Serving Those Who Served

ANNUAL REPORT 2020-2021

Housing
Transportation
Job Training
Meals

VETERANS MULTI-SERVICE CENTER • VMCENTER.ORG
Friends,

Despite the many challenges of the past year, the Veterans Multi-Service Center (VMC) provided even greater outstanding service to our deserving Veteran clients. On behalf of the entire Board of Directors, I want to thank each one of our partners for their continued support. Most of all, I am immensely proud of our VMC team for supporting each other and constantly pivoting and innovating to continue our great mission.

With increased support from our many partners, and the amazing dedication of our committed team staff, VMC was able to be at the forefront of our community’s pandemic response and played a pivotal role in ensuring our Veterans continued to be well-served and our staff remained safe.

In addition, as detailed in this annual report, VMC has emerged stronger than ever because of the support of our Board of Directors, staff, and many friends who helped us not only survive but actually grow our support during this unimaginable, volatile, and still uncertain time.

We continue to serve at the forefront of response efforts with a commitment to delivering effective, and often unparalleled, services to Veteran families throughout Pennsylvania, Delaware, and Southern New Jersey. Thanks to our many devoted community partners — local organizations, fellow nonprofits, corporations, federal and local government agencies — we keep expanding our reach to meet those most in need.

Our momentum is building. Our cause is irrefutable. Our future is now.

Many thanks for supporting VMC now and always; we greatly appreciate your generosity, your partnership, and your friendship.

Warm Regards,

Steve Ramsey
Board President
Teammates,

That’s the word I invariably use when I communicate with you—teammate. To me, being a teammate is a special privilege; working with you I have an opportunity to be part of something special as we battle to eradicate Veterans’ homelessness, hunger, and unemployment. When I think of being a teammate, I think about being supportive no matter what and being open to communication.

In April 2021 I charged the Diversity, Equity and & Inclusion Committee to start an important conversation. It was an eye-opening process, and the results provide an opportunity to communicate and truly build on the concept of team at Veterans Multi-Service Center.

As the world and our nation continued to battle during an ever-evolving pandemic, you continued to amaze me with your commitment. The operational metrics contained within this report indicate that my teammates answered the call during a perilous time.

VMC unlocked hard-earned benefits for Veterans they previously thought were unobtainable. Stomachs were fed and roofs placed over the heads of Veteran families throughout the tri-state region. And the most disadvantaged of our service members were aided in their battle with addiction and the search for employment as they reintegrate into society via federal grants.

Thankfully new partners heard about our mission and wanted to join with us in our noble fight. This was very apparent as long-time VMC philanthropist—and radio legend — John DeBella generated an astonishing $157,726 during his annual radiothon in June 2021.

We are a team building a strong culture. A growing organization with a very bright future is attracting new supporters.

Bravo Zulu, VMC teammates.

Joe Brooks
Executive Director
2020-2021 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
Jarrod Barton
(resigned October 2020)
Lisa DeBella
Dr. Charmaine N. Ijeoma
Susan Kretsge
Rodney Little
Bob Lord
(resigned November 2020)
Jack ONeill

91% OF EVERY DONATION DIRECTLY SUPPORTS OUR VETERAN COMMUNITY!

91% Programs
6% Administration
3% Fundraising

91% OF EVERY DONATION DIRECTLY SUPPORTS OUR VETERAN COMMUNITY!
SERVING THOSE WHO SERVED

The Veterans Multi-Service Center (VMC) was founded in 1980 to address the multiple needs of Vietnam Veterans. Now in its 41st year, VMC has evolved to meet the needs of the most vulnerable of Veterans and their families.

VMC offers services such as temporary to permanent housing, meals and groceries, benefits analysis and advocacy, as well as transportation to and from VA appointments.

You can find us on the frontlines combating the opioid epidemic, guiding Veterans to treatment and literally saving lives. We help our homeless and formally incarcerated Veterans find meaningful employment and address the complex barriers to their individual success.

While there is still much work to be done, we are in the trenches with our Veterans fighting for their individual opportunity and advancement. It is because of your generous support that we can provide these services and enrich the lives of our Veterans and their families.

Thank you!
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, Suite 12
Downtown, PA 19335
610-384-8387

**VMC New Jersey**
Serving Southern New Jersey
415 N. High Street
Millville, NJ 08332
856-293-7321

**VMC Delaware**
Serving Delaware State
1225 N. King Street, 5th Fl.
Wilmington, DE 19801
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
We expanded our geographical outreach in two additional Pennsylvania counties — Dauphin and Lebanon. VMC now offers robust services to 20 of 67 counties in Pennsylvania—a state with one of the largest Veteran populations nationally. Due to the ongoing pandemic, VMC has brought additional support to families in these counties and will continue to expand services moving forward.

VMC’s growth continues our mission of providing unparalleled comprehensive services to Veteran families throughout Pennsylvania, Delaware, and Southern New Jersey, with a focus on sustainable housing and combating hunger.

Where there is a need, VMC always strives to provide support to our Veterans and their families.
VETERAN EMPLOYMENT SERVICES

The onset of COVID-19 provided an unimaginable challenge to our Veteran community, creating an overwhelming need unlike anything we have seen in the last century. The pandemic exposed broken places in our community and left those already vulnerable in even more desperate situations.

In April 2020, overall Veteran unemployment spiked to 11.7% and the national unemployment rate hit 14.7%, both the highest marks seen in decades. At VMC, we deliver on HVRP, a US Department of Labor program focused on providing services to assist homeless Veterans transition to meaningful employment within the labor force and addressing the complex problems facing them.

While there is still much work to be done, we are in the trenches with our Veterans fighting for their individual opportunity and advancement.

We provide a variety of Veteran Employment Services such as:

- Meeting Veterans where they are
- Conducting outreach to engage partners and employers
- Assessing each Veteran to gauge job readiness and willingness
- Providing effective case management to develop individual employment plans
- Training for employment and job placement
- Collaborating within VMC to address housing and food insecurity

62 Veterans Trained
34 Veterans Placed in Jobs
Edison 64 Veterans Community, VMC’s inaugural low income, Veteran preference housing development, first full year of operation brought successes:

- Partnering with various home health care partners, VMC provided access to the COVID 19 vaccines and boosters to both staff and tenants alike. At the close of the year, 100% of staff are vaccinated and 93% of the tenants are vaccinated.

- Working with VMC’s Supportive Services for Veteran Families (SSVF) program, VMC brought the benefits of Shallow Rent subsidies to Edison. This initiative assisted 15 low-income tenants pay their rent.

- While fighting the scourge of opioid addiction in the neighborhoods surrounding Edison, VMC’s substance abuse program New Day brought counseling and services to the tenants. New Day offered instant response to acute relapse occurrences, as well as affording tenants to see a recovery coach daily.

- VMC utilized its grant capacity to identify foundations to support Edison’s tenants. The Austelle Foundation awarded funds for the establishment of a lending library on the building’s first floor.

- Working with private businesses and other partners, VMC assured that hundreds of free meals were provided to tenants throughout the year, especially the holidays. Heroes Helping Heroes, a joint effort between VMC and FOP Lodge 5, saw 66 full Thanksgiving dinners presented to Edison tenants.

However, the largest achievement was building a sense of community during a global pandemic. Partnering with EDA Contractors and Heroic Gardens, we beautified the Edison’s exterior and brought hope to the tenants.

It was featured on 6 ABC’s “The Art of Aging.”

https://6abc.com/art-of-aging-edison-64-living-memorial-helping-veterans/10697414/
15TH ANNUAL JOHN DEBELLA VETERANS RADIOTHON

During an unprecedented economic downturn, Philadelphia radio legend and philanthropist, John DeBella, raised $157,726 during the 15th Annual John DeBella Radiothon. The radiothon occurred on June 18, 2021, one of the most successful radiothons to date.

Over the past 15 years, John DeBella and his loyal 102.9 WMGK-FM listeners have raised over $2,000,000 for the VMC. The event was sponsored by CertainTeed, Dry Tech Waterproofing Solutions, Window Nation, Keswick Cycle, Armor Metals and Recycling, Columbia Bank, Always Best Care, Chevy Cadillac of Turnersville, Avantor Sciences, UFCW Local 1776, and Creamery Tire. In addition, listeners participated in a series of online auctions featuring autographed items from Peter Frampton, Bob Seger, The Eagles, Graham Nash, and more.

This year’s radiothon is set for Friday, June 17, 2022 from 6 a.m. to 6 p.m.
# Financial Performance

**Veterans Multi-Service Center, Inc. Statement of Financial Position**  
**June 30, 2021**

## Assets

### Current Assets:
- Cash and restricted cash: $2,149,168
- Grants and contracts receivable: 1,150,586
- Other receivables: 133,420
- Pledges receivable: 46,235
- Prepaid expenses: 98,440
- **Total current assets:** $3,577,849

### Property and Equipment, Net of Accumulated Depreciation:
- 1,081,566

## Other Assets
- Artwork: 17,000
- Note receivable: 530,604
- Security deposits: 14,169
- **Total other assets:** 561,773

**Total assets:** $5,221,188

## Liabilities and Net Assets

### Current Liabilities:
- Current portion of long-term debt: 584,129
- Accounts payable: 180,979
- Accrued expenses: 246,682
- Deferred income: 117,750
- **Total current liabilities:** 1,129,540

### Long-Term Debt, Net of Current Portion:
- 699,094

### Other Liabilities:
- Security deposits held in escrow: 12,075
- **Total other liabilities:** 12,075

**Total liabilities:** 1,840,709

## Net Assets
- Without donor restrictions: 2,759,468
- With donor restrictions: 621,011
- **Total net assets:** 3,380,479

**Total net assets:** $5,221,188
FINANCIAL PERFORMANCE

VETERANS MULTI-SERVICE CENTER, INC. STATEMENT OF ACTIVITIES
Year Ended June 30, 2021

### NET ASSETS WITHOUT DONOR RESTRICTIONS

<table>
<thead>
<tr>
<th>Revenues and support without donor restrictions:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$1,167,896</td>
</tr>
<tr>
<td>Fundraising</td>
<td>234,884</td>
</tr>
<tr>
<td>Resident fees</td>
<td>60,265</td>
</tr>
<tr>
<td>Rental income</td>
<td>217,270</td>
</tr>
<tr>
<td>Program administrative fees</td>
<td>761,606</td>
</tr>
<tr>
<td>Other income</td>
<td>184,341</td>
</tr>
<tr>
<td><strong>Total revenues and support without donor restrictions</strong></td>
<td>2,626,262</td>
</tr>
</tbody>
</table>

### NET ASSETS RELEASED FROM RESTRICTIONS

| Satisfaction of program restrictions          | 15,716,090 |
| **Total revenues and other support without donor restrictions** | 18,342,352 |

### EXPENSES:

<table>
<thead>
<tr>
<th>Expenses</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Program</td>
<td>16,735,705</td>
</tr>
<tr>
<td>Fundraising</td>
<td>239,626</td>
</tr>
<tr>
<td>General and administrative</td>
<td>707,962</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td>17,683,293</td>
</tr>
<tr>
<td>Change in net assets without donor restrictions</td>
<td>659,059</td>
</tr>
</tbody>
</table>

### NET ASSETS WITH DONOR RESTRICTIONS:

| Paycheck Protection Program loan forgiveness  | 209,285 |
| Contributions                                 | 35,000  |
| Contract revenues - Department of Veterans Affairs | 13,397,788 |
| Contract revenues - Department of Labor       | 645,058 |
| Contract revenues - City of Philadelphia      | 726,072 |
| Contract revenues - Department of Housing     | 329,598 |
| Contract revenues - Department of Health and Human Services | 484,218 |
| Net assets released from restrictions         | (15,716,090) |
| **Change in net assets with donor restrictions** | 110,929 |

**Total increase in net assets** | 769,988
**Net assets, beginning** | 2,610,491
**Net assets, ending** | $3,380,479
## VETERANS MULTI-SERVICE CENTER, INC. STATEMENT OF FUNCTIONAL EXPENSES

**Year Ended June 30, 2021**

<table>
<thead>
<tr>
<th>EXPENSES:</th>
<th>Homeless Veteran Programs</th>
<th>Employment and Training Programs</th>
<th>Total Program</th>
<th>Fundraising</th>
<th>General and Administrative</th>
<th>Total Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative fees</td>
<td>$ 708,236</td>
<td>$ 53,370</td>
<td>$ 761,606</td>
<td>$ —</td>
<td>$ —</td>
<td>$ 761,606</td>
</tr>
<tr>
<td>Advertising and promotion</td>
<td>67,788</td>
<td>—</td>
<td>67,788</td>
<td>28,670</td>
<td>—</td>
<td>96,458</td>
</tr>
<tr>
<td>Bad debt expense</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>7,266</td>
<td>7,266</td>
</tr>
<tr>
<td>Depreciation</td>
<td>58,701</td>
<td>—</td>
<td>58,701</td>
<td>—</td>
<td>8,891</td>
<td>67,592</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>504,692</td>
<td>40,107</td>
<td>544,799</td>
<td>15,093</td>
<td>21,863</td>
<td>581,755</td>
</tr>
<tr>
<td>Equipment rental and repair</td>
<td>239,017</td>
<td>10,454</td>
<td>249,471</td>
<td>—</td>
<td>3,695</td>
<td>253,166</td>
</tr>
<tr>
<td>Insurance</td>
<td>106,133</td>
<td>3,892</td>
<td>110,025</td>
<td>953</td>
<td>67,709</td>
<td>178,687</td>
</tr>
<tr>
<td>Interest</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>41,658</td>
<td>41,658</td>
</tr>
<tr>
<td>Materials and supplies</td>
<td>30,941</td>
<td>645</td>
<td>31,586</td>
<td>—</td>
<td>—</td>
<td>31,586</td>
</tr>
<tr>
<td>Office expenses</td>
<td>32,234</td>
<td>11,618</td>
<td>43,852</td>
<td>11,706</td>
<td>25,327</td>
<td>80,885</td>
</tr>
<tr>
<td>Payroll taxes</td>
<td>444,689</td>
<td>36,215</td>
<td>480,904</td>
<td>11,684</td>
<td>18,366</td>
<td>510,954</td>
</tr>
<tr>
<td>Production expense</td>
<td>735,428</td>
<td>—</td>
<td>735,428</td>
<td>—</td>
<td>—</td>
<td>735,428</td>
</tr>
<tr>
<td>Professional fees</td>
<td>398,368</td>
<td>8,885</td>
<td>407,253</td>
<td>27,500</td>
<td>165,427</td>
<td>500,180</td>
</tr>
<tr>
<td>Program supplies, assistance and emergency</td>
<td>6,942,178</td>
<td>12,106</td>
<td>6,954,284</td>
<td>—</td>
<td>20,541</td>
<td>6,974,825</td>
</tr>
<tr>
<td>housing costs</td>
<td>Rent and occupancy</td>
<td>383,604</td>
<td>9,169</td>
<td>392,773</td>
<td>1,627</td>
<td>88,753</td>
</tr>
<tr>
<td>Retirement plan</td>
<td>121,065</td>
<td>3,156</td>
<td>124,221</td>
<td>359</td>
<td>—</td>
<td>124,580</td>
</tr>
<tr>
<td>Salaries and wages</td>
<td>5,153,814</td>
<td>419,404</td>
<td>5,573,218</td>
<td>141,510</td>
<td>223,176</td>
<td>5,937,904</td>
</tr>
<tr>
<td>Telephone</td>
<td>144,311</td>
<td>6,433</td>
<td>150,744</td>
<td>—</td>
<td>13,624</td>
<td>164,368</td>
</tr>
<tr>
<td>Training expenses</td>
<td>633</td>
<td>11,438</td>
<td>12,071</td>
<td>—</td>
<td>825</td>
<td>12,896</td>
</tr>
<tr>
<td>Travel and meetings</td>
<td>27,425</td>
<td>9,556</td>
<td>36,981</td>
<td>524</td>
<td>841</td>
<td>38,346</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$16,099,257</strong></td>
<td><strong>$636,448</strong></td>
<td><strong>$16,735,705</strong></td>
<td><strong>$239,626</strong></td>
<td><strong>$707,962</strong></td>
<td><strong>$17,683,293</strong></td>
</tr>
</tbody>
</table>
# VETERANS MULTI-SERVICE CENTER, INC. STATEMENT OF CASH FLOWS

**Year Ended June 30, 2021**

## Cash flows from operating activities:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Increase in net assets</strong></td>
<td>$769,988</td>
</tr>
<tr>
<td>Adjustments to reconcile increase in net assets to net cash provided by operating activities:</td>
<td></td>
</tr>
<tr>
<td>Bad debt expense</td>
<td>$7,266</td>
</tr>
<tr>
<td>Depreciation</td>
<td>$67,592</td>
</tr>
<tr>
<td>Accrued interest income</td>
<td>($10,404)</td>
</tr>
<tr>
<td><strong>(Increase) decrease in:</strong></td>
<td></td>
</tr>
<tr>
<td>Grants and contracts receivable</td>
<td>$202,206</td>
</tr>
<tr>
<td>Other receivables</td>
<td>($47,809)</td>
</tr>
<tr>
<td>Pledges receivable</td>
<td>($10,286)</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>($10,274)</td>
</tr>
<tr>
<td><strong>Increase (decrease) in:</strong></td>
<td></td>
</tr>
<tr>
<td>Accounts payable</td>
<td>($58,802)</td>
</tr>
<tr>
<td>Accrued expenses</td>
<td>($23,421)</td>
</tr>
<tr>
<td>Deferred income</td>
<td>($74,572)</td>
</tr>
<tr>
<td>Refundable advance</td>
<td>($209,285)</td>
</tr>
<tr>
<td>Security deposits held in escrow</td>
<td>($11,625)</td>
</tr>
<tr>
<td><strong>Net cash provided by operating activities</strong></td>
<td>$590,574</td>
</tr>
</tbody>
</table>

## Cash flows from financing activities:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payments on long-term debt</td>
<td>($120,258)</td>
</tr>
<tr>
<td><strong>Net cash used in financing activities</strong></td>
<td>($120,258)</td>
</tr>
</tbody>
</table>

Net increase in cash and restricted cash 470,316

**Cash and restricted cash, beginning** 1,678,852

**Cash and restricted cash, ending** $2,149,168

**Supplemental disclosure of cash flow information:**

Interest paid $41,658

**Noncash Transaction**

Conversion of refundable advance to long-term debt $648,972
Thank You for Your Support!
For more information on how you can support local veterans, visit VMCenter.org

Stay Connected with Our Mission
@VM_CENTER