

2010

ANNUAL REPORT

VETERANS 
OUTREACH CENTER Inc.
★ Serving Those Who Serve U.S. ★[®]

**SERVING
THOSE
WHO
SERVE
U.S.**



FROM THE EXECUTIVE DIRECTOR



As you are no doubt aware, Veterans Outreach Center (VOC) has an incredible track record of service in this community going back to 1973. Last year, we served 2,000 veterans (FREE OF CHARGE) in the following ways:

- We provided emergency and transitional housing to 88 veterans, with 83% leaving our program with positive discharges (National average is <50%). In addition, 80% of those who exited the program left with employment.
- We helped 226 veterans find a job earning more than \$15 per hour, resulting in an economic impact to our community of over \$6,255,000.
- We served nearly 70 veterans in the Veterans Treatment Court program, giving them alternatives to incarceration, providing peer support, budget counseling, case management, legal assistance, and more.
- We provided food, clothing, and personal items to veterans in need more than 1,000 times last year.
- We served 224 female veterans, connecting them to benefits for Military Sexual Trauma, housing, family supports, and employment.
- We had nearly 3,000 service episodes in our Computer and Technology Center, enabling veterans to conduct job searches and complete certifications/trainings/classes at no cost.
- We had veterans use our Morale Center 442 times, which includes chiropractic care, massage therapy, laundry services, a barbershop, art and music groups, and much more.

The program outcomes named above are exciting and inspiring! Unfortunately, the VA and NYS Office of Mental Health recently completed their latest reports on suicide statistics within our veteran population. Statewide and nationally, we see that this epidemic is only getting worse. According to the reports, our veterans are TWICE as likely as the general population to commit suicide. Veterans without stable housing are TWICE as likely as those who are stably housed to commit suicide. And the number of veterans who took their own lives DOUBLED in NYS between 2005 and 2017.

THAT'S WHY OUR TOP PRIORITY AT VETERANS OUTREACH CENTER IS TO RAISE AWARENESS OF THE RISK FACTORS AND SIGNS OF SUICIDE. WE'RE FOCUSED ON DELIVERING THE RIGHT SERVICES AT THE RIGHT TIME IN A MANNER THAT IS HEALTHY, COMPASSIONATE, AND SUPPORTIVE. IT IS OUR MISSION TO STEM THE TIDE OF THIS CRISIS PLAGUING OUR VETERANS.

The good news is our programs work. Our housing models work. And we save lives. That has been our legacy over the last 47 years, and these critical services will continue through the next half a century as well.

Without a doubt, 2019 marked the end of an era... not only for Veterans Outreach Center and the United States, but for the entire world. The COVID-19 pandemic of 2020 will likely permanently alter the way people interact, the way business is conducted, and the manner in which human services are delivered. We don't know the full extent of these changes yet, but we are tremendously thankful to every person, foundation, and benefactor whose contributions from 1973 through 2019 created the solid foundation that we needed when the Coronavirus struck. We are proud to have finished 2019 with programmatic and financial growth. Moreover, we were poised with the strength to build, innovate, and create new services for our veterans with little warning that such sweeping change would be needed in the new year. So as we reflect upon the outstanding accomplishments of 2019 and ponder the alterations brought about in 2020, we do so with the following eloquent adage in mind: "We close our eyes to old ends [as] we open our hearts to new beginnings."

Godspeed to all of our friends, supporters, and veterans,

Laura A. Stradley

Laura Stradley
Executive Director
Veterans Outreach Center
U.S. Army Veteran

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*Veteran

MISSION:

Our mission is to serve veterans with compassion and advocate for all who have worn our nation's uniform so they can **RISE** and live life to the fullest.

ORGANIZATIONAL VALUES:

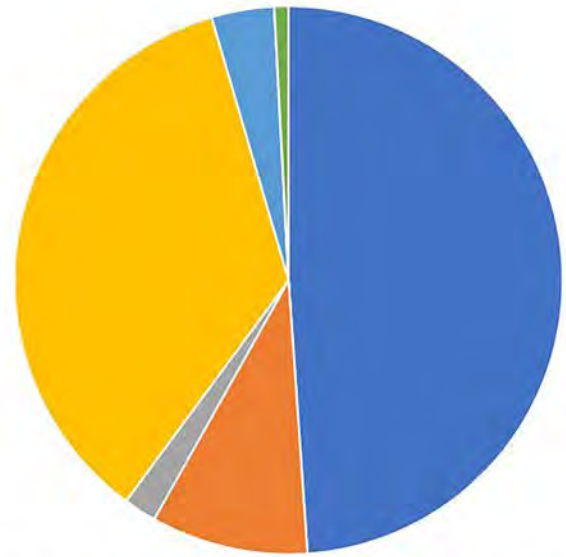
Respect: We treat everyone with dignity and compassion, and we show appreciation for strengths as well as vulnerabilities.

Integrity: We are trust-worthy, honorable and professional. Taking ownership of our actions and communication is a top priority; we do this by conveying honesty and respect through tone, verbal and non-verbal interactions. We demonstrate fiscal responsibility with all resources.

Service: We believe that service is part of the American fabric, and recognize the great sacrifices that are made by all who have worn our nation's uniform. We are committed to serving our veterans and their families with passion and deep appreciation for their service.

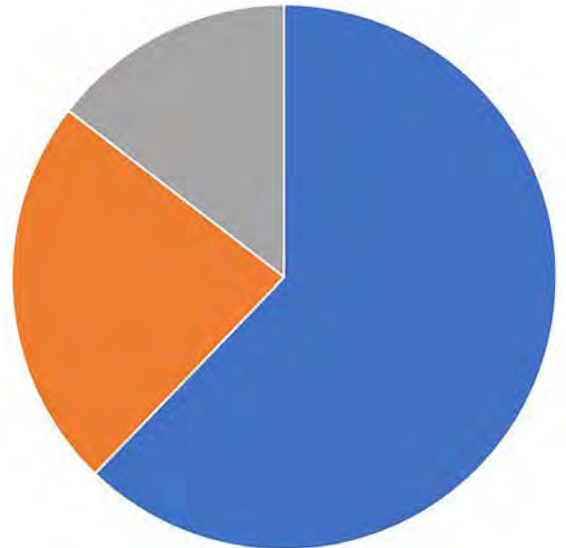
Excellence: We are hard-working, innovative and creative; we strive for continuous improvement. Our goal is to consistently grow the quality and scope of our services, in order to better meet the needs of our veterans and their families.

REVENUE: 3,482,689



Contributions & Private Grants:	1,703,119
Special Events:	322,379
United Way:	67,743
Government Grants:	1,231,385
Flag Store:	128,878
Other:	29,185

EXPENSES: 2,816,876



Program Expenses:	1,752,559
Administration:	654,684
Fundraising:	409,633

The generosity of our supporters ensures we are able to continue our important work. To see a complete list of donors, please visit vocroc.org/donor-list.



SERVING THOSE WHO SERVE U.S.

646 NEW VETERANS SERVED

1,638 UNIQUE VETERANS SERVED

224 FEMALE VETERANS SERVED

354 REMOTE VETERANS SERVED



PROVIDING CRITICAL SERVICES

1,072 QUARTERMASTER USES

73 VETERANS SERVED IN VET COURT

226 VETERANS PLACED IN EMPLOYMENT

442 MORALE CENTER USES

WELCOME TO VOC!

VETERANS SERVED
12,514 **TIMES**

88



**VETERANS HOUSED IN TRANSITIONAL
OR SUPPORTIVE LIVING**

OUR SERVICES

- Employment Assistance
- Job Training
- Legal Counseling
- Morale Center
- Residential Program
- Veteran & Family Supportive Services
- Veterans Treatment Court
- Transportation
- Quartermaster
- Suicide Prevention/Awareness

ONE DAY AT A TIME

VOC HELPS VETERAN WITH SOBRIETY

When Samantha came to Veterans Outreach Center, it was clear she needed help. She was on active duty and had been arrested for a DWI. With the help of our team, we were able to assist her and help get her life back! To show her gratitude, Samantha sent us this letter:

“I came to see you at the end of June after I was arrested for DWI. I just wanted to thank you for taking the time to talk with me. Your advice and words of encouragement were so important to me. I really appreciate how non-judgmental and sincere you were. I really felt like you understood me, and that was the first time I ever felt comfortable talking about my problem with alcohol.”

“I cannot even express how grateful I am for your service. You gave me the courage to talk to my family and chain of command and encouraged me to seek help. I am now 100 days sober!! I know I would not be here without you. I was convinced that I would not be able to live through this ordeal, but I have been doing it one day at a time. So thank you for getting me through that first week and for giving me the strength to keep going.”



NO ONE IS POWERLESS

WITH SHUTOFF NOTICE LOOMING, VETERAN GETS THE HELP HE NEEDS TO GET BACK ON HIS FEET

After losing his job, Arthur needed help. He had secured a new place to live to help him get back on his feet, but just one week before he was supposed to move he was faced with a shutoff notice from his power company. Lacking the money to pay the balance, Arthur called Veterans Outreach Center.

Our Case management team called a Customer Advocate at the power company and asked if they still offered their Project Share Program. The Customer Advocate confirmed they did and there was money available for Arthur! An application was put in, and not long after his balance was paid.

Our extensive network of contacts ensured that Arthur wouldn't have to go without power before taking steps to get back on his feet after serving our country.



**“HELP IS
HERE FOR
THOSE WHO
NEED IT.”**

- ANONYMOUS VETERAN



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