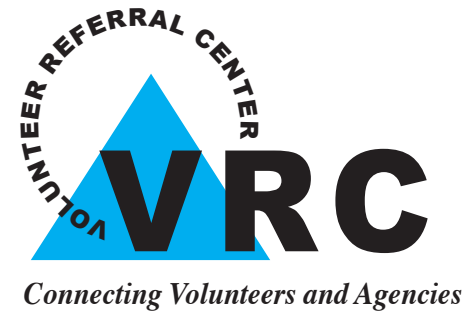


Volunteer Referral Center



2019 YEAR IN REVIEW



2019 Was a Very Special Year



Our 30th anniversary year was one 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 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.

Zelda Warner, *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 31 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.



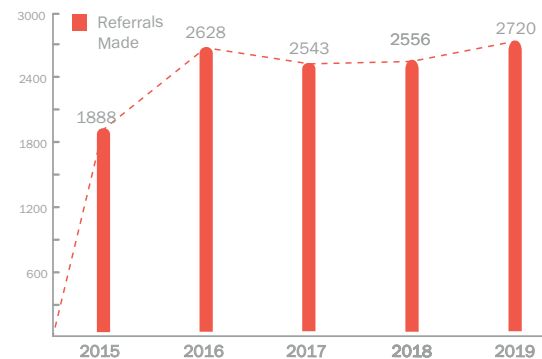
Our Impact

2019 was one of our busiest years in recent history.

The need for volunteers and the demand for VRC's services is strong. Over the last four years of notable growth, the number of volunteers we interviewed increased by 17% and referrals by 31%.

We made over 2700 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 remains strong.**





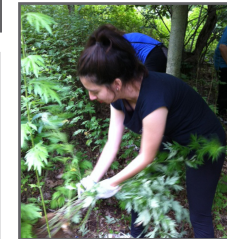
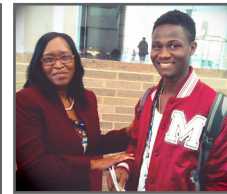
We differ from other referral agencies because VRC:

- 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.

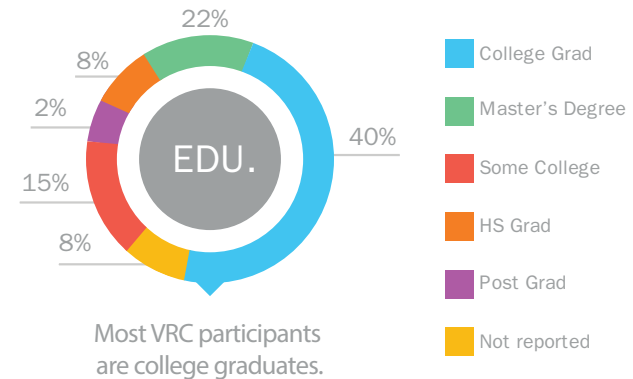
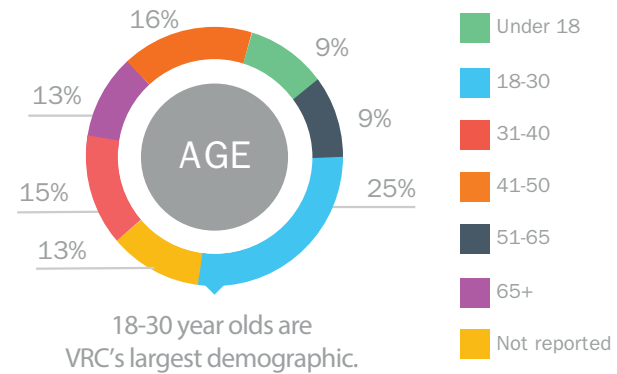


OUR VOLUNTEERS

Our student demographic increased again in 2019.

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.

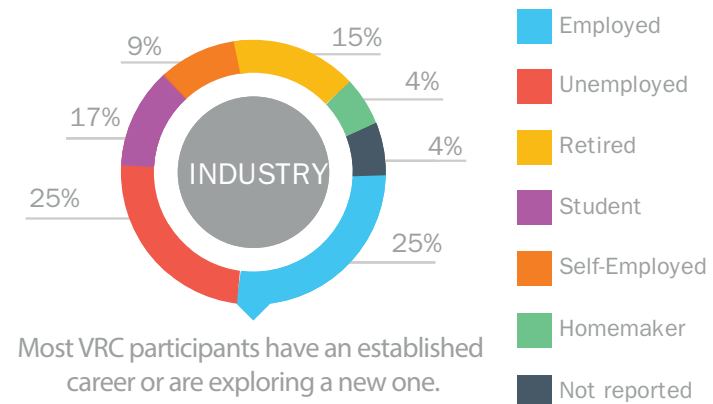
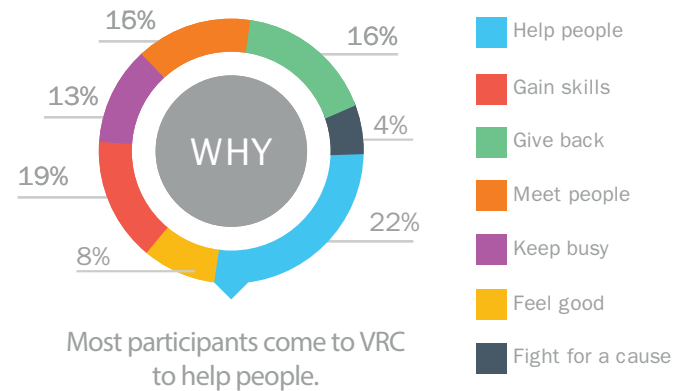


OUR VOLUNTEERS

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

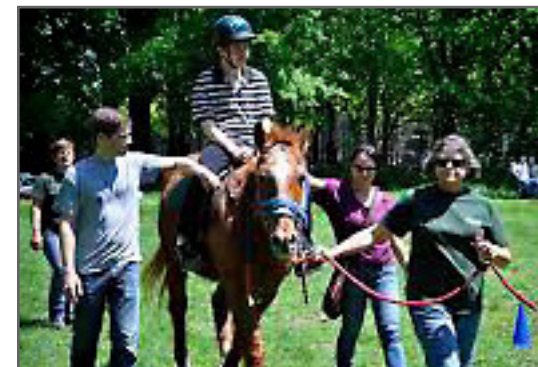
VRC partners with 300 nonprofit organizations throughout New York City to provide them with dedicated volunteers.

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 2019:

- 16 Things Kids Can Do
- CityArts
- NYC H₂O

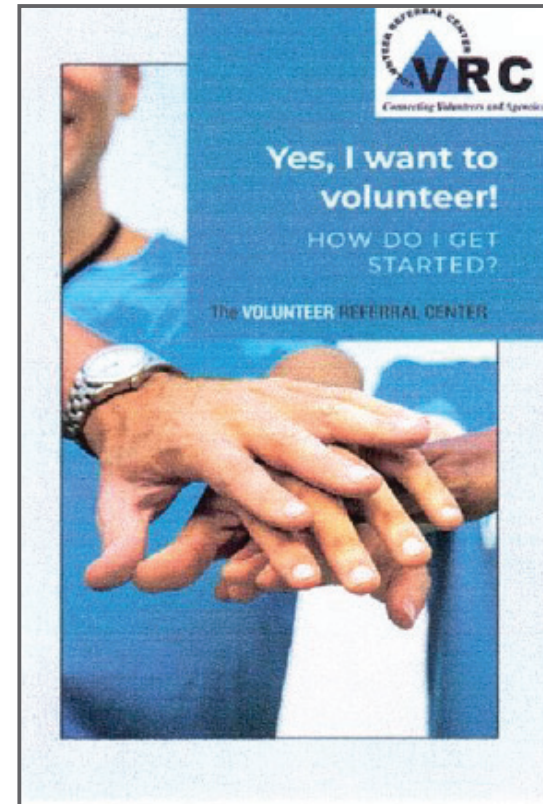


Our Outreach

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 2019 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*. Our event participants are strongly engaged, arriving early and staying late, and nearly all sign on to become volunteers.

Our guide “**So You Want to Volunteer**” was published this year and was very well received by the attendees at our events. It provides helpful step-by-step information about the process of finding meaningful and enjoyable volunteer placements and reinforces the assistance volunteers receive in their one-on-one meetings with our staff.



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 2019 included:

- NY Presbyterian/ Weill Cornell Medical Center
- State Senator Liz Krueger Senior Resource Fair
- The FIT Volunteer Expo
- Metropolitan Medical Center
- JASA Volunteer Fair



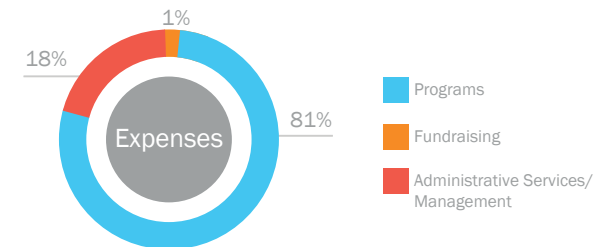
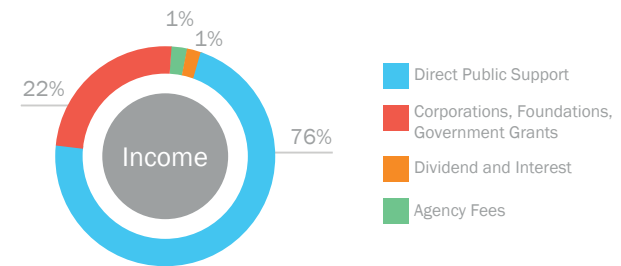
Our Young Professionals Committee

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 event to promote volunteerism and the work of VRC.



Our Financials

VRC Fiscal Year ended 12 /31/19	
INCOME	
Direct public support	\$76,391
Corporation, foundation, and government grants	\$33,384
Dividend and interest	\$623
Agency fees	\$200
Total Revenue	\$133,464
EXPENSES	
Programs	\$117,094
Fundraising	\$1,592
Administrative Services/ Management	\$24,384
Total Expenses	\$143,034
Net Income over Expenses	(\$9,570)
Asset Balance at End of 2019	\$38,190



Our Supporters, Our Thanks

FOUNDATIONS

The Achelis and Bodman Foundation
The Rose M. Badgeley Residuary Charitable Trust
The Benevity Community Impact Fund
BlackRock
The Carbetz Foundation
Fein Foundation
Fidelity Charitable Gift Fund
Goldman Sachs Philanthropy Fund
Metzger-Price Fund
Morgan Stanley Global Impact Funding Trust
PepsiCo.
Silicon Valley Community Foundation
The New York Community Trust
UnitedHealth Group
Vanguard Charitable
Verizon
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*.



2019 Board of Directors

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The Volunteer Referral Center
has earned GuideStar's Gold
Level Seal.



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