

ANNUAL REPORT



STORIES OF HOPE & RESILIENCE



20
24

TABLE OF CONTENTS

01	Letter from Our Leaders
02	What We Do
05	Resilience Through Wealth-Building
06	Operation Backpack®
08	Tackling Unsheltered Homelessness
09	Advocating for Change
11	Building a Solution to the Housing Crisis
12	Supporting Survivors of Domestic Violence
14	Our Donors
16	Financials

A LETTER FROM OUR LEADERS

Reginald Goins
Board Chair

Jeffrey R. Ginsburg
President & CEO



Dear Friends,

In 2024, the affordability crisis facing the Greater New York region reached a tipping point. As rents continued to rise, data revealed that a quarter of New Yorkers struggle to afford the essentials. We also learned that more than 30% of adults with a mental health diagnosis aren’t getting the care they need. Our communities urgently need more affordable housing and mental health support.

As you’ll read in these pages, VOA-GNY is rising to meet the moment. Construction on our newest development, YP Senior Residence, is now complete and 117 low-income and formerly homeless seniors in need of an affordable place to call home are moving in. Building on this success, VOA-GNY was selected as a co-developer of a transformative project on Staten Island that will produce 235 new units of affordable housing over the next five years.

Our team is also focused on innovative and sensible solutions to help our neighbors living in public spaces, many of whom have unmet health needs. Over the past two years, 20% of all unsheltered New Yorkers who transitioned to permanent supportive housing were placed through our Street to Home pilot program. The unprecedented success of this pilot continues to attract attention from policymakers who share our goal of bringing this work to scale.

Each time we see data emphasizing the magnitude of the housing and homelessness crisis, we remind ourselves that **every unique data point represents the story of a person persevering through extraordinary hardship.** In these pages, we are proud to share the impact you helped us make in 2024, alongside our clients’ stories of hope and resilience. We hope you—donors, corporate and nonprofit partners, policymakers, and our staff—recognize that you are a vital part of these stories.

On behalf of the board, we thank you for your unwavering support. Without you, this work would not be possible.

Volunteers of America-Greater New York (VOA-GNY) is an anti-poverty organization with a 129-year history of serving individuals and families in need.

WHAT WE DO

With more than 70 programs across New York City, Northern New Jersey and Westchester County, VOA-GNY addresses the urgent needs of people who are experiencing or at risk of homelessness, while developing innovative program models and advocating for public policy reforms that lead to large-scale change.



Housing

As a nonprofit housing developer and trusted human services provider, VOA-GNY helps individuals and families move out of homelessness by offering a continuum of temporary, transitional, and permanent affordable housing with wrap-around support services.



Health

After meeting their housing needs, we help clients focus on their next step by connecting them to physical and mental health services. Our case managers and social workers utilize proven interventions to address mental health needs and link clients to community resources.



Wealth-Building

Wealth is a crucial component of long-term resilience, serving as a cushion when income streams are disrupted. VOA-GNY's economic empowerment programs, including workforce development, financial literacy, and continuing education, support clients seeking to strengthen their career opportunities and set out on their journey to build wealth.



Public Policy

VOA-GNY tirelessly advocates for our clients by educating the public about the root causes of homelessness and proposing public policy that is informed by data and experience. We draw upon the expansive expertise of our team as well as the lived experience of our clients to fight for legislation and funding that can create transformational change.



PARTNER SPOTLIGHT

Deloitte employees continued to make an impact in the lives of our clients in a variety of ways, including filling backpacks and sponsoring special holiday gifts for children in one of our family shelters. Deloitte's New York Managing Partner, Roger G. Arrieux, Jr., will be honored at our 2025 gala.

35,136
PEOPLE

received housing and other services from VOA-GNY in 2024

777
INDIVIDUALS & FAMILIES

experiencing homelessness transitioned into permanent housing

5TH
LARGEST

provider of supportive housing in New York City



SHANIQUA

After a long day, Shaniqua and her 16-year-old son, Zion, enjoy playing video games together while living at VOA-GNY's University Family Residence, a transitional shelter for families experiencing homelessness. They're rebuilding their relationship after 10 years of separation.

"I try to have 'us' time because we need that," she says.

Born and raised in the Bronx, Shaniqua, a mother of four, has had a challenging journey. A survivor of child abuse and domestic violence, she struggled with substance use which led to having her children removed from her care. Determined to reunite her family, she spent two years completing parenting classes and a substance use program, eventually regaining custody of her youngest child, Zion.

Since arriving at VOA-GNY with Zion a year ago, Shaniqua has made significant strides. With guidance from VOA-GNY staff, she completed a parent leadership training program that led to a job as a parent advocate at a human services agency. She assists families who are trying to reunite with their children, just like she did.

"I was once them," she says. "I had to fight to get my child back and I don't want them to have to go through what I had to go through."

Shaniqua has leaned on VOA-GNY staff through difficult moments. "If I need to talk to somebody, Ms. Ndela is definitely there for me to go and talk to," she says about her case manager. "She's just real supportive."

Shaniqua is in the process of securing an apartment—a permanent home for her and Zion where her oldest kids can come visit too.

"I try to have
'us' time
because we
need that."

PARTNER SPOTLIGHT

Longtime partner **Loews Corporation** added career readiness workshops to the long list of ways they support VOA-GNY clients, inviting women from our employment shelter to their corporate office to review resumes, practice interview skills and learn how to succeed in the job market as they work toward wealth-generating careers.



"It was a really great experience. Now I feel like I'm going to have a stronger resume and be confident."

AKILA

VOA-GNY client and workshop participant

70%
OF CLIENTS

at our women's employment
shelter are actively working

We will soon be unveiling our Economic Empowerment Center in the Bronx, which will showcase our growing portfolio of wealth-building services, such as our new vocational rehabilitation program that helps individuals with disabilities find and maintain employment, including domestic violence survivors with traumatic brain injuries.



19,000
CHILDREN

living in NYC shelters returned to school with backpacks and school supplies thanks to your support of Operation Backpack®



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YP Foundation

Grammy award-winning Broadway star **Walter Russell III** was featured in this year's PSA, which was filmed on the set of **MJ the Musical** and played in **CMT Group** taxis across NYC.



VOA-GNY board members Paige Davis and Dino Wu, together with partners including Luisa Perez from **Wells Fargo**, carried on the generous tradition of promoting Operation Backpack® at Yankee Stadium.

PARTNER SPOTLIGHT

The Honickman Companies, including the **Pepsi-Cola Bottling Company of NY**, teed up a major win at this year's golf invitational, surpassing \$1.4 million raised over the last five years for VOA-GNY. The event is led by the company's President and COO, Reginald Goins, who is also VOA-GNY's Board Chair.





130

PEOPLE

have transitioned from
living in public spaces to
permanent housing through
Street to Home

YOUSEF*

After sleeping on city benches and trains for years, 37-year-old Yousef* finally feels safe now that he has a room of his own at Eden House, one of VOA-GNY's permanent supportive housing programs. He was offered the room through Street to Home, our Housing First pilot that moves people experiencing unsheltered homelessness directly into housing.

"I finally feel relaxed, secure," he says. "I don't always have to worry and watch my back all the time."

Born and raised in Brooklyn, Yousef lived with his large, tight-knit family, until a death in the family broke them apart. Yousef's father became incarcerated, and his mother lost her job. Yousef was sent to live with his uncle, where he was exposed to gang involvement and drugs. Without a positive role model, he dropped out of high school.

"I lived and I learned from all my mistakes," he says. "I still make some mistakes."

Despite working restaurant and delivery jobs, Yousef struggled to find stable and affordable housing, leading him to live on the streets. In April 2023, an outreach team approached Yousef about Street to Home while he waited in line at a church soup kitchen.

Since moving to Eden House, VOA-GNY staff have helped Yousef access medical care. He also worked with a vocational counselor to find employment and participates in financial literacy support groups to continue his wealth-building journey. He hopes to learn a new trade and eventually have children.

"For my future, I would like a family," he says. "But raise them better than how I was raised."

**Name and photo changed for safety and privacy.*



Public policy is integral to advancing our vision. This year, we engaged every level of government, providing testimony before five City Council committees, lobbying for critical funding, and successfully influencing key legislative outcomes.

Staff attended the National Women's Shelter Network conference in Washington, DC and met with congressional leaders to discuss the need for federal investment in shelter services for women and families.

VOA-GNY joined the Housing and Community Development Network of New Jersey in Trenton, NJ to lobby for funding for affordable housing and bills that would help more people in the state access housing.

PARTNER SPOTLIGHTS

VOA-GNY was selected as one of 100 projects for the 2024 Lowe's Hometowns Program with generous funding by **Lowe's** and implementation support by **Points of Light Foundation**. Volunteers transformed the common areas at one of our permanent supportive housing programs to make them more inviting.



CAVU Securities staff are on a first name basis with many of the clients at the VOA-GNY permanent supportive housing programs they "adopted" over a year ago. The team regularly hosts meals and donates gifts and essentials for the residents, a number of whom are veterans. Their CEO, Greg Parsons, was honored at last year's gala, during which over \$1.2 million was raised for VOA-GNY programs.



LENORE

Sixty-one-year-old Lenore is reconnecting with her hobbies after living in New York City shelters for years. She enjoys writing poetry and staying active with fitness classes like Tai Chi and Zumba. She's found stability at VOA-GNY's East 12th Street Residence, a permanent supportive housing program for older adults, many of whom have experienced homelessness.

"I've been in the shelter system too long," she says. "I came here, and I loved it."

Born in New York, Lenore moved to Pennsylvania at the age of 8 where she lived until a few years ago. She was evicted from her condemned apartment and came back to the city. Throughout the years, Lenore has struggled with managing her mental health diagnoses and has lost contact with her family. She lived in five shelters before securing permanent housing.

"I learned I'm resilient," Lenore says. "No matter how many times I go down, I just keep getting back up."

Now that she has a stable place to live, Lenore has taken a proactive approach to her overall health. VOA-GNY staff are supportive and able to connect her to resources in the community. With guidance from her case manager, she's received consistent counseling and established care with a nearby doctor.

"Coming from the shelter all the way to just living independently, she's doing much better for herself," Imelda Escarfuller, the program's senior case manager, says.

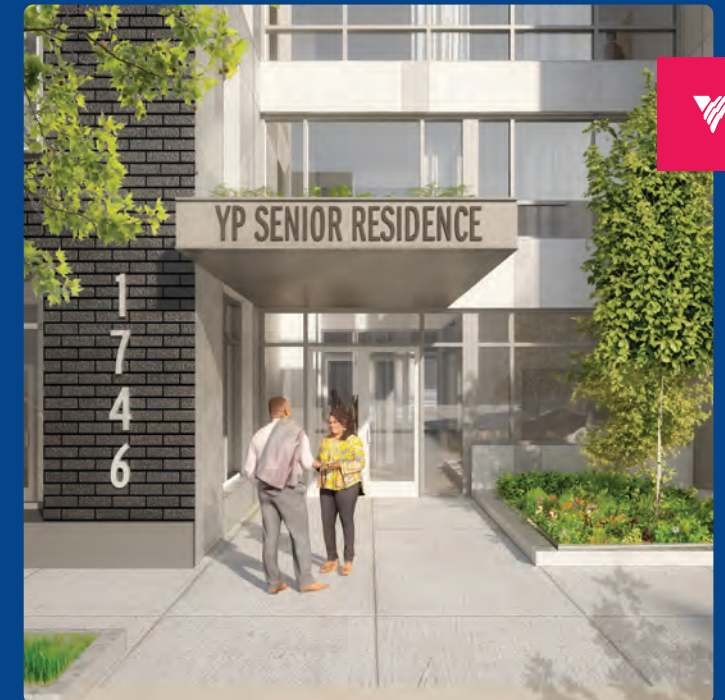
Lenore enjoys cooking and is an active participant at the senior center in the same building.

"I'm grateful for a chance, for a place like this," she says. "I am very grateful to VOA."

**"I'm grateful
for a chance,
for a place
like this.
I am very
grateful
to VOA."**

PARTNER SPOTLIGHT

With construction now complete, 117 low-income and formerly homeless seniors will soon be able to call YP Senior Residence home—named in honor of the **YP Foundation**'s generosity to VOA-GNY. Modeled after our East Clarke Place Senior Residence, this is our second ground-up development for older adults in the Bronx that takes an innovative approach to combating social isolation through architectural design and on-site support services.



In the next 5 years,
VOA-GNY's pipeline of projects will
leverage an anticipated

\$550 MILLION

in public and private investment
to create another 1,000 units of
affordable housing.



VOA-GNY was selected as co-developer for **Hillside Grove**, a transformative community development project near the North Shore of Staten Island that will advance housing, food, and environmental justice on one campus. The project will replace an unpopular sanitation depot and add a grocery store to the neighborhood, which has been identified as a food desert.

PARTNER SPOTLIGHT

Employees from **SiriusXM** packed 500 gift bags filled with cozy pajamas and books to help families at our emergency and domestic violence shelters feel a sense of comfort.



SHELLEY

Eight years ago, Shelley found safety and healing at one of our confidentially-located domestic violence shelters. This year, she bravely shared her story at our second annual domestic violence symposium.

Growing up, she had to endure the sounds of her mother being abused behind a closed door. It's an experience she was determined not to repeat as an adult. While living in Florida with her son, Shelley was elated to have met a partner who treated her well—until the physical abuse started and she made the difficult decision to leave.

When she entered our shelter in NYC, Shelley felt ashamed, tired, angry and defeated. “I couldn’t believe that this was my life again,” she said. It took her months to open up, but VOA-GNY staff never wavered in their support and instead met Shelley where she was at. “The staff was always willing to help,” she said, “whether it was housing assistance, childcare, encouragement, or simply a hug.” Before leaving the shelter, she secured a job at a law firm and, today, is giving back by helping other survivors.

“I’m immensely fortunate to have had [VOA-GNY] as my support team and to have them as part of my story.”

1,179
SURVIVORS

found refuge in one of our domestic violence shelters

Sand tray therapy and other clinical art interventions were a focus of this year’s symposium, which explored the impact of domestic violence on children and youth including pediatric brain injury. Neurosurgeon **Dr. Edie Zusman** of Safe Living Space and Associate Professor **Kathleen Monahan** from SUNY at Stony Brook returned as guest speakers.



Bronx Borough President **Vanessa L. Gibson**, HRA Administrator **Scott French**, and New York State Senator **Nathalia Fernandez** shared their expertise on our symposium panel—the latter of whom has been advocating for high-risk survivors in Albany. NYC Councilmember **Amanda Farías** continues to champion this work at the city level.

Together with Assemblymember **Andrew Hevesi**, Senator **Andrew Gounardes** and other nonprofits, we made significant strides moving the SAFE Shelter Act forward—legislation supporting single DV survivors including victims of human trafficking that has been pending for over a decade.



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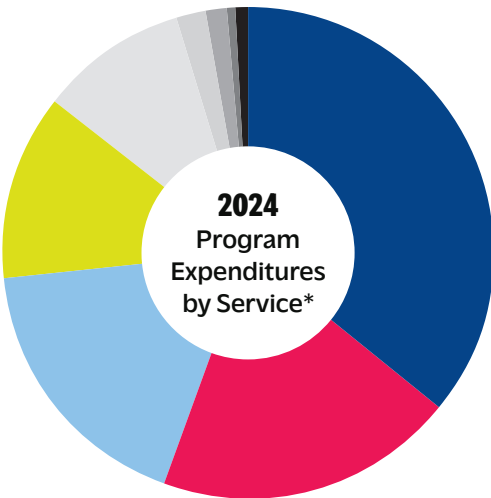
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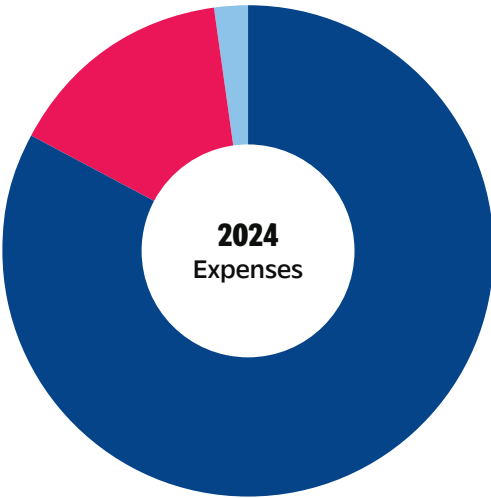


FINANCIALS



- 39% Housing
- 17% Shelter
- 17% Behavioral Health
- 12% Children and Youth
- 10% Survivors of Domestic Violence
- 2% Veterans
- 1% Senior Housing
- < 1% Individuals with Developmental & Intellectual Disabilities
- < 1% Rehabilitation

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



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

STATEMENT OF ACTIVITIES

REVENUE	2024	2023
Public Support - Cash	\$2,065,945	\$2,151,134
Public Support - Gifts in Kind	932,808	2,225,992
Grants and Contracts from Governmental Agencies	114,386,783	98,559,927
Client Income	6,779,319	6,074,276
Program Service Fees	2,202,120	3,510,947
Investment Return Appropriated for Operations	840,000	1,690,151
Other Income	1,026,613	1,296,855
Total Revenue	\$128,233,588	\$115,509,282
PROGRAM SERVICES	2024	2023
Housing Services	\$41,310,184	\$34,431,720
Shelter Services	18,066,756	18,779,150
Behavioral Health Services	18,408,789	16,951,194
Services for Children and Youth	13,205,114	11,563,727
Services for Survivors of Domestic Violence	11,228,436	9,397,955
Services for Veterans	2,316,069	1,671,783
Senior Housing	1,200,648	1,365,224
Services for Individuals with Disabilities	701,506	635,372
Rehabilitation Services	642,095	544,230
Economic Empowerment Services	40,541	-
Total Program Services	\$107,120,138	\$95,340,355
Total Supporting Services	21,368,781	20,025,568
Total Operating Expenses	\$128,488,919	\$115,365,923
Operating Excess/(Deficiency)	(\$255,331)	\$143,359
Net Non-Operating Gain/(Loss) ⁽¹⁾	\$9,609,229	\$16,511,995
Increase/(Decrease) in Permanently Restricted Net Asset	169,915	61,555
Change in Net Assets	\$9,523,813	\$16,716,909
Net Assets - Beginning of Year	\$9,601,129	\$42,884,220
Net Assets - End of Year	\$69,124,942	\$59,601,129

BALANCE SHEET

ASSETS	2024	2023
Cash and Cash Equivalents	\$5,092,475	\$637,511
Investments	46,922,009	41,769,567
Grants, Contracts, and Accounts Receivable	43,128,035	42,674,164
Prepaid Expenses	1,253,647	1,353,760
Fixed Assets	13,158,932	11,635,980
Right of Use Assets	44,764,796	54,041,633
Other Long-term Assets	18,517,329	16,687,478
Total Assets	\$172,837,223	\$168,800,093
LIABILITIES AND NET ASSETS	2024	2023
Accounts Payable and Accrued Expenses	\$14,127,752	\$12,163,384
Other Liabilities	13,472,049	13,431,159
Lease Liabilities	44,931,646	54,156,608
Indebtedness	31,180,834	25,240,295
Pension Liability	-	4,207,518
Total Liabilities	\$103,712,281	\$109,198,964
Net Assets	\$69,124,942	\$59,601,129
Total Liabilities and Net Assets	\$172,837,223	\$168,800,093

(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
Tim Carey

SECRETARY
David J. Nastro

PRESIDENT & CEO
Jeffrey R. Ginsburg

MEMBERS

Susan Axelrod
Gerry Cunningham

Patricia Daly

Paige Davis

Andrew Feng

Robert Golden

Tom Johnson

Ashish Midha

Diane L. Powell

Paul Quinlan

Jane Wang

Dino Wu

Eric L. Schiele

2024 GOVERNMENT FUNDERS

NJ Department of Children & Families – Division of Child Protection and Permanency	NYC Human Resources Administration
NJ Department of Community Affairs	NYC Mayor's Office of Criminal Justice
NJ Department of Human Services – Division of Developmental Disabilities	NYS Department of Agriculture and Markets
NJ Department of Human Services – Division of Medical Assistance and Health Services (NJ Medicaid)	NYS Department of Health
NJ Department of Human Services – Division of Mental Health and Addiction Services	NYS Department of Homeland Security and Emergency Services
NJ Housing and Mortgage Finance Agency	NYS Education Department
NJ Office of Homeland Security and Emergency Preparedness	NYS Office of Alcoholism and Substance Abuse Services
NYC Department for the Aging	NYS Office of Mental Health
NYC Department of Education	U.S. Department of Education – Rehabilitation Services Administration
NYC Department of Health and Mental Hygiene	U.S. Department of Health and Human Services – Substance Abuse and Mental Health Services Administration
NYC Department of Homeless Services	U.S. Department of Housing and Urban Development
NYC Department of Homeless Services – Emergency Shelter Grant	U.S. Department of Justice – Office of Victims of Crime
NYC Department of Youth and Community Development	U.S. Department of Justice – Office of Violence Against Women
NYC Housing Authority	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.

At VOA-GNY, we value cultural diversity, advocate for equity, and strive 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, age, marital or familial status, sexual orientation, gender or gender identity or expression, national origin, medical condition, disability, pregnancy, veteran or caregiver status, genetic information, status as a victim of domestic violence, 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.





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