



# VETERANS MULTI-SERVICE CENTER ANNUAL REPORT 2024

# In FY 2024

7/1/23-6/30/24



**50,000+**  
meals to Veteran  
Families



**19,931**  
Veteran Visits to  
our Perimeter  
Day-Drop-In Center



Job Placement  
Rate of 92% at  
average of \$20/hr



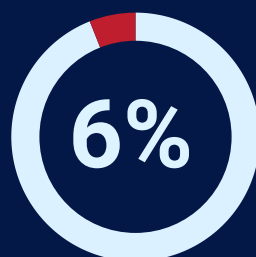
**1,342**  
Permanent Housing  
Placements and  
Housing Stabilizations



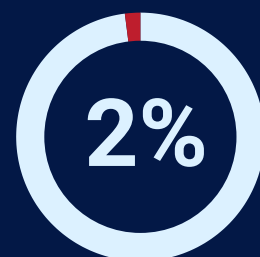
**371**  
Veterans guided  
through VA benefits  
**\$12,536,030**  
in retroactive benefits

# 92%

OF EVERY DONATION DIRECTLY  
SUPPORTS OUR VETERAN COMMUNITY



Administration



Fundraising

## FY 2024 VMC Board of Directors

### EXECUTIVE BOARD

Stephen Ramsey  
**President**

Jim Davie  
**Vice President**

Susan Kretsge  
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Steve Phillabaum  
**Treasurer**

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Cherie Arabia  
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Rodney Little

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Nicole Reigelman

Marie Nahikian  
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# 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.



## VMC Locations

### **VMC Suburban Philadelphia**

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

### **VMC Central Pennsylvania**

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

### **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 New Jersey**

Serving Southern New Jersey  
616 E. Landis Avenue, Fl. 1, Ste. 2  
Vineland, NJ 08360  
856-293-7321

### **VMC Delaware**

Serving Delaware State

### **Wilmington Office**

1225 N. King Street, 5th Floor  
Wilmington, DE 19801  
302-485-0536

### **Dover Office**

9 E. Loockerman Street, Suite 303  
Dover, Delaware, 19901  
302-485-0539

### **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  
717-351-5148

### **Reading Office**

645 Penn Street, Suite B  
Reading, PA 19601  
610-314-4741

# A Note from our Board President

Dear Friends and Supporters,

As we reflect on the achievements of the Veterans Multi-Service Center during the 2024 fiscal year, I am filled with gratitude and pride for what we have accomplished together. This year has been one of growth, innovation, and steadfast commitment to serving those who have served our nation.

Thanks to your unwavering support, we expanded critical programs that provide housing, employment services, and mental health resources for veterans in need. Notably, we successfully expanded both our Homeless Veterans Reintegration Program (HVRP) and Supportive Services for Veterans and Families (SSVF) programs, which have already made a transformative impact on countless lives. Through collaborative efforts, we were able to reach more veterans than ever before, ensuring they receive the respect, care, and opportunities they so rightly deserve.

Our mission would not be possible without the contributions of our donors, volunteers, and partners. Your generous efforts have strengthened the foundation of our services and helped us exceed key benchmarks for the year. Together with our outstanding employees, we have not only enhanced the quality of life for veterans but also reinforced the values of community and solidarity that define our organization.

Looking ahead, we are excited to build on this momentum and continue advancing our mission. Thank you for being an integral part of this journey— your commitment inspires us to aim higher each day.

With deepest gratitude,

**Steve Ramsey**  
**VMC Board President**



# A Note from our Executive Director

Dear Friends,

This past year has been nothing short of extraordinary for the Veterans Multi-Service Center. As I look back on the milestones we've achieved together, I am deeply humbled by the dedication of our team and the unwavering support from our community.

One of the most exciting highlights of the 2024 fiscal year has been the expansion of our Homeless Veterans Reintegration Program (HVRP) into Delaware and Southern New Jersey. This growth represents so much more than geography—it's about opportunity. It means that veterans who may have felt left behind now have access to meaningful training and employment opportunities. It means connecting more heroes with the tools they need to rebuild their lives and regain their independence. And it means we're delivering hope to places we've never reached before.

But it doesn't stop there. We've seen progress across every area of our work, from housing assistance to mental health services and beyond. Every new partnership formed, every success story shared, and every veteran who walks through our doors reminds us why we do what we do. These are not just programs—they are lifelines, transforming lives one step at a time.

I am proud of what we have built together, but I know that none of this is possible without you—our supporters, advocates, and friends. Your belief in our mission and your investment in our veterans fuel everything we do. On behalf of every life you've touched, I thank you.

As we look to the future, I am filled with hope. Together, we will continue to grow, innovate, and fight for those who fought for us. There is more work to be done, and I am confident that with your partnership, we can achieve even greater impact in the years ahead.

With heartfelt gratitude,

**Joe Brooks**  
**VMC Executive Director**



# Women Veterans Center 10th Anniversary

Celebrating its 10th anniversary, the Women Veterans Center at the Veterans Multi-Service Center (VMC) has been a vital resource for women veterans across Pennsylvania, providing essential support tailored to their unique needs. The center offers services such as housing assistance, food security, access to benefits, and job development programs, and has expanded its reach into Southern New Jersey and Delaware to better serve the region.

The VMC has worked tirelessly to create an empowering environment for women veterans, focusing on stability through housing and fostering a holistic approach to support. Looking ahead, the VMC remains dedicated to expanding these services to ensure that every woman veteran receives the respect, opportunities, and comprehensive care they deserve.



# Changing Women Veterans' Lives

VMC has proudly expanded access to benefits for women veterans by adding a female Veteran Service Officer (VSO), who is a veteran rigorously trained and accredited to navigate the VA for all rightful benefits. The addition of a female VSO is crucial to ensure our veterans feel safe while accessing their deserved resources, due to the unique experiences of women veterans.

Initiatives addressing food security have been implemented, recognizing that access to basic necessities is fundamental to overall well-being for our women veterans. Beyond immediate needs, the VMC has actively engaged in facilitating benefits access, aiding in navigating complex systems to ensure that these veterans receive the entitled support and resources. Employment and job development programs have been tailored to assist in the transition from military service to the civilian workforce, recognizing the valuable skills and experiences these women bring to their communities.

“ I was able to find a community of other women vets. We also participate in outside activities so it keeps me centered and focused. We get to share what we're going through in our daily lives and I love it. ”

**Roslyn Jarvis,**  
Retired U.S. Army and WVC Participant

## OVER THE LAST YEAR ALONE

**679**

**WOMEN  
VETERANS  
SERVED**

**410**

**SELF-IDENTIFYING AS  
A MINORITY RACE**



**184**  
**DISABLED**



**205**  
**OVER AGE 55**

# HVRP Expands into Delaware and Southern NJ

The Veterans Multi-Service Center is proud to extend the reach of the Veteran Employment Program to our Delaware and Southern New Jersey locations, assisting veterans as they transition to civilian employment. The Veteran Employment Program, ran through the Homeless Veteran Reintegration Program (HVRP), offers comprehensive services such as career coaching, resume building, employment referrals, and job training to help veterans gain the skills needed for successful employment.

VMC acts as a bridge between hiring managers and veterans seeking employment, finding job matches that lead to long term employment. The expansion of the Veteran Employment Program into Delaware and Southern NJ has allowed VMC to empower more veterans with the tools and resources they need to foster financial stability for them and their families, helping them build a brighter future.



## Renovated Computer Lab

VMC's Philadelphia location has renovated the computer lab and training room in partnership with Comcast to better assist veterans with job training, tech skills, resume building, and computer access. These renovations have supported our Comcast computer program in which VMC leads veterans through a digital skills program. Upon completion of this program, participants receive a personal laptop to continue their skill building and employment journey. Thanks to our partnership with Comcast on the renovated computer lab, VMC has been able to give veterans crucial tech skills necessary for many employment positions. In addition to these upgrades, Comcast provided \$300,000+ worth of PSA ad space to promote job development, among other programs.



COMCAST

# Have You Seen Us Around Philly?



In 2024, the VMC's SSG Fox Suicide Prevention Program launched an advertising campaign in collaboration with Beasley Media Group. The campaign, which ran across the Greater Philadelphia area, aimed to raise awareness for this critical, life-saving program that provides at-risk veterans with peer support, access to resources, and additional assistance. In that same year, VMC helped 154 veterans in crisis, connecting them to the necessary treatment and support services.

Thanks to Beasley Media Group who donated the \$114,800 worth of advertisement space, the VMC can continue to reduce veteran suicides and ensure that every veteran in need has access to the care they deserve.

## SSG FOX SUICIDE PREVENTION GRANT PROGRAM

**154**

**VETERANS  
ENROLLED**

**180**

**REFERRALS  
TO TREATMENT**

**10**

**VETERANS ADMITTED TO TREATMENT  
AFTER PRESENTING WITH PLAN TO  
COMMIT SUICIDE**

# SSVF Services Expanded



The expansion of Shallow Subsidy within the Supportive Services for Veteran Families (SSVF) program is a key step in preventing veteran homelessness. It provides long-term, fixed rental assistance to low-income veteran households at risk of losing their housing, with support lasting up to two years. Unlike traditional rental assistance, this approach emphasizes sustainability, helping veterans maintain stable housing as they work toward financial independence.

Over the past year, VMC has assisted **260 households**, providing an average subsidy of **\$4,965 per household**. This cost-effective solution not only keeps veterans housed but also reduces pressure on emergency shelter systems, ensuring a more stable future for those who served.



Illegal Eviction Down  
**90%**



Increase in  
lifetime income  
**\$15,470,000**



**3000+**  
files opened since 2021

## Legal Services Nationally Recognized

The Veterans Multi-Service Center is honored to have received national recognition at leading conferences as a pioneer of legal services for veterans. Our comprehensive approach addresses critical legal challenges such as benefits advocacy, housing disputes, and discharge upgrades in order to empower veterans to overcome barriers and secure the stability they deserve. This recognition highlights our commitment to innovative, veteran-centered solutions and the unwavering dedication of our team to those who have served our nation.

# Financial Performance

## Statement of Financial Position

June, 30 2024

Assets	
Current assets	
Cash and cash equivalents	\$1,910,213
Grants and contracts receivable	1,986,822
Pledges receivable	96,022
Prepaid expenses and other assets	182,205
Total current assets	4,175,262
Property and equipment, net	1,152,653
Right of use asset- operating leases	1,136,606
Note revceivable	563,081
Other assets	36,793
<b>Total assets</b>	<b>\$7,064,395</b>
Liabilites and Net Assets	
Current liabilities	
Accounts payable	\$357,462
Accrued Expenses	284,211
Deferred revenue	127,170
Mortgages payable	32,451
Operating lease liabilities	353,723
Other Payables	31,285
Total current liabilities	\$1,186,302
Long-term liabilities	
Operating lease liabilities	782,883
Mortgages payable	606,463
Total long-term liabilities	1,389,346
Total liabilities	2,575,648
Net Assets	
Without donor restrictions	4,284,619
With donor restrictions	204,128
Total net assets	4,488,747
<b>Total liabilities and net assets</b>	<b>\$7,064,395</b>

# Financial Performance

## Statement of Activities Year Ended June, 30 2024

	Without Donor Restrictions	With Donor Restrictions	Total
<b>Revenues and other support</b>			
Grants and contracts	\$16,661,317	-	\$16,661,317
Contributions	1,140,712	384,100	1,524,812
Contributions of nonfinancial assets	413,626	-	413,626
Rental income	193,755	-	193,755
Other income	225,702	-	225,702
Net assets released from restrictions			
Satisfaction of program restrictions	505,045	(505,045)	-
<b>Total revenues</b>	<b>19,140,157</b>	<b>(120,945)</b>	<b>19,019,212</b>
<b>Expenses</b>			
Program services			
Homeless Veteran Programs	16,036,317	-	16,036,317
Employment and Training Programs	586,086	-	586,086
	16,622,403	-	16,622,403
Supporting services			
Management and general	1,273,646	-	1,273,646
Fundraising	520,414	-	520,414
Total supporting services	1,794,060	-	1,794,060
Total expenses	18,416,463	-	18,416,463
<b>Change in net assets</b>	<b>723,694</b>	<b>(120,945)</b>	<b>602,749</b>
<b>Net assets</b>			
Beginning of year	3,560,925	325,073	3,885,998
<b>End of year</b>	<b>\$4,284,619</b>	<b>\$204,128</b>	<b>\$4,488,747</b>

# Financial Performance

## Statement of Functional Expenses Year Ended June, 30 2024

	Homeless Veteran Programs	Employment & Training Programs	Total Programs	Management & General	Fundraising	Total Support	Totals
<b>Expenses</b>							
Salaries	\$5,458,886	\$277,711	\$5,736,597	\$487,603	\$254,113	\$741,716	\$6,478,313
Payroll taxes	399,325	20,429	419,754	33,536	17,877	51,413	471,167
Employee fringe benefits	874,074	38,209	912,283	89,889	40,462	130,351	1,042,634
Total personnel credits	6,732,285	336,349	7,068,634	611,028	312,452	923,480	7,992,114
Program & other direct expenses	7,087,087	106,082	7,193,169	213,816	83,506	412,122	7,605,291
Lease expenses	304,314	3,000	307,314	-	-	-	307,314
Sub-contractors	922,000	-	922,000	-	-	-	922,000
Office expense and supplies	302,428	19,675	322,103	3,713	3,713	114,916	437,019
Professional	284,985	75,974	360,959	4,000	4,000	85,737	446,696
Building maintenance	73,188	8,995	82,183	112	112	17,730	99,913
Vehicle fleet maintenance	96,378	3,406	99,784	-	-	63,899	163,683
Travel	114,561	32,605	147,166	831	831	5,335	152,501
Insurance	41,040	-	41,040	1,000	1000	81,207	122,247
Depreciation	78,051	-	78,051	-	-	19,001	97,052
Bad debt expense	-	-	-	-	-	40,077	40,077
Interest expense	-	-	-	-	-	30,556	30,556
<b>Total Expenses</b>	<b>16,036,317</b>	<b>586,086</b>	<b>16,622,403</b>	<b>1,273,646</b>	<b>520,414</b>	<b>1,794,060</b>	<b>18,416,463</b>

# Financial Performance

## Statement of Cash Flows Year Ended June, 30 2024

<b>Operating activities</b>	
Change in net assets	\$602,749
Adjustments to reconcile change in net assets to net cash provide by operating activites	
Bad debt expense	40,077
Depreciation	97,052
Non cash accrued interest on note receivable	(11,041)
Amoritization of right of use asset	337,122
Change in operating assets and liabilities	
Grants and contracts receivable	(252,428)
Pledges receivable	(37,394)
Prepaid expenses and other assets	27,692
Accounts payable	49,771
Accrued expenses	(22,749)
Payments on lease liabilities	(337,122)
Deferred revenue	(170,950)
Other payables	(1,770)
Net cash provided by operating activities	321,009
<b>Investing activities</b>	
Purchases of property and equipment	(110,524)
Net cash used in investing activities	(110,524)
<b>Financing activities</b>	
Payments on mortgages payable	(30,951)
Net cash used in financing activities	(30,951)
Net change in cash and cash equivalents	179,534
<b>Cash and cash equivalents</b>	
Beginning of year	1,730,679
End of year	\$1,910,213
<b>Supplemental information</b>	
Non cash financing activity- initial recording of lease liability	\$508,090
Cash paid for interest	\$30,556

# Our Work is Only Possible Because of You

## Thank You to Our Sponsors



## DONATE TODAY

### SUPPORT OUR VETERAN COMMUNITY





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

**VMCENTER.ORG**

@VM\_CENTER

