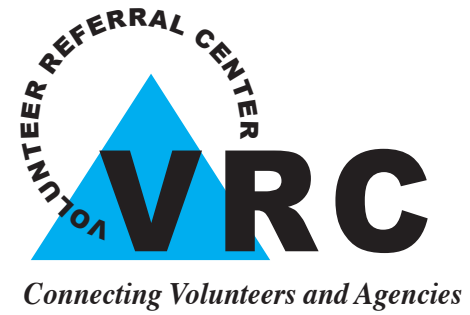


Volunteer Referral Center



2017 YEAR IN REVIEW



2017 was another banner year!

It was a record breaking year of notable growth and expansion as the Volunteer Referral Center responded to the needs of our partner agencies.

By recruiting and tapping into the City's pool of committed volunteers VRC provides a meaningful, effective way to help almost 300 nonprofit organizations sustain their missions, thereby strengthening communities, families and individuals in New York City. Each volunteer brings a unique set of skills and interests. VRC's success and reputation for expert placement and personal service lies in its ability to match volunteers with the needs of our nonprofit partners.

We thank all friends, partners, volunteers, and supporters who made these achievements possible.

Robert Price, President

Patricia Girardi, Executive Director



OUR MISSION.....	03
OUR IMPACT.....	04
OUR VOLUNTEERS.....	06
OUR PARTNERS.....	09
OUR OUTREACH.....	10
OUR YPC.....	12
OUR FINANCIALS.....	13
OUR THANKS.....	14
OUR BOARD.....	15

Our Mission

For nearly 30 years, the Volunteer Referral Center (VRC) has recruited and referred thousands of individuals with meaningful volunteer opportunities throughout New York City. We not only help our potential volunteers find a perfect fit, but we help ensure that our partner organizations have the dedicated personnel they need to provide services essential to our city. VRC makes 2500 referrals annually to a variety of nonprofit concerns including: health and human services, arts and cultural institutions, environmental groups, and community and civic services, among many others.



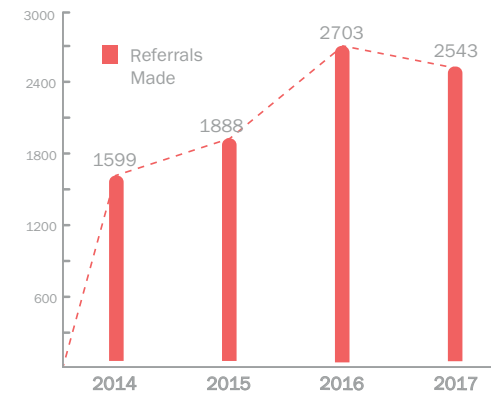
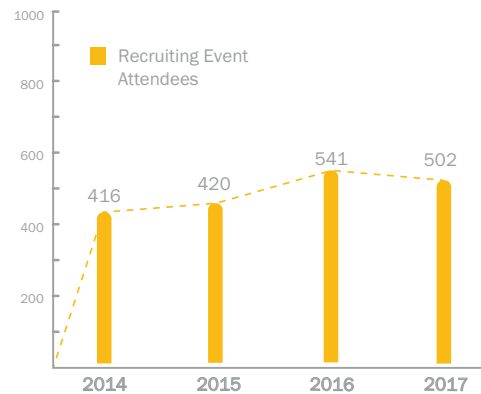
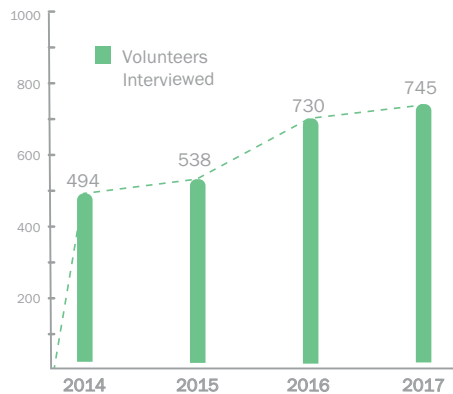
Our Impact

2017 was one of our busiest years in recent history.

The need for volunteers is strong and the demand for VRC's services is at an all-time high. Over the last two years of notable growth, the number of volunteers we interviewed increased by 32%, referrals by 39%, and attendance at recruiting events by 30%.

We made over 2500 referrals for them to opportunities at our partner agencies—meaning that both volunteers and our partners are seeing the benefits of working with VRC. This growth exemplifies the current excitement and energy around volunteerism, and VRC's numbers show that we are playing an important role in focusing that energy. It is statistics like these that reflect the success of our mission.

In all metrics—volunteers interviewed, referrals made, and recruiting event attendees—VRC was up by at least 30% in 2017.



OUR IMPACT



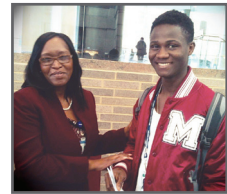
We differ from other referral agencies because VRC:

- personally meets with the prospective volunteer
- makes appointments for the volunteer with the agencies during the meeting
- follows up to see if the volunteer has been placed
- visits the agencies to which volunteers are referred

VRC's personal approach is what sets us apart from other volunteer organizations. Through a comprehensive, individualized process—unique to VRC and refined through our 30-years in service—a VRC staff member meets face-to-face with each prospective volunteer and spends time with them to understand their interests and abilities. Prospective volunteers are encouraged to explore the range of opportunities afforded by VRC's diverse network of partner agencies. It is through this exploration and discussion that the most rewarding volunteer experiences are discovered. The initial volunteer meeting—from entering the VRC offices, to making valuable connections—takes only about an hour.

Our Volunteers

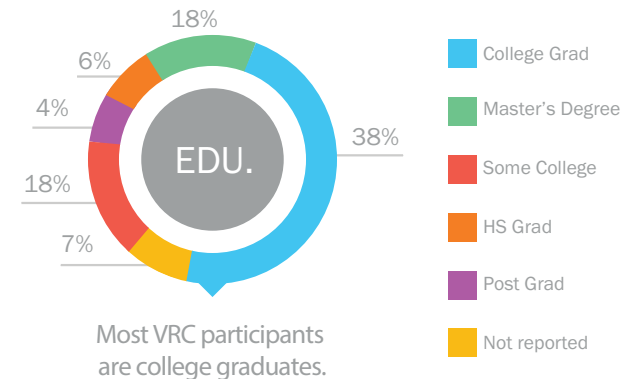
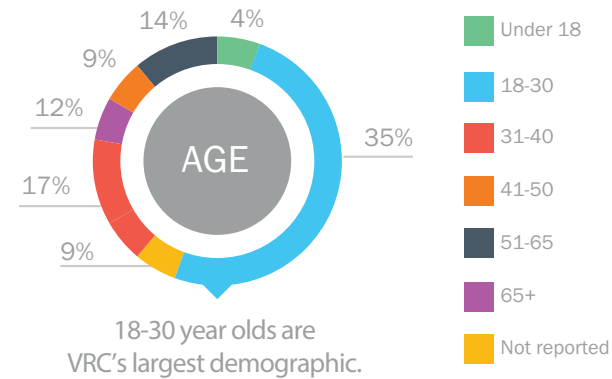
VRC serves three different populations: individual volunteers, a broad range of agencies needing volunteers, and the thousands of New Yorkers these agencies serve. Of prospective volunteers, about two-thirds are women from all walks of life including students, professionals, homemakers, and retirees. Over half of volunteers are between 18 and 40 years old, and a quarter are older than 50. About a third of our volunteers have never worked with a nonprofit before and come to us unsure where their skills are needed or how to get involved.



Our student demographic increased again in 2017.

Hundreds of New York City nonprofit agencies are seeking competent volunteers to help them carry out their important work. At the same time, many New Yorkers are eager to donate their time and abilities but can be frustrated not knowing where their talents are needed, or overwhelmed by the volume of online listings. Known for our personal service, potential volunteers often come to VRC after their lengthy internet searches have led nowhere. VRC acts as a matchmaker, working for mutually beneficial agency-volunteer matches by gathering pertinent information in face-to-face meetings with both prospective volunteers and nonprofit agencies.

VRC provides expert placement and personal service to volunteers of all ages.

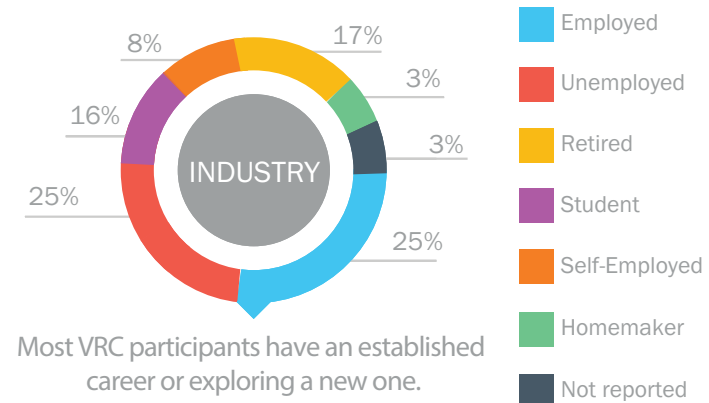
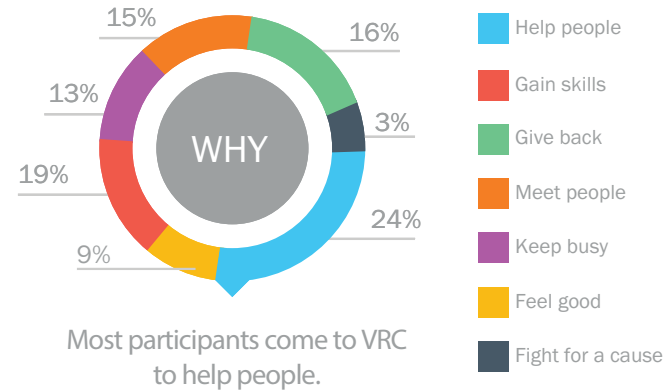


OUR VOLUNTEERS

Our volunteers report that their primary motivations for service are to help people in need, to “give something back,” and to gain or improve job skills—all very real benefits of volunteering.

Volunteers not only enhance the programs they support, but gain from the experience in many ways.

On a personal level, volunteers become more integrated into their communities, expand their personal and professional networks, gain satisfaction from contributing to a cause they care about, and improve their skills or learn new ones. In addition, there is research evidence that volunteering enhances personal health and well-being. Volunteers also gain a broader perspective of the needs of the city and its people, and become more informed citizens and, often, advocates.



Our Partners

VRC partners with almost 300 nonprofit organizations throughout New York City to provide them with dedicated volunteers.

VRC applies its unique personal approach to our agencies as well, maintaining ongoing relationships with volunteer coordinators at almost 300 partner organizations and, through face-to-face meetings, on-site visits, and special events, keeping these relationships invigorated and top-of-mind. Being a central hub of information means that agencies can update their opportunity information quickly and easily, reaching more volunteers in less time and with fewer complications. In short, VRC's personalized process helps agency and volunteer establish the foundation of a rewarding, often long-term relationship.

Contributions to our organization thereby benefit additional nonprofits that are addressing a broad spectrum of advocacy, education, and health and human services needs.

We welcome our new Partner Nonprofits that joined VRC in 2017:

- United Palace Theatre
- Build NYC
- Partnership for the Homeless
- Dancing Dreams
- Grand Central Neighborhood Social Services Corp.
- The Radical Age Movement
- The Bailey House
- PF Classical
- Long Term Care--Ombudsman Program CIDNY
- GallopNYC
- The Queens Zoo

Our Outreach

VRC develops informational recruitment events that reach hundreds of prospective volunteers of all ages, in all five boroughs of New York City, throughout the year. VRC, in addition, continued to enhance our website and social media presence to attract volunteers of all ages.

We held six events in 2017 that were age-inclusive, yet seek to entice more young people to volunteer—from teenagers to young professionals. These popular outreach events come in two forms: either as a panel of agency representatives from specific nonprofit categories speaking about their organization; or as a more typical event fair, where attendees visit agencies' tables or booths. VRC collaborated with *Health Advocates for Older People* on our twice-a-year initiative *Volunteering is Ageless*; with the *All Stars Project* on *Volunteering in the Arts*; with venues in the NYHHC system for an event called *Volunteer Opportunities in Healthcare*; and with public and private NYC-area high schools on *Volunteer Opportunities for High School Students*.

Participation in our 2017 events was consistently high, and 2018 is shaping up in a similar way. Our *Volunteer Opportunities for High School Students* event in May 2017 made a huge splash, with 80 students representing 14 schools coming through the doors in under two hours, and representatives from 24 widely ranging nonprofit agencies attending. Our event participants are often strongly engaged, arriving early and staying late, and nearly all sign on to become volunteers.

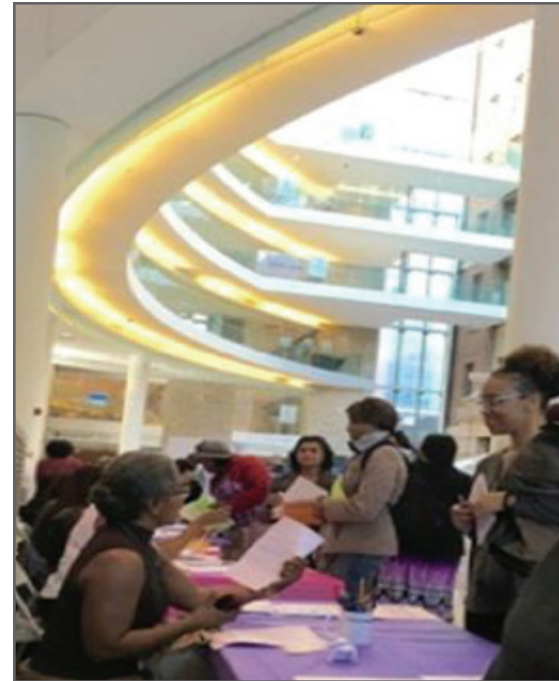


OUR OUTREACH

To [heighten awareness](#) of our special events and our services in general, VRC uses traditional and new media to reach prospective volunteers of all ages and backgrounds. VRC is a visible presence at volunteer fairs and community events around the city.

Some of our activities in 2017 included:

- NY Presbyterian/ Weill Cornell Medical Center
- State Senator Liz Krueger Senior Resource Fair
- The FIT Volunteer Expo
- The Dalton School Volunteer Fair
- Stein Senior Center Community Health and Wellness Fair
- Manhattan Borough President's Networking Event
- The Transition Network



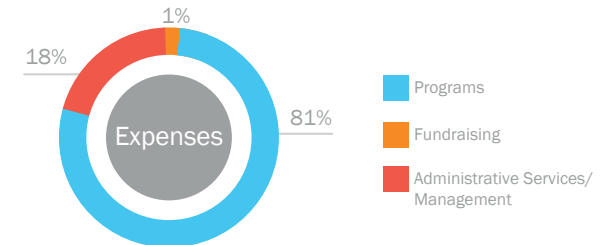
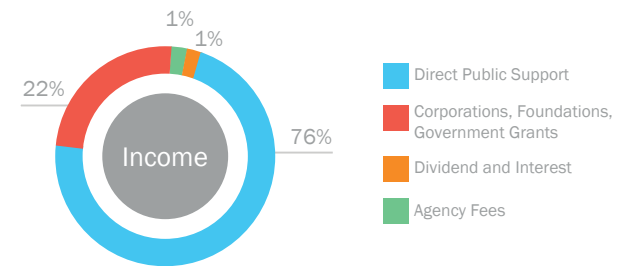
Our Young Professionals Committee

VRC's [Young Professionals Committee](#) is an important part of our outreach initiatives. YPC organizes monthly volunteer opportunities with a VRC partner, allowing interested volunteers to sample wide-ranging experiences throughout the five boroughs. YPC also assists in the development of materials targeted to younger volunteers, including social media updates on activities. YPC also throws an annual fundraising gala to promote volunteerism and the work of VRC.



Our Financials

VRC Fiscal Year ended 12/31/16	
INCOME	
Direct public support	\$101,492
Corporation, foundation, and government grants	\$29, 851
Dividend and interest	\$254
Agency fees	\$600
Total Revenue	\$132,199
EXPENSES	
Programs	\$101,701
Fundraising	\$1,383
Administrative Services/ Management	\$22,410
Total Expenses	\$125,494
Net Income over Expenses	\$6,705
Asset Balance at End of 2016	\$84,318



Our Supporters, Our Thanks

FOUNDATIONS

The Achelis Foundation
The Avon Foundation
AXA Foundation
The Rose M. Badgeley Residuary Charitable Trust
The Benevity Community Impact Fund
The Carbetz Foundation
Eileen Fisher
Fein Foundation
Fidelity Charitable Gift Fund
Lawrence M. Gelb Foundation, Bruce S. Gelb Fund
Goldman Sachs Philanthropy Fund
Metzger-Price Fund
Morgan Stanley Global Impact Funding Trust
Silicon Valley Community Foundation
The New York Community Trust
Time Warner
UnitedHealth Group
Vanguard Charitable
The Laura B. Vogler Foundation

CHURCHES / SYNAGOGUES

Congregation Emanu-El
St. James' Church

LOCAL GOVERNMENT

Liz Krueger, NY State Senate
Gale Brewer, Manhattan Borough President

INDIVIDUAL CONTRIBUTIONS

Contributions made by individuals in response to fundraising benefits and our annual appeal are approximately 75% of our support.



2017 Board of Directors

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Zelda Warner
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The Volunteer Referral Center
has earned GuideStar's Gold
Level Seal for 2017.



Volunteer Referral Center, Inc. • 161 Madison Avenue, Suite 5SW New York, NY, 10016 • 212-889-4805
info@volunteer-referral.org • www.volunteer-referral.org