

Veterans Multi-Service Center



2022-2023 ANNUAL REPORT

A Note From Our Board President



Dear Friends and Supporters,

On behalf of the VMC Board of Directors, I am pleased to report to you that the organization had another outstanding year!

This past year we expanded our efforts, both with a wider geographic impact and with more service within the regions we support. We were pleased to open a new office in Harrisburg to support deserving Veterans in Pennsylvania's capital region. From a services perspective, we greatly expanded our free civil legal services to veterans and our support to women veterans.

This year John DeBella concluded his long history of Radiothons supporting VMC with his biggest total ever. As John enters retirement, we wish him all the best and thank him for helping us raise over \$2 million to assist veterans during his 17-year record of commitment to VMC.

I am proud to confirm to you that all dollars entrusted to VMC are well spent supporting deserving veterans. Once again, over 92% of all dollars received went directly to veteran services. Our most important asset is our team of employees and we continued our investment in their success.

Through your generosity we have been able to expand our reach, extend essential resources, and make meaningful impacts in the lives of countless veterans. We thank you for your support and pledge our commitment to continue our mission to improve and in many cases literally save the lives of veterans.

With heartfelt gratitude,

Steve Ramsey
VMC Board President

A Message From Our Executive Director



Dear VMC Supporters,

As the Executive Director of the Veterans Multi-Service Center (VMC), I am compelled to extend my heartfelt gratitude for your unwavering support. Your commitment to our cause has not only been invaluable but has also yielded tangible transformations in the lives of our nation's veterans.

At VMC, our paramount focus remains steadfast: to preserve and enhance the lives of those who selflessly served our country. Through initiatives such as SSG Fox and New Day, meticulously crafted to address the tragic issues of veteran suicide and combat the opioid crisis, respectively, we've not only provided crucial resources but also extended a lifeline of hope to those brave individuals who valiantly defended our freedoms.

Our team stands resolutely dedicated to navigating the intricate challenges entwined with opioid addiction among veterans. To date, our efforts have facilitated treatment and recovery support for over 1,287 veterans entrenched in the battle against addiction. Additionally, we've disseminated more than 19,680 doses of Narcan to veterans, community members, and treatment providers. Furthermore, our training initiatives have equipped over 348 individuals in Philadelphia to effectively combat the opioid epidemic.

Together, our collaborative efforts are demonstrably saving lives of our veterans.

Yours in Service,

Joe Brooks
VMC Executive Director



Serving more than
180,000 Meals
to Veteran Families Annually



Treatment & Recovery
Support to over
1,287 Veterans
Battling Addiction



1,059
Permanent Housing
Placements and
Housing Stabilizations



Job Placement rate 87%
Average of \$17/Hour



14,504 Visits
Veterans Seeking Safety from
Homelessness & Hunger

Women Veteran Program Expansion

Women are the fastest growing group in the Veteran population. In 2000, women were only 4% of the Veteran population. By 2040, women will be 18% of the Veteran population.

As the only program of its kind in the region, community based, client centered innovation is the heart of our Women Veterans Program. We're proud to offer comprehensive resources for Women Veterans and their families in a trauma-informed space, tailored to the unique needs of military women.

VMC has also rapidly expanded access to services for our Women Veterans, including creating dedicated spaces at every VMC location throughout PA, SNJ and DE.

“
VMC saved my life.
—USAF Veteran Holly Beckes
”



2022-2023 VMC Board of Directors

EXECUTIVE BOARD

Stephen Ramsey
President

Jim Davie
Vice President

Marie Nahikian
Secretary

Jonathan Saidel
Treasurer

BOARD MEMBERS

Cherie Arabia

Donna Bailey

Lisa DeBella

Susan Kretsge

Rodney Little

Jack O'Neill

Steve Phillabaum

Nicole Reigelman

Ed Yost

**92% OF EVERY DONATION
DIRECTLY SUPPORTS OUR VETERAN COMMUNITY!**



Free Legal Aid and Benefits Access

VMC provided tens of thousands of dollars in **FREE** non-criminal legal assistance to Veterans. We're proud of the success we've had in protecting and advocating for our Veterans.

These are the legal services we now offer:

- Eviction supportive services that promote housing stability
- Child support issues
- Assistance in obtaining Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) benefits and/or assistance with claims for those benefits
- Landlord/Tenant issues (includes protecting tenant rights, addressing housing code violations, protecting security deposits, and providing lease reviews)
- Outstanding warrants and/or court fees
- Assistance in obtaining VA benefits and/or assistance with claims for those benefits-includes representation of participants before VA with respect to a claim for VA benefits
- Driver's license reinstatement issues
- Criminal records expungement
- Debt collection
- Discharge upgrade
- Staff Training

OUR PROUD PARTNERS



North Penn
LEGAL SERVICES



**Increased monthly
income \$1500/month**



**\$14,000,000+ in
benefits restored**



**Illegal Evictions
dropped over 90%**



**Over 2300 files
opened in FY 2023**

DeBella Breaks Radiothon Record For Philly Veterans

On June 16, 102.9 WMGK held its 17th Annual John DeBella Veterans Radiothon, which raised a record-breaking amount of \$222,749 for the Philadelphia Veterans Multi-Service Center (VMC). This year's radiothon marked DeBella's final year as he prepares for retirement from his radio career at the end of the month.

Listeners donated online and through phone calls. Online auctions were also held for various items, including concert tickets and autographed memorabilia. Throughout his 17 years of hosting the event, John DeBella has raised over \$2,000,000 for the organization.

“With this being my last major event at WMGK and the last of my career, I went for the lofty goal of breaking \$200,000... I was shocked at the final total and am incredibly grateful to my listeners. I have been blessed with the greatest audience in radio. This money is going to help a lot of vets.

—John DeBella”

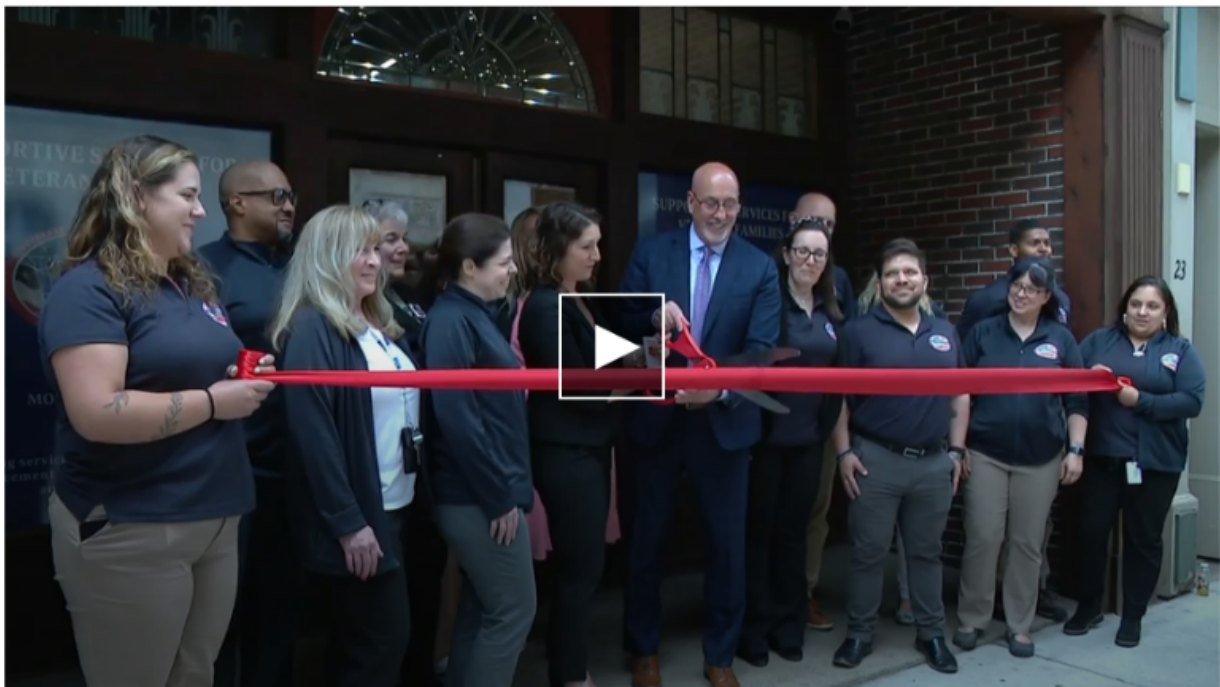
Thank you and Congratulations, John!



Central Pennsylvania

Veteran's Multi-Service Center expands with hope of helping more Central PA vets

by CBS 21 News | Tue, May 2nd 2023, 7:48 PM EDT



“

“Those veterans that are operating on the margins, the veterans that are overlooked by most of us in society, we get to take care of them and anytime we can expand our services, expand how we can transform, and in some cases , save lives, can't- can't be but excited about that.”

—VMC Executive Director Joe Brooks

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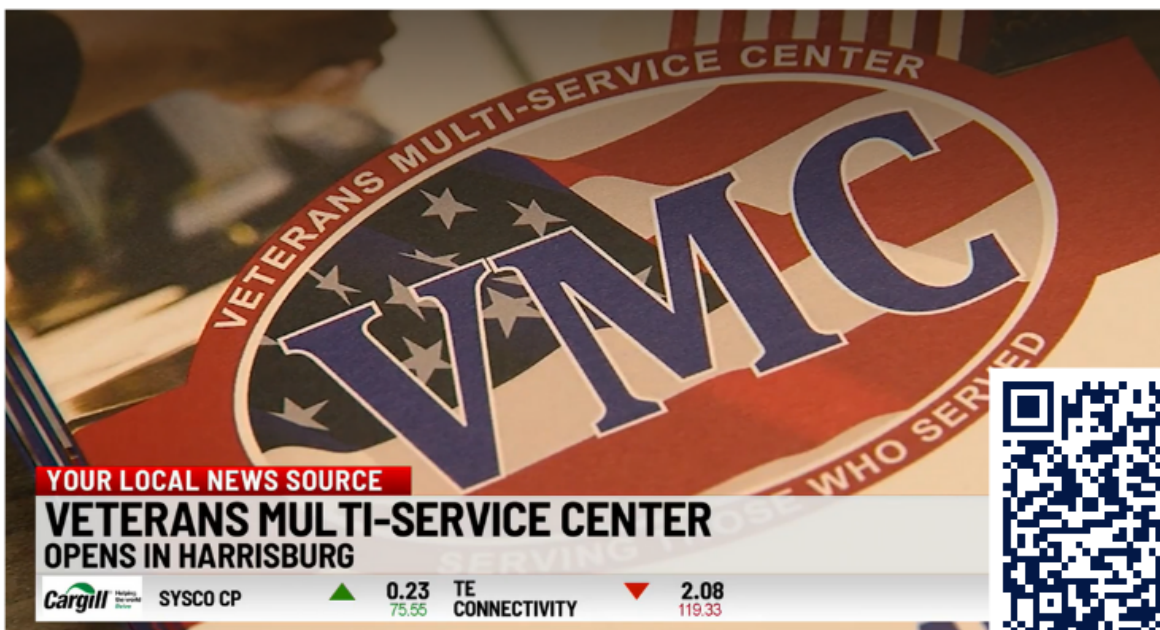
Office Grand Opening

Extending its reach, the Veterans Multi-Service Center inaugurated a new facility on South 3rd Street in Downtown Harrisburg, bolstering its network alongside established locations in Reading and Lock Haven.

Dedicated to supporting low-income and homeless veterans, the center offers vital assistance in securing housing, employment, transportation, and more. It operates beyond financial aid, fostering a sense of solidarity among veterans.

Nicole Reigelman, a board member of the Veterans Multi-Service Center, expressed, “Regardless of the branch or era of service, we stand united as brothers and sisters, committed to aiding each other through these trials.”

The center warmly welcomes walk-ins from Monday to Friday, emphasizing accessibility for those seeking assistance. Appointments are not necessary, ensuring ease of access for veterans in need.



**VIEW THE FULL
STORY HERE**



Our Mission & Commitment

- **Veterans Multi-Service Center (VMC)** exists solely to “Serve Those Who Served” this great nation—our Veterans.
- **Our Mission:** To provide services, programs, opportunity and advancement to Veterans of the U.S. military and their families.
- **Our Commitment:** To advance the cause of Veterans, advocating on all levels, giving voice to their concerns, bringing equity and quality to their earned benefits, and a just resolve to their needs.

SERVING VETERANS IN:
★ PENNSYLVANIA
★ DELAWARE
★ SOUTHERN NEW JERSEY



VMC Headquarters
213 N. 4th Street
Philadelphia, PA 19106
215-923-2600

VMC Women Veterans Program
259 N. Lawrence Street
Philadelphia, PA 19106
215-293-2600 Ext: 180

VMC Edison 64 Veterans Community
700 W. Somerset Street
Philadelphia, PA 19133
215-293-2600

VMC Suburban Philadelphia
Serving Chester, Montgomery, Delaware, and Bucks Counties
797 E. Lancaster Avenue, Suite 12
Downingtown, PA 19335
610-384-8387

VMC New Jersey
Serving Southern New Jersey
616 E. Landis Avenue, Floor 1,
Suite 2 Vineland, NJ 08360
856-293-7321

VMC Delaware
Serving Delaware State

Wilmington Office
1225 N. King Street, 5th Floor
Wilmington, DE 19801
856-293-7321

Dover Office
9 E. Loockerman Street, Suite
303 Dover, Delaware, 19901
856-293-7321

VMC Central Pennsylvania
Serving Cameron, Centre, Clinton, Franklin, Fulton, Juniata, Lycoming, Mifflin, Northumberland, Potter, Snyder, Tioga, Dauphin, Lebanon, Lancaster, Berks, Schuylkill, and Union Counties

Lock Haven Office
8 N. Grove Street, Suite 2
Lock Haven, PA 17745
844-226-0368

Harrisburg Office
21 S. 3rd Street
Harrisburg, PA 17101
844-226-0368

Reading Office
645 Penn Street, Suite B
Reading, PA 19601
844-226-0368

Financial Performance

VETERANS MULTI-SERVICE CENTER, INC. STATEMENT OF FUNCTIONAL EXPENSES FOR THE YEAR ENDED JUNE 30, 2023

	Homeless Veteran Programs	Employment & Training Programs	Total Programs	Management & General	Fundraising	Total Support	Totals
EXPENSES:							
Salaries	\$4,977,977	\$415,406	\$5,393,403	\$196,117	\$175,263	\$371,380	\$5,764,783
Payroll taxes	412,822	34,740	447,562	27,686	13,234	40,920	488,482
Employee fringe benefits	651,768	46,711	698,479	32,133	23,700	55,833	754,312
Program costs	5,497,753	82,062	5,579,815	63,372	33,353	96,725	5,676,540
Rental expenses	319,221	18,168	337,389	90,036	-	90,036	427,425
In-kind program costs	-	-	-	425,182	-	425,182	425,182
Professional	182,580	8,884	191,464	109,512	84,999	194,511	385,975
Office and telephone	182,379	9,060	191,439	89,633	1,367	91,000	282,439
Sub-contractors	205,200	-	205,200	-	-	-	205,200
Building maintenance	90,414	9,169	99,583	79,824	149	79,973	179,556
Vehicle fleet maintenance	122,416	5,819	128,235	48,786	-	48,786	177,021
Insurance	126,332	4,427	130,759	43,174	2,879	46,053	176,812
Bad debt expense	-	-	-	95,316	-	95,316	95,316
Depreciation	66,564	-	66,564	7,617	-	7,617	74,181
Travel	52,172	13,724	65,896	2,873	-	2,873	68,769
Interest expense	-	-	-	41,208	-	41,208	41,208
Other	-	-	-	16,602	5,035	21,655	21,655
Total expenses	\$12,887,618	\$648,170	\$13,535,788	\$1,369,071	\$339,997	\$1,709,068	\$15,244,856

Financial Performance

VETERANS MULTI-SERVICE CENTER, INC. STATEMENT OF ACTIVITIES FOR THE YEAR ENDED JUNE 30, 2023

	Without Donor Restrictions	With Donor Restrictions	Total
Revenues, Gains, and Other Support			
U.S. Government program grant awards	-	\$15,932,850	\$15,932,850
Contributions	544,185	765,407	765,407
Program administration fees	-	183,675	727,860
In-kind contributions	227,525	-	308,206
Rental income	190,029	-	227,525
Fundraising	308,206	-	190,029
Resident fees	27,291	-	27,291
Other income	64,020	-	64,239
Net assets released from restrictions:			
Satisfaction of programs restrictions	<u>16,848,049</u>	<u>(16,848,049)</u>	<u>-</u>
Total revenues	<u>18,209,305</u>	<u>(34,102)</u>	<u>18,243,407</u>
Expenses			
<i>Programs Services:</i>			
Homeless Veteran Programs	15,804,546	-	15,804,546
Employment and Training Programs	<u>698,088</u>	<u>-</u>	<u>698,088</u>
Total program services	<u>16,502,634</u>	<u>-</u>	<u>16,502,634</u>
<i>Supporting Services:</i>			
Management and general	944,958	-	944,958
Fundraising	<u>393,840</u>	<u>-</u>	<u>393,840</u>
Total supporting services	<u>1,338,793</u>	<u>-</u>	<u>1,338,798</u>
Total expenses	<u>17,841,432</u>	<u>-</u>	<u>17,841,432</u>
Change in net assets	367,873	34,102	401,975
Net assets- Beginning of year	<u>3,193,052</u>	<u>290,971</u>	<u>3,484,023</u>
Net assets- End of year	<u>\$3,560,925</u>	<u>\$325,073</u>	<u>\$3,885,998</u>

Financial Performance

VETERANS MULTI-SERVICE CENTER, INC.
STATEMENT OF FINANCIAL POSITION
JUNE 30, 2023

ASSETS

Current assets:	
Cash and equivalents	\$1,730,679
Grants and contracts receivable	1,744,471
Prepaid expenses	202,872
Pledge receivables	58,628
Other receivables	7,025
Total current assets	<u>3,773,675</u>
Fixed assets:	
Land	175,000
Building	1,867,765
Building improvements	303,419
Leasehold improvements	276,472
Vehicles	4,805
Equipment	2,618,461
Total fixed assets (cost)	1,479,280
Less: accumulated depreciation	1,785,172
Total fixed assets (net)	<u>1,139,181</u>
Other assets:	
Note receivable	552,040
Operating lease right-of-use	965,638
Security Deposits	19,739
Artwork	17,000
Total other assets	582,966
TOTAL ASSETS	<u>\$4,990,474</u>

LIABILITIES AND NET ASSETS

Current liabilities:	
Accounts payable	\$307,691
Accrued payroll and related taxes	306,960
Deferred income	298,120
Mortgages payable	31,350
Other payables	33,055
Total current liabilities	<u>1,287,361</u>
Long-term liabilities:	
Mortgages payable	655,453
Total long-term liabilities	<u>669,413</u>
Other liabilities:	
Security deposits held in escrow	18,400
Total other liabilities	18,400
Total liabilities	<u>2,581,329</u>
Net assets:	
Without donor restrictions: Undesignated	3,560,925
With donor restrictions	325,073
Total net assets	<u>3,885,998</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$6,467,327</u>

Financial Performance

VETERANS MULTI-SERVICE CENTER, INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED JUNE 30, 2023

Cash flow from operating activities:	
Grant and contract income	\$15,906,765
Contributions	937,035
Rental income	185,880
Fundraising	304,827
Resident fees	27,291
Other income	47,200
Cash paid for salaries, payroll taxes and fringe benefits	(8,168,459)
Cash paid for programs	(8,375,950)
Cash paid for operations	(649,090)
Fundraising	(128,104)
Interest expense	(31,921)
Net cash provided by operating activities	<u>28,183</u>
Cash flows from financing activities:	
Repayment of mortgage principal	(29,512)
Net cash (used) by financing activities	<u>(29,512)</u>
Cash flows from investing activities	
Purchase of capitalized fixed assets	(36,551)
Net cash (used) by investing activities	<u>(36,551)</u>
Net change in cash	(37,880)
Cash and equivalents -- July 1, 2022	<u>1,768,559</u>
Cash and equivalents -- June 30, 2023	<u>\$1,730,679</u>
Non-cash transactions:	
In-kind contributions	<u>\$227,525</u>

Our work is only possible because of you! Thank you.



DONATE TODAY

SUPPORT OUR VETERAN COMMUNITY!





For more information on how you can support local Veterans,
visit VMCenter.org

Stay Connected with Our Mission
[@VM_CENTER](https://www.instagram.com/VM_CENTER)

