



Volunteers
of America®

DELAWARE VALLEY



ANNUAL REPORT FY2023

CONTENTS

| | |
|--------------------------------|----|
| BOARD OF DIRECTORS | 4 |
| A LETTER FROM OUR CEO | 5 |
| DRIVEN BY PURPOSE | 6 |
| SERVICE AREAS | 7 |
| EXPANDING OUR REENTRY SERVICES | 8 |
| EXPERTS IN THE FIELD | 10 |
| YEAR IN REVIEW | 12 |
| HUMAN TRAFFICKING SUMMIT | 14 |
| IN THE NEWS | 15 |
| BUILDING ON OUR ROOTS | 16 |
| PROGRAMS & SERVICES | 17 |
| FINANCIALS | 18 |

BOARD OF DIRECTORS

JUDY DONLEN RN, DNSC, JD

CHAIRPERSON

Retired, Southern New Jersey Perinatal Cooperative

ROBERT N. DILELLA

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

CHIEF GARY KILLE

Paulsboro Police Department

DANIEL L. LOMBARDO

President/CEO, VOADV

CAROLYN M. BALLARD FREEMAN, MPH FACHE

U.S. Department of Health and Human Services, Division Regional Operations Region 3

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

DOLORES GOLDSTEIN

SECOND ASSISTANT SECRETARY

Senior Executive Coordinator, VOADV

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



If one were to encapsulate Fiscal Year 2023 at Volunteers of America Delaware Valley (VOADV) in one word, it would be expansion. As we reflect on this year, it is clearly defined by remarkable growth in our footprint and in the development of new services and partnerships. Accordingly, VOADV staff have matched that growth and remained dedicated to fulfilling our mission.

We operationalize the power of collaboration and innovation at VOADV. We undertake multiple opportunities to grow our existing outcome-driven programming through building relationships with various stakeholders, including new law enforcement partnerships through the IMPACT program. We've also collaborated with more social service providers and government agencies to expand the services offered to all clients, particularly our veterans.

We launched the New Jersey Reentry Council, developed Warrant Recall and Expungement Events, brought additional healthcare services to our programs, and more. With events like the Second Annual Human Trafficking Summit, we have increased public and legislative awareness of the challenges facing some of the most vulnerable members of our community.

As the demand for affordable housing continues to exceed its available supply, we will continue to expand our development to meet that need. We have added several new projects to our affordable housing portfolio, like Hartford Village in Medford, NJ and several others in the pipeline.

This year we celebrated the life and legacy of former VOADV Chief of Staff Steve Shultz by dedicating our Collingswood office to his memory. Now, every staff member who is starting their journey with VOADV, or furthering their training and education, will be doing so in the Stephen A. Shultz Program Development and Training Center. It is here that we prioritize ensuring our staff are best equipped to serve the multifaceted needs of each client with new and updated trainings throughout the year.

It is clear that we have continued our unwavering commitment to our communities this year. As we look to the future, VOADV will continue to leverage our unique ability to address the complex needs of those we serve. With several exciting initiatives in the works, we remain committed to continuing to grow in our 128th year of service and beyond. We hope that you will join us along the way.

Daniel L. Lombardo
President/CEO

A handwritten signature in blue ink, appearing to read 'D. Lombardo', positioned to the right of the printed name and title.

DRIVEN BY PURPOSE

Volunteers of America Delaware Valley's mission is to **provide community-based assistance to individuals in need, so that they may lead self-fulfilled, independent 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

Volunteers of America Delaware Valley (VOADV) is 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

SERVICE AREAS

While our headquarters is in Camden, VOADV has expanded throughout the state of New Jersey and the Philadelphia area to implement and deliver necessary services specific to the area. As demographic and geographic needs shift, we are constantly expanding and adapting to meet those needs in the community.

Services:

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



EXPANDING OUR REENTRY SERVICES

We announced the launch of the **New Jersey Reentry Council** at the New Jersey County Jail Wardens Association Conference in Atlantic City in October 2022.

Funded by Pew Charitable Trusts, the Council is designed to convene reentry stakeholders across disciplines throughout the state to share best practices, resources and overcome barriers. VOADV was chosen to lead the council due to our expertise and experience with reentry services, as well as our constantly expanding partnerships with law enforcement across New Jersey.

With the unique expertise offered by each member, the New Jersey Reentry Council will be a resource for providers to ensure those we serve are afforded every opportunity for short and long term stabilization pre and post release. We are hopeful that combined efforts through the Council will enhance an already robust reentry network throughout New Jersey.

The event featured an interactive element for attendees to ask questions and share their experiences, giving everyone in the room a better idea of what they think is missing from the reentry conversation, support that is needed, and more.

The New Jersey Reentry Council event also included a panel discussion of experts speaking about the work they are doing and answering questions.

The panel included:



Alexandra Duncan

Senior Officer, Substance Use Prevention and Treatment Initiative
The Pew Charitable Trusts

Eugene J. Caldwell II

Gloucester County Sheriff's Office Corrections Division
Cumberland County Department of Corrections
President, New Jersey Wardens Association

Chief Keith A. Germain

Vice President
New Jersey State Association of Chiefs of Police

Sharon Bean, MPA

Jail Population Manager
Camden County Department of Corrections

James E. McGreevey

Former Governor of New Jersey
Chairman of the Board, New Jersey Reentry Corporation

James T. Plousis

Chairman
New Jersey Casino Control Commission



Barnegat Police Department became the newest IMPACT law enforcement partner in **February 2023**. We're looking forward to working side-by-side with them.



IMPACT staff had **903** engagements with individuals, with **97%** being referred to services.



In VOADV's emergency housing, **24** shelter beds were designated for law enforcement referrals.

VOADV has been assisting residents of the often underserved Tri-County (Cumberland, Gloucester, Salem) region since **Warrant Recall Events** restarted there in June 2022. The monthly events focus on recalling outstanding warrants and clearing client's records - allowing them to access jobs or housing that they may not have been able to before.

4X

the amount of clients were served at the most recent Warrant Recall Event in Gloucester County than the previous once we added expungement services.

305

total clients served between events in Cumberland, Gloucester and Salem Counties.

Clients are also able to receive linkage to services such as mental health and substance use treatment, identification assistance and veterans assistance.

EXPERTS IN THE FIELD



Karen Gilliam, Office Manager at
*Integrated Services Supporting
Independence*

“My favorite part of my job is being around to help in any way that I can. I do a lot of different things to keep the office running smoothly and I like seeing the impact that I am able to have on the program and our clients.”

"The best part of my job is trying to give clients the inspiration to say 'I might be down right now, but I'm going to get back up.' I've been through a lot, so I give them my testimony. After our conversation, I want the client to know **they can handle this."**



Victor Hayes, Senior Housing Coordinator,
Safe Return & Navigator



Monique Reddick, Regional Director of
Homeless Services

"I am most proud of my growth since starting as a Case Manager back in 2005. I was a bit immature and not focused at that age. I'm proud I was able to receive some tough love from some people I respect who also believed in me. That allowed me to stay with the agency and take accountability so I could become better. Once I was able to do that, many doors began to open. In return, I try to be that person for other staff. **Being the best version of yourself helps in accomplishing the mission and vision of VOADV.**"

"I want to keep the importance of health in the forefront for these gentlemen and have been coming up with workshops and speakers to do that. My strategy is to surround them with this information, but mostly just make sure they know I care. **Some of these guys just want to know someone cares.**"



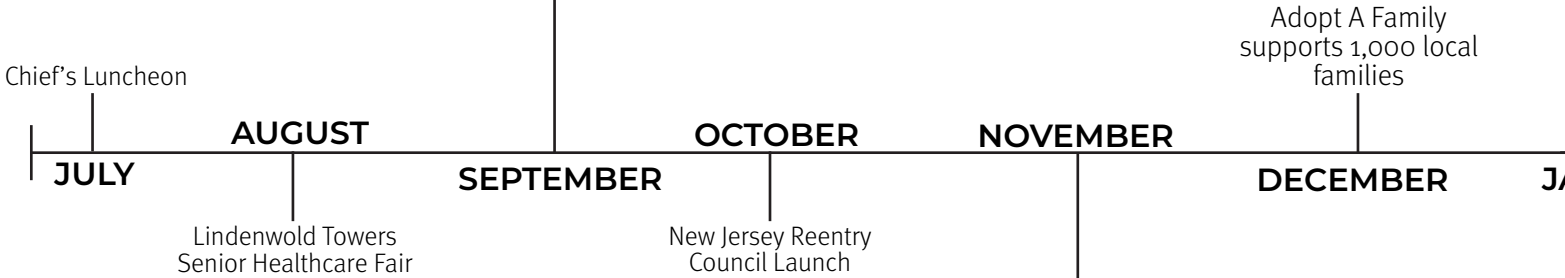
D'Yani Kelly, Community Health Worker
at Aletha R. Wright Center

YEAR IN REVIEW



Stephen A. Shultz Program Development and Training Center Building Dedication

As an organization, we are grateful for Steve Shultz’s incredible work and valuable friendship. We are looking forward to continuing his legacy through the work that will be done at the Stephen A. Shultz Program Development and Training Center, and through the organization as a whole.



Monique Reddick (Regional Director of Homeless Services and Tamika Levels-Hood (VP of Homeless Services) represented VOADV by testifying at the Senate Military and Veterans Affairs Committee hearing. They were able to meet and speak with Committee Chair Cryan about the work we do with veterans, specifically transitional housing and wrap around services.



Home For The Brave - Senate Testimony & Veterans Day



We hosted the New Jersey Legislative Disability Caucus meeting at our Stephen A. Shultz Program Development and Training Center. The Caucus serves as a forum for NJ lawmakers and their staff to consider the impact on the disability community when shaping all public policies in the state. We are proud to have been the hosts of a day of such important and meaningful conversation.

Legislative Disability Caucus

American
Red Cross
Blood Drive

Paulsboro Warrant
Recall Event

Operation Backpack
Launch

FEBRUARY

MAY

JUNE

JANUARY

MARCH

APRIL

Legislative Advocacy
Day

Dr. Rahul Gupta Visit



We are honored to have hosted Dr. Rahul Gupta, Director of the White House Office of National Drug Control Policy for part of his visit to New Jersey to meet with public health providers and learn about our work in reentry and addiction treatment. Director Gupta met with our Safe Return and Navigator team, IMPACT (Immediate Mobilization of Police Assisted Crisis Teams) partnership police chiefs, the Camden County Prosecutor's Office of New Jersey and other stakeholders to hear about the IMPACT program's successful outcomes and plans for expansion.

HUMAN TRAFFICKING SUMMIT: *IN PLAIN SIGHT*, UNCOVERING THE WHY

2023

Volunteers of America®
DELAWARE VALLEY

Human Trafficking Summit



Senate Majority Leader Teresa Ruiz (center), Daniel L. Lombardo, President & CEO (right), and Alison Accettola, SVP of Government Relations

On April 20 we hosted the second annual Human Trafficking Summit: In Plain Sight, Uncovering the Why at the Atlantic City Convention Center. The day's important conversations brought together law enforcement, social service providers, legislators, religious organizations and more to discuss how to best combat this crisis that impacts so many of our youth.

The Summit featured remarks from Senate Majority Leader Teresa Ruiz, Major Thomas Wiczerek, Honorable Susan Maven and a panel of insightful experts. Thank you so much to all of our sponsors for supporting this important event.



Chief Christopher Winters (far left), Theresa Hilton, NJ Division of Criminal Justice (second from left); Norsung Wodhen, NCMEC (left center); Fred Miller, NCMEC (right center); Amanda Leese, VOADV (second from right); Major Thomas Wiczerek (far right)

ADOPT A FAMILY



Adopt A Family made the holiday season brighter for our communities! The program's mission is to connect families in need with those who have the desire to make a difference.

Thank you to all of our Adopt A Family sponsors, donors and supporters.



BUILDING ON OUR ROOTS

As the need for affordable housing grows, we rise to meet it. Our mission states that we provide needed services so our clients can lead **self-fulfilled, independent lives**. Our affordable housing units provide families, seniors, veterans and criminal justice involved individuals independence, but also the support of readily available case management and other crucial social services.



Hartford Village
Medford, NJ

71 units of affordable housing for seniors age 55 and over

PROPERTIES COMING SOON:



Nicholas Angelo DiLella Senior Residence
Gibbstown, NJ

55 units of affordable housing for seniors age 62 and over



James S Brown Place
Brigantine, NJ

6 units of affordable housing for seniors age 55 and over with a preference for veterans



Gerard's Riverview
Bordentown, NJ

65 units of affordable housing for families with a preference for those who have been criminal justice involved

OUR PROGRAMS & SERVICES

Homeless Services

Agape House
 Aletha R. Wright “Vision of Hope” Center
 Amani House
 Anna M. Sample Complex
 Eleanor Corbett House
 Home for the Brave
 Navigator Program
 Regan Center

Permanent Housing

Brittin Village
 Centerton Village
 Homestead at Harmony
 Lofts at 2601
 Lindenwold Towers
 Waterfront Village

Supportive Housing

Camden County Supportive Housing
 Chance II Supportive Housing
 Christine’s Corner
 Hanover Street
 Housing First
 Leaven House, Casa Rainbow & Helen
 Smith Communities
 Moving Forward Camden
 Moving Forward Southern NJ

Specialized Services

Integrated Services Supporting
 Independence (ISSI)
 Integrated Services Supporting
 Independence (ISSI) Phase II
 Intellectual Disability Services
 Neuro-Cognitive Disorder Program
 Supported Independent Living

Reentry Services

Addiction Treatment Program (Outpatient/
 Residential)
 Community Resource Center
 Family Violence Prevention Program
 Fletcher House
 Garrett House
 Hope Hall
 PROMISE (Program for Returning Offenders
 with Mental Illness Safely and Effectively)
 Safe Return

Commitment to Community

Adopt A Family
 Operation Backpack
 Homewarming Kits

FINANCIALS

Consolidated Balance Sheet

| REVENUE | 2023 | 2022 | PROGRAM SERVICES | 2023 | 2022 |
|-----------------------------------------------|---------------------|---------------------|-------------------------------------|---------------------|---------------------|
| Public support | \$298,011 | \$237,773 | Fostering independence | \$7,310,463 | \$7,049,317 |
| Grants and contracts from government agencies | \$43,560,667 | \$40,054,503 | Promoting self-sufficiency | \$31,331,631 | \$27,760,668 |
| Program service fees | \$807,484 | \$612,463 | Fundraising | \$76,953 | \$43,146 |
| Rental income | \$413,939 | \$406,436 | Support to affiliated organizations | \$1,208,239 | \$798,960 |
| Investment return appropriated for operations | \$84,148 | \$84,148 | Total program services | \$38,642,094 | \$34,809,985 |
| Other income | \$ 2,882,632 | \$ 2,310,514 | Total supporting services | \$7,109,990 | \$6,138,839 |
| Total revenue | \$47,664,722 | \$43,383,916 | Total operating expenses | \$45,752,084 | \$40,948,824 |
| | | | Operating excess | \$2,210,649 | \$2,757,013 |
| | | | Net non-operating gain/(loss) | \$4,152,855 | (\$706,873) |
| | | | Change in net assets | \$6,363,504 | \$2,050,140 |
| | | | Net assets - beginning of year | \$18,083,445 | \$16,033,305 |
| | | | Net assets - end of year | \$24,446,949 | \$18,083,445 |

FINANCIALS

Consolidated Statement of Activities

| ASSETS | | | LIABILITIES AND NET ASSETS | | |
|-------------------------------------------|---------------------|---------------------|-----------------------------------------|---------------------|---------------------|
| | 2023 | 2022 | | 2023 | 2022 |
| Cash and cash equivalents | \$8,330,265 | \$8,272,309 | Accounts payable and accrued expenses | \$3,196,584 | \$2,947,511 |
| Investments | \$4,180,390 | \$3,826,901 | Other liabilities | \$1,854,593 | \$1,883,524 |
| Grants, contracts and accounts receivable | \$13,687,060 | \$10,318,900 | Total liabilities | \$6,901,757 | \$9,377,785 |
| Prepaid expenses | \$352,035 | \$177,555 | Net assets | \$24,446,949 | \$18,083,445 |
| Other long term assets | \$1,775,396 | \$1,775,397 | Total liabilities and net assets | \$31,348,706 | \$27,461,230 |
| Total assets | \$31,348,706 | \$27,461,230 | | | |



531 Market Street, Camden, NJ 08102
P: 856-854-4660 | F: 856-541-0126
info@voadv.org

voadv.org