



Volunteers of America-Greater New York (VOA-GNY) is an anti-poverty organization that aims to end homelessness in the Greater New York area by 2050 by providing housing, health and wealth-building services to our neighbors who are experiencing, or are at imminent risk of, homelessness. We are a local affiliate of the national organization Volunteers of America, Inc., which was founded in New York City in 1896.

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Working to
END HOMELESSNESS
in Greater New York
by 2050

VOA-GNY.ORG

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# Dear Friends,

Over the last 126 years, Volunteers of America-Greater New York (VOA-GNY) has built a proud legacy of leadership and innovation.

One of the earliest adopters of the supportive housing model in New York City, we have been pioneering new models of service since our inception—becoming a leading provider of human services and a founding member of the coalition that ended chronic veteran homelessness in the city.

Today we continue this legacy by boldly paving the way toward systemic change as we work to end homelessness for all in the Greater New York area by 2050.

In addition to providing vital support, including mental health and substance use services to some of our most vulnerable neighbors, we are leveraging our experience to tackle the deep-rooted inequities that have caused barriers to housing, health services, and a stable financial future for so many.

The following pages highlight some of the ways you helped us respond to the needs of thousands of men, women, and children this year, including Cathy in Northern New Jersey. You can also read about two groundbreaking pilots that we launched: our Street to Housing program and brain injury screening initiative for survivors of domestic violence. Both are first-of-their-kind examples of creativity and collaboration in action with the potential to make a broader impact nationwide.

In 2022, homelessness reached a record high in New York City due to the lack of affordable housing, expiration of the COVID-era eviction moratorium, and arrival of 30,000 asylum seekers. Our work to develop innovative models of support for people experiencing, or at risk of, homelessness has never been more important.

Looking ahead, we will continue to nurture our relationships with the private and public sectors, and advocate for the needs of our clients and colleagues. This includes honoring the talent and dedication of our staff by calling for #JustPay and lifting their voices as thought leaders in the field.

VOA-GNY has been blessed with an extraordinary community whose generosity is instrumental to our work. We are profoundly grateful to our donors, corporate and nonprofit partners, policymakers, and staff, without whom this work would be impossible.

On behalf of the VOA-GNY Board of Directors, including our newest members Robert Golden, Deepa Mardolkar, Paul Quinlan, and Lauren D. Williams, we thank you for your sustained support and hope to see you at our gala on April 17, 2023.

Together we will continue to create lasting change for our neighbors in need.



Dlu ICEO

Daniel L. Lombardo

Interim President and CEO



Levy Cenningham

**Gerry Cunningham** 

Board Chair



# **Ending Homelessness in Greater New York**

Every day our dedicated staff are working diligently to support individuals and families experiencing, or at risk of, homelessness. But our work does not stop there. VOA-GNY is striving to create systemic change through cutting-edge programs that break down long-standing barriers to affordable housing, quality health services, and pathways to build wealth.

# 2022 Impact at a Glance

**58** 

programs across NYC, Northern New Jersey & Westchester County 23,358

lives impacted through direct services including Operation Backpack®

7,842

individuals, including children, slept at one of our temporary, transitional or permanent housing programs 978

families called a VOA-GNY program "home"



### **Cathy's Story**

Three years ago, Cathy was in a dark place. She had been thrown out by her partner and the father of her children. With no job or place to live, she was unable to get custody of her kids. Although she eventually found work and a shared apartment, that stability was short-lived when her roommate moved out, leaving Cathy unable to pay the rent. She became homeless before being hospitalized and diagnosed with clinical depression.

That is when everything changed.

While at the hospital, Cathy was connected with VOA-GNY's Community Support Services program in Northern New Jersey that provides housing, mental health services and other support.

"It was hard, but it takes people to believe in you... and VOA-GNY never gave up on me." VOA-GNY was "like an angel sent by God," Cathy says. Staff helped her apply for benefits, find an apartment, provided her with furniture and clothes, and connected her with legal help so she could seek custody of her children. When she won, the team helped her find a bigger apartment for her newly reunited family.

Today, Cathy and her kids are thriving. She aspires to start her own business and, thanks to the support she received from VOA-GNY, feels confident that she can achieve her goals.



# Prioritizing Dignity: Street to Housing Pilot

Each night, thousands of unsheltered individuals sleep on New York City's streets and subways, their experiences as diverse and complex as their needs. Many have untreated mental health disorders. Others are dealing with layers of trauma. Both are significant contributors to chronic street homelessness.

Some of these individuals prefer to live "under the radar" and avoid the shelter system due to feelings of exclusion, not only from society, but from trying and failing to navigate the bureaucratic systems that are designed to help, but still seem to keep them down.

To address this, VOA-GNY launched the Street to Housing pilot program designed to bring 80 individuals experiencing homelessness directly into supportive housing in the spirit of the "housing first" model. This first-of-its-kind program in New York City gives clients autonomy to choose where they live while providing access to services such as mental health care. Once proven successful, it will serve as a model that can be scaled and replicated across the city.

The pilot is run in partnership with the NYC Department of Social Services (DSS), Human Resources Administration (HRA), Department of Homeless Services (DHS) and Department of Health and Mental Hygiene (DOHMH).



veterans, many formerly homeless, received housing and other support services through VOA-GNY



\$4,800

Average net savings per year in taxpayer dollars each time a chronically homeless person moves into permanent supportive housing

Since the launch of the Street to Housing pilot in September, VOA-GNY has helped individuals like Richard, 60, who was living in the subway system. He had fallen on hard times and, in addition to dealing with his own health complications, was caring for his elderly mother. Today, Richard is living stably at one of our supportive housing programs where he can access the services he needs to begin thriving again.

### **Richard's Story**



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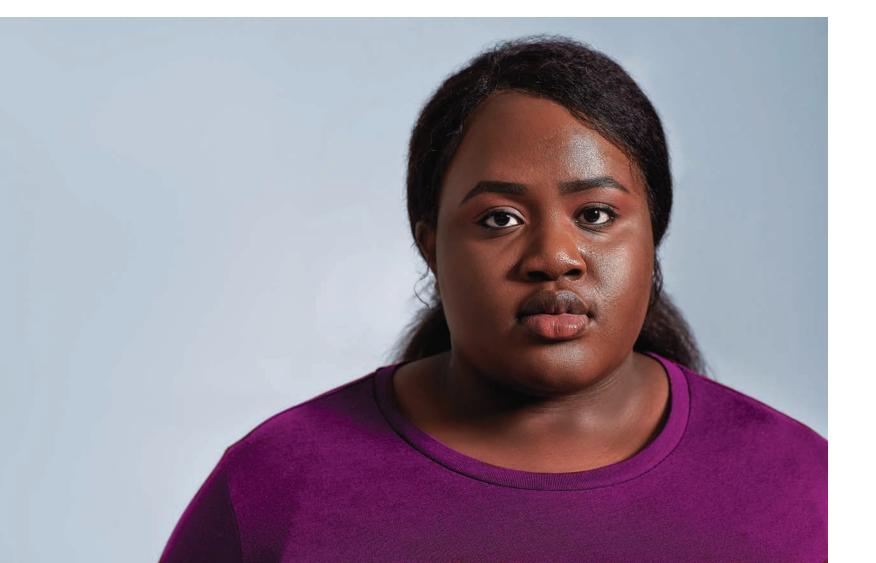
#### **Theresa's Story**

Staff helped Theresa learn to identify abusive behavior so she could avoid repeating unhealthy relationship patterns in future. They also assisted her with finding a safe apartment for her and her children.

Last year, VOA-GNY provided shelter and support services, including counseling, to 393 families recovering from domestic violence. Theresa\* was one of them.

She suffered years of physical and emotional abuse by multiple boyfriends, including strict control over her wardrobe and cellphone, before arriving at VOA-GNY with her three children. Trained in trauma-informed care, staff knew not to push Theresa to share her feelings before she was ready. Instead, they gently let her know that they were ready to talk when she was. After months of silence, Theresa finally reached out, upset because her boyfriend, who she revealed she was still in contact with, was harassing her. From then on, a trusting relationship was born.

\*pseudonym



According to the National Coalition Against Domestic Violence (NCADV), one in four women experience intimate partner violence at some point in their lives, with an estimated 74% sustaining injuries to the head or neck. Yet victims of domestic violence are rarely screened for brain injury—unlike professional male athletes, for whom these injuries are actively discussed, treated, and prevented.

In 2022, VOA-GNY set out to change this.

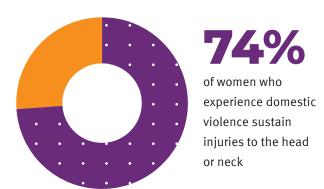
In partnership with Safe Living Space, we began screening women who enter our domestic violence programs for traumatic brain injury, referring those with possible signs to Northwell Health's Concussion Program.

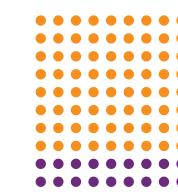
By recognizing and addressing the impact of brain injuries, domestic violence survivors will become better equipped to navigate systems such as court and child welfare—potentially changing the course of their lives. At the same time, VOA-GNY will galvanize support, leading to increased funding, training, and care for the millions of domestic violence survivors with traumatic brain injuries who have been suffering in silence nationwide.

# Trailblazing in Domestic Violence Care

7

the average number of times it takes a woman to leave an abuser for good





of mothers who are homeless have experienced domestic violence as adults



Developing a
Future with
More Affordable
Housing

As an award-winning nonprofit housing developer, VOA-GNY is tackling one of our city's biggest problems: a lack of affordable housing. This year we broke ground on Andrews Avenue Senior Residence—our second development in the Bronx designed with the specific needs of older adults in mind. Our first, East Clarke Place Senior Residence, opened in 2021.

1,194

older adults received housing and other services from VOA-GNY, helping them age safely and with dignity

# 60%

of those experiencing homelessness in New York City are families with children

978

children within 487 asylum-seeking families received shelter and support from VOA-GNY



formerly homeless families moved into more permanent housing with assistance from VOA-GNY

# **Providing Comfort to Families in Crisis**

Lucia\* and her family fled Colombia to escape escalating gang violence. Out of desperation, they gave their life savings to a smuggler who promised to transport them safely to the U.S., but the smuggler abandoned them in the jungle. By the time they arrived at the U.S. border, they had been assaulted, traumatized, and robbed of all their possessions.

This is a story shared by many of the 30,000 asylum seekers who were transported to New York City in 2022.

VOA-GNY is on the frontlines of this humanitarian crisis. We opened a sanctuary shelter in the Bronx for asylum seeking families—with two more set to open in 2023—where our team of culturally competent, bilingual staff provide comprehensive support services to each family, including familiar foods and necessities like shoes and winter coats. We connect them with medical care, mental health counselling, ESL classes, legal services and ensure that children are enrolled in school. But perhaps most importantly, our staff are ready to listen and offer kindness, encouragement, and support.

\*pseudonym



# It Takes a Village City

This year, 213 corporate and other community partners made a difference in the lives of VOA-GNY clients.



The **Arman Roy** Foundation funded two new our family shelters for homework, ESL writing and more.



Wells Fargo, Colgate-Palmolive, Randa Accessories, GAP, Matter Kind and **Spruce** helped needed essentials to entering shelter.



Volunteers from **Deloitte** led a job preparation women get back



Partners like **Credit** Suisse made an employee matching

o1 | Aetna Better Health® of New York "adopted" one of our senior housing programs, sponsoring lunches and gifts to lift spirits year-round.

**02** 2,500 gifts and toys from partners like **Lockton** and **Major League Soccer** helped make the holiday season brighter for clients.









**o3 | Mayor Eric Adams** visited staff and clients at VOA-GNY in honor of Domestic Violence Awareness Month.

04 | The Black Beauty Club, Giving Goddess Project (pictured) and model **Danielle Mareka**—whose mother is a former client—donated beauty products for women at our domestic violence shelters to "shop."



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# **Operation Backpack®**

Together we equipped all 15,000 students living in New York City homeless shelters with a backpack and new school supplies—tools they need to thrive academically and one day break the cycle of poverty.











**01** | Cerberus

o2 Loews Corporation o3 | The Weeks Lerman Group **04** Our cause marketing campaign with Evian was promoted at Walgreens and Duane Reade stores and on delivery trucks.

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to this year's supporters! **AlphaSights CMT Group GSTV HarperCollins Publishers NYC Department of Education** Walgreens/Duane Reade **The Weeks Lerman Group** Westfield

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## **Hole in One Million**

Over the past three years, more than \$1 million has been raised by **The** Honickman Companies and friends through its annual golf invitational in support of VOA-GNY. The event is championed by Reginald Goins, the company's President & COO and a VOA-GNY Board Vice Chair.



VOA-GNY Board Chair Gerry Cunningham, Vice Chairs Rob Wolk and Reginald Goins with Joe Klingler from Pepsi-Cola Bottling Company of New York (pictured left to right).



#### We thank our generous donors

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\*indicates Board Member



### **Financials**



35% Housing

20% Shelter

**18%** Behavioral Health

13% Children and Youth

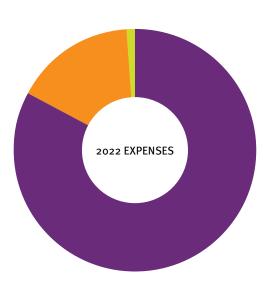
8% Survivors of Domestic Violence

3% Veterans

**2%** Senior Housing

<1% Individuals with Developmental & Intellectual Disabilities</p>

<1% Rehabilitation



**83%** Programs **16%** Administration

**1%** Fundraising

#### **Statement of Activities**

REVENUE	2022	2021
Public Support - cash	\$ 2,373,143	\$ 2,013,798
Public Support - gifts in kind	1,027,594	3,046,179
Grants and contracts from		
governmental agencies	87,923,300	90,340,892
Client income	5,374,887	5,320,280
Program service fees	2,947,618	1,948,629
Investment return appropriated for operations	1,799,542	2,711,003
Other income	1,008,582	1,003,786
Total Revenue	\$ 102,454,666	\$ 106,384,567
PROGRAM SERVICES	2022	2021
Housing services	\$ 29,792,965	\$ 28,121,924
Shelter services	17,211,393	21,756,956
Behavioral health services	15,772,551	15,186,725
Services for children and youth	11,380,179	13,132,822
Services for victims of domestic		
violence	7,037,945	6,025,227
Services for veterans	1,941,046	2,579,675
Senior housing	1,589,984	275,837
Services for the disabled	698,253	759,015
Rehabilitation services	497,298	527,495
Total program services	\$ 85,921,614	\$ 88,365,676
Total supporting services	17,150,695	16,394,094
Total operating expenses	\$ 103,072,309	\$ 104,759,770
Operating excess/(deficiency)	\$ (617,643)	\$ 1,624,797
Net non-operating gain/(loss) (1)	\$ (1,602,895)	\$ 11,197,589
Increase/(decrease) in		
permanently restricted net asset	(361,974)	360,776
Change in net assets	\$ (2,582,512)	\$ 13,183,162
Net assets - beginning of year	\$ 45,466,732	\$ 32,283,570
Net assets - end of year	\$ 42,884,220	\$ 45,466,732

#### **Balance Sheet**

BALANCE SHEET	2022	2021
Cash and cash equivalents	\$ 3,444,107	\$ 7,971,015
Investments	39,024,587	45,953,990
Grants, contracts and		
accounts receivable	34,514,160	28,391,921
Prepaid expenses	888,320	1,730,216
Fixed assets	12,111,700	12,294,863
Right of use assets	59,157,209	41,543,873
Other long-term assets	17,433,333	16,531,036
Total Assets	\$ 166,573,416	\$ 154,416,914
LIABILITIES AND NET ASSETS	2022	2021
	2022	2021
LIABILITIES AND NET ASSETS Accounts payable and accrued expenses	<b>2022</b> \$ 10,437,822	<b>2021</b> \$ 7,713,467
Accounts payable and accrued		
Accounts payable and accrued expenses	\$ 10,437,822	\$ 7,713,467
Accounts payable and accrued expenses Other liabilities	\$ 10,437,822 13,313,878	\$ 7,713,467 15,186,683
Accounts payable and accrued expenses Other liabilities Lease liabilities	\$ 10,437,822 13,313,878 59,220,018	\$ 7,713,467 15,186,683 41,580,503
Accounts payable and accrued expenses Other liabilities Lease liabilities Indebtedness	\$ 10,437,822 13,313,878 59,220,018 30,945,903	\$ 7,713,467 15,186,683 41,580,503 28,449,530
Accounts payable and accrued expenses Other liabilities Lease liabilities Indebtedness Pension liability	\$ 10,437,822 13,313,878 59,220,018 30,945,903 9,771,575	\$ 7,713,467 15,186,683 41,580,503 28,449,530 16,019,999
Accounts payable and accrued expenses Other liabilities Lease liabilities Indebtedness Pension liability  Total liabilities	\$ 10,437,822 13,313,878 59,220,018 30,945,903 9,771,575 \$ 123,689,196	\$ 7,713,467 15,186,683 41,580,503 28,449,530 16,019,999 \$ 108,950,182

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NYC Human Resources Administration

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**NYS Education Department** 

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NYS Office of Mental Health

U.S. Department of Housing and Urban Development

U.S. Department of Veterans Affairs

Westchester County Department of Social Services

**VOA-GNY** promotes ethical conduct among all 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, the human resources department, or calling the anonymous, 24-hour, toll-free Employee Hotline: (800) 826-6762.

**VOA-GNY** values cultural diversity, advocates for equity and strives to achieve inclusion for all. We provide employment opportunities and social services to individuals regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, age, genetics, disability status, veteran status, or any basis protected by local, state, or federal 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.



