



VETERANS MULTI-SERVICE CENTER  
**ANNUAL REPORT**  
2025

# In FY 2025

7/1/24-6/30/25



**41,000**  
meals to Veteran  
Families



**9,500+**  
Veteran Visits to  
our Perimeter  
Day-Drop-In Center



Job Placement  
Average Wage of  
**\$21.30/hr**



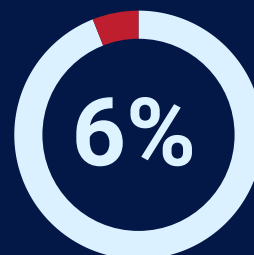
**973**  
Veterans guided  
through VA benefits  
**\$1,685,020**  
in retroactive benefits



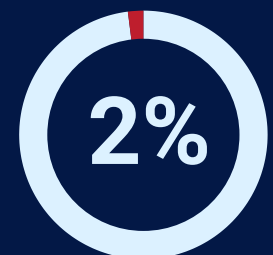
**1,316**  
Permanent Housing  
Placements and  
Housing Stabilizations

**92%**

OF EVERY DONATION DIRECTLY  
SUPPORTS OUR VETERAN COMMUNITY



Administration



Fundraising

## FY 2025 VMC Board of Directors

### EXECUTIVE BOARD

Stephen Ramsey  
**President**

Susan Kretsge  
**Secretary**

Jim Davie  
**Vice President**

Steve Phillabaum  
**Treasurer**

### BOARD MEMBERS

Cherie Arabia

MaCherie Dunbar

John Yackel

Joe LaCagnina

Jonathan Saidel

Ed Yost

Rodney Little

Nicole Reigelman

Hazel Diaz

Marie Nahikian

**Our Mission** is to provide services, programs, opportunity and advancement to Veterans of the U.S. military and their families.

**45** years of serving those who served

**10** Veteran Multi-Service Center locations



## 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 New Jersey

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

### Lock Haven Office

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

### VMC Women Veterans Program

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

### VMC Delaware

Serving Delaware State

### Harrisburg Office

21 S. 3rd Street  
Harrisburg, PA 17101  
717-351-5148

### VMC Edison 64 Veterans Community

700 W. Somerset Street  
Philadelphia, PA 19133  
215-293-2600

### Wilmington Office

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

### Reading Office

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

### Dover Office

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

# A Note from our Board President

Dear Friends and Supporters,

Over the past year, the Veterans Multi-Service Center reached an important milestone as we completed a comprehensive strategic planning process to guide our work from 2025 through 2030. Rooted in our mission to serve those who served, this effort brought together board members, staff, veterans, donors, and community partners to reflect honestly on where we are and to be intentional about where we are going.

For more than four decades, VMC has been a trusted resource for veterans and their families across our region. As the needs of veterans continue to evolve, we recognized the importance of building a clear, forward-looking roadmap that honors our legacy while preparing us for the future. This planning process reaffirmed our shared commitment to strong governance, operational excellence, long-term sustainability, and programs that respond to the real and changing needs of those we serve.

The resulting strategic plan is anchored by a clear North Star: to provide services, programs, opportunity, and advancement to veterans of the U.S. military and their families. Over the next five years, VMC will focus on strengthening leadership and accountability, investing in our people and infrastructure, expanding sustainable funding, and enhancing programs, particularly in housing, employment, and support for women veterans, so that no veteran is left without access to care and opportunity.

As Board President, I am deeply proud of the collaboration and thoughtfulness that shaped this plan and confident in what lies ahead. With the continued support of our community, partners, and donors, VMC is well-positioned to expand its impact and enter its next chapter with clarity, purpose, and resolve. Thank you for standing with us as we build a stronger future for those who have served our nation.

With gratitude,

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



# A Note from our Executive Director

Dear Friends and Partners,

Reflecting on Fiscal Year 2025, the word that comes to mind is momentum. This year wasn't just about maintaining our programs; it was about deepening our roots in the communities we serve.

As you'll see in the following pages, we've reached several significant milestones this year. From the expansion of our outreach initiatives to the successful launch of our new pilot programs, the data tells a story of a community that is showing up for one another. But beyond the numbers—the thousands of individuals served and the hours volunteered—are the stories of transformed lives that define our daily work.

I am especially proud of our team's ability to remain agile. Whether navigating shifting economic landscapes or scaling our services to meet rising demand, our staff and volunteers have shown an unwavering commitment to our mission.

We are moving into FY26 with a clear sense of purpose. Thank you for being the engine behind this progress. We couldn't do this without you.

In partnership,

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

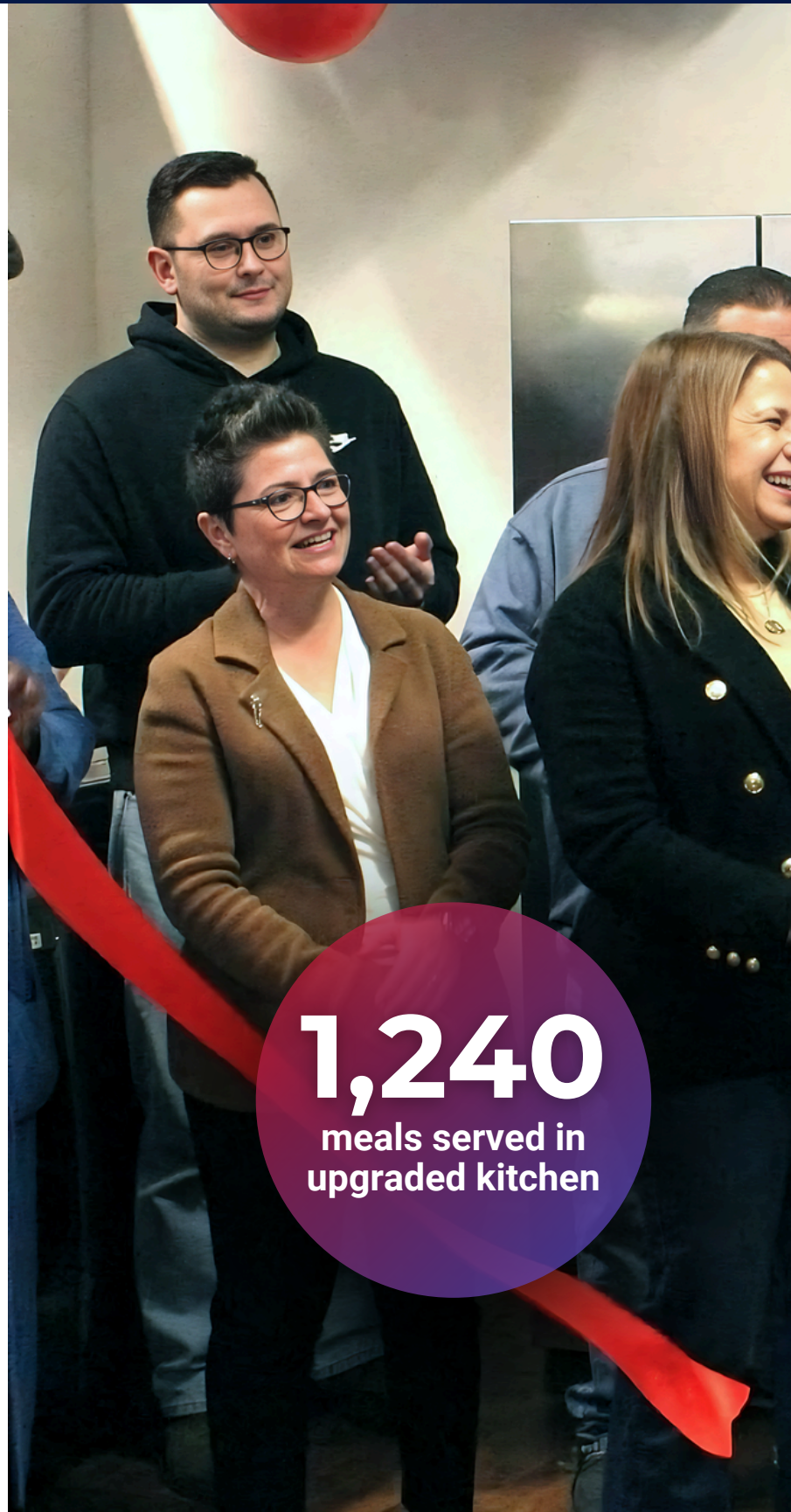


# Women Veterans Center Upgrade

This year, our Women Veterans Center underwent major upgrades thanks to generous support from Amazon and contributions from local union labor. As more women came to the Center for food, basic necessities, and financial relief, it became clear that we needed to expand our services. Amazon stepped in to help us create a space that mirrors the support offered at our Perimeter location. The renovation added a new shower and bathroom, a laundry area with a washer and dryer, and a fully updated kitchen complete with a new refrigerator, dishwasher, and food pantry.

We celebrated the opening with partners from Amazon and the labor unions, alongside special guests Director of the Philadelphia VA Karen Flaherty-Oxler and First Lady Lori Shapiro, who joined us in packing essential items for women veterans in need. The upgrades have already made a remarkable difference. Since the kitchen opened, we have served 1,240 meals to women veterans.

This growth marks VMC's next step in supporting the fastest-growing segment of the veteran population. By 2040, women will make up 18% of the nation's veterans according to the VA. Our Women Veterans Center remains one of the only programs of its kind on the East Coast, and we are proud to serve approximately 1,179 women each year through this vital and expanding program.



**1,240**  
meals served in  
upgraded kitchen



**46**  
disabled  
veterans served

**1,179**  
women served

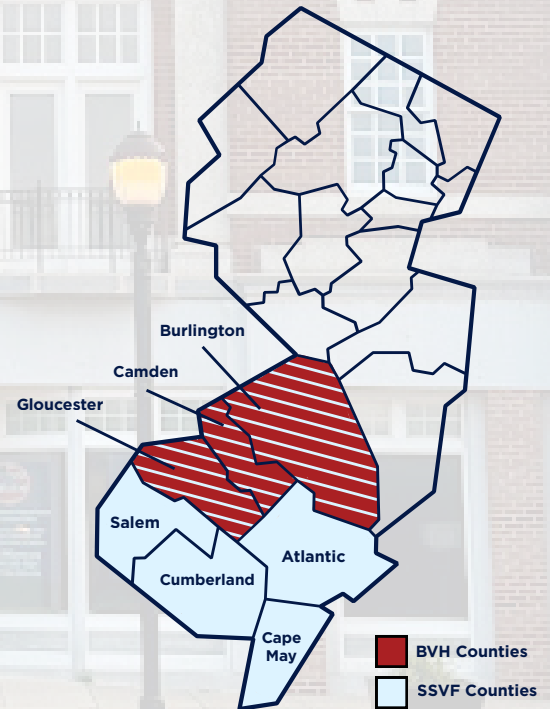
**264+**  
laundry service  
users



# Bringing Veterans Home New Jersey Expansion

VMC was awarded the Bringing Veterans Home (BVH) grant to support our Vineland office and strengthen our work to end veteran homelessness in New Jersey. The BVH program aims to make homelessness brief, rare, and nonrecurring by filling gaps left by federal programs. While our SSVF program currently serves veterans in Burlington, Camden, Gloucester, Salem, Cumberland, Atlantic, and Cape May Counties, the BVH grant—focused on Burlington, Camden, and Gloucester—extends our reach even further.

BVH expands eligibility to include individuals who often fall through the cracks, such as National Guard members and reservists. Through this program, we have provided housing services to 10 Guard families who otherwise would not have qualified for SSVF. Since launching in March 2025, BVH has already helped 81 veteran families in its first three months. Supported by the State of New Jersey's Office of Homelessness Prevention in SCA, this grant helps bridge critical service gaps across southern New Jersey.

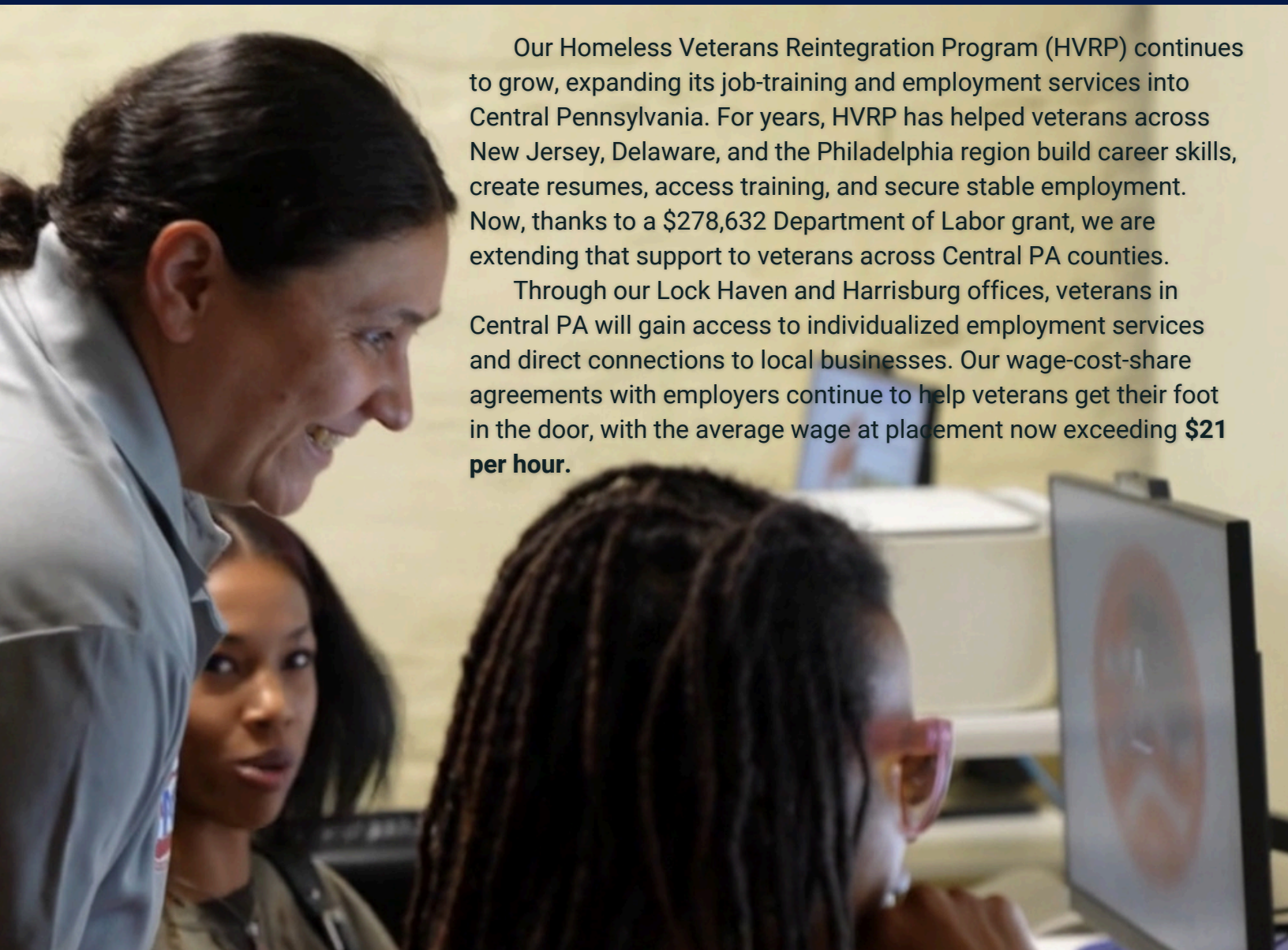


## Digital Ads Across Philadelphia Area

This spring, VMC's mission reached millions thanks to a generous in-kind advertising donation from PREIT. Our rotating, double-sided LED displays appeared in high-traffic malls across Philadelphia and South Jersey, including the Cherry Hill Mall. Each digital unit delivered 18 spots per day within a four-minute cycle—totaling 5,040 spots over the four-week campaign.

With millions of impressions generated at each location, this visibility significantly strengthened awareness of VMC's programs, services, and impact among local families, shoppers, and community partners. The total value of this donated digital advertising was \$20,000, representing an incredible gift that helped broaden our reach and amplify our message at no cost to the organization.

# HVRP Expands into Central PA



Our Homeless Veterans Reintegration Program (HVRP) continues to grow, expanding its job-training and employment services into Central Pennsylvania. For years, HVRP has helped veterans across New Jersey, Delaware, and the Philadelphia region build career skills, create resumes, access training, and secure stable employment. Now, thanks to a \$278,632 Department of Labor grant, we are extending that support to veterans across Central PA counties.

Through our Lock Haven and Harrisburg offices, veterans in Central PA will gain access to individualized employment services and direct connections to local businesses. Our wage-cost-share agreements with employers continue to help veterans get their foot in the door, with the average wage at placement now exceeding **\$21 per hour**.

## New Day Program Highlights

Our New Day opioid-response program continues to be one of VMC's most impactful and innovative services. Over this year:

**2** hours to treatment after initial contact - down from 72 hours

**45** veterans in substance abuse treatment

**4,000** doses of life-saving Narcan to community members

# Veteran Stories Behind the Numbers



## From Homelessness to Stability

A 61-year-old veteran came to VMC after months of living on the streets. He was carrying the effects of a sexual assault that occurred during his military service, and his mental health made it impossible for him to work. He had no income and did not qualify for Social Security, so securing benefits and housing became the immediate priority.

VMC and community partners helped him enter temporary housing while his VA benefits application was submitted. Within three months, he received a 70% disability rating, more than \$9,800 in retroactive pay, and a monthly income of over \$1,600. A second claim for unemployability was then approved, raising his monthly income to more than \$3,600 and bringing his total retroactive benefits to more than \$31,000.

In about 230 days, his situation changed completely. He moved from street homelessness to a safe place to live, and his financial stability improved both immediately and for the long term. He also finally received official acknowledgment of the trauma he experienced during his service.

## Rapid Action to Prevent Homelessness

A 72-year-old veteran contacted VMC as he prepared to leave an inpatient treatment facility. Transportation to his apartment had already been arranged, but an unexpected issue prevented him from entering the building until the next day. He was suddenly at risk of having nowhere to stay for the night.

Staff from several VMC programs acted quickly to find a solution. The veteran was assessed and approved for emergency support, and a safe hotel stay was secured before the end of the business day. By 4:30 p.m., he was checked in and settled.

This quick coordination ensured that the veteran remained stable after treatment and did not return to homelessness.



# Financial Performance

## Statement of Financial Position

June, 30 2025

<b>Assets</b>	
Current assets	
Cash and cash equivalents	\$3,457,401
Grants and contracts receivable	1,402,773
Pledges receivable	152,665
Accounts receivable	26,461
Prepaid expenses and other assets	404,084
<b>Total current assets</b>	<b>5,443,384</b>
Property and equipment, net	1,067,581
Right of use asset- operating leases	1,115,455
Note receivable	574,343
Pledges receivable	25,000
Other assets	36,793
<b>Total assets</b>	<b>\$8,262,556</b>
<b>Liabilities and Net Assets</b>	
Current liabilities	
Accounts payable	\$554,806
Accrued Expenses	476,646
Deferred revenue	881,143
Mortgages payable	606,404
Operating lease liabilities	432,468
Other Payables	31,285
<b>Total current liabilities</b>	<b>\$2,982,752</b>
Long-term liabilities	
Operating lease liabilities	682,987
Mortgages payable	-
<b>Total long-term liabilities</b>	<b>682,987</b>
<b>Total liabilities</b>	<b>3,665,739</b>
Net Assets	
Without donor restrictions	4,400,219
With donor restrictions	196,598
<b>Total net assets</b>	<b>4,596,817</b>
<b>Total liabilities and net assets</b>	<b>\$8,262,556</b>

# Financial Performance

## Statement of Activities Year Ended June, 30 2025

	Without Donor Restrictions	With Donor Restrictions	Total
<b>Support and revenue</b>			
Grants and contracts	\$17,969,721	-	\$17,969,721
Contributions	956,931	207,600	1,164,531
Contributions of nonfinancial assets	509,546	-	509,546
Lease income	185,930	-	185,930
Other income	176,228	-	176,228
Net assets released from restrictions	215,130	(215,130)	-
<b>Total revenues</b>	<b>20,013,486</b>	<b>(7,530)</b>	<b>20,005,956</b>
<b>Expenses</b>			
Program services			
Homeless Veteran Programs	16,999,332	-	16,999,332
Employment and Training Programs	756,557	-	756,557
	17,755,889	-	17,755,889
Supporting services			
Management and general	1,310,630	-	1,310,630
Fundraising	831,367	-	831,367
Total supporting services	2,141,997	-	2,141,997
Total expenses	19,897,886	-	19,897,886
<b>Change in net assets</b>	<b>115,600</b>	<b>(7,530)</b>	<b>108,070</b>
<b>Net assets</b>			
Beginning of year	4,284,619	204,128	4,488,747
<b>End of year</b>	<b>\$4,400,219</b>	<b>\$196,598</b>	<b>\$4,596,817</b>

# Financial Performance

## Statement of Functional Expenses

Year Ended June, 30 2025

	Homeless Veteran Programs	Employment & Training Programs	Total Programs	Management & General	Fundraising	Total Support	Totals
<b>Expenses</b>							
Salaries	\$5,346,452	\$417,756	\$5,764,208	\$553,665	\$283,325	\$836,990	\$6,601,198
Payroll taxes	387,993	30,639	418,632	37,666	20,315	57,981	476,613
Employee fringe benefits	1,067,555	77,776	1,145,331	96,189	55,287	151,476	1,296,807
Total personnel costs	6,802,000	526,171	7,328,171	687,520	358,927	1,046,447	8,374,618
Program & other direct expenses	7,545,884	115,424	7,661,308	163,909	464,489	628,398	8,289,706
Lease expenses	356,308	3,000	359,308	-	-	-	359,308
Sub-contractors	628,389	-	628,389	-	-	-	628,389
Office expense and supplies	295,500	23,244	318,744	146,063	3,835	149,898	468,642
Professional	967,098	45,474	1,012,572	52,713	-	52,713	1,065,285
Building maintenance	96,162	5,794	101,956	38,840	-	38,840	140,796
Vehicle fleet maintenance	89,635	-	89,635	65,985	-	65,985	155,620
Travel	99,343	37,450	136,793	3,388	3,116	6,504	143,297
Insurance	40,963	-	40,963	103,835	1,000	104,835	145,798
Depreciation	78,050	-	78,050	7,022	-	7,022	85,072
Bad debt expense	-	-	-	12,357	-	12,357	12,357
Interest expense	-	-	-	28,998	-	28,998	28,998
<b>Total Expenses</b>	<b>16,999,332</b>	<b>756,557</b>	<b>17,755,889</b>	<b>1,310,630</b>	<b>831,367</b>	<b>2,141,997</b>	<b>19,897,886</b>

# Financial Performance

## Statement of Cash Flows Year Ended June, 30 2025

<b>Operating activities</b>	
Change in net assets	\$108,070
Adjustments to reconcile change in net assets to net cash provide by operating activites	
Bad debt expense	12,357
Depreciation	85,072
Non cash accrued interest on note receivable	(11,262)
Amoritzation of right of use asset	312,277
Change in operating assets and liabilities	
Grants and contracts receivable	584,049
Pledges receivable	(94,000)
Accounts receivable	(26,461)
Prepaid expenses and other assets	(221,879)
Accounts payable	197,344
Accrued expenses	192,435
Payments on lease liabilities	(312,277)
Deferred revenue	753,973
Other payables	-
Net cash provided by operating activities	1,579,698
<b>Investing activities</b>	
Purchases of property and equipment	-
Net cash used in investing activities	-
<b>Financing activities</b>	
Payments on mortgages payable	(32,510)
Net cash used in financing activities	(32,510)
Net change in cash and cash equivalents	1,547,188
<b>Cash and cash equivalents</b>	
Beginning of year	1,910,213
End of year	\$3,457,401
<b>Supplemental disclosure of cash flow information</b>	
Non cash financing activity- initial recording of lease liability	\$291,126
Cash paid for interest	\$28,998

# 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

