

Serving Those Who Served



VETERAN FAMILIES (SSVF)
HOUSING PROGRAM

566 PERMANENT
HOUSING PLACEMENTS
WITHIN 90 DAYS IN 2021



FOOD SECURITY

NEW DAY OPIOID
RESPONSE TEAM

SERVING MORE THAN
180,000 MEALS
TO VETERAN FAMILIES
ANNUALLY

TREATMENT & RECOVERY
SUPPORT TO OVER
1,150 VETERANS
BATTLING ADDICTION

EDISON 64
VETERANS COMMUNIT

EXPEN

PERIMETER: SAFE
SPACE FOR VETERANS

OVER
10,000 ANNUAL VISITS
BY VETERANS SEEKING SAFETY
FROM HOMELESSNESS & HUNGER

ONLY LEASED 66-UNIT
VETERANS PREFERENCE
AFFORDABLE HOUSING

91%
DO
DIRECT
OUR VETER



A Message From Our Board President



Friends,

It is a privilege to serve as the President of the Board of Directors for the Veterans Multi-Service Center (VMC). My fellow board members are a committed group of professionals bringing expertise and passion to ensure that VMC can carry out its vital mission.

This year we have welcomed several new members to this select group, including Donna Bailey, Nicole Reigelman and Ed Yost. Their respective backgrounds in Human Resources, Communications and Law have added immense value to our internal culture and ongoing dialogue about Justice, Equity, Diversity, and Inclusion as well as raising the bar of how we serve those who served.

Through my experience, I have gained a new level of appreciation for our mission to provide services, programs, opportunity and advancement to Veterans of the U.S. military and their families. We are actively meeting Veterans where they are and helping them advance to the next level on their personal journey. This is multi-generational change for the betterment of our community and our country.

We are truly proud of the great work being done by VMC throughout Pennsylvania, New Jersey and Delaware.

A highlight of our accomplishments in fiscal year 2022 included:

- Placing 566 Veteran families in new homes
- Serving 180,000 meals
- Navigating benefits for Veterans totaling to \$1,070,647.64
- Guiding 1,150 Veterans into treatment for addiction

The mission of VMC is as critical and relevant today as it was over 40 years ago. Growing economic insecurity and international crisis have only emphasized the need for our work. On behalf of the board, I am confident that VMC will continue to carry out its mission with the agility and dedication that have defined its history.

Steve Ramsey
VMC Board President

Greetings From Our Executive Director



Friends,

I want to begin by expressing my overwhelming gratitude – Thank You.

Despite economic uncertainty in the face of a global pandemic that exposed longstanding inequalities, we experienced a significant increase in support and commitment to our mission and our Veterans.

The extraordinary generosity of our donors and community partners allowed us to serve over 6,500 of our most vulnerable Veteran families throughout Pennsylvania, Southern New Jersey and Delaware.

Last year alone, we placed 566 Veteran families in new homes, served over 180,000 meals, navigated benefits for Veterans totaling \$1,070,647.64, and guided 1,150 veterans to treatment for addiction. We also provided job training and placement, with most Veterans achieving over \$17 per hour in pay, and cultivated meaningful programming for women Veterans throughout the tri-state area.

But we're also doing the work internally. We've opened an impressive new facility in Vineland, New Jersey, to grant our clients more access to life-altering programs. We're very proud that our agility led to an increase in spending towards programs which equates to 92% of any donation directly supporting our Veteran community. And we've engaged our staff and created a Justice, Equity, Diversity, and Inclusion committee with a commitment to promoting a thriving, inclusive and equitable future.

We have a lot to celebrate, but there is also much more work to be done.

I hope we can count on you to join us on this journey. Thank you.

Joe Brooks
Executive Director
Veterans Multi-Service Center



Justice, Equity, Diversity & Inclusion at VMC

Southern New Jersey Office Grand Opening

The Veterans Multi-Service Center (VMC) started a Justice, Equity, Diversity & Inclusion (JEDI) committee in 2021 to help educate and strengthen VMC as an organization.

Our Commitment to Staff & Clients

VMC embraces our motto of “Serving Those Who Served.” In doing so, we believe service must be centered in Justice and Equity within the Veteran family, as well as the employees of the Veterans Multi-Service Center, our partners, and the community at large. This is the responsibility of every member of the Veterans Multi-Service Center.

We perform these tasks with responsibility and integrity, doing what is right, even in the face of adversity. As advocates for Veterans, we make the promise to work against systemic racism and discrimination, ending the historic disenfranchisement of underrepresented populations, and breaking down walls of racial and economic marginalization.

Our diverse military and corporate traditions call upon everyone to work towards a more just society that embraces differences based upon religion, national origin, race, gender, sexual orientation, gender identity, age, physical ability, military branch of service and rank.

Our agency commits to promoting a thriving, inclusive and equitable future on behalf of those who not only walk the halls of our facilities, but those who are in our care, and the community that surrounds us.

VMC believes housing, food, and economic equality are moral rights for all, regardless of race, gender, or other social determinants. We seek Justice, Equity, Diversity and Inclusion (JEDI) in our service delivery to consumers, vendors and partners, as well as with our internal stakeholders. We acknowledge this work is ongoing.

We recognize that the experience of diverse communities is essential to developing solutions to social inequity issues and are committed to treating the community we serve with dignity. Join us on this journey to create a better world and workplace, you can find more information on our website.



VMCenter.org



VMC was excited to welcome guests to our newest facility in Vineland, New Jersey, to showcase our vital Veteran services. A ceremonial ribbon added to the excitement of the day, where the doors officially opened to Veterans seeking support.

The event welcomed local elected officials, community partners, staff and Veterans to tour the space, and invited participants to walk in the shoes of those who are served when visiting the VMC.

Staff discussed program details including housing, food security, benefits, job development and Women Veterans programming. It was truly wonderful to share our success and progress with so many friends and supporters!

If you missed the event, we always welcome visitors to see our important work firsthand!



Legal Services Provided

VMC provided tens of thousands of dollars in FREE non-criminal legal assistance to Veterans. These cases included bankruptcy, housing discrimination, debt relief, Veteran benefits, public benefits, expungement assistance, and more.



Guiding 566 Veterans home in FY 2021-2022



New Day Program

“

The stigma we hear very often is that people assume homelessness is caused by morality actions, by chronic drug use, or by being a bad person. And that's simply not the case.

—Ryan McGoldrick, VMC

”

People who are homeless, including veterans, may struggle with their mental health or have lost a job, had a serious health emergency, or fled domestic violence.

There's a shortage of housing that people can afford, and of landlords "who can look past maybe some issues to look at the person in need of housing and safety," said McGoldrick.

Read more about our Deputy Executive Director, Mission Execution, [Ryan McGoldrick](#), and how we're helping Veterans combat homelessness, joblessness and hunger.

View the full story here:



www.inquirer.com/real-estate/housing/rent-assistance-philadelphia-landlord-criminal-record-housing-voucher-20220705.html



Philadelphia is facing the greatest public health crisis in a century with the epidemic of opioid use and overdose. The Veteran community is not immune to it. More than 1-in-10 Veterans who seek care at the VA meet the criteria to be diagnosed with a substance use disorder – higher than the rate among the general population.

Our New Day Team is working hard to combat opioid use and is literally saving lives, by meeting Veterans where they are and building trust, going to neighbors and partners to provide Narcan training, and fostering a community within the hardest hit area of our nation – Kensington.

HERE ARE SOME 2022 SUCCESSES:

Guided
1,150 Veterans
into treatment
for addiction

More than
5,000
NARCAN kits
distributed

39%
of Veterans
have reported a
reduction in use

Provided over
225 hours
of training in
our community



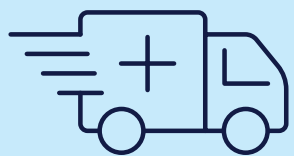
Serving more than **180,000 Meals** to Veteran Families Annually



Treatment & Recovery Support to over **1,150 Veterans** Battling Addiction



566 Permanent Housing Placements within 90 Days in 2022



16,400 Miles Transported in PA, NJ & DE



Over 10,000 Annual Visits by Veterans Seeking Safety from Homelessness & Hunger

Our Veteran Service Officers (VSOs)

We provide FREE benefits counseling to Veterans. Our Veteran Service Officers (VSOs) have restored over \$1,000,000 in benefits for homeless and marginalized Veterans this year alone.

Our programs are transformative and often life changing.

857
Inquiries
(Cases investigated for Veterans)

\$1,070,647
Payment Totals



2021-2022 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

Lisa DeBella

Susan Kretsge

Rodney Little

Jack O'Neill

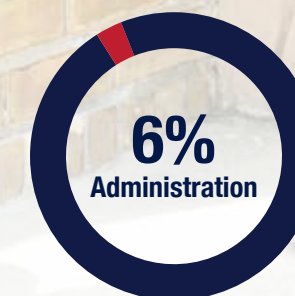
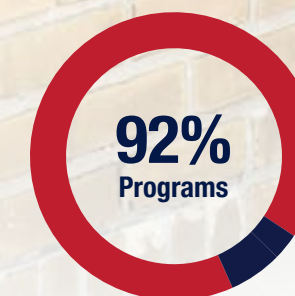
Steve Phillabaum

Nicole Reigelman

Ed Yost



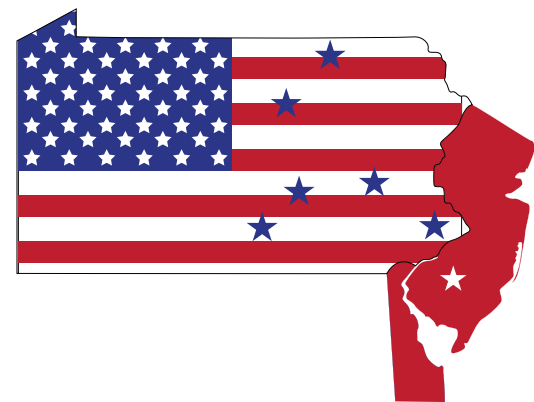
92% OF EVERY DONATION
DIRECTLY SUPPORTS OUR VETERAN COMMUNITY!



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
 213-217 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 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. Lancaster Avenue, Suite 12
 Downingtown, PA 19335
 610-384-8387

VMC New Jersey
 Serving Southern New Jersey
 616 E. Landis Avenue, Floor 1, Suite 2
 Vineland, NJ 08360
 856-293-7321

VMC Delaware
 Serving Delaware State

Wilmington Office
 1225 N. King Street, 5th Floor
 Wilmington, DE 19801
 856-293-7321

Dover Office
 9 E. Loockerman Street, Suite 303
 Dover, Delaware, 19901
 856-293-7321

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

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
 844-226-0368

Reading Office
 645 Penn Street, Suite B
 Reading, PA 19601
 844-226-0368

Financial Performance

VETERANS MULTI-SERVICE CENTER, INC.
 STATEMENT OF FINANCIAL POSITION
 JUNE 30, 2022

ASSETS

Current assets:	
Cash and equivalents	\$ 1,768,559
Grants and contracts receivable	1,147,587
Prepaid expenses	129,560
Other receivables	103,732
Pledges receivable	55,249
Total current assets	3,204,687
Fixed assets:	
Land	175,000
Building	1,867,765
Building improvements	286,067
Leasehold improvements	116,484
Vehicles	407,882
Equipment	134,795
Total fixed assets (cost)	2,987,993
Less: accumulated depreciation	1,785,172
Total fixed assets (net)	1,202,821
Other assets:	
Note receivable	541,216
Security deposits	24,750
Artwork	17,000
Total other assets	582,966
TOTAL ASSETS	\$ 4,990,474

LIABILITIES AND NET ASSETS

Current liabilities:	
Accounts payable	\$ 222,071
Accrued payroll and related taxes	271,284
Deferred income	273,553
Mortgages payable	29,964
Other payables	21,766
Total current liabilities	818,638
Long-term liabilities:	
Mortgages payable	669,413
Total long-term liabilities	669,413
Other liabilities:	
Security deposits held in escrow	18,400
Total other liabilities	18,400
Total liabilities	1,506,451
Net assets:	
Without donor restrictions: Undesignated	3,193,052
With donor restrictions	290,971
Total net assets	3,484,023
TOTAL LIABILITIES AND NET ASSETS	\$ 4,990,474

Financial Performance

VETERANS MULTI-SERVICE CENTER, INC.
STATEMENT OF ACTIVITIES
FOR THE YEAR ENDED JUNE 30, 2022

	Without Donor Restrictions	With Donor Restrictions	Total
REVENUES, GAINS, AND OTHER SUPPORT:			
U.S. Government program grant awards	—	\$ 13,208,697	\$ 13,208,697
Contributions	387,226	171,353	558,579
Program administration fees	—	532,259	532,259
In-kind contributions	425,182	—	425,182
Rental income	240,400	—	240,400
Fundraising	216,293	—	216,293
Resident fees	102,664	—	102,664
Other income	64,326	—	64,326
Net assets released from restrictions:			
Satisfaction of program restrictions	14,242,349	(14,242,349)	—
Total revenues	15,678,440	(330,040)	15,348,400
EXPENSES:			
<i>Program Services:</i>			
Homeless Veteran Programs	12,887,618	—	12,887,618
Employment and Training Programs	648,170	—	648,170
<i>Total program services</i>	<i>13,535,788</i>	<i>—</i>	<i>13,535,788</i>
<i>Supporting Services:</i>			
Management and general	1,369,071	—	1,369,071
Fundraising	339,997	—	339,997
<i>Total supporting services</i>	<i>1,709,068</i>	<i>—</i>	<i>1,709,068</i>
Total expenses	15,244,856	—	15,244,856
Change in net assets	433,584	(330,040)	103,544
Net assets - Beginning of year	2,759,468	621,011	3,380,479
Net assets - End of year	\$ 3,193,052	\$ 290,971	\$ 3,484,023

Financial Performance

VETERANS MULTI-SERVICE CENTER, INC.
STATEMENT OF FUNCTIONAL EXPENSES
FOR THE YEAR ENDED JUNE 30, 2022

	Homeless Veteran Programs	Employment And Training Programs	Total Programs	Management & General	Fund-Raising	Total Support	Totals
EXPENSES:							
Salaries	\$ 4,977,997	415,406	\$ 5,393,403	\$ 196,117	\$ 175,263	\$ 371,380	\$ 5,764,783
Payroll taxes	412,822	34,740	447,562	27,686	13,234	40,920	488,482
Employee fringe benefits	651,768	46,711	698,479	32,133	23,700	55,833	754,312
Program costs	5,497,753	82,062	5,579,815	63,372	33,353	96,725	5,676,540
Rental expenses	319,221	18,168	337,389	90,036	—	90,036	427,425
In-kind program costs	—	—	—	425,182	—	425,182	425,182
Professional	182,580	8,884	191,464	109,512	84,999	194,511	385,975
Office and telephone	182,379	9,060	191,439	89,633	1,367	91,000	282,439
Sub-contractors	205,200	—	205,200	—	—	—	205,200
Building maintenance	90,414	9,169	99,583	79,824	149	79,973	179,556
Vehicle fleet maintenance	122,416	5,819	128,235	48,786	—	48,786	177,021
Insurance	126,332	4,427	130,759	43,174	2,879	46,053	176,812
Bad debt expense	—	—	—	95,316	—	95,316	95,316
Depreciation	66,564	—	66,564	7,617	—	7,617	74,181
Travel	52,172	13,724	65,896	2,873	—	2,873	68,769
Interest expense	—	—	—	41,208	—	41,208	41,208
Other	—	—	—	16,602	5,053	21,655	21,655
Total expenses	\$ 12,887,618	648,170	\$ 13,535,788	\$ 1,369,071	\$ 339,997	\$ 1,709,068	\$ 15,244,856

Financial Performance

VETERANS MULTI-SERVICE CENTER, INC.
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED JUNE 30, 2022

Thank You for Your Support!

Cash flows from operating activities:	
Grant and contract income	\$ 13,932,626
Contributions	568,726
Rental income	189,880
Fundraising	182,449
Resident fees	96,241
Other income	11,737
Cash paid for salaries, payroll taxes and fringe benefits	(6,980,392)
Cash paid for programs	(6,856,329)
Cash paid for operations	(564,084)
Fundraising	(127,800)
Interest expense	(41,208)
Net cash provided by operating activities	411,846
Cash flows from financing activities:	
Repayment of Paycheck Protection Program loan	(555,497)
Repayment of mortgage principal	(28,350)
Net cash (used) by financing activities	(583,847)
Cash flows from investing activities:	
Purchase of capitalized fixed assets	(208,608)
Net cash (used) by investing activities	(208,608)
Net change in cash	(380,609)
Cash and equivalents – July 1, 2021	2,149,168
Cash and equivalents – June 30, 2022	\$ 1,768,559
Non-Cash Transactions:	
In-kind contributions	\$ 425,182





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

Stay Connected with Our Mission
[@VM_CENTER](https://www.instagram.com/VM_CENTER)

