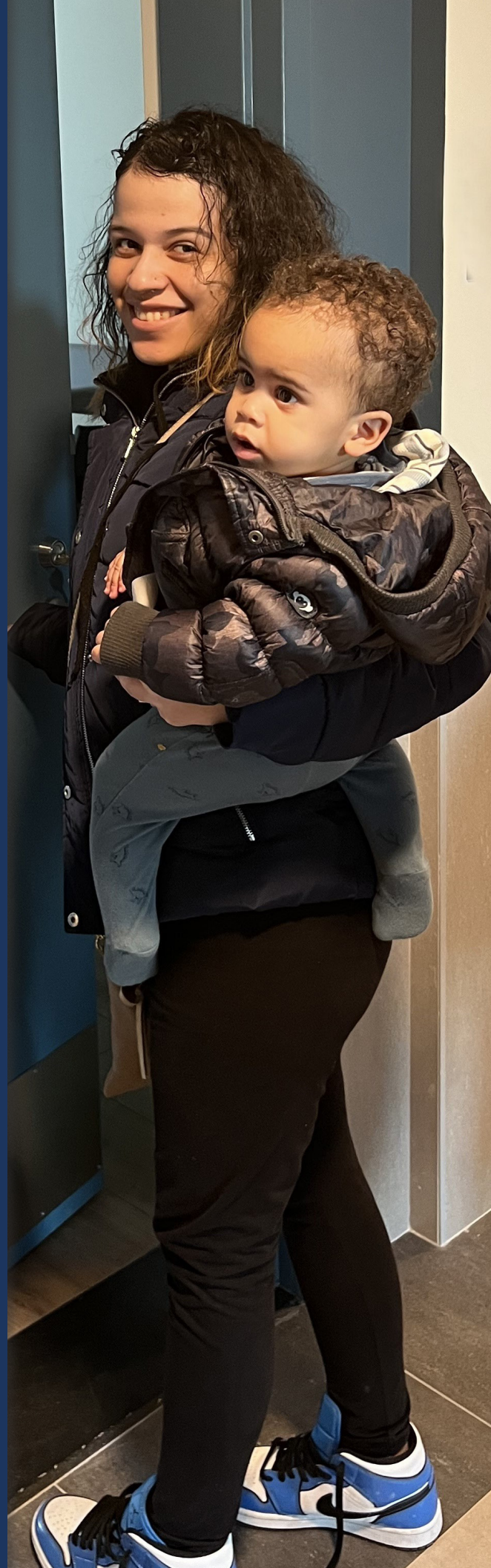


# HELP USA Annual Report

2023/2024



[helpusa.org](https://helpusa.org)

# Mission



HELP USA works to ensure that everyone has a place to call home. We provide shelter to meet people's immediate needs, as well as support to succeed as individuals, as families, and as communities.

We envision a world where safe and stable housing is a starting point for everyone, because housing is the foundation upon which people can build better lives.



# Thank You from the Board Chair: Anthony Williams, Esq.

“This kind of work doesn’t happen in isolation. It depends on the dedication of our staff, the courage of the individuals and families we serve, and the trust and support of our partners, funders, and communities.”

The past two years have seen meaningful change and renewed momentum at HELP USA. As we look back on this time, I’m struck by how much the organization has accomplished and how well we have prepared for what comes next.

HELP USA has expanded its reach, welcomed new leadership, and taken significant steps to strengthen the systems behind its work. The organization that began with one family shelter in East New York nearly 40 years ago is now operating over 30 sites in the greater NYC area (70 programs nationwide)—and transforming how it delivers homeless services and permanent affordable housing at scale. This progress is not only a response to the ongoing crisis; it reflects how far HELP USA has come—and it will help shape our next period of innovation and impact.

None of this progress would be possible without the extraordinary people who make up HELP USA’s team. Across all our sites and services, our staff bring skill, compassion, and determination to a mission that demands the very best. Their work is complex and challenging, at times unseen but always essential. It is their commitment that continues to improve the lives of the people we serve and move this organization forward.

Support from our donors has been instrumental in our ability to serve well over 30,000 people each year experiencing homelessness and housing insecurity. On behalf of the entire Board, I thank you for standing with HELP USA — and for helping build what comes next.

Warm regards,

**Anthony Williams Chair,  
Board of Directors HELP  
USA**



# Impact



Over the past two years, HELP USA has strengthened its position as a national leader in the fight to end homelessness—by expanding our scale and scope of sites and services; and deepening our impact on everyone who walks through our doors.

## From July 2022 through June 2024:

Well over **30,000 people** were served each year through homelessness prevention, transitional shelter, supportive services, and permanent housing.

HELP USA operated nearly **2,700 transitional shelter beds and units**, serving over **15,500 individuals** during this period.

More than **18,000 people** (families and individuals) received homelessness prevention, nonresidential social and supportive services each year; and over 1,300 households moved from transitional shelter to permanent housing in 2024.

**Six transitional shelter sites** were launched or under construction in New York City.

**HELPDevCo**, HELP USA's permanent housing affiliate, managed approximately **1,800 units** of permanent affordable housing, with **450+ units** currently under development.

HELP USA has supported nearly **600,000 people** since its founding in 1986. This **progress** reflects both the scale of the crisis and HELP USA's **commitment** to meeting it—with urgency, clarity, and **long-term solutions**.

These numbers tell both the story of the persistent and growing twin challenges of homelessness and housing insecurity—and how HELP USA continues to rise to the occasion, meeting people where they are and putting them on a path to stability and success.



# Message from the President & CEO

“The need for innovative and effective responses to homelessness and housing insecurity has never been greater. This is why HELP USA was created, and this is what drives us every day.”

Across the country, homelessness has never been higher. In New York City, over 1 in every 100 people—single adults and families with children; veterans, domestic violence survivors, and teens with no place to go—sleep each night in transitional shelters, while the vacancy rate for affordable housing hovers under 1%.

There is no single solution, no “magic bullet.” Successfully engaging the twin crises of homelessness and housing affordability requires a range of services and supports, in addition to increasing the supply of affordable housing.

These challenges are why HELP USA was founded nearly 40 years ago. They continue to fuel our work today and define how we excel: preventing homelessness; stabilizing people when they become homeless and transitioning them back into permanent housing; providing ongoing services to ensure they do not return to homelessness; and, through HELP Development Company (HELPDevCo), expanding the supply of affordable housing.

It's the breadth and depth of interventions, innovation and impact that's made HELP USA what it is today, and that will guide us in the coming years. It's not just what we do at HELP USA, but how we do it—through research and advocacy; through trauma-informed and evidence-based practices that drive better outcomes for everyone we serve; and through engaging the full scope of issues and challenges that define homelessness and housing in America today.

Stand with us and be part of what we do to make sure everyone has a place to call home.

**Dan Lehman**  
**President & CEO**  
**HELP USA**





# Homelessness Prevention & Rapid Re-Housing

The most effective response to homelessness is to stop it before it starts. For individuals and families living on the edge—where a missed paycheck, medical emergency, or unsafe living situation can lead to housing loss—timely, targeted intervention can make the difference between staying housed and entering crisis.

HELP USA's prevention work is built on that understanding. By identifying risk factors early and providing support before eviction or displacement occurs, we help people maintain housing, preserve stability, and avoid the long-term consequences of entering the shelter system.

During FY23–24, HELP USA continued to strengthen its prevention and rapid rehousing programs in New York City and Philadelphia. Our Bronx-based Homebase team supported over 6,500 housing-insecure households annually through eviction prevention, rental assistance, legal referrals, and landlord mediation.

In Philadelphia, our rapid rehousing program provided short-term rental subsidies, housing search support, and individualized case management to help households quickly secure stable housing.

HELP USA also advanced its work with veterans through Supportive Services for Veteran Families (SSVF), offering targeted

prevention and stabilization support, including emergency financial assistance, case management, and help navigating VA benefits.

In 2024, HELP USA became a founding partner in Home4Good, a citywide collaboration with Enterprise Community Partners, RiseBoro Community Partnership, and L+M Development Partners. The initiative focuses on strengthening relationships between landlords and tenants to reduce preventable evictions. Through this partnership, HELP USA began implementing new mediation and stabilization tools to help New Yorkers remain safely housed.

Across all prevention and rehousing programs, HELP USA remains focused on a single goal: stopping homelessness before it starts and expanding lasting pathways to housing stability.



# Transitional Shelter

Every night, thousands of people rely on HELP USA's transitional housing programs. From single adults navigating substance use, trauma, or long-term housing insecurity to families displaced by eviction, domestic violence, or job loss, the circumstances differ, but the stakes are the same: without housing, everything else becomes harder—safety, health, stability, opportunity.

HELP USA's shelters are designed with one goal in mind: to help people rebuild. Within each site, residents meet with case managers, access mental health and employment services, and begin planning for permanent housing. Shelter is not the end of the story—it's where stability begins.

In Brooklyn and the Bronx, HELP USA broke ground on HELP New Leaf and HELP Inwood, both purpose-built family shelters designed to deliver a new standard in trauma-informed care.

Construction also began on a new home for HELP Women's Center, an intake and assessment site for single women that will provide immediate shelter, individualized care, and a safe, supportive environment to begin stabilizing after trauma.

In addition, renovations to existing properties moved forward, paving the way for three new shelters for single adults opening in New York City between 2025 and 2026.

HELP USA operates **11 transitional shelter sites for families** across New York City and Long Island, offering **over**

## **850 units focused on stability, dignity, and long-term success.**

These sites provide not only safe housing but also coordinated services to address the overlapping challenges families face: navigating housing systems, recovering from trauma, accessing childcare and education, managing health needs, and rebuilding economic security.

The organization's portfolio also includes **8 transitional shelter sites for single adults** in New York City and **2 in Las Vegas, Nevada**, which serve formerly homeless veterans, with combined capacity for **over 1,700** individuals. Each site provides the necessities, but also intensive case management, vocational readiness services, clinical support, and help navigating benefit and housing systems.

Across HELP USA's shelter network, the focus remains clear: connection, care, and results. Every new development and program improvement reflects a simple, consistent goal—to ensure that shelter is not just a place to stay, but a place to start.



### **In FY23–24:**

HELP USA advanced the next generation of trauma-informed, service-enriched shelters that meet people where they are and help them move forward faster.



# A Fresh Start for the Diaz Family



When Andrea Diaz and her two children arrived at HELP Morris, they had been living in a car for weeks after fleeing an unsafe situation. Her youngest had just turned five. Her oldest was struggling with remote school, anxiety, and the loss of routine. Andrea was doing everything she could to stay afloat, but doors kept closing.

At HELP Morris, things started to shift. A case manager helped her get connected to trauma-informed therapy and childcare. Staff guided her through the housing application process, helped untangle her benefits, and ensured the children could stay in their school district.

Within six months, Andrea secured a housing voucher. By spring 2024, the family had moved into a two-bedroom apartment in the Bronx. Andrea is now enrolled in a medical assistant training program, and both kids are thriving.

This is what transitional housing can deliver at its best—a true bridge to stability.



## In FY23–24:

Over **2,300 families** served. **850 families successfully moved** from shelter to permanent housing.

\*Some case studies in this report are composites drawn from real client experiences, with details adapted to protect privacy.



# Rebuilding with Structure: Marcus' Story



Marcus came to HELP Supportive Employment Center on Wards Island after years of housing instability and homelessness. At SEC, he enrolled in HELP Works—a workforce development program designed to help participants gain job readiness skills and hands-on experience.

He completed custodial training, participated in the internship program, and was ultimately hired by a facilities services company. For the first time in years, Marcus is learning the benefits of steady work, reliable income, and a consistent routine.

With the support of SEC's housing specialists, he's now navigating the NYC housing voucher system. He hopes that with a stable job in place, his own affordable apartment is within reach.

Facilities like SEC provide more than shelter. They create a structured path forward—connecting employment, housing support, and personal agency to help individuals build long-term stability.

## In FY23–24:

Nearly **16,000 single adults** were served by HELP USA; **1,200+ moved** from shelter to permanent or supportive housing; **30% reduction** in drug overdoses.



# Supportive Housing



HELP USA operates **8 supportive housing residences** across New York City, offering **over 500 units** for individuals and families with special needs.

Nationally, programs using this model demonstrate exceptionally high success rates—between 85% and 98% of residents remain stably housed over extended periods, underscoring the proven effectiveness of this approach.

HELP USA's supportive housing programs operate with the same focus found throughout the organization: connection, care, and results. In every building, residents receive individualized case management, clinical support, and pathways to employment, education, and community integration—ensuring that housing stability becomes a foundation for independence.

Supportive housing is one of the most effective tools for breaking the cycle of homelessness. These residences combine affordable, permanent housing with on-site services tailored to people with complex needs—from serious mental illness and substance use recovery to trauma and chronic medical conditions.

HELP USA operates **8 supportive housing residences** across New York City, offering **over 500 units** for individuals and families with special needs.

Many tenants have experienced longterm homelessness or repeated housing disruptions before entering HELP USA housing. Each site is staffed according to resident needs with some locations offering enhanced clinical support through case managers, licensed social workers, and registered nurses who work directly with tenants to promote housing stability, wellness, and community connection. The model is designed to meet people where they are and to provide consistent, reliable support that helps them stay housed and move forward.

# A Place to Start Again



Elaina and her two young children arrived at HELP ONE after years of instability and living with relatives. Eager to work, raise her children in safety, and build a future, she faced steep challenges adjusting to life in a new country without a strong support network.

With on-site guidance from her case manager and early childhood clinician, Elaina began to rebuild. She secured work authorization, enrolled in ESL and GED classes, completed a Home Health Aide certificate program, and found reliable childcare. Today, she continues to work toward full-time employment and is preparing to enroll her child in kindergarten for the coming school year.

Elaina's story is one of steady progress—the kind of forward motion that supportive housing is designed to unlock.



## In FY23–24:

More than **900 residents** received on-site case management from HELP social workers. **Almost 99% of HELP supportive housing residents** remained stably housed for 12+ months.



# People and Programs

At HELP USA, every number we report begins with a person—a family, a veteran, or an individual whose story reflects both hardship and resilience.

Our work starts with that understanding: that homelessness and housing instability are not the result of a single cause, but of overlapping challenges —poverty, violence, trauma, and the persistent lack of affordable housing.

Addressing those realities requires a coordinated response that brings housing, services, and opportunity together under one roof.

HELP USA serves people who face the steepest barriers to stability: survivors of domestic violence seeking safety and the chance to rebuild their lives; veterans navigating the transition to civilian life without stable housing; adults living with serious mental health or substance use challenges; parents working to keep their children safe and housed; and young people building new paths after incarceration or time in foster care. These are the individuals and families at the heart of our mission.

With more than seventy programs across New York, New Jersey, Pennsylvania, and Nevada, HELP USA provides a full continuum of support—from prevention to permanent housing. Our shelters and supportive residences offer stability during crisis, while our case management, mental health, and workforce programs create long-term solutions that last. We connect people not just to housing, but to the

resources that help them maintain it—through employment, behavioral health, education, and community connection.

We know that ending homelessness takes more than a bed for the night. It takes trauma-informed care that helps survivors heal. It takes targeted services that meet veterans, families, and young adults where they are. And it takes the kind of integrated, compassionate approach that has defined HELP USA for nearly forty years.

Through our trauma recovery work, domestic violence programs, and employment services—and through every shelter, supportive housing site, and prevention initiative we operate— HELP USA continues to make good on its founding promise: that everyone deserves a safe, stable place to call home, and the opportunity to build a better life once they get there. The past two years reflect a simple, consistent goal: to ensure that shelter is not just a place to stay, but a place to start.



# Trauma Recovery



Trauma is both a cause and a consequence of homelessness—and recovery requires more than shelter. At HELP USA, services are designed with this reality in mind, integrating trauma-informed care across clinical programming, physical environments, and day-to-day interactions. This includes the application of trauma-informed design principles in new construction, such as HELP ONE, and in every new shelter project currently in development. From calming spaces to predictable routines, every detail supports safety, dignity, and healing.

The Art of Resilience, HELP USA's trauma-informed art therapy program offered across shelters and supportive housing is just one of the ways we address trauma. Through weekly creative sessions led by licensed therapists, residents—particularly children and survivors of trauma—find ways to express emotions that can be difficult to put into words. Art therapy helps build trust, reduce stress, and support healing for people navigating crises.

## In FY23–24:

Over **600 residents** participated in art therapy **across 7 HELP USA transitional shelters** and supportive housing sites.

Clinical studies show that art therapy **reduces anxiety and trauma-related symptoms by as much as 40%** and is especially effective for individuals in high-stress or transitional environments. Sessions are integrated into HELP USA's **broader clinical approach** and often surface needs that might not emerge through traditional assessments alone.

“Art is therapeutic, whether you are making it or interacting with it. I am honored to be a part of HELP USA's efforts to share the healing power of art with those who are recovering from homelessness.”

—**Derrick Adams**, HELP USA Art of Resilience  
Artist of the Year 2023 and contemporary artist

# Domestic Violence Survivors

“I was past the breaking point. All I had was a phone number. I borrowed a phone from a girl at the corner store and called the hotline I’d found on a flyer. I’d kept that flyer hidden for months, just waiting for the right moment. It was ROADS. That flyer saved my life.”

—Survivor, ROADS program

Domestic violence is one of the most frequent causes of homelessness—and one of the most complex to address. Survivors face unique challenges that require support far beyond shelter alone. That’s why HELP USA integrates comprehensive, trauma-informed services across its portfolio, ensuring survivors have access to safety, stability, and long-term support wherever they enter the system. One example of this approach is ROADS, HELP USA’s non-residential program for survivors of gender-based violence in Brooklyn. Services are provided through both a confidential community site and a long-standing partnership with the Brooklyn Family Justice Center, offering survivors seamless access to a network of clinical, legal, housing, and childcare supports.



## In FY23–24, ROADS:

Served more than **3,400 survivors** across Brooklyn. Delivered over **1,500 individual counseling** and crisis response sessions. Provided **1,200+ hours** of drop-in childcare to support survivors’ access to services.

Every service is voluntary and consent-driven, ensuring survivors receive support on their own terms. ROADS remains a trusted resource for families navigating trauma and working toward lasting safety and housing stability.





# Employment Services



Housing is the first step, but lasting stability requires a pathway to income, purpose, and opportunity. For many HELP USA clients, finding and keeping a job means overcoming multiple barriers, from long gaps in employment to criminal legal system involvement, trauma, and behavioral health needs. That's why employment services are integrated across HELP USA sites, offering tailored, hands-on support that meets clients where they are.



Since 1996, HELP Works has provided job readiness training, internship opportunities, and career pathways for shelter and supportive housing residents ready to take the next step. It is designed for adults with significant barriers to employment, including histories of homelessness, incarceration, and behavioral health challenges. Participants complete a structured training program that includes job search support, professional skills development, résumé writing, and mock interviews. The program also provides access to clothing for interviews, short-term internships, and job placements through employer partners committed to hiring individuals with lived experience.

“This was the first time someone looked at my record and didn’t see a dead end.

The employment specialist saw me—someone who needed help figuring out a way forward.”

—Participant, HELP Works (composite)

HELP Works expanded its reach with a new dedicated team based in East New York, funded by a grant from the Cohen Foundation. This neighborhood-based approach has allowed HELP Works to deepen community ties and support clients from multiple HELP USA sites in the area.



## In FY23–24, HELP Works:

Served **1,035 clients**; graduated **339 participants**; and made **249 job or internship placements**. HELP Works participants **achieved a 99.2% job retention rate after three months**.

# HELP Development Corp

HELP Development Corp (HELPDevCo), established in 1996 as HELP USA's affiliate real estate development arm, develops permanent, service-enriched, affordable, and supportive housing.

HELPDevCo operates approximately **1,800 permanent housing units** and, since its founding, has developed more than **30 low-income housing tax credit** (LIHTC) and supportive **housing communities in 7 states** and the District of Columbia.

The organization leverages complex funding structures—such as LIHTC, public-private partnerships, and institutional investments—to deliver high-quality housing with integrated supportive services in communities of need.

Current and planned projects include the multigenerational Powerhouse Apartments (Bronx), HELP Philadelphia I & II Reimagined, 2450 Westchester Avenue (Bronx), and HELP Park Place (Brooklyn)—each combining affordable housing with embedded service access.

A major development underway in this period, Center City Courtyard (Rochester), advanced significantly toward **delivering 164 new affordable and supportive homes in downtown Rochester**. When completed, it will be the largest affordable supportive housing project in Western New York.

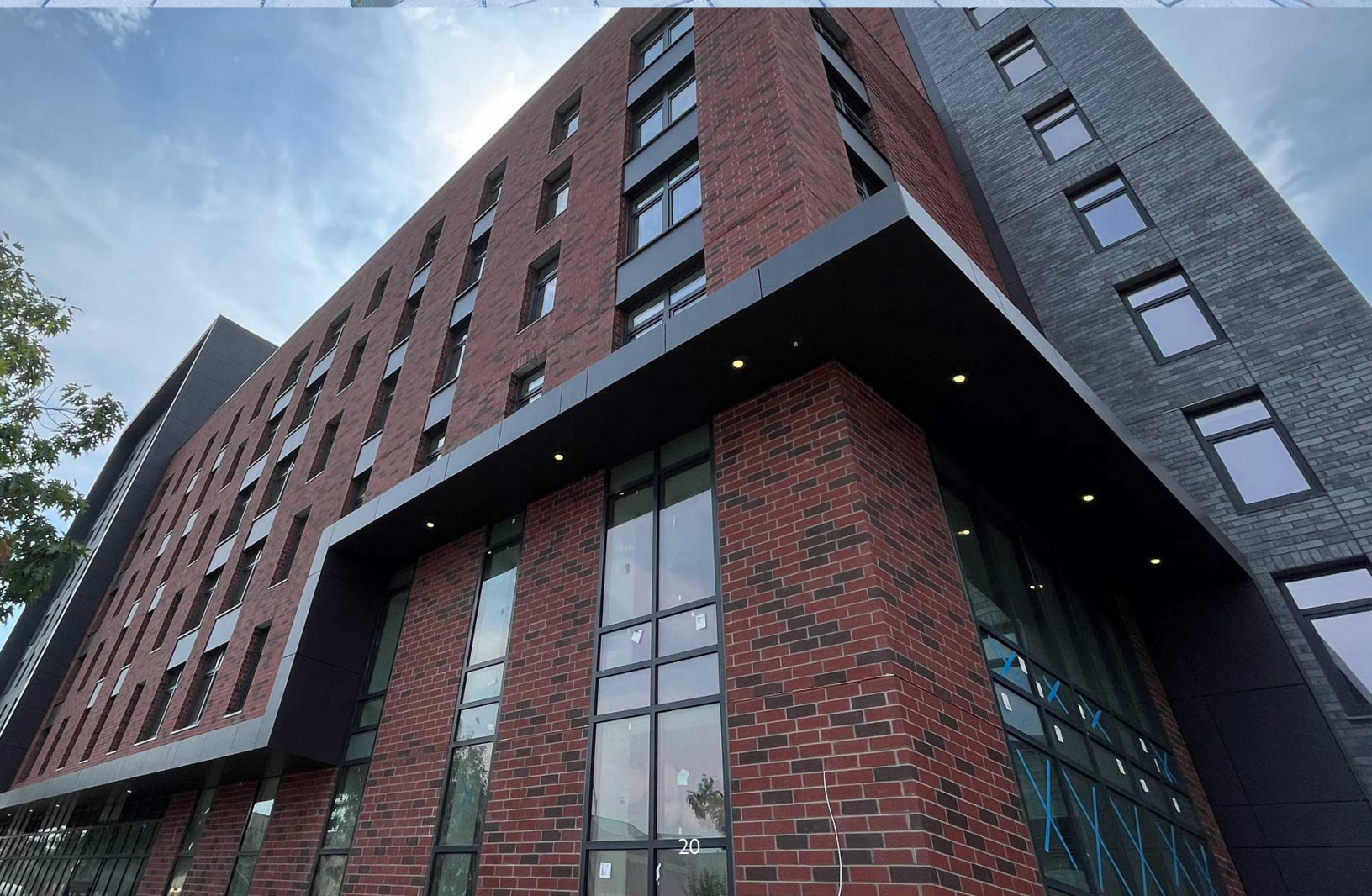






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# HELP ONE

A Milestone Realized in East New York



HELP ONE, a four-building affordable and supportive housing complex in East New York, Brooklyn, opened its first phase in March 2023 with the completion of Buildings A and B.

This portion of the project—a \$129 million redevelopment of the site where HELP USA opened its first family shelter in 1986—delivers **255 apartments, with 154 units reserved for formerly homeless adults and young families with children.**

Developed by HELPDevCo, the project was made possible through a public-private partnership involving New York City and State agencies, financiers, developers, and nonprofits. Funding partners included the New York City Department of Housing Preservation and Development (HPD), New York City Housing Development Corporation (HDC), New York State Office of Temporary and Disability Assistance (OTDA), Bank of New York Mellon, Regions Affordable Housing, and the New York State Energy Research and Development Authority (NYSERDA).

Designed by Curtis + Ginsberg Architects and built by Monadnock Construction, **HELP ONE features trauma-informed design elements**, energy-efficient systems, and communal spaces. A notable highlight is the 25'x9' ceramic tile mural, *We Built This City's Grid* (2023), by contemporary artist Derrick Adams, permanently installed at HELP ONE A.



# Research

HELP USA's work is guided by more than experience — it is shaped by evidence. Across programs and service lines, we evaluate what works, track outcomes, and apply what we learn to strengthen impact at scale. Research is not separate from service delivery; it is embedded within it—providing the foundation for innovation, improvement, and long-term solutions.

Over the past two years, HELP USA has expanded its internal research capacity and deepened its focus on real-time learning. Every initiative is measured against clear performance indicators: from shelter stays and service engagement to housing placements and longterm stability. This commitment to evidence helps us adapt, evolve, and deliver programs that are both responsive and effective.

Our findings also contribute to the broader field. With a national footprint and insight into emerging trends, HELP USA produces practical research that supports funders, policymakers, and peer organizations working to end homelessness.



# Key Research Highlights

## FY23–24



### **Causes of Homelessness in Las Vegas**

In partnership with Clark County, HELP USA surveyed unsheltered individuals in Las Vegas and used statistical modeling to identify key drivers of homelessness—including housing affordability, poverty, and childhood trauma. The findings helped shape local intervention strategies and were presented to municipal and public health stakeholders.

### **Addressing Housing Voucher Bottlenecks**

An internal analysis of HELP USA's long-term stayer population revealed that nearly half of eligible clients were delayed in housing placements due to administrative barriers. By escalating cases and coordinating with city agencies, HELP secured housing for 22 clients and used the findings to support process reforms at the NYC Department of Social Services.



### **New Beginnings: Supporting At-Risk Parenting Youth**

HELP USA's Homebase team piloted a skills-based intervention targeting young parents at risk of homelessness. Participants in the New Beginnings program experienced a nine-month delay in shelter entry, along with improved engagement in income support, healthcare, and early childhood services.



### **Understanding Shelter Entry in NYC**

A HELP USA literature review and trend analysis explored the primary causes of shelter entry among single adults and families. The findings underscored the impact of eviction, unemployment, domestic violence, and systemic gaps in health and mental health access—informing how programs are tailored to prevent re-entry.

# Philanthropy:

## Investing in Possibility

Every gift to HELP USA—from individuals, foundations, corporations, and community partners—fuels our ability to respond to urgent needs and build long-term solutions. Whether through financial contributions, donated goods and services, or volunteer time, our giving community is essential to everything we do.

We are deeply grateful to everyone who contributed to HELP USA during this pivotal period.



**Scan the QR Code**

Or visit **helpusa.org** to learn how you can make an impact through giving, volunteering, or donating goods and services.

# Impact Giving

Partnerships like these drive real change—expanding access to housing, care, and support for people facing homelessness.



## The New York Community Trust

With multi-year funding from The New York Community Trust, HELP USA launched Healthy Living, a wellness initiative aimed at enhancing physical and mental health outcomes for families residing in shelter and supportive housing in East New York. The program focuses on access to fresh foods through a weekly green market hosted on-site, as well as cooking demonstrations, apartment gardening, and Mommy and Me nutrition programs.



## The Steven & Alexandra Cohen Foundation

A grant from the Cohen Foundation supported the expansion of HELP Works into East New York, embedding an employment team within the neighborhood. This new model provides career readiness, job placement, and training services directly in the communities where clients reside, eliminating barriers and accelerating progress toward employment and housing stability.



## BNY Mellon

As part of BNY Mellon's Impact Exchange, a new capacity-building program, HELP USA received funding and strategic support to improve its financial systems. BNY Mellon provided pro bono expertise that led to a comprehensive operational roadmap for the finance department, enhancing how we plan, budget, and track resources across the organization.

## United Way of New York City

Through a SEED grant, United Way funded the creation of an urban garden at HELP Morris in the Bronx. The project offers residents access to hands-on gardening programs, fresh produce, and a shared space for community connection, integrating food justice into the shelter's support services.



## The Pinkerton Foundation

The Pinkerton Foundation supported HELP USA's Genesis Academy, an out-of-school time program that empowers children aged 5 to 13 in East New York through education, arts, STEM, and life skills—breaking the cycle of homelessness through comprehensive support for young residents.



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\*As of publication (October 2025),  
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# Events

HELP USA's events create opportunities for people to connect with our mission, learn about our work, and take part in building solutions to homelessness.

Each gathering—whether a benefit, symposium, community walk, or celebration—offers a meaningful way to engage with HELP USA's programs, meet the people driving change, and see firsthand the impact of housing, services, and advocacy in action.





# Art of Resilience Benefit

The Art of Resilience Benefit was launched in 2023 to support HELP USA's growing art therapy programs—and to spotlight the power of creative expression as a tool for recovery and connection. More than just a fundraiser, the event brings together artists, supporters, and residents to elevate the stories of people rebuilding their lives after homelessness.

The inaugural event featured renowned artist Derrick Adams and the unveiling of his permanent mosaic, *We Make the City's Grid*, at HELP ONE in East New York. The work was created to reflect the energy of the neighborhood and the hope that comes with a fresh start.

In 2024, the benefit returned with artist Baseera Khan and featuring her commissioned mural for HELP New Leaf, a family shelter in Brooklyn. A vibrant night of art, dialogue, and shared purpose held again at the National Arts Club, the event is a space to honor creativity as a vital part of HELP USA's mission—and to raise funds that ensure every resident has the opportunity to heal, process, and express their experience through art.



“I am honored to champion HELP USA's cause and to bring attention to their innovative art therapy program. Through the process of creating, we reveal truths about ourselves, heal from wounds to our sense of self, and gain strength to recover and rebuild.”

—**Baseera Khan**, 2024 Art of Resilience Artist of the Year

# Upstream Symposium



Launched in 2023, the Upstream Symposium is HELP USA's annual conference focused on frontline solutions to homelessness. The event brings together leaders from government, philanthropy, research, and direct service to examine systemic challenges and share actionable strategies.

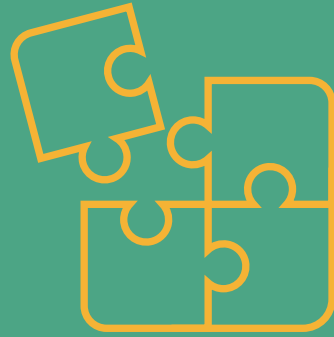
The inaugural symposium, held at the Museum of Jewish Heritage, centered on applying pandemic-era innovations to improve mental health services for the unhoused, domestic violence survivors, and families in the shelter system. Over 250 attendees participated in panels, presentations, and roundtable discussions aimed at moving the needle on homelessness.

The Symposium returned in 2024 featuring sessions about the NYC Right-to-Shelter laws and the unprecedented challenges the homeless services sector faced from the influx of asylum seekers. A sold-out audience of 325 professionals heard from industry experts including Steve Berg, Chief Policy Officer at the National Alliance to End Homelessness, Richard Buery, Jr., CEO of Robin Hood, and Dr. Kim Hopper of Columbia University.

“We need to connect to our shared aspirations to solve this problem.”

—**Dr. Dennis Culhane**, Keynote Speaker and Professor at the University of Pennsylvania

# Toy Drive Benefit



“Ray always felt one of the high points of his career was putting together VVA’s annual Christmas toy drive and fundraiser for HELP USA.”

—Ray Arnold’s Obituary



The Toy Drive Benefit is an annual event supporting HELP USA’s programs for children in shelter and supportive housing. Held each November, the benefit raises critical funds and collects hundreds of toys to brighten the holidays for families experiencing homelessness.

In 2023, the 17th annual benefit honored Ray Arnold, the late Managing Director at VVA and founder of the Toy Drive. Ray’s passion and dedication turned a simple idea into a lasting tradition that has brought joy to countless children over the years. His legacy was celebrated by over 600 guests at The Lighthouse at Chelsea Piers, making it the most successful Toy Drive in the event’s history. The evening raised record-breaking funds and gathered hundreds of toys for distribution across HELP USA’s family sites.





# Financial Snapshot

HELP USA – Based on 990 Filings  
(All \$ million, excludes HELPDevCo)

FY 2023 FY 2024

Contributions & Grants	12.6	13.6
Program Services Revenue	109.5	114.6
Investment Income & Other Revenue	2.5	2.0
Total Revenue	124.7	130.2

Salaries & Other Compensation, Employee Benefits	75.3	77.4
Other Expenses (Including Grants & Similar Amounts Paid)	54.2	55.6
Total Expenses	129.5	133.1

Total Assets	254.6	282.8
Total Liabilities	210.8	241.9
Net Assets or Fund Balances	43.8	40.9







**40**  
YEARS

**HELP USA**

