“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
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOARD OF DIRECTORS</td>
<td>4</td>
</tr>
<tr>
<td>A LETTER FROM OUR CEO</td>
<td>5</td>
</tr>
<tr>
<td>ABOUT US</td>
<td>6</td>
</tr>
<tr>
<td>SERVICE AREAS</td>
<td>7</td>
</tr>
<tr>
<td>HUMAN TRAFFICKING SUMMIT: THE HIDDEN CRISIS</td>
<td>8</td>
</tr>
<tr>
<td>ABOVE AND BEYOND THE CALL OF DUTY</td>
<td>10</td>
</tr>
<tr>
<td>YEAR AT A GLANCE</td>
<td>12</td>
</tr>
<tr>
<td>VOADV IN THE NEWS</td>
<td>14</td>
</tr>
<tr>
<td>OUR PROGRAMS AND SERVICES</td>
<td>15</td>
</tr>
<tr>
<td>FINANCIALS</td>
<td>16</td>
</tr>
</tbody>
</table>
BOARD OF DIRECTORS

JUDY DONLEN RN, DNSC, JD  
CHAIRPERSON  
Retired, Southern New Jersey Perinatal Cooperative

ROBERT N. DILELIA  
VICE-CHAIR  
President, Strategic Message Design Group Inc.

MAURY B. REITER, ESQ.  
TREASURER  
Managing Partner, Kaplin Stewart Meloff

DAMON T. GRAY, M.B.A., M.S., AIF, CIMA  
SECRETARY  
Managing Principal and Chief Compliance Officer, Jura Investments

DOLORES GOLDSTEIN  
SECOND ASSISTANT SECRETARY  
Senior Executive Coordinator, VOA

DANIEL L. LOMBARDO  
President/CEO, VOA

CAROLYN M. BALLARD FREEMAN, MPH FACHE  
U.S. Department of Health and Human Services, Division Regional Operations Region 3

JAMES S. BROWN, PH.D.  
Retired, Camden Board of Education (Liaison to VOA Property)

KENNETH J. CALEMMO, JR.  
COO, Cooper Levenson Attorneys at Law

THE HONORABLE PATRICIA EGAN JONES  
Retired, Assemblywoman

PAULA HARRINGTON  
President/CEO, Association Business Solutions

JAMES A. HEMM  
Retired, Former Executive Director, New Jersey Association on Correction

STANLEY W. MASTIL, CPA, CFF  
Senior Director, Gavin/Solmonese LLC

KAREN OLEJARZ, ESQ.  
Retired, Family Law Practice

AMY L. SANTAMARIA, ESQ.  
CORPORATE COUNSEL  
Principal, Kaplin, Stewart, Meloff, Reiter & Stein, P.C. (Counsel to the Members of Executive Finance Committee)
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
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.

### ABOUT US

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 HISTORY

- **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.

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.

“...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


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.
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.

“\[Image of flooded street\]

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

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public support</td>
<td>$237,773</td>
<td>$557,036</td>
</tr>
<tr>
<td>Grants and contracts</td>
<td>$40,054,503</td>
<td>$42,088,493</td>
</tr>
<tr>
<td>from government agencies</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program service fees</td>
<td>$612,463</td>
<td>$381,467</td>
</tr>
<tr>
<td>Rental income</td>
<td>$406,436</td>
<td>$443,231</td>
</tr>
<tr>
<td>Investment return</td>
<td>$84,148</td>
<td>$91,333</td>
</tr>
<tr>
<td>appropriated for</td>
<td></td>
<td></td>
</tr>
<tr>
<td>operations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other income</td>
<td>$2,310,514</td>
<td>$1,734,869</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td>$43,383,916</td>
<td>$44,648,060</td>
</tr>
</tbody>
</table>

|                        |               |               |
| **PROGRAM SERVICES**   | 2022          | 2021          |
| Fostering independence | $7,049,317    | $6,590,607    |
| Promoting self-sufficiency |         |               |
| Fund raising           | $43,146       | $43,978       |
| Support to affiliated  | $798,960      | $918,291      |
| organizations          |               |               |
| **Total program services** | $34,809,985  | $33,810,440  |
| **Total supporting services** | $6,138,839  | $6,811,548  |
| **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

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>$8,272,309</td>
<td>$10,120,631</td>
</tr>
<tr>
<td>Investments</td>
<td>$3,826,901</td>
<td>$4,459,546</td>
</tr>
<tr>
<td>Grants, contracts and accounts receivable</td>
<td>$10,318,900</td>
<td>$7,214,741</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>$177,555</td>
<td>$121,479</td>
</tr>
<tr>
<td>Other long term assets</td>
<td>$1,775,397</td>
<td>$1,775,397</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>$27,461,230</strong></td>
<td><strong>$26,728,820</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LIABILITIES AND NET ASSETS</th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts payable and accrued expenses</td>
<td>$2,947,511</td>
<td>$3,719,928</td>
</tr>
<tr>
<td>Other liabilities</td>
<td>$1,883,524</td>
<td>$1,895,570</td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td><strong>$9,377,785</strong></td>
<td><strong>$10,695,515</strong></td>
</tr>
<tr>
<td>Net assets</td>
<td>$18,083,445</td>
<td>$16,033,305</td>
</tr>
<tr>
<td><strong>Total liabilities and net assets</strong></td>
<td><strong>$27,461,230</strong></td>
<td><strong>$26,728,820</strong></td>
</tr>
</tbody>
</table>