Dear Friends,

This has been a year of great change. President Obama put volunteerism center stage on the national agenda, creating new ways for citizens to serve their communities. At the same time, unprecedented economic turmoil placed intense pressure on both the richest and poorest among us. New York Cares addressed these opportunities and challenges head on, and we have never been prouder of our accomplishments.

The 1,000 community partners to whom we bring volunteer programs – non-profit organizations, city agencies, public schools, and others – relied on New York Cares to deliver critical services that would not have been possible through their own resources. Our volunteers ensured that New Yorkers at risk of slipping through the cracks received the support they needed despite an economy that forced many organizations to reduce key services.

We focused expansion this year where it had the greatest impact: increasing adult education programs by 15% to help low-income families build more stable lives; growing children’s programs by 20% to inspire young New Yorkers to work toward brighter futures; and extending operations outside Manhattan by 54% to reach more vulnerable communities. In all, we mobilized a record 43,000 volunteers who helped 450,000 of their neighbors in need.

We thank you all – our funders, volunteers, Project Partners, and numerous other friends – who make it possible for us to bridge the gap between the increasing number of New Yorkers who need assistance and the growing group of volunteers who want to help. With your ongoing support, we will continue to meet new and extraordinary challenges ahead. Together, we will strengthen our city for years to come.

Thank you for being New Yorkers who care,

Gail B. Harris, Board President
Gary Bagley, Executive Director

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Our Mission
New York Cares meets pressing community needs by mobilizing caring New Yorkers in volunteer service.

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A Message from the President of the Board and the Executive Director
In November 2008, the New York Cares Board of Directors unanimously appointed Gary Bagley as Executive Director. Gary’s leadership skills, vision, and passion for our work will help New York Cares increase its impact across the five boroughs, and be a model of high-impact volunteerism and citizen engagement beyond the city.

Gary joined New York Cares in 2004 as Senior Director of Programs, leading a staff of 30 and mobilizing tens of thousands of volunteers and Team Leaders annually. Gary was responsible for doubling annual volunteer service delivery and significantly expanding New York Cares’ presence.

Gary is New York Cares’ fourth Executive Director, replacing Ariel Zwang who served in the role for seven years.

To read a Q&A with Gary Bagley and learn more about what’s in store for New York Cares, visit www.nycares.org/gary_bagley.

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New York Cares

About Our Programs
New York Cares changes lives, one volunteer at a time. Our programs help New Yorkers in two primary ways:

We meet immediate needs — Volunteers provide hot meals to the hungry, warm coats to people who are cold, companionship to lonely seniors, and more.

We enable New Yorkers to break the cycle of poverty and build better lives — Volunteers help children improve math and reading skills, homeless families find decent places to live, and unemployed adults find jobs. Many of the people we help have been living in poverty for generations.

New York Cares provides comprehensive volunteer services to 1,000 nonprofits, city agencies, public schools, and other organizations every year. We design and manage programs that enable more than 43,000 volunteers to give back, reaching 450,000 men, women, and children in need throughout New York City. New York Cares' Program Managers manage a caseload of organizations, working with them to identify critical needs they cannot address through their current resources. New York Cares creates volunteer projects to address those needs and recruits, trains, and deploys teams of volunteers to deliver the services.

About Our Volunteers
Engaging New Yorkers in Service — New Yorkers from all walks of life volunteer with New York Cares in all five boroughs. Projects include direct, hands-on activities, through which volunteers see the impact of their work. New York Cares' team-based volunteer model supports people during every step of their volunteer experience.

Empowering Leaders — Our 800 Team Leaders ensure our projects run effectively at each site. These highly engaged volunteers are trained to support other volunteers and serve as project managers. Their leadership makes our projects successful and helps strengthen our community.

Building Corporate Volunteer Leadership — New York Cares works with hundreds of New York City companies to engage their employees in volunteering. We design customized service projects to meet specific corporate responsibility objectives or employees’ preferences. We also invite companies large and small to participate in our major events like New York Cares Day and Hands On New York Day. In 2008, 828 companies worked with New York Cares, engaging 12,730 employees in service.

“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
Breaking the Cycle of Poverty

One-third of New York City children, five years or younger, live in families surviving below the federal poverty line. They are at high risk of dropping out of school, turning to drugs or crime, and perpetuating the cycle of poverty with their own children. We know that if we reach kids early we can set them on a different path — a path to learning and self-sufficiency. In 2008, New York Cares’ Children’s programs helped:

Children with Special Needs

Last year, volunteers worked with more than 2,000 children and teens with disabilities to engage their minds and lift their spirits. Volunteers taught cooking and nutrition skills to children with autism, participated in running races, ice skating, and more with children who have developmental disabilities.

Elementary and Middle School Children

Academics: One-on-one attention is crucial to enhancing academic performance. Last year, 17,000 volunteers helped students at the city’s public schools develop a love of learning and improve grades. Our Math Games volunteers put numbers in a new (and fun) light with activities such as Math Baseball and Flash Card Bingo. Team Green volunteers taught children to better understand the environment and the challenges facing it, by working on green-themed science experiments and community service projects. Our literacy volunteers helped children discover the magic of the written word by getting them their first library cards and practicing critical reading skills.

Arts and Recreation: In 2008, volunteers expanded the horizons of nearly 10,000 children from homeless shelters, hospitals, and low-income neighborhoods through art, sports, and cultural outings. They inspired creativity, built confidence, taught teamwork, and had lots of fun along the way.

High School Students

SAT Exam Preparation: Our long-standing partnership with Kaplan, Inc. made SAT preparation available to 600 underserved high school students who could not otherwise afford it. Students improved test scores, giving them the chance at a better future.

New York Cares Youth Service Clubs: Our award-winning Youth Service Clubs prepare the city’s next generation of volunteers. In 2008, we worked with 31 public schools, engaging 1,400 high school students in service. 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 volunteer projects, and developing their leadership skills.

“Having New York Cares’ Art Explorers at Columbus Park Pavilion added another dimension to the daily life there. It filled a void that only a group of caring, dedicated community volunteers could.”

— Glenn Angel Echevarria, Playground Associate, Columbus Park Pavilion

Children’s Program Statistics 2008

- Project Growth: 18%
- Number of Projects: 3,515
- Number of Children Served: 28,782

FOOTNOTES
Breaking the Cycle of Poverty

Planning for a better future starts by believing one is possible. That’s why we are committed to growing the number of programs through which our volunteers help capable but struggling New Yorkers work toward brighter futures for themselves and their families. In 2008, New York Cares’ Adult Education programs helped:

**Homeless Men and Women**
Through a range of job readiness, computer skills, financial literacy, and apartment search programs, our volunteers helped people transition out of homelessness, get jobs, and build more stable lives. Volunteers brought professional and life experience, as well as enthusiasm, compassion, and support to inspire participants in these programs.

**Immigrants/English Language Learners**
Participants in our English Language programs want to be successful in their new country, and recognize the importance of speaking English to achieve that goal. Whether their aim is to prepare for U.S. citizenship interviews and exams or improve their ability to navigate daily life by reading labels in the grocery store or participating in parent-teacher conferences, practicing language with our volunteers makes a big difference.

**Unemployed Adults**
Volunteers provided one-on-one and small group career development assistance to adults preparing to enter or re-enter the job market. Volunteers helped participants create and revise résumés and cover letters, prepare for job interviews, and learn computer skills to enhance their job searches.

**Low-Income Families**
Last year, our free tax preparation service, in partnership with ARIVA, helped low-income New Yorkers receive more than $5.1 million in tax credits and rebates. We also helped clients enhance their fiscal awareness and develop family budgets through our Financial Literacy program.

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“When [the volunteers] asked me about my good qualities, I couldn’t think of any. But with their help, I was able to write out some good points about myself that I didn’t know I had. New York Cares helped me bring them out.”

— Manuel Acosta, Successful Interview Skills Workshop Client

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Supporting Adults

Adult Program Statistics 2008

- Project Growth: 13%
- Number of Projects: 2,285
- Number of Adults Served: 28,310
The economic crisis has been especially hard on New Yorkers who rely on the city’s soup kitchens, food pantries, and homeless shelters. In 2008, our volunteers helped individuals and families get through challenging times by meeting urgent needs—serving meals, visiting lonely senior citizens, and providing access to clothing and food. We also ensured that community parks and gardens were well tended despite budget cuts. Last year, thousands of community volunteers lent a hand to:

Men, Women, and Children in Need
Our volunteers prepared and served nutritious meals to clients at homeless shelters and community centers. They visited patients in hospitals, sorted clothing, food, and books, and directed these resources to the people who needed them most.

Elderly New Yorkers
Many elderly residents in nursing homes have no one to visit them. Volunteers provided companionship and engaged them in recreational activities such as reading, bingo, and social events.

Adults with Special Needs
Volunteers worked with adults with disabilities on challenging and inspiring projects that engaged their minds and spirits. They practiced English with immigrants with special needs, created art and enjoyed recreational outings with developmentally delayed adults, and jogged with disabled and visually impaired runners.

Schools, Community Centers, Libraries, and Shelters
New York Cares volunteers painted, cleaned, and revitalized facilities serving people in need.

Parks, Gardens, and Environment
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 maintain and revitalize these important public spaces.

Shelter Animals
The chance of shelter animals finding loving new homes is greatly enhanced by human contact. Volunteers ensured that animals remained happy, healthy, and socialized at shelters around the city while waiting to find new owners.

Citywide Disaster Readiness
Since 2003, New York Cares has been the Office of Emergency Management’s lead organization for coordinating general volunteers during citywide emergencies. In 2008, New York Cares signed an agreement with the American Red Cross of Greater New York that provided the framework for cooperation in preparing for and responding to disaster relief situations. In the event of an emergency, our staff and volunteers are prepared to handle what arises.

Community Program Statistics 2008

<table>
<thead>
<tr>
<th>Project Growth: 7%</th>
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<tbody>
<tr>
<td>Number of Projects: 4,043</td>
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<tr>
<td>Number of Agencies Served: 990</td>
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New York Cares' annual events bring tens of thousands of New Yorkers together in powerful ways to strengthen our community. In 2008, 14,000 volunteers painted and revitalized public schools and spaces on our large service days. Thousands of others gave coats and gifts to help more than 100,000 disadvantaged men, women, and children.

**Annual Events**

**Hands On New York Day**
A record 6,000 volunteers participated in the 14th Annual Hands On New York Day in April, sponsored by HSBC Bank USA, N.A. They raked leaves, pruned trees and bushes, repaired fences, planted hundreds of shrubs and bulbs, removed trash and winter debris, and painted murals at 108 sites citywide.

**New York Cares Day**
Positive and inspiring learning environments play an important role in student success. That's why every October for the past 17 years, New York Cares has held the city’s largest volunteer event for public schools. In 2008, 8,000 volunteers worked at 123 schools citywide, transforming indoor and outdoor spaces with vibrant murals and organizing libraries to enhance school and community pride.

**Winter Wishes for Kids and Families**
In 2008, our volunteers’ generosity helped us answer a record-breaking 33,000 holiday wishes for children, teens, and families. After 20 years, we are still staggered by how basic many requests are: an art set, clothes for school, or, as one little girl wrote, “Nothing for me, just a blanket for my mother.”

**The New York Cares Coat Drive**
For the last 20 years, the New York Cares Coat Drive has provided desperately needed coats to homeless people, recent immigrants who arrived in this country with just the clothes on their backs, seniors on fixed incomes, and others who cannot afford new coats to make it through the winter. The economic crisis in 2008 resulted in greater demand for coats. With the support of Presenting Sponsor, Health Plus, we extended the Coat Drive into January 2009 to collect as many as possible, distributing a total of 67,030 coats.

*David, the gardener, told the team that the work they completed in one day would take him a month to do with the staff and resources he has.*

— Lindsay Heinlein, Hands On New York Day Site Captain, McGolrick Park

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**Meeting Immediate Needs**

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**Annual Event Program Statistics 2008**

- Students benefiting from school revitalization: 88,000
- Winter Wishes gifts distributed: 32,659
- Coats collected and distributed: 67,030
New York Cares quadruples every dollar donated in service to the community through the power of our volunteers. Eighty-three percent of our total expenses go directly to helping New Yorkers in need.
Financial Supporters

The way to volunteer

New York Cares

The way to volunteer

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New York Cares
Financial Supporters (continued)

We are proud to recognize donors marked with an * as members of New York Cares’ Hands On Heroes Society. These individuals have shown their support for New York Cares by making a generous, multi-year commitment to help us reach even greater numbers of New Yorkers in need. To learn more about the Hands On Heroes Society, please contact Amy Wicks at 212-229-1154 or amy_wicks@nycares.org.
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The way to volunteer

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Photography
Cover photos by
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Pictured on front cover (left to right):
American Express at Hudson River Park, Deloitte at PS 161M

Pictured on back cover (left to right):
Rego Park Senior Center, PS 161X

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