New York Cares brings volunteer power where it’s needed most. We run volunteer projects at 1,200 Community Partner agencies citywide*—benefiting 400,000 disadvantaged New Yorkers each year.

*Red dots indicate New York Cares’ Community Partners.

Investing in New York City’s Future
Dear Friends,

People talk a lot about “random acts of kindness,” but there is nothing random about the countless acts of kindness that happen each and every day in homeless shelters, under-resourced public schools, soup kitchens, senior centers, and other agencies across New York City’s five boroughs, thanks to New York Cares.

Throughout 2011, our army of 55,000 volunteers prepared low-income high school students to ace the SAT; practiced critical reading and math skills with homeless children; assisted adults entering the workforce with résumé development and interviewing skills; helped with the post-Hurricane Irene relief efforts – and the list goes on and on. In March, we offered a record 2,300 projects in a single month, which contributed to the year’s overall program growth of almost 10%.

While we are proud of our accomplishments, we recognize how much more there is to do. In 2011, our Community Partners – the 1,200 nonprofits for which we plan and manage volunteer projects – conveyed with unparalleled frequency that if not for New York Cares, they simply would not be able to fulfill their missions.

By the same token, we would not be able to fulfill New York Cares’ mission without the generous funders, incredible volunteers, committed partner agencies, and many other friends who comprise the remarkable New York Cares family. We thank you all. With your ongoing support, we will continue to meet the challenges facing our city for many years to come.

With best wishes,

Gail B. Harris, Board President
Gary Bagley, Executive Director
In the late ’80s, a group of friends wanted to take action against serious social issues in the city. They tried to volunteer at homeless shelters, hospitals, schools, and senior centers, but encountered many obstacles. They responded by creating a new organization dedicated specifically to volunteering: New York Cares.

Our founders’ commitment to solving the problems of their day has become a trusted lifeline for nonprofits and city residents in need. New York Cares invests in the city 365 days a year, delivering resources where they’re needed most:

• Human Capital: We run volunteer projects for 1,200 Community Partners, many of which lack the staff, money and know-how to use volunteers effectively, if at all. New York Cares’ team of 75 full time employees handles everything: we diagnose volunteer needs, develop programming, create curricula, order and pay for supplies, recruit the volunteers, train the project leaders, and conduct ongoing evaluations. In doing so, we allow our partners to outsource their volunteer needs to New York Cares, at no cost to the agencies or their clients.

• Return on Investment: New York Cares is a force multiplier for good. Our model is one of the most cost-effective ways to provide and maintain critical services the city relies upon. New York Cares delivers $6 in services to the community for every $1 it receives.

Volunteers are more than nice to have: they are vital to the success of our community and the social sector. New York Cares enables all New Yorkers to participate in the process.

“New York Cares and its volunteers have proven that simple acts can make a profound and positive impact, and their efforts have exemplified community activism at its very best.”

—Michael R. Bloomberg, Mayor of New York
How We Work

New York Cares uses the power of volunteerism to help our Community Partners achieve their missions, while accomplishing long-term impact in the neighborhoods they serve. Our innovative approach bridges the gap between partner needs and limited resources.

The Result: In 2011, we developed programs that helped 1,200 Community Partners fulfill their organizational goals, and then recruited, trained and managed teams of volunteers to deliver those programs.

Local and National Partnerships

New York Cares is a leader in key city and national service initiatives, working with:

- NYC Service, Mayor Bloomberg’s initiative to increase volunteerism in New York City. NYC Civic Corps members help us expand our programs.
- NYC Office of Emergency Management (OEM). New York Cares is designated as the lead organization for ensuring that volunteers are quickly and effectively mobilized during citywide disasters.
- Red Cross of Greater New York (ARC/GNY). New York Cares works with ARC/GNY to mobilize volunteers for recovery in the event of disasters.
- New York State Commission on National & Community Service
- Points of Light Institute/HandsOn Network

Making Service Easy

Our flexibly scheduled, team-based model makes it easy for volunteers to participate in hands-on activities that make a tangible impact.

Building Leaders in the Community

New York Cares’ 1,200 Team Leaders are specially trained volunteers who serve as group coordinators and onsite project managers. Community Partners recognize our Team Leaders for their excellence, professionalism, reliability and commitment.

Supporting Corporate Volunteerism

New York Cares designs customized service projects for New York City’s leading corporations. Companies, large and small, also participate in our annual citywide days of service—New York Cares Day Fall and New York Cares Day Spring. In 2011, New York Cares worked with 800 companies to engage employees in 22,000 volunteer opportunities.

Our Programs

New York Cares is the city’s largest volunteer organization. Every year, we offer a full range of volunteer programs that engage New Yorkers in meaningful service and provide critical support for nonprofits, city agencies and public schools.

New York Cares Program Areas

- Children 41%
- Adult Education & Job Readiness 24%
- Animal Care & Other 6%
- Seniors & Adults with Special Needs 8%
- Revitalization & Environment 7%
- Hunger, Homelessness, Health & Wellness 14%

Last year, New York Cares increased programs by almost 10% in response to the city’s growing needs. Our programs help struggling New Yorkers in two primary ways:

Meeting Immediate Needs

Volunteers provide warm coats to people who are cold, companionship to seniors who are lonely, hot meals to people who are hungry, and care for shelter animals awaiting new homes.

Breaking the Cycle of Poverty

Volunteers work with children to enhance their math and reading skills, help unemployed adults find jobs, teach immigrants English and much more.
SAT Exam Preparation
Through our longstanding partnership with Kaplan, Inc., volunteers provided SAT preparation to 999 low-income high school students. As a result, these students improved their test scores — often by hundreds of points — and were accepted to such prestigious universities as Cornell and New York University.

Academic Support
One-on-one attention is key to enhancing academic performance. In 2011, our volunteers devoted 44,000 hours to helping public school students develop a love of learning and improve their skills in math, reading, writing and science.

Activities for Children with Special Needs
Volunteers worked with 3,200 children and teens with disabilities in 2011. Projects included teaching cooking and nutrition to autistic children, and running races, ice skating and more with children with developmental disabilities.

Arts and Recreation
New York Cares expanded the horizons of 15,900 children living in homeless shelters, hospitals and low-income neighborhoods through art activities, sports, and cultural outings. Our volunteers inspired creativity, built confidence, taught vital teamwork skills —and had lots of fun along the way.

One third of New York City children, ages five and younger, live in families whose total income is below the federal poverty line. These children are at greater risk of dropping out of school, turning to drugs and crime, and continuing a life of poverty. By reaching kids early, we can help break this cycle by setting them on a different path — one focused on learning and self-sufficiency.

Winter Wishes for Kids and Families
Volunteers answered 34,749 gift requests from children, teens and families during the holidays. The letters showed the continued impact of the recession, with many asking for basic needs such as “diapers for my baby brother.” This program was generously sponsored by Julie Turaj and Robert Pohly.

Number of Teens in the New York Cares Kaplan SAT Prep Program

<table>
<thead>
<tr>
<th>Year</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>700</td>
</tr>
<tr>
<td>2010</td>
<td>844</td>
</tr>
<tr>
<td>2011</td>
<td>999</td>
</tr>
</tbody>
</table>

The SAT Program continues to build capacity, enrolling 800 students in 2009, 844 in 2010, and 999 in 2011.
In 2011, New York Cares volunteers provided free tax preparation to low-income New Yorkers — resulting in $18 million in refunds.

New York Cares
| Annual Report 2011 |

In 2011, New York Cares volunteers provided free tax preparation to low-income New Yorkers — resulting in $18 million in refunds.

Adult Programs

Now more than ever, our adult volunteer programs act as a safety net for struggling New Yorkers, helping them build brighter futures for themselves and their families through free tax preparation services and intensive career skills development.

Tax Preparation and Financial Literacy
Our volunteers provided free tax preparation services — delivered in partnership with ARIVA and the New York City Financial Network Action Consortium — to low-income New Yorkers, which resulted in 10,592 tax returns and $18 million in tax credits and refunds. Volunteers also helped participants enhance their fiscal awareness and develop family budgets through our financial literacy programs.

English Language Tutorials
Participants in our English language programs are recent immigrants who want to be successful in their new country and recognize the importance of speaking English to achieve this goal. Our volunteers played a critical role in realizing this dream by providing U.S. citizenship exam preparation and English training.

Job Readiness
Through one-on-one and small group career development assistance, volunteers helped adults prepare to enter or re-enter the job market. They worked with participants to create and revise résumés and cover letters, plan for job interviews, and learn computer skills essential to the job search process.

Programs for Adults with Special Needs
Volunteers worked with adults with disabilities to enliven their minds and spirits in a variety of ways. They created art and enjoyed recreational outings with developmentally challenged adults, recorded books for the blind and dyslexic and jogged with disabled and visually impaired runners.

Support for Elderly New Yorkers
Many elderly residents in nursing homes have no one to visit them other than their doctors. Volunteers provided much-needed companionship and engaged 9,000 senior citizens in recreational activities, such as reading, Bingo and other social events.

Total tax returns completed through the New York Cares Tax Prep Program

<table>
<thead>
<tr>
<th>Year</th>
<th>Returns</th>
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</thead>
<tbody>
<tr>
<td>2009</td>
<td>9,123</td>
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<tr>
<td>2010</td>
<td>10,308</td>
</tr>
<tr>
<td>2011</td>
<td>10,592</td>
</tr>
</tbody>
</table>

In 2009, volunteers completed 9,123 tax returns; 10,308 in 2010; and 10,592 in 2011.
Our volunteers helped individuals and families get by during challenging times, while ensuring that the city’s community parks, gardens and public schools were well taken care of.

Parks and Gardens Restoration
New York City’s parks and gardens reduce pollution, provide recreational space and lift the spirits of all New Yorkers. From March through November, volunteers rolled up their sleeves to revitalize outdoor green spaces citywide.

Meal Services
Volunteers prepared and served 300,000 nutritious meals to New Yorkers in need at community centers and homeless shelters.

Disaster Readiness
When Tropical Storms Irene and Lee hit the East Coast in the summer of 2011, New York Cares to assist in relief efforts as part of our work with the Office of Emergency Management.

School, Community Center, Library and Shelter Revitalization
Throughout the year, New York Cares volunteers painted, cleaned and rejuvenated these important community spaces.

Animal Care
Volunteers spent 8,100 hours ensuring that 13,000 homeless animals at shelters citywide remained happy, healthy and socialized.

New York Cares Day Spring (April)
Five thousand volunteers gave 71 parks and gardens a spring greening on the 17th annual New York Cares Day Spring (formerly known as Hands On New York Day), sponsored by HSBC. Volunteers raked leaves, pruned trees and bushes, repaired fences, planted hundreds of shrubs and bulbs and removed winter debris to prepare spaces for summer.

New York Cares Day (October)
Seven thousand New Yorkers transformed 111 public schools into inspiring learning environments by revitalizing classrooms and organizing libraries on the city’s largest volunteer day for schools. High school students also participated in our “Students Give Back” mural contest, with one lucky winner painting his mural design at a school in Manhattan.

New York Cares Coat Drive
(Year-round)
For 23 years, the New York Cares Coat Drive has provided desperately needed coats to homeless people, recent immigrants who arrived with nothing more than the clothes on their backs, seniors on fixed incomes and others in need. In 2011, with the support of presenting sponsor Health Plus, we collected and distributed 77,000 coats to help the city’s highest risk residents survive the winter.

National Days of Service
New York Cares offered a range of volunteer opportunities for New Yorkers eager to give time on MLK Day of Service (January), during National Volunteer Week (April), and on 9/11 Day of Service.
Youth Service Program

New York Cares’ award-winning Youth Service program cultivates the next generation of volunteers. Our goal is to inspire young people to become lifelong contributors to their communities by educating them about social issues, engaging them in youth-led volunteering, and developing their leadership skills.

Youth Service Clubs
In 2011, we partnered with 47 schools in low-income neighborhoods to offer valuable volunteer opportunities and service-learning activities to 2,866 students. Youth volunteers participated in monthly service learning programs, followed by team-based volunteer projects.

Teen Service Team
This new program provided individual high school students with the opportunity to participate in community service. Students met weekly throughout the year to learn about and deliver a range of service projects citywide.

Program focus areas for youth include:

Crime Prevention
Students learned about the importance of crime prevention by painting murals that inspired their peers to find their “anti-drug” and teaching young children about personal safety.

Environmental Sustainability
New York Cares partnered with organizations to teach Youth Service students about ecological sustainability in an urban environment. Through a series of 61 hands-on projects, volunteers learned how to test water quality and identify and remove invasive species — knowledge that they then shared with elementary schoolchildren.

Hunger
Student volunteers served more than 1,700 meals in food pantries and soup kitchens and learned how to combat hunger in their communities. They also learned about nutritional issues facing low-income populations and how food rescue operations work in New York City.

Leadership Development
New York Cares taught 134 students to plan, recruit and manage their peers at service projects — vital life skills that will have a lasting impact.

Youth Helping Youth
Youth Service Club volunteers completed 118 projects that served elementary schoolchildren. They provided added resources to afterschool programs and acted as positive role models by helping young children develop a love of science and reading.

Youth Volunteer

“Volunteering is one of the best ways to inspire kids to be better members of their communities and develop future leaders.”

—Teen Service Team Youth Volunteer

Number of Students in the Youth Service Program

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Students</th>
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<tbody>
<tr>
<td>2009</td>
<td>1,943</td>
</tr>
<tr>
<td>2010</td>
<td>2,324</td>
</tr>
<tr>
<td>2011</td>
<td>2,866</td>
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In 2009, 1,943 teens were involved; in 2010, there were 2,324 in the program; and in 2011, 2,866.
New York Cares maintains a four-star rating — the highest ranking available — for sound fiscal management from Charity Navigator, the nation’s premier independent evaluator of charitable organizations.

**New York Cares transforms every $1 donated into $6 in value to the community through the power of our volunteers.**

New York Cares, Inc. — This information has been excerpted from our audited 2011 Financial Statements conducted by our independent accountants EisnerAmper LLP. For a complete copy of our audited Financial Statements, visit www.newyorkcares.org or write to New York State Attorney General’s Charities Bureau, Attn: FOIL Officer, 120 Broadway, New York, NY 10271. Tax ID Number: 13-3444193.
Chairman’s Club in-Kind ($75,000-$99,999)

CBUS Charitable Foundation

Kurt Berns* *

New York City Department of Education

Van Wagner Communications

President’s Circle ($50,000-$74,999)

America Express

Bank of America

The Francis L. and Edwin L. Cummings Memorial Fund

Deutsche Bank

Arden and John G. Brechner* *

Forest City Retiree Companies

Gal and Walter Harris* *

Columbia University

Golden Donors in-Kind ($50,000-$74,999)

($75,000-$99,999)

Zoom Media and Marketing

Simpson Thacher & Bartlett LLP

Cemusa

The Wall Street Journal Office Network

Salesforce.com Foundation

Captivate Network

98.7 Kiss FM

($125,000+)

HSBC Bank USA, N.A.

The Clark Foundation

($25,000-$34,999)

Vornado Realty Trust

JWT

Elite Island Resorts

Starbucks Coffee Company

The Moody’s Foundation

24/7 Real Media, Inc.

Platinum Donors ($50,000-$74,999)

Blackstone Charitable Foundation

Barclays Nets Community Alliance

($25,000-$34,999)

Banc of America

Aéropostale

($50,000-$74,999)

President’s Circle

New York City Department of Education

Van Wagner Communications

($50,000-$74,999)

President’s Circle In-Kind

($50,000-$74,999)

($10,000-$14,999)

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Community Partners

The Urban Divers Estuary
Consortium
The Urban Dove
Urban Strategies*
Vaughn College of Aeronautics
and Technology
Ventas Therapeutic Community
Village Care of New York*
Village Nursing Home
The Village Temple
Vineyard International Christian
Ministries
Violence Intervention Program* Visions from the Heart Ministries VISIONS Services for the Blind and Visually Impaired* Visiting Nurse Service of New York* Volunteers of America Greater New York*
Washington Heights CORNER Project Washington Heights Nazi Victim Program

We Care for Our Communities
We The Kids Foundation
West End Collegiate Church
West Harlem Group Assistance
What About the Children
Whitney Museum of American Art
William Major Morris
Community Center
Women for Afghan Women
Women In Need*
Women’s Institute
Women’s Prison Association*
Women’s Housing and Economic
Development Corp.
Woodycrest Center for Human Development*
Worship House and Outreach Ministries
YMCA of Greater New York*
Yorkville Commons Pantry
Young Men’s Empowerment
The Young Women’s Leadership
School of Brooklyn
Youth Action Program and Homes
Zion Baptist Church
Zion Tabernacle Church

For information about becoming a New York Cares partner, please contact us at community.partners@newyorkcares.org or call 212-228-5000.

*Indicates agencies with which we work at multiple sites

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Vice President
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Vice Chairman — Investment Banking, Barclays Capital

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Michael Schlein
President and CEO, ACCION International

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"Anyone can lead during good times, but real leaders emerge during difficult times. New York Cares is the real leader during this economic climate, and collaboratively, it has helped me become a better leader for my parents, my students and my community."

—Anju J. Rupchandani, The Educational Alliance