

Pictured above: Creston Avenue Residence is our mixed-use residence in the Fordham section of the Bronx offering 65 apartments to formerly homeless individuals, families, and disabled veterans, as well as low-income families from the community. Creston was named 2017 Residence of the Year by the Supportive Housing Network of New York.

Pictured on cover: Among the 18,000 children who benefited from Operation Backpack® in 2017 are these boys, who lived in our family shelter in Brooklyn when they received their new backpacks full of supplies.

Dear Friends,

For nearly 125 years, Volunteers of America-Greater New York (VOA-GNY) has provided life-changing, often live-saving services to the most vulnerable of our neighbors, including children of all ages, veterans, families who are homeless or escaping domestic violence, and individuals living with behavioral health issues, intellectual and developmental disabilities, HIV/AIDS, and substance use disorders. We are proud that the breadth of our programs continues to adapt to the changing needs of the community. The high standards to which we hold ourselves and the services we deliver are reflected in the successes of our clients and the impact we have. In these next few pages you will meet individuals who have gained stability and safety in our emergency housing, found relief from Post-Traumatic Stress Disorder through a new and innovative program, and rebuilt lost relationships with family.

As a testament to the quality of our work, VOA-GNY was awarded several accreditations from independent review boards and received recognitions from peer institutions this year. Most notably, Creston Avenue Residence (pictured opposite) was named “Residence of the Year” by the Supportive Housing Network of New York (SHNNY) for its exquisite design, architecture, and programming. In describing the residence, SHNNY called it a “stunning example of the power of supportive housing in the lives of individuals and communities.”

Continuing Volunteers of America's tradition of supporting military men and women since World War I, we added two peer support programs to our already rich continuum of care for veterans. *Battle Buddy Bridge* (B3) trains and certifies veterans as peer support specialists who help fellow veterans navigate the services and benefits to which they are entitled. *Spiritual Resiliency Training* (SRT) is a peer-led workshop designed to support recovery from moral injury—damage to one's core belief systems as a result of trauma such as war.

Of course, these many accomplishments would not be possible without support from the community—individuals, families, and corporate partners who give time and energy, financial resources, and major in-kind donations to help enrich and normalize the lives of those in our care. This year at *Operation Backpack®* we had an outpouring of support from local families with school-age children, many of whom enjoyed filling backpacks for less

fortunate students their own age. These young champions of our work and their encouraging parents prove that it's never too early to begin a tradition of philanthropy and help break the cycle of poverty through education.

We ended our year in December celebrating longtime partner Deloitte for their commitment to our mission and impact in the community. Along with their support of many of our programs, Deloitte was instrumental in helping launch our *Next Generation Network* this year, a group of philanthropically inclined professionals in their 20s and 30s dedicated to raising awareness, volunteering, and fundraising on behalf of VOA-GNY.

Reenergized by the zeal of our new supporters and grounded by the faith of our longtime friends, we look forward to what the coming year holds. In mid-June, we will break ground on a new affordable housing residence that will help address the needs of local seniors. We will also begin exploring the possibility of opening a program for pregnant women who are substance abusers, with the goal of breaking the cycle of addiction in families and babies born addicted. Thank you for believing in a century-old mission to provide the highest quality care to our neighbors in need—we hope you find their stories inspiring.



Tere Pettitt

Tere Pettitt
President and CEO, VOA-GNY



Gerry Cunningham

Gerry Cunningham
Chairman, VOA-GNY Board of Directors

Our Focus Areas

OUTREACH, TRANSITIONAL AND SUPPORTIVE HOUSING FOR INDIVIDUALS AND FAMILIES

We help those who are homeless or at risk of becoming homeless achieve housing stability, while addressing the underlying causes of their situation.

DOMESTIC VIOLENCE SURVIVORS

We offer safe, emergency housing to families recovering from domestic violence, while providing intensive interventions to ensure they do not return to an abusive relationship.

VETERANS

As the largest provider of supportive housing for veterans in New York City, we offer a continuum of care to address their housing, employment, health, and other needs as they reintegrate into civilian life.

CHILDREN WITH DEVELOPMENTAL DELAYS

We provide special education and therapy services to children with developmental delays at our two early learning centers to prepare them for school-age services in less restrictive settings.

ADULTS WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

We provide supervised apartment living for adults with intellectual and developmental disabilities so they may remain safely in the community, engaged and supported, as opposed to in an institution.

AT-RISK YOUTH

We offer stability and security through both residential housing and supportive programming for at-risk youth, equipping them with the necessary tools to become mature, independent adults by the time they age out of the foster care system.

PEOPLE WITH BEHAVIORAL HEALTH AND SUBSTANCE USE DISORDERS

In many of our residential programs we have adults living with behavioral health and/or substance use disorders for whom we provide all the services they need to rebuild their lives.

PEOPLE IMPACTED BY HIV/AIDS

We offer safe, affordable, permanent housing to men and women living with HIV/AIDS and their families, while providing supportive services through counseling and case management.

OLDER ADULTS

Permanent, supportive, affordable housing for older adults does more than just house our clients; it ensures they are safe, healthy, and not isolated.

35,717

lives were changed or saved because of our programs, giving hope to people who are homeless, recovering from abuse, struggling to reintegrate into civilian life, aging out of foster care, battling addiction, or living with disabilities or mental illness.

Rick wanted to believe that his battles would end in Vietnam, but 50 years later, he'd begun to lose hope.

A fourth-generation Marine Corps veteran and three-time Purple Heart recipient, Rick has struggled with Post-Traumatic Stress-induced flashbacks and violent nightmares since leaving the service in 1972.

During the Vietnam War, Rick was assigned to the B Company, First Battalion, Ninth Marine Regiment in Khe Sanh, an area that, in 1968, saw 77 consecutive days of combat. His 165-person unit was hit with fire on a mission to clear caves on a hill, and in the course of two and a half hours, only 13 men survived.

"I thought I had died," Rick remembers. After 18 months of intense rehabilitation he re-enlisted, though the training—which included carrying an 80-pound pack up a 10 mile hill—was nearly impossible with the pain he now felt from shrapnel damage to his legs. Nevertheless, Rick persevered and went on to serve another three years, attaining the rank of staff sergeant.

When he returned to the States, he worked as a correctional officer, married and settled down in Queens, but, just a few years later, lost his wife to cancer. He stayed in their home for 10 more years until the landlord sold the building, leaving Rick with nowhere to go. In pain, physically and emotionally, he began to self-medicate with drugs and alcohol.

At a breaking point, Rick turned to the VA which placed him temporarily in a homeless shelter until transferring him to his current home on East 119th Street. Rick's PTSD-related symptoms and his health problems worsened to the point where he didn't care if he lived or died.

Finally, at the urging of friends, Rick entered rehab. It wasn't easy, but he got clean, sober, and was hopeful for the first time in years. When he returned to his apartment at East 119th Street seven months later, Volunteers of America had taken over management of the building and all of the services provided to the residents—174 formerly homeless servicemen and women.

At East 119th Street Veterans Residence, Rick began to find a community of peers. "Being around other veterans makes me feel comfortable," he says. "Even my case manager is a combat veteran."

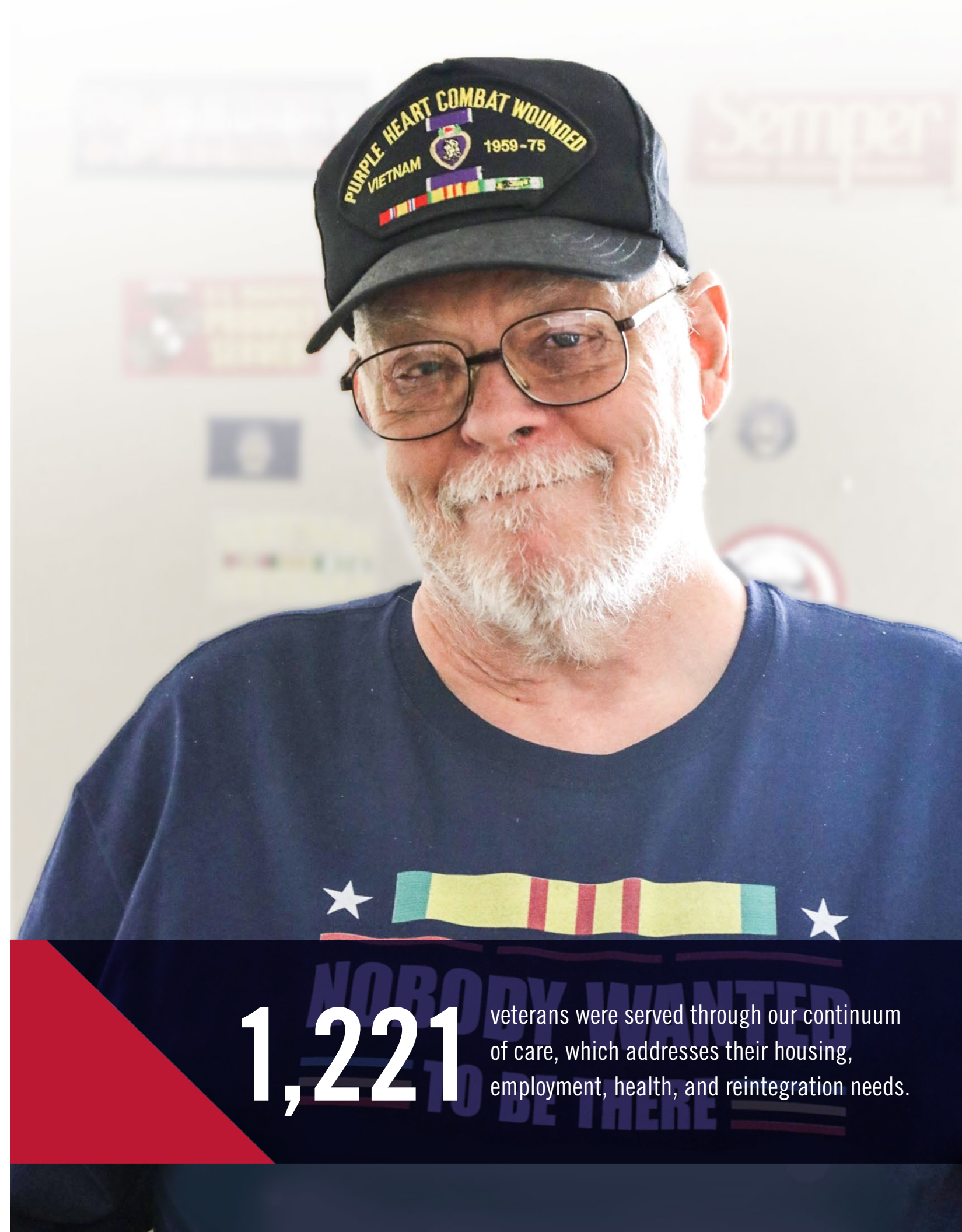
Rick—or "Pops" as many of the younger veterans call him—has developed many special relationships with both residents and staff. The maintenance staff at East 119th Street Veterans Residence even refreshed his room as a surprise, repainting and installing a shelf where he proudly displays his Marine Corps memorabilia.

"Being around other veterans makes me feel comfortable. Even my case manager is a combat veteran."—Rick

Recently, Rick was invited to participate in the first class of VOA-GNY's new *Spiritual Resiliency Training* (SRT), a week-long peer-facilitated retreat that helps veterans battling moral injury. Unlike PTSD, moral injury is not a fear-based disorder, but rather damage to one's core belief systems and basic moral character, manifesting itself through negative emotions like guilt, shame, despair, alienation, betrayal, self-condemnation, and outrage.

Feeling safe, supported, and surrounded by "comrades in arms," at SRT, Rick was able to unpack difficult memories and emotions that he had never shared with anyone.

Returning home to East 119th Street Veterans Residence, Rick appears at ease, noticeably happier and lighter. "During the retreat I felt like I had that 80-pound pack on my back again," Rick says. "But once I was finished, it was gone—like a big weight was lifted off my shoulders." ■



1,221

veterans were served through our continuum of care, which addresses their housing, employment, health, and reintegration needs.



734

survivors of domestic violence found safe haven with us, while we guided them toward safety and self-sufficiency.

When she arrived at New Hope, our domestic violence shelter in Brooklyn, Nina* had a preconceived notion of what her stay would be like.

Having experienced homelessness as a child, she was familiar with the institutional feel of the shelter system and the isolation that followed when, as a teenager placed in foster care, she aged out of her group home at 17. With no family to turn to, Nina ended up in a traumatic, abusive relationship that finally ended when her abuser was arrested and imprisoned.

Since those distressing years, Nina had established a stable life for herself and her two young children in New York City, earning her accounting degree and living safely and independently – until her abuser began seeking parole. She was advised to leave the area as a safety precaution, and her entire life was turned upside down when she relocated to Florida for 10 months, forced to spend all of her carefully saved earnings to protect her family.

Nina returned to New York City the day her mother passed away, and paying for the funeral took every penny she had left. Her money gone, she had no choice but to enter the shelter system with her kids.

“I had a chip on my shoulder when I came to VOA. I still had a lot of hidden issues,” she says. “But the staff persevered. Not only did they help me with my current situation but they let me know that what I went through in my childhood and teenage years wasn’t my fault. VOA took me out of the victim mentality and told me, ‘You’re a survivor.’”

Focused on rebuilding her life, Nina’s situation improved each day thanks to the support offered by VOA-GNY’s compassionate staff. She discovered that her newfound confidence changed the way she approached her school work – at the time she was studying to become a certified Microsoft Office specialist – how she ran her household, and how she addressed relationships and friendships.

When her son was diagnosed with Autism, the staff advocated for his needs, helping her write to the Board of Education and make appointments with specialists. Childcare staff watched

her son while Nina went to classes, giving her peace of mind so she could concentrate on making a better future for her family.

“Over the next six months, I had such an amazing support group,” she says. She left New Hope with a safety plan in place, having secured an apartment and graduated from her program. Her abuser, however, was released from jail three weeks later and Nina felt immobilized, afraid to leave the apartment. But she remembered – once a member of the New Hope family, always a member.

“VOA has been that support system for me and my kids that I never truly had before in my life.” –Nina

“I was so grateful that the staff there embraced me and helped me deal with my fear through therapy. After tremendous and intensive support, I no longer have that fear.”

Today, Nina has a full-time job at a management company and says she is financially stable for the first time in eight years. In May, she will become a certified low-income housing tax credit specialist. Her eldest is a college freshman.

“Any time I’m facing issues, with work or anything, I can call VOA. It’s been two years since I left and they’re still there for me,” Nina says. “I’m really grateful because I have no parents, no family members, no one. VOA has been that support system for me and my kids that I never truly had before in my life.” ■

**Name changed for privacy*

Four years ago, the only item on Jacob’s* checklist of goals was to find a place where he belonged.

Now in VOA’s care, he’s not only found a home, but he’s also landed a job, traveled across the country, and soon he’ll be getting his driver’s license. It’s quite a different outlook on life than he had before arriving at Alletta House, VOA-GNY’s residence for men who are diagnosed with both an intellectual disability and a mental illness.

Jacob was referred to Alletta House from a county correctional facility where he was incarcerated for three years after his guardian at the time filed a false complaint against him. The accusation, though determined to be untrue, led Jacob to be detained, and caused his family to distance themselves from him.

“I couldn’t trust anyone [in jail]. It was a dangerous place and I couldn’t sleep,” says Jacob, who is diagnosed with depression and anxiety. Both conditions worsened behind bars. He arrived at Alletta House underweight and withdrawn. But the patient and compassionate staff cared for him as they would a family member.

“I feel like we’ve made a great connection with Jacob since he’s been here,” says Jawann Westerman, Residence Manager at Alletta House. “There are only four residents in total, and it allows us all to have that one-on-one time and address each particular person’s needs.” After getting Jacob to a healthy weight, the staff at Alletta House helped him improve important life skills like cooking, budgeting, and reading. Working with a job coach, Jacob secured a position at Stop & Shop, earning Employee of the Month shortly after.

Still, the challenge of reconnecting with family weighed heavily on him. Taking small steps, Jawann helped Jacob write letters to different family members to see how receptive they were to reengaging.

“We started helping him foster the relationship with his sister who, pretty quickly, became a big part of his life,” says Jawann. “We gave him a cell phone and they started talking and texting. You could see his whole mood change.” The staff at VOA-GNY helped arrange a trip for Jacob to visit his sister in Atlanta. Because he had never flown on an airplane before, they familiarized him with the process by visiting the airport and going through the steps of checking in, dropping off luggage, and finding his gate.

After his family visit, Jacob appeared to have a new inner light, as if he had finally reignited the spark that his family turmoil

had extinguished four years prior. He has now traveled independently to visit his sister, nieces, and nephews in Georgia twice, and they talk on the phone weekly.

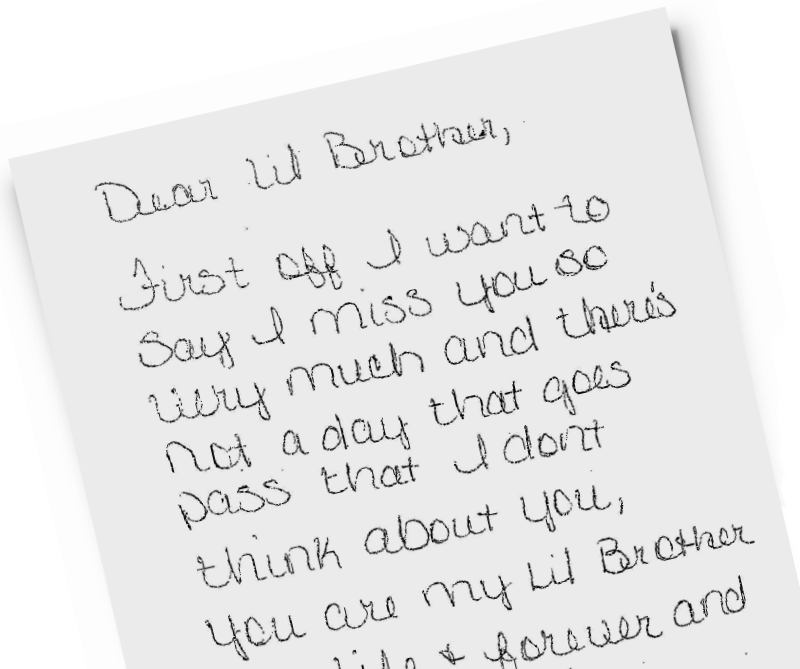
“We started helping him foster the relationship with his sister who became a big part of his life. You could see his whole mood change.”—Jawann

Jacob’s residence manager at Alletta House

Back home in New Jersey, Jacob attends a day program twice a week where he is learning the names and dosages of his medications and eagerly studying his driver’s manual. With a new lease on life, he sees himself transitioning to his own apartment.

“It was a big step to move out here to meet new people, new friends, and start a better life,” Jacob says, grateful for the support of his VOA family at Alletta House. “It was hard at first, but now it feels good.” ■

**Name changed for privacy*



1,157

individuals with behavioral health issues were housed and provided the supportive services they needed to rebuild their lives.

COMMUNITY SUPPORT

Nurturing the Next Generation of Philanthropists *and* Acknowledging the Commitment of our Current Partners

MAJOR DONORS

This list represents entities that gave cash or major in-kind donations valued between \$5,000–\$300,000, excluding donations of filled backpacks.

21st Century Fox	JPMorgan Chase & Co.
527 Madison Avenue Tenants	Kenneth Cole Employees
Adspace Mall Networks	Lamar Advertising
Apollo Global Management Employees	National CineMedia
Branded Cities Network	New Tradition Media
Captivate	New York City Department of Education
City Outdoor USA	The New York Community Trust - Madeline Shobrys Glosten Fund
Colgate-Palmolive Company	New York Yankees
CPS Events at The Plaza	OOH Pitch
Creative Mobile Technologies	Outfront Media
Deloitte Employees	Elektra Pritchard
DGA Security Systems	Randa Foundation
Duane Reade / Walgreens Customers	RXR Realty
Duane Reade Charitable Foundation	Saudi Petroleum International
Eeboo	Select Equity Group
FedEx	Staedtler
Fitch Group Employees	Steve Madden, Ltd.
Lisa Fontenelli	Vector Media
Global Brands Group	Verifone
GOJO Industries	Douglas Vetter
HarperCollins Publishers	WABC
Hiscox Business Insurance	The Wall Street Journal
HSBC Bank USA, N.A.	The Weeks Lerman Group
James Jacobson	Weil, Gotshal & Manges LLP
	Ross Weinberg
	Wells Fargo Foundation
	Westfield Corporation



Photos from left: Elektra Pritchard; a girl excitedly picks out her school supplies; a boy fills his backpack with the help of a volunteer from Duane Reade/Walgreens.

FAMILY PHILANTHROPY

Since *Operation Backpack*® was introduced to the New York City community 14 years ago, 160,000 homeless students have received backpacks full of grade-specific school supplies.

In 2017, thanks to a tremendous amount of public support, 260+ corporate and other community partners, and 1,500 volunteers, *Operation Backpack*® provided every child living in shelter who needed one – 18,000 students – with a backpack.

Because *Operation Backpack*® is a huge undertaking that benefits children in shelters across New York City – not just those run by VOA – we are always seeking new supporters. This year, we were pleased to find a number of our most devoted volunteers and fund raisers were middle and high school students themselves.

One such young person was 12-year-old Elektra Pritchard who raised thousands of dollars for the cause, and, along with her parents and younger sister Olia, volunteered to prepare backpacks for delivery to the shelters. While sorting through supplies,

Elektra thought about the girl who would be receiving the backpack – a soon-to-be eighth grader, like herself.

“In a way, the backpack is kind of like a connection between the packer and the child who’s getting it,” she pondered. “I imagine that it would be really difficult to go into math class and not have a calculator, or go into English and not have a composition book. I believe in the importance of education, and so I think the best part of *Operation Backpack*® is just knowing that a child is getting the school supplies that will help them learn.”

For other families, participating in *Operation Backpack*® was an opportunity to continue a legacy. Rachel Garrett brought her two daughters to help as an homage to her late aunt, Marilyn Tipper who, along with her husband Ray, supported the campaign for years.

“I knew this would be a wonderful way to remember my aunt beyond the day to day,” she said. “I want my kids to experience giving to others so that they can grow to be as grateful as she was.” ■

DELOITTE’S DEDICATION

Volunteers of America-Greater New York relies on private support from the community to enrich its 90+ programs. At this year’s 22nd annual winter gala, *A New York Winter’s Eve*, we recognized longtime partner Deloitte with the *Spirit of the Founders Award* for leading the way in community involvement.

For years we have benefited from Deloitte’s deep commitment to philanthropy, which takes many forms – from serving on our board of directors and fundraising on our behalf to employee volunteerism year-round. Several of Deloitte’s corporate citizenship pillars align closely with our service areas – in particular, their support of veterans and education.

Each summer Deloitte employees donate backpacks, raise funds, and volunteer at Sort Week for *Operation Backpack*®. During Impact Day, Deloitte’s annual global day of service, hundreds of employees volunteer at our programs, serving lunch to and socializing with veterans, hosting special events for adults with disabilities and holiday parties for families in our domestic violence shelters, and beautifying countless indoor and outdoor spaces.

These contributions enhance our programs, give our clients a sense that their well-being matters to others, and creates physical environments in which our residents can be proud to live.

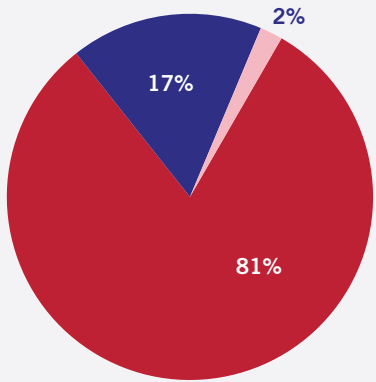
Taking their creativity and support to the next level, Deloitte was instrumental in spearheading the newly formed *Next Generation Network* (NGN) of young professionals who champion the organization’s mission through fundraising, volunteering, and brand ambassadorship.

The NGN will play an important role in fostering the next generation of like-minded philanthropists and volunteers, helping to ensure that the city’s most vulnerable residents receive the highest quality services for years to come. ■



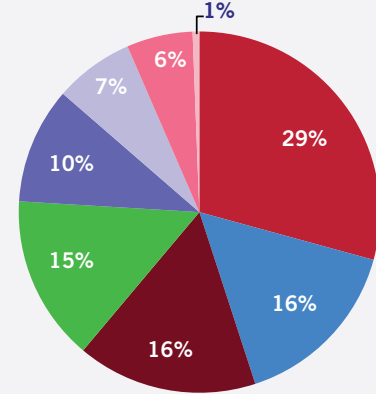
Left: Deloitte employees volunteer at East 119th Street Veterans Residence. Right: Mike Fucci, Chairman of the Board, Deloitte; Tere Pettitt, President and CEO of VOA-GNY; and Gerry Cunningham, VOA-GNY Board and Event Chairman, Principal at Deloitte.

2017 EXPENSES



- 81% Program Expenses
- 17% Administrative Expenses
- 2% Fundraising Expenses

2017 EXPENDITURES BY SERVICE



- 29% Housing services
- 16% Services for children and youth
- 16% Behavioral health services
- 15% Shelter services
- 10% Services for veterans
- 7% Services for survivors of domestic violence
- 6% Services for the disabled
- 1% Rehabilitation services

Financials

CONSOLIDATED STATEMENT OF ACTIVITIES
For Fiscal Year Ending June 30, 2017

REVENUE	2017	2016
Public support - cash	1,571,768	1,477,273
Public support - gifts in-kind	3,950,679	3,261,988
Grants and contracts from governmental agencies	87,872,482	87,981,493
Client income	9,398,690	7,854,584
Other income	3,449,235	4,065,084
Gain on sale of fixed assets (Note 1)	40,548,997	-
Program service fees	1,878,640	3,335,310
Total revenue	\$148,670,491	\$107,975,732
PROGRAM SERVICES		
Housing services	26,388,894	26,114,769
Services for children and youth	14,249,226	15,020,802
Behavioral health services	14,597,124	14,107,711
Shelter services	13,386,575	13,005,645
Services for veterans	9,657,828	9,080,909
Services for survivors of domestic violence	6,391,921	6,146,167
Services for the disabled	5,314,947	6,067,301
Rehabilitation services	507,925	490,853
Total program services	90,494,440	\$90,034,157
Total supporting services	21,627,017	19,953,579
Total operating expenses	112,121,457	\$109,987,736
Operating excess/(deficiency)	36,549,034	\$(2,012,004)
Net non-operating gain/(loss) (Note 2)	3,570,294	\$(4,936,588)
Increase/(decrease) in permanently restricted net asset	89,456	(119,068)
Change in net assets	40,208,784	(7,067,660)
Net assets - beginning of year	28,699,483	35,767,143
Net assets - end of year	\$68,908,267	\$28,699,483

CONSOLIDATED BALANCE SHEET

ASSETS		
Cash and cash equivalents	29,291,813	4,283,282
Investments	16,961,698	15,583,115
Grants, contracts and accounts receivable	21,914,022	18,811,208
Prepaid expenses	1,796,617	643,681
Fixed assets	96,809,832	96,949,272
Other long-term assets	11,025,092	12,404,492
Total assets	\$177,799,074	\$148,675,050
LIABILITIES AND NET ASSETS		
Accounts payable and accrued expenses	12,540,398	11,510,759
Other liabilities	12,178,043	12,795,214
Indebtedness	66,919,158	73,249,540
Pension liability	17,253,208	22,420,054
Total liabilities	\$108,890,807	\$119,975,567
Net assets	68,908,267	28,699,483
Total liabilities and net assets	\$177,799,074	\$148,675,050

(1) During Fiscal Year 2017, a building that was not used to serve clients was sold and the company now leases administrative office space.

(2) Variation is due to actuarial valuation of pension liability and variability and timing of real estate development transactions.

Board of Directors

CHAIR	Susan Axelrod
Gerry Cunningham	Patricia Daly
VICE-CHAIR	Paige Davis
Tom Johnson	Eric P. Gies
TREASURER	Adele Gulfo
Tim Carey	David Matera
SECRETARY	Patrick McClymont
Andrew T. Brandman	Diane L. Powell
PRESIDENT AND CEO	Gary M. Stein
Tere Pettitt	Roxann Taylor
CHAIR EMERITUS	Stellar Tucker
Herbert L. Camp	Robert Wolk

Volunteers of America-Greater New York Senior Staff

- Tere Pettitt, *President and Chief Executive Officer*
- Paul H. Torres, *Executive Vice President and Chief Operations Officer*
- Franklin D. Diaz, *Vice President, Quality and Developmental Services*
- Paul Kress, *Vice President, Strategic Initiatives*
- Julia A. Oliver, *Vice President, Chief Financial Officer*
- Lynne Plavnick, *Vice President, Human Resources / Chief Compliance Officer*
- Rachel Weinstein, *Vice President, Chief Development and Communications Officer*

2017 Government Funders

- NJ Department of Children and Families

NJ Department of Children and Families – Children's System of Care

NJ Department of Human Services – Division of Developmental Disabilities

NJ Department of Human Services – Division of Mental Health and Addiction Services

NJ Department of Human Services – NJ Medicaid

NJ Housing and Mortgage Finance Agency

NYC Department of Education

NYC Department of Health and Mental Hygiene

NYC Department of Homeless Services
- NYC Department of Homeless Services – Emergency Shelter Grant

NYC Department of Youth and Community Development

NYC Human Resources Administration

NYS Education Department

NYS Office for People with Developmental Disabilities

NYS Office of Alcoholism and Substance Abuse Services

NYS Office of Mental Health

Port Authority of NY and NJ

U.S. Department of Housing and Urban Development–Section 811

U.S. Department of Veterans Affairs

Westchester County Department of Social Services

Privacy Officer of HIPAA Matters

Nicole Gniewkowski, *Acting Director of Performance Improvement, (212) 496-4369*

Compliance Officer

Lynne Plavnick, *Vice President, Human Resources, (646) 685-0202*

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 the anonymous, 24-hour, toll-free Employee Hotline: (800) 826-6762.

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. Additionally, the Pro Forma 990 is 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 the law.

Pictured on back cover: Tiara is a veteran and an accomplished artist who lives with fellow former servicemen and women at East 119th Street Veterans Residence.



Volunteers
of America®

GREATER NEW YORK



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