



**Serving Those  
Who Served**

Veterans Multi-Service Center • 2019-2020 Annual Report





# THANK YOU FROM OUR BOARD PRESIDENT



Friends,

It was a difficult year for everyone, but the communities we serve are most vulnerable during a time of crisis and COVID-19 proved to be catastrophic for many.

In VMC's 40-year history, when transitions and challenges arise, we embrace them as new opportunities to build toward a greater future for our Veteran families and this year was no different.

Since March 2020, we have invested in personal protective equipment (PPE), COVID-19 tests, cleaning supplies, and new facilities upgrades to keep staff and clients safe. At the same time, we opened a 24-hour call center to ensure our Veterans

had somewhere to turn in their hour of need. We worked hard to shift our transitioning population from the streets to emergency shelter until new homes were ready, delivered meals to many and offered services seven days a week.

We continued our life essential work with boots on the ground, in the streets, often being the only defense for those combating homelessness and hunger. Throughout this past year, our heroic employees continued to support our Veteran clients with the essential services needed despite the risks presented by the epidemic.

During this period of uncertainty, we have been comforted, encouraged, and humbled by the outpouring of generosity from our community. Remarkable individuals, organizations, community groups, businesses, and corporations have all stepped up to support our frontline team with donations of meals, PPE, and monetary contributions which make our mission possible.

Your support has been a lifeline to us and to the Veteran families we serve. We are indebted to your generosity, and we offer our deepest gratitude for your time and commitment in selecting us.

To those just getting to know us, we invite you to learn more about our impact and how you can partner with us to continue our important mission.

Yours in Service,  
Steve Ramsey  
VMC Board President

# A MESSAGE FROM OUR EXECUTIVE DIRECTOR



Friends,

I joined Veterans Multi-Service Center (VMC) in late December 2019 as its newest Executive Director following a decade leading the largest military non-profit in the region, USO. The transition to now working on behalf of the most impactful Veteran's non-profit was a logical professional progression. And, I wanted to come work at VMC. The mission is so vital: serving those who have served.

As I started my VMC journey, I was humbled to oversee the ribbon-cutting of Edison 64 Veterans Community within my first 45 days. Edison 64 is a 66-unit Veterans preference housing development. I'd like to acknowledge the work of

my predecessor, Tim Williams, in bringing the project to fruition.

Then just weeks later our world changed as we battled COVID-19. As the nation's and region's leaders urged everyone but those workers deemed life-essential to rightfully shelter in place, VMC never stood down. The entirety of our team knew our care was life essential to thousands of vulnerable Veteran families in Pennsylvania, New Jersey and Delaware.

VMC was the non-profit that made sure Veterans had access to housing, their medicines, and meals. Our staff manned call centers 24-hours a day, hand delivered meals to far flung and often hard-to-reach locales. We worked with community partners to provide the COVID vaccine to Veterans throughout the tri-state region. We also expanded our operations to 7-days a week, as a Code Blue & Code Red site, to ensure those Veterans who sacrificed so much for us had access to clothing, food and shelter.

The information — both operational metrics and financial data — contained in the 2019-2020 annual report is a testament to the VMC team. This is their success. This is their story.

Joe Brooks  
Executive Director  
Veterans Multi-Service Center





# 2019-2020 VMC BOARD OF DIRECTORS

## Executive Board

Steve Ramsey, *Board President*

Jim Davie, *Vice President*

Marie Nahikian, *Secretary*

Jonathan Saidel, *Treasurer*

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## Board Members

Cherie Arabia

Jarrold Barton

Lisa DeBella

Terry English

Dr. Charmaine Ijeoma

Susan Kretsge

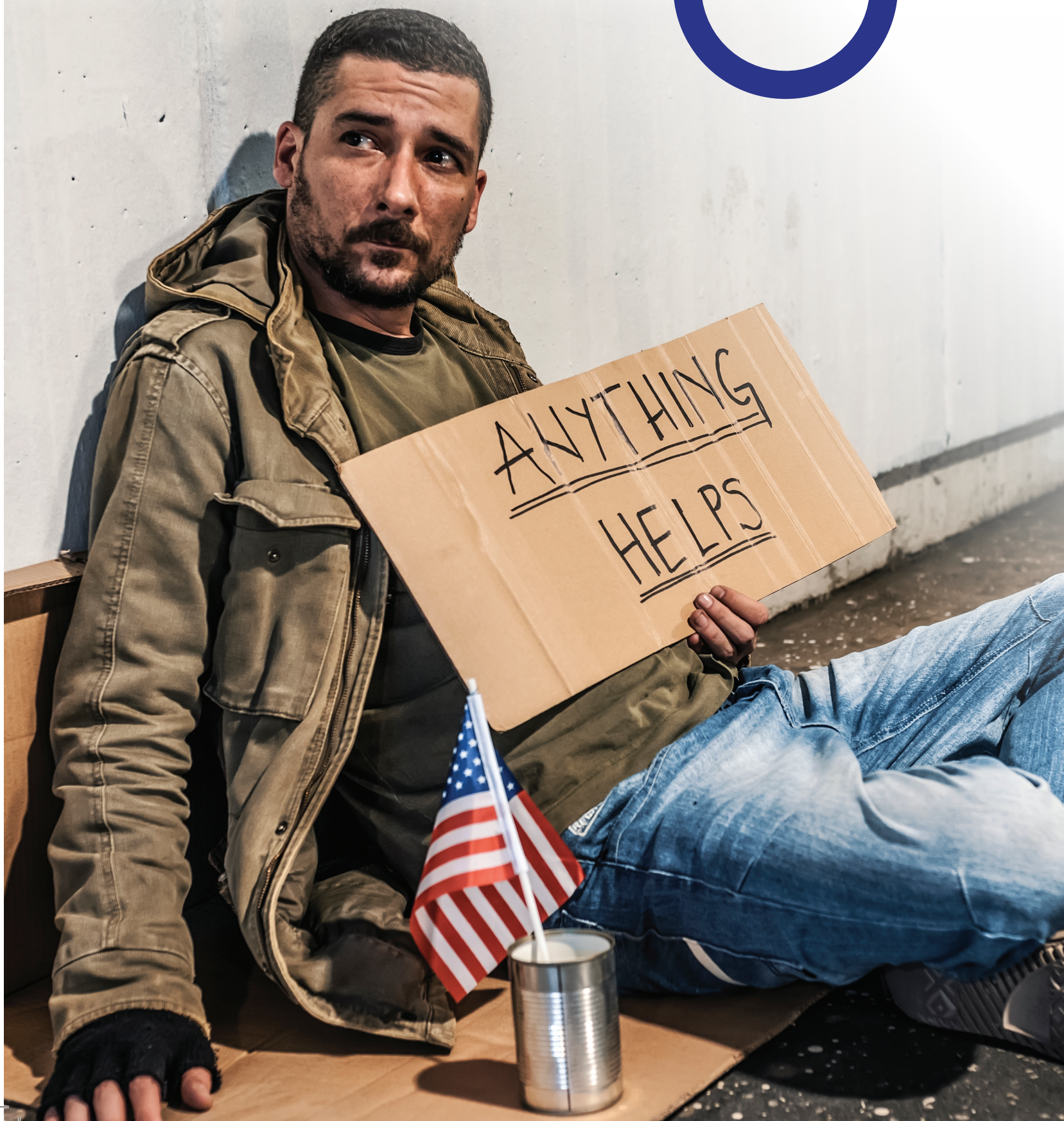
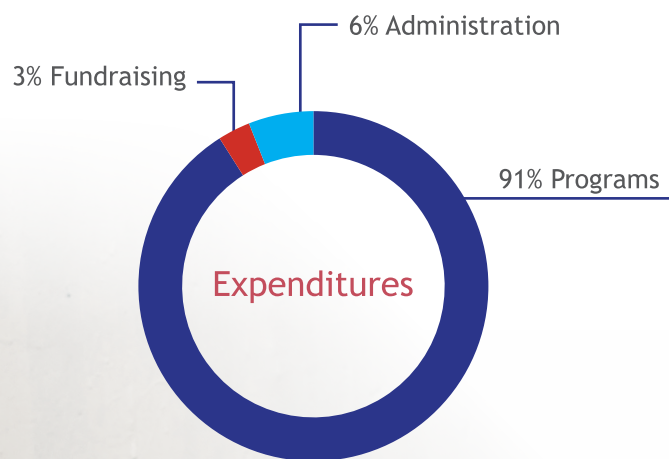
Rodney Little

Bob Lord, *President Emeritus*

Jack O'Neill



**91% OF EVERY DONATION  
DIRECTLY SUPPORTS OUR  
VETERAN COMMUNITY!**





# OUR MISSION:

- **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 Center**

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

**VMC Male Transitional  
Residence - LZII**

1400 Blackhorse Hill Road,  
Building #6  
Coatesville, PA 19320  
610-466-7881

**VMC Female Transitional**

**Residence - Mary E. Walker House**  
1400 Blackhorse Hill Road,  
Building #9  
Coatesville, PA 19320  
610-380-0704

**VMC Suburban Philadelphia**

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

**VMC New Jersey / Delaware**

Serving Southern New Jersey  
and the State of Delaware  
415 N. High Street  
Millville, NJ 08332  
856-293-7321

**VMC Central Pennsylvania**

Serving Cameron, Centre, Clinton,  
Franklin, Fulton, Juniata, Lycoming,  
Mifflin, Northumberland, Potter,  
Snyder, Tioga, Dauphin, Lebanon  
and Union Counties  
8 N. Grove Street, Suite 2  
Lock Haven, PA 17745  
844-226-0368

# SERVING THOSE WHO SERVED

The Veterans Multi-Service Center (VMC) was founded in 1980 to address the multiple needs of Vietnam Veterans. Celebrating our 40th anniversary, we have evolved to meet the needs of all Veterans and their families.

VMC offers services such as temporary to permanent housing, meals and groceries, benefits analysis and advocacy, transportation to and from VA appointments, job training and employment opportunities. We recently set up a call center to address emergency housing and food insecurity. All with the hope of enriching the lives of our Veterans and their families.

It is because of your support that we are able to offer these services. Thank you.

Here are some of our successes from the past year.





# VMC IS LIFE ESSENTIAL

## Our Covid-19 Response

While most of the Nation sheltered in place, VMC staff continued to provide life essential services-rooted in dignity, care and compassion-through our coordinated street outreach efforts.

Our team works extremely hard to meet the expansive needs of our Veteran community during unprecedented times.

From emergency housing to combating food scarcity, VMC continues to go above and beyond to serve those who have served.

## We Supported Our Vulnerable Veterans



Opened An Emergency Call Center  
**1-888-385-1250** Emergency Housing & Food



Provided Emergency Covid-19  
Housing Placement **3,009 nights**



Delivered **26,397** Meals to Homes &  
Hotels To Combat Food Insecurity



# A LIVING MEMORIAL— EDISON 64 VETERANS COMMUNITY

## Honoring the 64 Who Never Returned

On February 18, 2020, we proudly cut the ribbon to welcome neighbors and supporters to Edison 64 Veterans Community. Located on the former site of Edison High School at 700 West Somerset Street in the Fairhill neighborhood of Philadelphia, our community pays tribute to those that committed their lives to serving our country. Edison High School experienced the loss of more students to casualties in the Vietnam War than any other school in America - 64 in total. It now serves as a living memorial, enriching the lives of its residents with comprehensive services offered onsite to ensure the success and individual fulfillment of those who have served.

This living memorial provides **66 affordable housing units** and onsite comprehensive services.



# FINANCIAL PERFORMANCE

## VETERANS MULTI-SERVICE CENTER, INC. STATEMENT OF FUNCTIONAL EXPENSES YEAR ENDED JUNE 30, 2019

	Homeless Veteran Programs	Employment and Training Programs	Fundraising	General and Administrative	Total Expenses
<b>EXPENSES</b>					
Administrative fees general	\$ 61,287	\$ -	\$ -	\$ -	\$ 61,287
Advertising and promotion	27,642	-	45,832	934	74,408
Depreciation	80,254	-	-	13,383	93,637
Employee benefits	436,916	20,960	12,788	26,114	496,778
Equipment rental and repair	160,814	7,839	2,604	25,720	196,977
Food and entertainment	-	-	604	-	604
Insurance	104,460	7,150	-	32,068	143,678
Interest	-	-	-	32,498	32,498
Materials and supplies	61,596	2,182	-	-	63,778
Office expenses	38,274	805	4,027	73,014	116,120
Payroll taxes	361,360	16,201	8,800	19,356	405,717
Production expense	321,364	-	-	-	321,364
Professional fees	217,344	10,839	-	44,264	272,447
Program costs	2,972,198	4,687	-	2,497	2,979,382
Rent and occupancy	591,221	10,199	5,173	96,127	702,720
Retirement plan	96,030	6,070	2,690	48,096	152,886
Salaries and wages	3,956,283	167,140	104,656	217,241	4,445,320
Telephone	72,146	2,500	-	9,622	84,268
Training expenses	24,621	6,805	-	1,274	32,700
Travel and meetings	76,314	11,267	1,239	954	89,774
	<b>\$9,660,124</b>	<b>\$274,644</b>	<b>\$188,413</b>	<b>\$643,162</b>	<b>\$10,766,343</b>

# FINANCIAL PERFORMANCE

## VETERANS MULTI-SERVICE CENTER, INC. STATEMENT OF FUNCTIONAL EXPENSES YEAR ENDED JUNE 30, 2020

	Homeless Veteran Programs	Employment and Training Programs	Fundraising	General and Administrative	Total Expenses
<b>EXPENSES</b>					
Administrative fees general	\$ 299,325	\$ -	\$ -	\$ -	\$ 299,325
Advertising and promotion	67,365	-	25,470	-	92,835
Bad debt expense	17,193	-	-	-	17,193
Depreciation	57,901	-	-	12,569	70,470
Employee benefits	572,096	4,125	20,046	28,557	624,824
Equipment rental and repair	254,838	-	1,543	39,730	296,111
Food and entertainment	-	-	1,760	-	1,760
Insurance	118,671	360	-	26,667	145,698
Interest	-	-	-	36,012	36,012
Materials and supplies	68,497	-	-	-	68,497
Office expenses	96,238	-	44,351	101,595	242,184
Payroll taxes	398,480	2,755	12,389	21,849	435,473
Production expense	665,033	-	-	-	665,033
Professional fees	168,512	-	19,276	82,984	270,772
Program costs	3,265,858	793	-	15,267	3,281,918
Rent and occupancy	624,115	-	5,722	107,345	737,182
Retirement plan	194,945	729	4,696	14,301	214,671
Salaries and wages	4,651,361	31,572	147,780	262,985	5,093,698
Telephone	80,141	-	-	13,258	93,399
Training expenses	14,355	-	-	93	14,448
Travel and meetings	57,579	582	492	2,159	60,812
	<b>\$11,672,503</b>	<b>\$40,916</b>	<b>\$283,525</b>	<b>\$765,371</b>	<b>\$12,762,315</b>

VETERANS MULTI-SERVICE CENTER, INC. STATEMENTS OF ACTIVITIES  
YEARS ENDED JUNE 30, 2020 AND 2019

NET ASSETS WITHOUT DONOR RESTRICTIONS	2020	2019
<b>REVENUES AND SUPPORT WITHOUT DONOR RESTRICTIONS</b>		
Fundraising and contributions	\$ 1,787,401	\$ 1,141,011
Resident fees	133,380	233,425
Rental income	186,343	173,721
Thrift shop	195,836	406,151
Loss on sale of equipment	(2,701)	-
Other income	435,289	184,034
<b>TOTAL REVENUES AND SUPPORT WITHOUT DONOR RESTRICTIONS</b>	<b>2,735,548</b>	<b>2,138,342</b>
<b>NET ASSETS RELEASED FROM RESTRICTIONS</b>		
Satisfaction of program restrictions	9,771,568	8,539,137
<b>TOTAL REVENUES AND OTHER SUPPORT WITHOUT DONOR RESTRICTIONS</b>	<b>12,507,116</b>	<b>10,677,479</b>
<b>EXPENSES</b>		
Program	11,713,419	9,934,768
Fundraising	283,525	188,413
General and administrative	765,371	643,162
<b>TOTAL EXPENSES</b>	<b>12,762,315</b>	<b>10,766,343</b>
<b>CHANGE IN NET ASSETS WITHOUT DONOR RESTRICTIONS</b>	<b>(255,199)</b>	<b>(88,864)</b>
<b>NET ASSETS WITH DONOR RESTRICTIONS</b>		
Contributions	224,400	206,000
Contract revenues - Department of Veterans Affairs	8,180,496	7,142,080
Contract revenues - Department of Labor	-	269,912
Contract revenues - City of Philadelphia	859,321	499,814
Contract revenues - Department of Housing	313,818	326,554
Contract revenues - Department of Health and Human Services	254,532	-
Grant awards	-	103,728
Net assets released from restrictions	(9,771,568)	(8,539,137)
<b>CHANGE IN NET ASSETS WITH DONOR RESTRICTIONS</b>	<b>60,999</b>	<b>8,951</b>
<b>TOTAL DECREASE IN NET ASSETS</b>	<b>(194,200)</b>	<b>(79,913)</b>
NET ASSETS, BEGINNING	2,804,691	2,884,604
<b>NET ASSETS, ENDING</b>	<b>\$ 2,610,491</b>	<b>\$ 2,804,691</b>



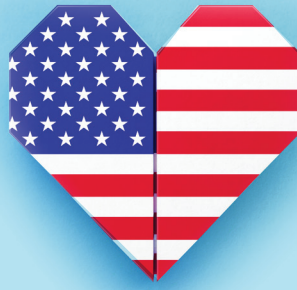
# FINANCIAL PERFORMANCE

## VETERANS MULTI-SERVICE CENTER, INC. STATEMENTS OF CASH FLOWS YEARS ENDED JUNE 30, 2020 AND 2019

	2020	2019
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Decrease in net assets	\$ (194,200)	\$ (79,913)
<b>Adjustments to reconcile decrease in net assets to net cash provided (used) by operating activities</b>		
Bad debt expense	17,193	-
Depreciation	70,470	93,637
Donated gift cards	-	10,000
Accrued interest income	(10,200)	(10,000)
Loss on sale of equipment	2,701	-
<b>(Increase) decrease in</b>		
Grants and contracts receivable	(874,523)	236,097
Other receivables	(43,076)	(22,241)
Pledges receivable	(3,959)	5,733
Inventory	128,143	(49,213)
Prepaid expenses	(26,084)	(50,363)
<b>Increase (decrease) in</b>		
Accounts payable	112,634	(22,839)
Accrued expenses	31,683	126,111
Deferred income	162,985	1,509
Refundable advance	153,482	-
Security deposits held in escrow	(1,680)	8,604
<b>NET CASH PROVIDED (USED) BY OPERATING ACTIVITIES</b>	<b>(474,431)</b>	<b>247,122</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Acceptance of note receivable	-	(10,000)
Purchases of property and equipment	(48,035)	(21,365)
Proceeds from sale of equipment	4,000	-
Net security deposits refunded (placed)	(469)	(200)
<b>NET CASH USED BY INVESTING ACTIVITIES</b>	<b>(44,504)</b>	<b>(31,565)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Proceeds from long-term debt	704,775	417,488
Payments on long-term debt	(25,497)	(23,179)
<b>NET CASH PROVIDED BY FINANCING ACTIVITIES</b>	<b>679,278</b>	<b>394,309</b>
<b>NET INCREASE IN CASH AND RESTRICTED CASH</b>	<b>160,343</b>	<b>609,866</b>
<b>CASH AND RESTRICTED CASH, BEGINNING</b>	<b>1,518,509</b>	<b>908,643</b>
<b>CASH AND RESTRICTED CASH, ENDING</b>	<b>\$ 1,678,852</b>	<b>\$ 1,518,509</b>
Interest paid	\$ 36,012	\$ 32,498
<b>SCHEDULE OF NON-CASH FINANCING TRANSACTIONS</b>		
Refinancing of long-term debt	\$ -	\$ 382,512

VETERANS MULTI-SERVICE CENTER, INC. STATEMENTS OF FINANCIAL POSITION  
JUNE 30, 2020 AND 2019

ASSETS	2020	2019
<b>CURRENT ASSETS</b>		
Cash and restricted cash	\$ 1,678,852	\$ 1,518,509
Grants and contracts receivable, net	1,360,058	502,728
Other receivables	85,611	42,535
Pledges receivable	35,949	31,990
Inventory	-	128,143
Prepaid expenses	88,166	62,082
<b>TOTAL CURRENT ASSETS</b>	<b>3,248,636</b>	<b>2,285,987</b>
<b>PROPERTY AND EQUIPMENT, net of accumulated depreciation</b>	<b>1,149,158</b>	<b>1,178,294</b>
<b>OTHER ASSETS</b>		
Artwork	17,000	17,000
Note receivable	520,200	510,000
Security deposits	14,169	13,700
<b>TOTAL OTHER ASSETS</b>	<b>551,369</b>	<b>540,700</b>
	<b>\$ 4,949,163</b>	<b>\$ 4,004,981</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Current portion of long-term debt	\$ 202,248	\$ 27,472
Accounts payable	239,781	127,147
Accrued expenses	270,103	238,420
Refundable advance	153,482	-
Deferred income	192,322	29,337
<b>TOTAL CURRENT LIABILITIES</b>	<b>1,057,936</b>	<b>422,376</b>
<b>LONG-TERM DEBT, net of current portion</b>	<b>1,257,036</b>	<b>752,534</b>
<b>OTHER LIABILITIES</b>		
Security deposits held in escrow	23,700	25,380
<b>TOTAL LIABILITIES</b>	<b>2,338,672</b>	<b>1,200,290</b>
<b>NET ASSETS</b>		
Without donor restrictions	1,891,124	2,146,323
With donor restrictions	719,367	658,368
<b>TOTAL NET ASSETS</b>	<b>2,610,491</b>	<b>2,804,691</b>
	<b>\$ 4,949,163</b>	<b>\$ 4,004,981</b>



# THANK YOU FOR YOUR SUPPORT

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For more information on how you can support local Veterans,  
visit [VMCenter.org](http://VMCenter.org)

Stay Connected with Our Mission  
@VM\_CENTER

