



Volunteers of America®
CHESAPEAKE

2009 Annual Report



*“We will go wherever we are needed and
do whatever comes to hand.”*

- Maud & Ballington Booth,
Volunteers of America Co-Founders

FULFILLING OUR MISSION

At Volunteers of America Chesapeake we are passionate about helping those in need rebuild their lives and reach their full potential. Through our dedicated and committed team of management, staff and volunteers and guided by our Core Values: **Caring, Quality, Trust, Faith** and **Respect** we help more than **8,000** people each year at our **26** programs serving: the homeless, mentally ill, intellectually disabled, aging, those in need of affordable housing and community corrections.



A CONVERSATION WITH THE PRESIDENT

1. What are some of Volunteers of America Chesapeake's most significant accomplishments this year?

Our most significant accomplishment is increasing the number of individuals and families we serve in all of our human service programs. During FY09, we increased our service numbers by 3% over the prior year as well as increased the number of bed nights by approximately 10% for the individuals in our emergency shelters, transitional and permanent housing programs.

2. What are the biggest challenges currently facing Volunteers of America Chesapeake?

The biggest challenge Volunteers of America Chesapeake, Inc. is currently facing is to offset the decline in revenue due to the economy and diminishing local funding. Volunteers of America Chesapeake, Inc. quickly responded with adjustments to our operations to offset this economic downturn over the past year. We continue to have challenges due to the economy from the business side; but we continue to enhance our human services provided to the homeless, intellectually disabled, ex-offenders, mentally ill, and seniors through quality improvements in physical space and programming.

3. What are your goals to expand Volunteers of America Chesapeake and increase its success in 2010 and beyond?

Our goals in FY 2010 and beyond to widen our reach in the Maryland, Virginia and District of Columbia region are to offer new services to homeless veterans, expand our ex-offender programs and increase the residential services offered to intellectually disabled and those seeking mental health programs. It is my belief that non-profits in our region also need to think out of the box

Russell K. Snyder reflects on his first year as president of Volunteers of America Chesapeake and the organization's progress towards its mission.

and collaborate with each other to leverage the available funds to human services agencies. Collaboration will help Volunteers of America Chesapeake, Inc. be more cost efficient and a better community partner.

4. Why is now such an important time for people to join Volunteers of America Chesapeake's team?

Volunteers of America Chesapeake, Inc. will grow in the next fiscal year and one of our initiatives for FY 2010 is to enhance the work experience for our employees through a more employee-focused environment as well as improve the competitiveness of our compensation and benefits that we are offering our employees. It is also my goal to center Volunteers of America Chesapeake on its faith-based mission – serving others to improve their independence, self-sufficiency and dignity.

5. Why did you decide to lead one of the largest human services agencies in the Baltimore and D.C. Metro Area?

I joined Volunteers of America Chesapeake, Inc. after 25 years in the professional services for-profit environment because of my desire to serve the less fortunate in this region. I believe my leadership positions in my church and my work experience early in my career as a property manager of a large real estate development company in the D.C. area, have prepared me for leading the faith-based mission of Volunteers of America Chesapeake, Inc. Joining a faith-based human services provider is where God wanted me to be and I welcomed the opportunity.

6. Since coming on board in January 2009, what excites you the most about this company?

Its potential to be the preferred human services provider in the region. We have incredibly talented employees who serve the vulnerable populations in our care with incredible compassion. We can build on this "call to serve" by creating a culture of continuous quality improvement. I believe that through continuous quality improvement, Volunteers of America Chesapeake, Inc. will reach its goal of excellence in the near future.

caring

quality

Restoring Hope

On January 24, 2009 Mary Coates and her family's lives changed in an instant. A tree fell onto their roof in the middle of the night catching the electrical wires on the way down and sparking a fire that destroyed their home.

A home that meant everything to 29-year-old Coates, who at the time was pregnant with her fifth child; "I had lived there my whole life," she said. "The home meant a lot to me — it wasn't very fancy, but it was our home and it was all we had."

That's because two months before Coates had lost her job due to the economy. Now, in the middle of the night Coates found herself without a job; without the home she owned after her parents left it to her when they passed away and without a place to raise her soon-to-be five children.

But Coates never lost hope. "Everything happens for a reason," she said. With her hope and only the clothes on their backs, she and her children — ages 11, 9, 3 and 1 — began banging on doors of friends and family trying to find a place to stay; until 9 months later Mary had her baby and there were no more doors to knock on.

Instead Coates found herself calling Volunteers of America Chesapeake's Hilda M. Barg Homeless Prevention Center, desperate to find shelter for her family.

"Coming here was a really hard decision to make," Coates said, "because I never thought I'd be homeless. But it can happen to anybody and this was the best decision for me and my children."

"When we arrived here we didn't have anything to bring," Coates said. "We didn't even have coats. My kids had a book bag and just a few clothes; they went the first two whole months of school living on donations. When we started here at Volunteers of America Chesapeake, my daughter didn't even have underwear or socks."

Under the Woodbridge, VA Program Director Gayle Sanders' care, Coates not only found safe shelter but a place where every need she and her children had was met.

"It's just a blessing, that this place and the people who work here are here," Coates said, "I don't know what I would have done if it weren't for this place. I might have lost my daughter."

Instead, a little less than a year after they lost everything in the fire and three months after arriving at Volunteers of America Chesapeake's Hilda M. Barg Homeless Prevention Center, everything is restored. Coates has a new job, her children stayed in school, and she and her family just moved into a new 4-bedroom, 3-level town home that's rent-to-own.



Homeless & Supportive Housing Services Locations

AfterShare Programs – Woodbridge, VA

Bailey's Crossroads Shelter – Falls Church, VA

Bailey's Crossroads Hypothermia Shelter – Falls Church, VA

Eastern Avenue Apartments – Seat Pleasant, MD

Hilda M. Barg Homeless Prevention Center – Woodbridge, VA

Irvington Woods Apartments – Baltimore, MD

The Lighthouse Center – Virginia Beach, VA

Loudoun Homeless Services Center – Leesburg, VA

Loudoun Transitional Program – Leesburg, VA

Paca House – Baltimore, MD

Pratt House – Baltimore, MD

Residential Program Center – Arlington, VA

Shelter Plus Care Program – Lanham, MD

Virginia Beach Winter Shelter – Virginia Beach, VA

Homeless and Supportive Housing Services

Program Highlights

- *Volunteers of America Chesapeake serves more than 5,000 homeless men, women and children each year.*
- *In addition to year-round facilities, Volunteers of America Chesapeake also offers emergency shelters and hypothermia prevention programs that serve more than 1,000 individuals in the region. A cold-weather shelter was added to the Loudoun Homeless Services Center in 2009. The most frequent place single adults were living before coming to these emergency shelters was on the streets.*
- *To bridge the transition from crisis or emergency shelter to permanent housing, approved Volunteers of America Chesapeake facility residents may move from overnight shelters to on-site transitional housing. In these facilities, 63% of the families had an employed adult and 52% of the single adults served were employed.*

To help Mary and other families please visit www.voaches.org/donate

Happiness Happens for Hattie!

Thirty-six-year-old Hattie is full of hope. Seven years ago she decided to move past a rough childhood that left her with severed family ties. Instead of giving in to troubling circumstances she decided to take control of her own future and make positive life changes. Her first step: moving into one of Volunteers of America Chesapeake's Northern Virginia Community Living Centers group homes.

Living in the group home gave Hattie the confidence she needed to become self-reliant. She was able to get a job at a local thrift store and has kept it for nearly eight years. "My favorite part is when I get to accept donations in the back room and give customers a receipt," she said. "It's a big responsibility."

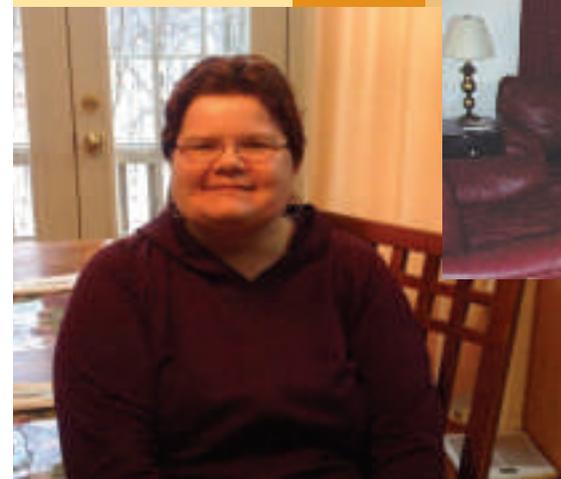
Volunteers of America Chesapeake Program Director Vanessa Hill said Hattie embraces responsibility not only at work but at home. She is a role model for other women in the program and watches out for her roommates. "I cook the meanest spaghetti on earth," Hattie explained, "Everyone has second and third helpings!"

But Hattie's talents reach beyond the kitchen and the thrift store. Several years ago she was invited to be on the board for the local Human Rights Committee in Manassas, VA. "I'm a team member and an individual advocate," Hattie said, "I review restrictive behavioral support plans and speak up on behalf of people who can't."

Volunteers of America Chesapeake's programs helped provide Hattie with the hope that not only empowers her today but also inspires her to look toward the future Hill says Hattie's greatest success is her happiness and enjoyment of life. "It is very rewarding to see Hattie benefit from the Volunteers of America Chesapeake programs," Ms. Hill said. "I think she has made a drastic change. Her life is happier...and she enjoys life now."

"Over the past year we have had the opportunity to hear the voices of the individuals we support through their stories about how they feel about their life now and in the past. We have heard the applause from families who have been able to thank us for the work we are doing."

*- Belinda Tiller, Volunteers of America Chesapeake Vice President,
Intellectual Disabilities Services*



Intellectual Disability Services Locations

Baker House – Virginia Beach, VA

District of Columbia Community Living Centers – Washington, D.C.

Northern Virginia Community Living Centers –

Arlington, VA

Falls Church, VA

Manassas, VA

Woodbridge, VA

Intellectual Disability Services

Program Highlights

- Volunteers of America Chesapeake operates 7 homes in Northern Virginia, 4 homes in D.C. and a 12-person facility in Virginia Beach; providing homes for 57 intellectually disabled people in all. Currently Volunteers of America Chesapeake is working to open a home in D.C. for individuals who are medically fragile.
- Volunteers of America Chesapeake is moving to a person-centered approach of services and supports, where individuals have a choice and voice in their lives.
- Residents participate in life skills training and human growth and development classes geared toward individual skill levels and development potential.
- Many residents are employed and work full-time jobs.

To help Hattie and other families please visit www.voaches.org/donate

There are no limits to caring

Living on the streets under normal conditions had been hard enough for Susie*, who suffers from bipolar disorder; but with winter quickly approaching she knew she needed to seek help if she was going to survive the snow and ice. Unfortunately, this was not the first time she has asked for help. The winter before she sought Volunteers of America Chesapeake's assistance and was referred to a substance abuse treatment facility. But that winter wasn't Susie's first time asking for help either. She was also referred to – and placed – in a shelter three times by Volunteers of America Chesapeake staff. However, her stay in the shelter and the treatment facility were short and unsuccessful due to Susie's failure to conform to program rules.

But Volunteers of America Chesapeake staff refused to give up.

"There are no limits to caring," is the motto used frequently at Volunteers of America Chesapeake and the staff was determined to find a way to get Susie off the streets and into a home where she could be self-reliant and make positive life changes. This time when she came back to Volunteers of America Chesapeake to ask for help, emphasis was placed on her mental health treatment. Staff linked her with Volunteers of America Chesapeake's psychiatrist first, and then referred her to a local public mental health service provider for long-term treatment. This unique approach and the hope Volunteers of America Chesapeake staff instilled in her made all the difference in Susie's commitment to change her life. She remained compliant with her mental health treatment, which allowed her to meet the qualification to enter a supportive housing program. In one month's time Susie moved into an apartment where she now pays full market rent.



Photo by Juana Arias

Mental Health Services Locations

Baltimore Mental Health Services – Baltimore, MD

Community Psychiatric Rehabilitation Program – Lanham, MD

D.C. Core Services Agency – Washington, D.C.

Montgomery County Mental Health Outreach to Homeless Individuals – Silver Spring, MD

Prince George's Mental Health Services – Lanham, MD

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Mental Health Services

Program Highlights

- *Volunteers of America Chesapeake serves 584 people each year at its Mental Health Services facilities and provides supportive psychiatric rehabilitation services to severely mentally ill adults in Baltimore City, Montgomery County, and Prince George's County Maryland.*
- *Volunteers of America Chesapeake's District of Columbia Core Service Agency provides community-based mental health outreach and engagement services to the homeless population in the nation's capitol. The Agency's employees go into the community to find and build relationships with many of the 12,000 homeless residents of D.C. each day.*
- *Through the Prince George's County Shelter Plus Care program, Volunteers of America Chesapeake manages 29 units of supportive permanent housing for people who came from homelessness and have severe mental health diagnoses.*
- *Many of the residents hold jobs while in the facilities and 85% of residents had an increase in income while they were in the program.*

To help Susie and other families please visit www.voaches.org/donate

A little goes a long way with Robbie

To many of Volunteers of America Chesapeake's clients, it's the little things that are making a big difference in their lives. Take Robbie*, for example. The 42-year-old is a client at Volunteers of America Chesapeake's Residential Program Center in Arlington, VA. "For many years now," he says he's suffered with a substance abuse problem; specifically alcohol. His stay at Volunteers of America Chesapeake's Residential Program Center marks his fifth recovery program. But this time, he is committed to having this program be different. "I brought myself here in order to really change my life once and for all," Robbie explains. Sure enough, that is exactly what he is doing.

Robbie has not only completed his stay in the Detox Unit, but moved upstairs to the Early Recovery Unit – where thanks to the intense case management and continuum of care Volunteers of America Chesapeake offers – he is committed to finding a job, getting his life in order, finding permanent housing and making the positive life changes. Now, for the first time in a long time, he has hope that it will all happen.

That hope was restored to Robbie through the programs, staff and donations at Volunteers of America Chesapeake. A recent church donation of dry-cleaned suits and interview clothes meant the world to Robbie. When he walked into the freshly-stocked clothing closet at the center, he was in awe of what we saw. "I never had fancy clothes," he said. Within a few minutes Robbie had tried on dozens of pants, shirts and suits and walked away with two new suits and a number of shirts and shoes to match; each seeming to be tailored to his size. "As little as it may seem to them, it means such a great deal to someone who can put it to good use," Robbie explained. "I think it is wonderful to have now and it will really help me in the future."



Substance Abuse Services Locations

Residential Program Center Detoxification Program – Arlington, VA

Residential Program Center Early Recovery Program – Arlington, VA

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Substance Abuse Services

Program Highlights

- *Volunteers of America Chesapeake's Residential Program Center is the only 24-hour program in Arlington County that offers detoxification services, post-detoxification services, an early recovery unit, and a shelter for single adults.*
- *In 2009 the Detoxification Unit served **312** clients and the Early Recovery Unit served **36** clients.*

- *The Volunteers of America Chesapeake's Residential Program Center is also the only non-profit to hold the contract with Arlington County Department of Human Services since the program's inception in 1994.*

To help Robbie and other families please visit www.voaches.org/donate

Kenneth helps himself by helping others

At nine-years-old Kenneth started using drugs. He began by sniffing the model glue he got at the local Five & Dime. That glue was the first step in what would become a nearly 40-year battle with drugs and alcohol. But Kenneth never seemed like a person who was “always high.” At 19 he enlisted in the Army, at 20 he joined the Navy; “Even though I couldn’t swim,” he explained. But Kenneth was determined to succeed. In three days he went from a Class D swimmer to a Class A swimmer. “My mom had just died, I was an only child and I didn’t know what to do with myself,” he said, “Because I’m poor and this is the one way I’ve got to keep the world free.”

After four years in the Navy, Kenneth held a variety of jobs - many with the federal government - all while nursing his alcohol and drug addiction. Yet you never would have known, “I never once had to go to a soup kitchen or a shelter,” Kenneth said. Finally, his drug and alcohol addiction spiraled out of control and Kenneth quit his job. Out of desperation he began robbing banks to continue funding his drug habit. “I believe in something my grandfather use to say,” Kenneth explains looking back, “You get by... you don’t get away.” Kenneth was caught and went to prison – not once, but twice – his second sentence served in a federal maximum security facility.

His second time out, Kenneth took a different path. “I got tired of chasing death,” he said. “I didn’t have a re-entry program my first time, so I didn’t give it any thought about hitting the streets – I just wanted out of there. This time I said no. I have to do my own program; I can’t let anyone do it for me. I knew if I went back [to prison] I’d be done – I’m there for life.”

At Volunteers of America Chesapeake’s Residential Re-Entry Center Kenneth was able to connect with the resources he needed to deal with his addictions and treat his (until then, undiagnosed) mental illness. He also benefited from Volunteers of America Chesapeake’s continuum of care; securing a spot in one of Volunteers of America Chesapeake’s Baltimore Mental Health’s Group Homes. “Had it not been for Volunteers of America Chesapeake there is no doubt in my mind I’d be back in prison,” he said.

Instead, Kenneth thrives in his group home even taking a leadership role; cooking meals for everyone. “Now my new high is cooking.” His specialty is Italian Sausage.

“I want to give Volunteers of America Chesapeake a lot of the credit because of how they placed me. My biggest fear overall is that I have to leave this program.”

Instead Kenneth now lives a life full of hope, dignity and continuing to make positive life changes. On January 5, Kenneth celebrated 10 years in recovery.



Community Corrections Services Locations

The Residential Re-Entry Center – Baltimore, MD

The Supervised Residential Center – Baltimore, MD

quality

Community Corrections

Program Highlights

- *Volunteers of America Chesapeake’s community correction facilities assist men and women in making a successful transition from federal or state institutions to the community through pre-release and work-release programs.*
- *Through the years, thousands of men and women have earned GEDs, obtained jobs and housing, reconnected with family members and stayed out of the correctional system thanks to Volunteers of America Chesapeake.*

- *A former inmate had this to say about the support and assistance he received from Volunteers of America Chesapeake: “I’m working now, and I owe it all to this program and to (the staff) taking the time to show me that I’m worthy of something.”*

To help Kenneth and other families please visit www.voaches.org/donate

A way of life

For Jean Johnson, Volunteers of America Chesapeake's Harford Senior Center isn't just a place; it's part of her way of life.

"It means quite a bit to me because it's kept me from just sitting in the house and not doing anything," Johnson explains. "It keeps me busy."

But this life-long Baltimore City resident doesn't need any help staying busy. Since retiring from her 32 year career working as a Teaching Assistant for Baltimore City Schools, for the past 10 years Johnson has been active at Volunteers of America Chesapeake's Harford Senior Center where she participates in a wide variety of the activities offered.

Johnson also has plenty to contribute. In addition to all of the activities she participates in at Volunteers of America Chesapeake's Harford Senior Center, she also volunteers.

"It's just sort of my way of giving back and letting them know that I appreciate having someplace special to go," she says. Every time she is at the center she always asks Program Director Curleen Davis what she can do to help.

"Even if it's just something little I love doing things," Johnson explains, "so I just want to help any time I can."

For Davis, even the "little things" make a tremendous impact. "Her volunteering helps the center because of our small staff – she plays an important role in helping to fill-in staff areas," Davis explains adding, "She is funny and she helps to engage others in the activities and she keeps everybody motivated."

Johnson especially used her skills of engagement and motivation this past year; passing out flyers, sending more than 150 letters and even doing TV interviews helping ensure that Volunteers of America Chesapeake's Harford Senior Center stay open after the struggling economy threatened to shut it down.

"That was a huge help for us because she spoke both about what the center means to the seniors as well as what our presence means in the community," Davis said, "and that was a key point that was important for the public to know."

That's why Johnson feels such joy knowing she helped keep the center's doors open. "I felt that I had had a lot to do with helping this to happen... I just don't know what everyone would have done without this senior center."



Senior Services Locations

Harford Senior Center –
Baltimore, MD

trust

Senior Services

Program Highlights

- *Volunteers of America Chesapeake's Harford Senior Center served 895 senior citizens in 2009.*
- *On average each senior visits the center four times a week to take part in the variety of programs Harford Senior Center offers such as: Exercise equipment and classes, financial classes, art classes, a book club, health screenings, weekly BINGO, in-house movies, musical performances, a discounted daily lunch, holiday celebrations, field trips, yard sales and volunteer opportunities.*
- *The center offers a unique Transitions Program. Hosted by a skilled social worker, these welcoming group sessions help the members gain the skills and confidence needed to overcome a loss, understand a difficult medical diagnosis or get through a life-altering event.*
- *The Harford Senior Center provides its services to members at the low cost of \$20 a year.*

To help Jean and other seniors

please visit www.voaches.org/donate

Thank you to those that support our programs...

\$20,000 + The Community Foundation For The Capital Region **\$10,000 to \$20,000** Annie E. Casey Foundation **\$5,000 to \$9,999** United Way Natl. Capital Area – Dulles Area Assoc Of Realtors, Inc – Mr. Stephen Coakley – Horizon Consulting **\$1000 to \$4999.99** Ms. Jean Durfee – Aegon Transamerica Foundation – The Philip L. Graham Fund – Calvert Social Investment Foundation – Mark Building Associates, LLC – Richard J. Princinsky & Assoc. – Blue Ridge Area Food Bank, Inc. – Goodwin House, Inc. – Ellen Zelano – Mr. William Loichot – United Way South Hampton Roads – Leesburg Presbyterian Church – Kings Grant Presbyterian Church – Vangaurd Justice Society – Ms. Beverli Uithoven – First Christian Church – Carmax Foundation – First Mount Zion Baptist Church – Chris Bradshaw – Mr. Andre Fontaine – Mr. Benjamin Smith – Mr. Paul Tillinghast – Mr. William Hemphill – William Hill **\$500 to \$999** Cecile D. 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To continue making a difference in this difficult year, please visit www.voaches.org/donate today. Thank you for your continued support.

Financials

Statement of Financial Position

	2009	2008
<i>Assets</i>		
Current Assets	8,002,244	6,290,812
Property & Equipment (net)	15,025,691	15,690,860
Long Term Investments	4,365,939	7,140,894
Totals	\$27,393,874	\$29,122,566
<i>Liabilities and Net Assets</i>		
Current Liabilities	6,130,182	4,557,650
Long Term Liabilities	8,021,003	8,222,680
Total Liabilities	14,151,185	12,780,330
Total Net Assets	13,242,689	16,342,236
Total Liabilities & Net Assets	\$27,393,874	\$29,122,566

Statement of Activities

<i>Revenues</i>		
Public Support	1,158,989	1,594,602
Government Revenue & Grants	20,895,060	16,451,454
Other Revenues	2,284,063	1,301,437
	<u>\$24,338,112</u>	<u>\$19,347,493</u>
<i>Operating Expenses</i>		
Program Services	21,338,357	17,105,185
Management & General Expenses	3,057,649	2,587,777
Fundraising Expenses	896,983	1,027,543
Total Program Support and Services	\$25,292,989	\$20,720,505
Affiliate fees paid to National Organization	429,074	361,463
(Decrease)/Increase in Net Assets from Operations	(\$1,383,951)	(\$1,734,475)
Non-Operating Gains/Losses	(248,105)	38,911
Total (Decrease) in Net Assets	(1,632,056)	(1,695,564)
Minimum Pension Liability Adjustment	(1,467,491)	71,588
Net Assets Beginning of Year	\$16,342,236	\$17,966,212
Net Assets End of Year	\$13,242,689	\$16,342,236

2009 Board of Directors

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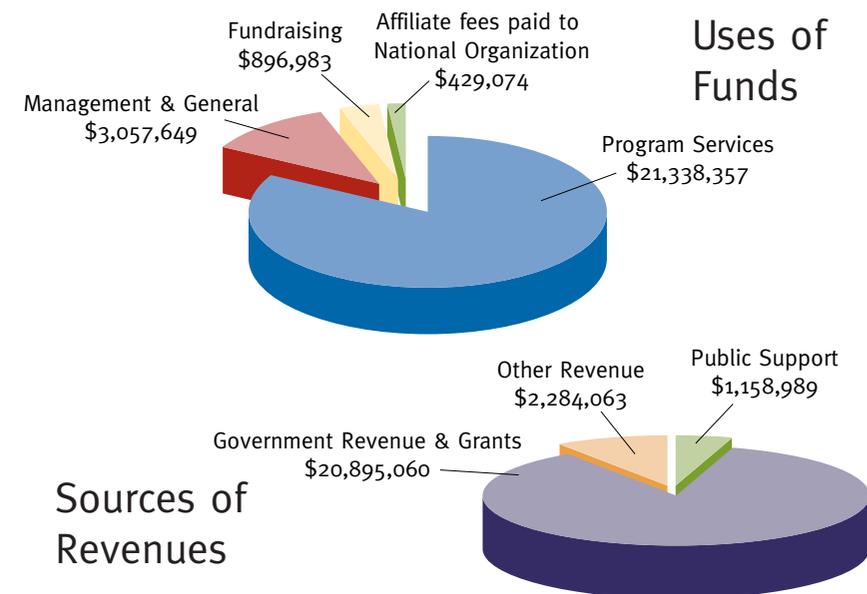
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Carol Bryden Moore
Chesapeake Consulting, Inc.

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Volunteers of America Chesapeake Programs

Maryland

Baltimore City

Baltimore Mental Health Services
Harford Senior Center
Irvington Woods Apartments
Paca House
Pratt House
The Residential Re-Entry Center
The Supervised Residential Center

Lanham

Community Psychiatric
Rehabilitation Program
Prince George's Mental Health
Services
Shelter Plus Care

Silver Spring

Montgomery County Mental Health-
Homeless Outreach Program

District of Columbia

D.C. Community Living Centers
D.C. Core Services Agency
D.C. Criminal Justice
Liaison Services

Virginia

Arlington

Residential Program Center:
Homeless Services Unit,
Detoxification Unit,
Early Recovery Unit
Northern Virginia Community
Living Centers

Falls Church

Bailey's Crossroads
Community Shelter
Bailey's Crossroads Hypothermia
Shelter
Northern Virginia Community
Living Centers

Leesburg

Loudoun Homeless
Services Center
Drop In Center, Cold Weather
Shelter
Emergency Shelter, Loudoun
Transitional Housing Program

Manassas

Northern Virginia Community
Living Centers

Virginia Beach

Baker House
The Lighthouse Center

Woodbridge

Hilda M. Barg Homeless
Prevention Center
Northern Virginia Community
Living Centers



Mission

Volunteers of America Chesapeake's mission is to create sustained positive life changes for individuals and families by providing high-quality human services leading to self-reliance, dignity and hope in Maryland, Virginia, and the District of Columbia.



CHESAPEAKE

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To learn more about these families and see our work in action please
visit www.voaches.org

Friend us on Facebook, Follow us on Twitter