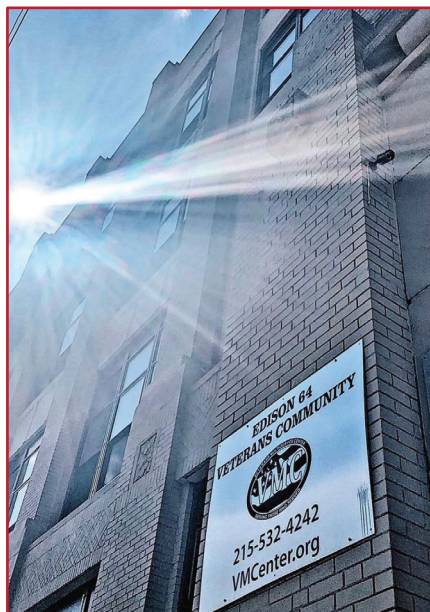




Serving Those Who Served

Housing



Transportation



ANNUAL REPORT

2020
2021

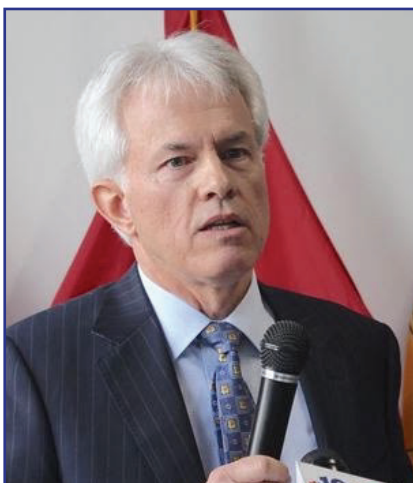
Job Training



Meals

VETERANS MULTI-SERVICE CENTER • VMCENTER.ORG

A MESSAGE FROM OUR BOARD PRESIDENT



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

GREETINGS FROM OUR EXECUTIVE DIRECTOR



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

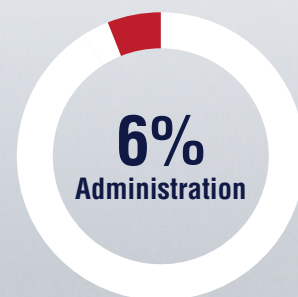
Rodney Little

Bob Lord
(resigned November 2020)

Jack O'Neill

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!



175,000+
Meals Delivered



21,687
Nights Housed



\$764,521
Benefits Restored



547
Permanent Housing
Placements



16,462
Miles of
Transportation

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.



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
Downingtown, 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

SERVICES EXPAND IN PENNSYLVANIA

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.

VMC now
offers robust
services to
20 of 67
counties
in Pennsylvania



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

ART OF AGING

Edison 64 Living Memorial Helps Veterans

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."



View the
full story here:



<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.

**\$157,726
RAISED**

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
	<u>\$ 5,221,188</u>

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	<u>1,840,709</u>

NET ASSETS	
Without donor restrictions	2,759,468
With donor restrictions	621,011
Total net assets	3,380,479
	<u>\$ 5,221,188</u>

FINANCIAL PERFORMANCE

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

NET ASSETS WITHOUT DONOR RESTRICTIONS	
Revenues and support without donor restrictions:	
Contributions	\$ 1,167,896
Fundraising	234,884
Resident fees	60,265
Rental income	217,270
Program administrative fees	761,606
Other income	184,341
Total revenues and support without donor restrictions	2,626,262
NET ASSETS RELEASED FROM RESTRICTIONS	
Satisfaction of program restrictions	15,716,090
Total revenues and other support without donor restrictions	18,342,352
EXPENSES:	
Program	16,735,705
Fundraising	239,626
General and administrative	707,962
Total expenses	17,683,293
Change in net assets without donor restrictions	659,059
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

	Homeless Veteran Programs	Employment and Training Programs	Total Program	Fundraising	General and Administrative	Total Expenses
EXPENSES:						
Administrative fees	\$ 708,236	\$ 53,370	\$ 761,606	\$ —	\$ —	\$ 761,606
Advertising and promotion	67,788	—	67,788	28,670	—	96,458
Bad debt expense	—	—	—	—	7,266	7,266
Depreciation	58,701	—	58,701	—	8,891	67,592
Employee benefits	504,692	40,107	544,799	15,093	21,863	581,755
Equipment rental and repair	239,017	10,454	249,471	—	3,695	253,166
Insurance	106,133	3,892	110,025	953	67,709	178,687
Interest	—	—	—	—	41,658	41,658
Materials and supplies	30,941	645	31,586	—	—	31,586
Office expenses	32,234	11,618	43,852	11,706	25,327	80,885
Payroll taxes	444,689	36,215	480,904	11,684	18,366	510,954
Production expense	735,428	—	735,428	—	—	735,428
Professional fees	398,368	8,885	407,253	27,500	165,427	600,180
Program supplies, assistance and emergency housing costs	6,942,178	12,106	6,954,284	—	20,541	6,974,825
Rent and occupancy	383,604	9,169	392,773	1,627	88,753	483,153
Retirement plan	121,065	3,156	124,221	359	—	124,580
Salaries and wages	5,153,814	419,404	5,573,218	141,510	223,176	5,937,904
Telephone	144,311	6,433	150,744	—	13,624	164,368
Training expenses	633	11,438	12,071	—	825	12,896
Travel and meetings	27,425	9,556	36,981	524	841	38,346
	<u>\$16,099,257</u>	<u>\$ 636,448</u>	<u>\$ 16,735,705</u>	<u>\$ 239,626</u>	<u>\$ 707,962</u>	<u>\$ 17,683,293</u>

FINANCIAL PERFORMANCE

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

Cash flows from operating activities:	
Increase in net assets	\$ 769,988
Adjustments to reconcile increase in net assets to net cash provided by operating activities:	
Bad debt expense	7,266
Depreciation	67,592
Accrued interest income	(10,404)
(Increase) decrease in:	
Grants and contracts receivable	202,206
Other receivables	(47,809)
Pledges receivable	(10,286)
Prepaid expenses	(10,274)
Increase (decrease) in:	
Accounts payable	(58,802)
Accrued expenses	(23,421)
Deferred income	(74,572)
Refundable advance	(209,285)
Security deposits held in escrow	(11,625)
Net cash provided by operating activities	<u>590,574</u>
Cash flows from financing activities:	
Payments on long-term debt	<u>(120,258)</u>
Net cash used in financing activities	<u>(120,258)</u>
Net increase in cash and restricted cash	470,316
Cash and restricted cash, beginning	<u>1,678,852</u>
Cash and restricted cash, ending	<u><u>\$ 2,149,168</u></u>
Supplemental disclosure of cash flow information:	
Interest paid	<u><u>\$ 41,658</u></u>
Noncash Transaction	
Conversion of refundable advance to long-term debt	<u><u>\$ 648,972</u></u>



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

