




Volunteers
of America®

DELAWARE VALLEY

ANNUAL
REPORT

2022



“OUR WORK IS ESSENTIAL.
WE PROVIDE DIRECT,
IMMEDIATE SERVICES
TO ALL THOSE WHO
SEEK OUR ASSISTANCE,
NO MATTER THE
CIRCUMSTANCE.”

Daniel L. Lombardo, President/CEO

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A LETTER FROM OUR CEO

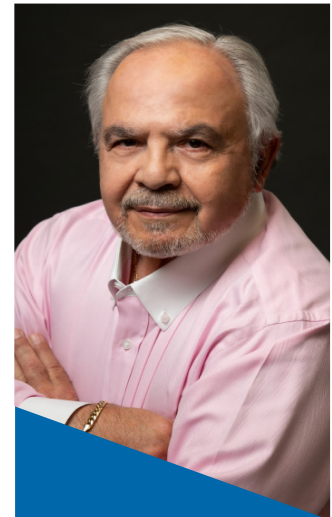
Our mission at Volunteers of America Delaware Valley, to provide community-based assistance to those in need so that they can lead self-fulfilled independent lives, is a broad mandate. For the last 126 years, VOADV has remained steadfast in its commitment to doing whatever necessary to meet the challenges facing our community, first and foremost.

When we saw a need for greater collaboration between law enforcement, government agencies, and service providers in the endeavor to support our state's human trafficking survivors, we developed a summit to catalyze this vital conversation. As the demand for more place-based comprehensive medical services within our programs became more prevalent, we opened a new homeless shelter with dedicated beds for individuals who are medically fragile.

VOADV staff have continued to demonstrate extraordinary dedication to their clients. When a hurricane threatened the safety of our family shelter, Agape House, one intrepid staff member remained on-site to ensure that every client was safe and supported.

In the face of our own changing needs, the community has risen to support us in ways that have expanded our capacity to help others. We have strengthened, renewed, and developed partnerships with local agencies, law enforcement, healthcare providers, and more. We have been given the stage at major events to talk about our mission with new audiences. We have seen unprecedented generosity from companies and individuals whose giving priorities align with our values.

As we enter this new year, we remain committed to supporting our clients, engaging our community, and to meeting our mission with competence, compassion, and care.



DANIEL L. LOMBARDO

PRESIDENT/CEO

ABOUT US

Volunteers of America Delaware Valley's mission is to **provide community-based assistance to individuals in need, so that they may lead independent, self-fulfilled lives.** This mission governs all service and assistance work we provide to our clients. As an organization, our mission to serve does not waver and is always upheld, even in times of crisis.

AGENCY HISTORY

A 501(c) 3 non-profit social service agency that has been providing essential services to vulnerable individuals and communities since 1896. We are characterized by our diversity of programming and assistance services, supported by a team of talented, mission-driven professionals that work tirelessly on behalf of their clients.

AGENCY SUMMARY

Headquarters: Camden, NJ

Number of Individuals Served: 13,000+ annually

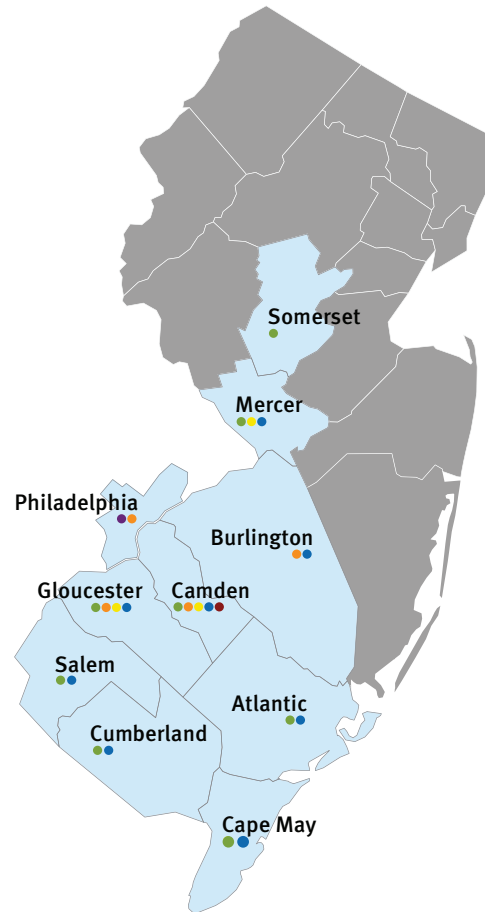
Services: Homeless Services
Permanent Housing
Supportive Housing
Reentry Services
Specialized Services
Legal Services

SERVICE AREAS

Volunteers of America Delaware Valley (VOADV) renews its commitment to serve the people of Southern New Jersey and Philadelphia with programs that meet the need of individuals and families. This includes broadening our affordable housing footprint, expanding our partnerships with local law enforcement, and being involved as closely with our communities as possible. Throughout our service region, VOADV is there providing aid and giving hope.

Services:

- Homeless Services
- Affordable Housing
- Supportive Housing
- Reentry Services
- Specialized Services
- Legal Services



HUMAN TRAFFICKING SUMMIT: THE HIDDEN CRISIS

On April 7, 2022, VOADV hosted our inaugural Human Trafficking Summit, entitled The Hidden Crisis, at Stockton University's Atlantic City campus. The event kicked off with a keynote address from Senator Troy Singleton, Majority Whip from the 7th Legislative District, remarks from Rosa Farias, Senior Policy Advisor, Senate Majority Office, and an expert panel discussion. The afternoon continued with remarks from Assemblywoman Carol Murphy, Majority Whip from the 7th Legislative District and Weldon Powell, New Jersey Office of the Attorney General, as well as breakout sessions to catalyze critical conversations and partnerships to address this issue.



Senator Troy Singleton delivered the keynote address.

Combatting human trafficking is only possible when nonprofits, social services agencies, elected officials and law enforcement come together to collaborate and learn from one another. VOADV is proud to have convened a cross-section of committed decision makers to keep this issue at the forefront of response and reform.■



Various stakeholders gathered to learn and discuss best practices.

**"...SLAVERY IN THE FORM OF
HUMAN TRAFFICKING IS STILL
ALIVE."**

**- Senator Troy Singleton
Majority Whip, Seventh Legislative District**

99.6%
of human trafficking survivor
cases are **not** identified.

75%
of human trafficking victims
are **women and children.**

50,000 people
(estimated) are trafficked into
the US each year.¹

1. Source: <https://deliverfund.org/facts-about-human-trafficking-in-the-us/>

ABOUT THE HUMAN TRAFFICKING PILOT

We partnered with the Casino Reinvestment Development Authority (CRDA) to create and implement the Atlantic City Human Trafficking Pilot. Based on pairing immediate, direct services with law enforcement guided outreach efforts, the pilot was designed to address human trafficking youth awareness, outreach and victim services.

Through various provider partnerships, efforts began to identify an undisclosed victim service location, plan youth awareness events and develop relationships to train and conduct outreach in Atlantic City. Additional elements of the Pilot include hot spot human trafficking encounter mapping, data sharing and intensive staff training. The New Jersey Office of the Attorney General, along with Atlantic City Police Department and Pine Hill Police Department were all instrumental in launching efforts throughout Atlantic City.

VOADV partnered with the Boys and Girls Club of Atlantic City to host the Pilot's youth awareness events and facilitated age appropriate discussions regarding risks of human trafficking and potential victimization. The content, provided by the New Jersey Office of the Attorney General, allowed for open conversations, trust building, and exercises to increase self-esteem among youth.

Additionally, the Atlantic City Police Department was introduced to the National Center for Missing and Exploited Children and began certification efforts for their department through the Missing Kids Readiness Program. Ongoing partnerships were developed with the Atlantic City Police Department Vice Unit, Pine Hill Police Department for their work in addressing missing and at risk youth, and the New Jersey State Police Missing Persons & Human Trafficking Unit.

As the Atlantic City Human Trafficking Pilot continues, VOADV is grateful for the partnerships that continue to drive efforts in both providing awareness and serving victims. The pilot makes it possible to educate youth and expand outreach efforts to assist law enforcement and victim services. As we continue to educate and discuss best practices, we look forward to the growth of the pilot's crucial impact.

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ABOVE AND BEYOND THE CALL OF DUTY

One VOADV employee did everything she could to keep her clients safe during Hurricane Ida - now the shelter needs community support.

Estelle Haskins always knew she wanted to help others as a career. When she saw that Agape House was hiring, and learned that her mother previously worked at the shelter for single adults and families, it felt like it was meant to be. However, no matter how strong her connection to the shelter, nothing could have prepared Estelle for one overnight shift just four months into her position when Hurricane Ida came barreling through.

Estelle started at Agape in May 2021 as a Program Assistant. She is responsible for the day-to-day tasks of running a shelter – a role that she has gone above and beyond in since day one.

“I like to buy soup and noodles for clients to make sure our pantry is always stocked,” says Estelle. “I also want to be a friendly face clients feel comfortable talking to.”

Estelle is undoubtedly passionate about her work. However, there was no training manual for what to do when she was on overnight duty as the remnants of Hurricane Ida hit our area and Agape’s location in Somerset County experienced historic flooding.



The flooding on E. Main Street, where Agape House is located.



An exterior view of Agape House in Somerset County.

"I got the tornado warning alert an hour into my shift. I was there by myself so I started to come up with a plan. I knew you should go into the basement if there is a tornado so I talked to all of the clients and made sure they knew what to do if I told them to go."

At the time, Estelle was responsible for the safety of over 20 clients – two of whom were eight months pregnant. While she was confident in her plan, the situation rapidly changed and Estelle continued to think on her feet.

"The storm and flooding were continuing to get worse so I checked the basement and saw that there was water," says Estelle. "Now I'm having to come up with plan B. If a tornado comes, how am I going to keep everyone safe?" Luckily, the tornado warning passed but the basement continued to fill with water.

By morning, Estelle knew that the shelter needed to be evacuated and began to ensure all client contact numbers and information were updated. After helping

oversee the transportation of clients to a disaster shelter at a local school for the night, Estelle went back to Agape House to be there in case anyone arrived needing help. Finally, after over 24 hours of work, Estelle headed home to deal with the flooding in her own house.

"I slept for a couple hours and was back the next morning to help clients get placed in other shelters and hotels. I was shocked at myself that night but I was just doing what needed to be done. These people needed help and many of them have told me they only have Agape House." ■

LEND YOUR SUPPORT

While the shelter escaped heavy damage, the flooding resulted in the loss of the facility's **entire stock of supplies**. Estelle's dedication to her clients is commendable and her humility is admirable as she is solely focused on gathering the resources most needed by the shelter to replace what was lost in the flood.

We are currently accepting donations for Agape House at our Collingswood office located at 235 White Horse Pike, Collingswood, NJ 08107.

Most needed items:

- New packs of underwear
- Clean, like-new men's clothing
- Cleaning supplies

YEAR AT A GLANCE

American Construction was the presenting sponsor for the 10th Anniversary Adopt A Family.



Our Hops for Hope event at Double Nickel Brewery raised awareness and contributions for our programs and collected new packs of underwear for our clients.



The Regan Center opened in November 2021. The facility is comprised of 15 emergency shelter beds and 8 medical respite beds, providing wrap around services to homeless males in Camden County.

We were selected as a Community RedZone partner and featured at a Philadelphia Eagles game.

A new partnership launched between Anna Sample Complex and Rutgers University - Camden's School of Nursing. Students complete clinical hours at the shelter, and clients are provided a valuable resource in health and medical care.



Support from our community partners and other organizations made it possible to deepen the impact of our programs. We received grants from The Federal Home Loan Bank of New York's Affordable Housing Program and The Patriot Fund to expand the capacity of housing and services provided to our clients.

We launched **Warrant Recall** events to connect community members to services and housing, while also reducing barriers to access.



VOADV IMPACT staff were on-site at the Pennsauken Transit Center to provide immediate, direct services to individuals being released from incarceration.



VOADV IN THE NEWS



Police in the Philly region are forging partnerships with social workers to better handle mental health crises

The Philadelphia Inquirer

“In 2019, he [Chief Christopher Winters of Pine Hill] partnered with Volunteers of America for his department’s co-responder program. Social workers from VOA have assisted his officers with more than just 911 calls: They’ve helped reduce truancy and even gotten families struggling to pay their bills assistance with payment plans and subsidies.

Word of the partnership spread quickly, and co-responders are now working with 19 police departments in South Jersey, according to Amanda Leese, Senior Vice President of Reentry and Navigator programs for VOADV.

“If you look at this from a community standpoint, it benefits the health and well-being of the community in general,” Winters said. “If you’re stabilizing households or individuals, across the spectrum of what those needs are, that ultimately leads to a healthy, stable community.”

OUR PROGRAMS & SERVICES

Addiction Treatment Program

Adopt A Family

Agape House

Aletha R. Wright "Vision of Hope" Center

Amani House

Anna M. Sample Complex

Atlantic County Human Trafficking Pilot

Brittin Village

Camden County Supportive Housing

Centerton Village

Chance II Supportive Housing

Christine's Corner

Community Resource Center

Eleanor Corbett House

Family Violence Prevention Program

Fletcher House

Garrett House

Hanover Street

Home for the Brave

Homestead at Harmony

Homewarming Kits

Hope Hall

Integrated Services Supporting Independence (ISSI)

Integrated Services Supporting Independence (ISSI) Phase II

Intellectual Disability Services

Leaven House, Casa Rainbow & Helen Smith Communities

Lindenwold Towers

Lofts at 2601

Moving Forward Camden

Moving Forward Southern NJ

Navigator Program (Atlantic, Burlington, Camden, Cape May, Trenton, Tri-County)

Neuro-Cognitive Disorder Program

PROMISE (Program for Returning Offenders with Mental Illness Safely and Effectively)

Safe Return (Atlantic, Burlington, Camden, Cape May, Mercer, Tri-County)

Supported Independent Living

Volunteer UP Legal Clinic

Waterfront Village

FINANCIALS

Consolidated Balance Sheet

REVENUE	2022	2021	PROGRAM SERVICES	2022	2021
Public support	\$237,773	\$557,036	Fostering independence	\$7,049,317	\$6,590,607
Grants and contracts from government agencies	\$40,054,503	\$42,088,493	Promoting self-sufficiency	\$27,760,668	\$27,219,833
Program service fees	\$612,463	\$381,467	Fund raising	\$43,146	\$43,978
Rental income	\$406,436	\$443,231	Support to affiliated organizations	\$798,960	\$918,291
Investment return appropriated for operations	\$84,148	\$91,333	Total program services	\$34,809,985	\$33,810,440
Other income	\$2,310,514	\$1,734,869	Total supporting services	\$6,138,839	\$6,811,548
Total revenue	\$43,383,916	\$44,648,060	Total operating expenses	\$40,948,824	\$40,621,988
			Operating excess	\$2,757,013	\$4,674,441
			Net non-operating gain/ (loss)	(\$706,873)	\$652,690
			Change in net assets	\$2,050,140	\$5,327,131
			Net assets - beginning of year	\$16,033,305	\$10,706,174
			Net assets - end of year	\$18,083,445	\$16,033,305

FINANCIALS

Consolidated Statement of Activities

ASSETS	2022	2021	LIABILITIES AND NET ASSETS	2022	2021
Cash and cash equivalents	\$8,272,309	\$10,120,631	Accounts payable and accrued expenses	\$2,947,511	\$3,719,928
Investments	\$3,826,901	\$4,459,546	Other liabilities	\$1,883,524	\$1,895,570
Grants, contracts and accounts receivable	\$10,318,900	\$7,214,741	Total liabilities	\$9,377,785	\$10,695,515
Prepaid expenses	\$177,555	\$121,479	Net assets	\$18,083,445	\$16,033,305
Other long term assets	\$1,775,397	\$1,775,397	Total liabilities and net assets	\$27,461,230	\$26,728,820
Total assets	\$27,461,230	\$26,728,820			



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