

# Called to Care

News and Stories from Volunteers of America Chesapeake, Inc. • *Spring/Summer 2011*



## **2010 ANNUAL REPORT**

### **CALLED TO CARE**

On a first-name basis

### **OUT OF THE WOODS**

A homeless man who finds his way

### **PASSIONATE PARTNERSHIP**

BB&T employees care about  
Volunteers of America Chesapeake

### **THE IDEAL PLACE**

Making houses homes for  
individuals with intellectual  
disabilities



**Volunteers  
of America®**

**CHESAPEAKE**

# PRESIDENT'S MESSAGE

## Mission

To inspire self-reliance, dignity and hope through human services.

## Core Values

Caring, Respect, Faith, Quality and Trust

## About Us

Volunteers of America was founded in 1896 by social reformers Ballington and Maud Booth who envisioned a movement dedicated to “reaching and uplifting” the American people. The Booths pledged to “go wherever we are needed, and do whatever comes to hand.” That declaration continues to guide Volunteers of America’s outreach efforts today.

Also founded in 1896, Volunteers of America Chesapeake was one of the first branches of Volunteers of America – one of the nation’s largest and most comprehensive human services organizations. The Chesapeake affiliate now offers 26 programs located throughout Maryland, Virginia and the District of Columbia. A dedicated team of more than 650 staff and 2,200 volunteers serves more than 9,000 people annually in 6 areas of health and human services: Homeless Services, Supportive Housing, Intellectual Disability Services, Mental Health Services, Community Corrections and Substance Abuse Treatment.

**Called to Care** is a seasonal publication of Volunteers of America Chesapeake, Inc. for the benefit of our volunteers, donors, community partners and sponsors.

## Cover Photo

Courtesy of Volunteers of America

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CHESAPEAKE

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## With Thanks

We are grateful every day to those who endorse and support the work of Volunteers of America, under which Volunteers of America Chesapeake serves as an affiliate and registered 501(c)3 non-profit faith-based organization.

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## A Call for Help

When I met J.D., I was touched by the change in his life—a transformation that took place because we—who are **Called to Care**—wouldn’t give up on him.

For years, our staff at Volunteers of America Chesapeake’s Hilda M. Barg Homeless Prevention Center went to J.D.’s makeshift encampment in the nearby woods to talk with him and gain his trust. They hoped he would seek refuge in the center.

And one day, at the end of his rope, J.D. finally turned to someone he knew could help him—someone who is **Called to Care**.

## Life-Changing Results

J.D.’s story on page 4, and five other stories that follow, are among the many I witnessed this past year through the efforts of Volunteers of America Chesapeake.

We invite you to read these stories highlighting the life-changing results made possible with your support.

## 12% Increase in Service

In 2010, with the help of more than 650 employees and 2,200 volunteers, together we served more than 9,000 men, women and children in our service region of Maryland, Virginia and the District of Columbia—an increase of 12% compared with 2009.

This is an incredible testimony to our dedicated staff and our ability as a faith-based non-profit to be nimble and adjust to the increase in the populations that need our services.

## Core Values in Action

*Quality* is one of our Core Values. I am pleased to report that Volunteers of America Chesapeake received an 84% approval rating last year in the quality of our health and human services we are providing in all the local jurisdictions.

Driven by *Faith*—another of our Core Values—our vision is to provide vulnerable individuals and families a place to belong and find hope. We *Respect* the immeasurable value of each person. We *Care* about the success of each individual we serve and you can *Trust* that Volunteers of America Chesapeake is doing it right

Please accept my sincere gratitude for your support—and for your partnership—as together, we are **Called to Care**.

Blessings,

A handwritten signature in black ink, appearing to read 'Russell K. Snyder'.

**Russell K. Snyder**

President/CEO



## Who answers the call?

...When DeAndra, carrying her young daughter and the weight of their world, needs shelter from an abusive relationship.

...When Ray—sent by taxi from a local hospital because he’s too “well” to be there, but clearly in no condition to survive a cold night on the streets—is dropped off at almost midnight.

...On the first day of “freedom” for Marlo, who has served his time but is still imprisoned by old habits and addictions—and needs to learn a whole new way of life.

**We do.**



**Volunteers  
of America®**

**CHESAPEAKE**

We’re blessed with ability to say “yes” when others have said “no.”

Yes, DeAndra. Yes, Ray. Yes, Marlo. And yes to all whose life stories unfold on following pages.

We’re here to help. Because we’re ...

**Called to Care.**

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*For I was hungry and you gave me food,  
I was thirsty and you gave me drink,  
I was a stranger and you welcomed me,  
I was naked and you clothed me,  
I was sick and you visited me,  
I was in prison and you came to me.  
Matthew 25:35-36*



# HOMELESS SERVICES

Let's just call him what he is ...

## Grateful.

J.D. has found a home—and a calling too.

Scarcely more than a year ago, J.D. was not out of the woods yet. He was at a campsite where he had lived for more than 20 years.

Afraid he was dying, he reached out to Gayle Sanders, Program Director at Volunteers of America Chesapeake's Hilda M. Barg Homeless Prevention Center in Woodbridge, Virginia.

"I didn't want to die alone," J.D. said.

Gayle connected him with medical attention—and when his health improved, he came back to the center as a resident. A few months later, J.D. rented a room outside of the center. But he returns nearly every day as a volunteer to serve other people who are homeless.

"When I walk in the door, it's like coming home—and I've never had a real home."

He is also eager to help the staff who helped him recover.

"I could not have done that without the prayers and support of the fine folks.... Some people take for granted what these people do every day to make a difference in people's lives. They are my angels."

A changed man, J.D. said he feels lucky to have a second chance.

"I firmly believe history is made by each breath and that a legacy is what you do with that breath. Now I can't think of a more fitting or lasting legacy than to help your fellow man."

Like us, he too is ...

## Called to Care.



“When I walk in the door, it’s like coming home—and I’ve never had a real home.”

### 11 Homeless Services Programs:

**AfterShare Programs**  
Woodbridge, VA

**Bailey's Crossroads Community Shelter**  
Falls Church, VA

**Bailey's Crossroads Hypothermia Shelter**  
Falls Church, VA

**Hilda M. Barg Homeless Prevention Center**  
Woodbridge, VA

**The Lighthouse Center**  
Virginia Beach, VA

**Loudoun Cold Weather Shelter**  
Leesburg, VA

**Loudoun Homeless Services Center** Leesburg, VA

**Loudoun Transitional Program**  
Leesburg, VA

**Pratt House**  
Baltimore, MD

**Residential Program Center**  
Arlington, VA

**Virginia Beach Winter Shelter**  
Virginia Beach, VA

**Serving: 4,267 Residents**

### Providing:

*Case Management  
Housing Support and Placement  
Vocational Training and  
Placement Assistance*

Let's just call them what they are ...

## Passionate.

BB&T employees care about their community and Volunteers of America Chesapeake.

More than 60 BB&T employees each donated 3 sweat-filled days of labor to improve Volunteers of America Chesapeake's Eastern Avenue Apartments in Seat Pleasant, Maryland. This 88-unit affordable housing community offers permanent residences with supportive services to low-income individuals and families.

"Engrained as a part of our mission at BB&T is to make the communities in which we work better places to be," said Heath W. Campbell, BB&T Senior Vice President, Prince George's County City Executive.

The employees served as part of BB&T's Lighthouse Project—which also provided a generous \$10,000 contribution—to "help shine a brighter future for Volunteers of America Chesapeake, Eastern Avenue Apartments and the families and children you serve."

"BB&T has enjoyed the privilege of working with Volunteers of America Chesapeake in numerous capacities over the years..."

In just three days, the volunteer crews created a new playground, community room and computer lab.

"BB&T has enjoyed the privilege of working with Volunteers of America Chesapeake in numerous capacities over the years," Campbell explained, but "What makes this project so unique is that it is a project which should have taken three weeks; yet it took only three days because of the collaboration and hard work of our BB&T employees and Volunteers of America Chesapeake."

Together, we are ...

## Called to Care.

### 4 Supportive Housing Services Programs:

Eastern Avenue Apartments  
Seat Pleasant, MD

Irvington Woods Apartments  
Baltimore, MD

Paca House  
Baltimore, MD

Shelter Plus Care Program  
Lanham, MD



**Serving: 501 Residents**

### Providing:

*Case Management*  
*Life Skills Training*  
*Educational Opportunities*  
*Children's Programming*  
*Community Engagement Activities*

# INTELLECTUAL DISABILITY SERVICES

## 13 Intellectual Disability Services Residential Centers:

**Baker House**  
Virginia Beach, VA

## Northern Virginia Community Living Centers:

7 Homes throughout  
Northern Virginia

## D.C. Community Living Centers:

5 Homes throughout  
Washington, D.C.



## Serving: 62 Residents

### Providing:

*Individual Service Plans*

*Day Programming*

*Travel and Transportation Training*

*Job Coaching*

*In-home Support Services*

*Community Integration Services*

Let's just call her what she is ...

## Happy.

More than a few cares in the world can't keep Chenita from laughing.

Now 45-years-old, Chenita was born blind and deaf and has needed supportive services since birth.

With the help of her family, she found a home with Volunteers of America Chesapeake in one of our newest residences for men and women with intellectual disabilities. She lives independently, with staff and volunteers available 24 hours a day, seven days a week, to support and empower her.

Chenita's father, Elgrie Gary, is incredibly pleased with the features of the spacious home in Washington, D.C.: granite countertops, crown molding, marble bathrooms and a well-maintained backyard. "I tell you it is the ideal place."

But more than high-quality housing, a significant part of what makes families like Chenita's so pleased with Volunteers of America Chesapeake is the service we provide.

## "I tell you it is the ideal place."

"We promote choice, dignity and respect for the individuals we serve," said Belinda Tiller, Vice President of Intellectual Disability Services. "And if you do, and you're vested, then you just can't measure what you see."

Mattie Ricks can definitely see the improvement in her sister's life.

"I'm noticing a lot of changes with Chenita since she has been in your care.... We heard her laugh for the first time. I know my sister is well taken care of and happy."

And that's the joy of being ...

## Called to Care.

Let's just call him what he is ...

## Thriving.

Donald is calling the shots now.

He's come a long way since 2003 when he entered Volunteers of America Chesapeake's Baltimore Mental Health program after a two-year hospital stay for treatment of a minor psychotic disorder. Tamora Lester, a rehabilitation coordinator for the program, still remembers their first meeting.

"Donald is one of our most inspiring clients. He knew exactly what he wanted," she said. "He came in with a specific list of goals and was only interested in Volunteers of America Chesapeake if we could help him achieve those goals."

He started attending community college, which gave him the education he needed to get a part-time job as a dietary aid. Then he began pursuing his Bachelor's Degree in education at Coppin State University.

While living in one of our supervised homes, he balanced work and school, and learned how to manage his own medication. He saved money for driving school, got his driver's license and bought a brand new car.

Last fall, he took his greatest step toward independence: renting his own one-bedroom apartment, which he fully furnished.

"I'm completely independent right now. I'm able to live in my own place, and I really feel like a citizen again.... My main goal is to reach to the top of my success story and get my degree, teach and have a family someday. I think I have a very bright future ahead of me, and I want to fulfill my purpose on this earth."

He's on his own, but not alone, because we're still ...

## Called to Care.

### 5 Mental Health Services Programs with 23 Mental Health Services Residential Centers:

#### Baltimore Mental Health:

6 Homes throughout Baltimore, MD

#### Community Psychiatric Rehabilitation Program Throughout MD

#### D.C. Core Service Agency Washington, D.C.

#### Prince George's Mental Health Lanham, MD:

17 Homes throughout Prince George's County

#### Shelter Plus Care Housing Program Lanham, MD



### Serving: 539 Residents

#### Providing:

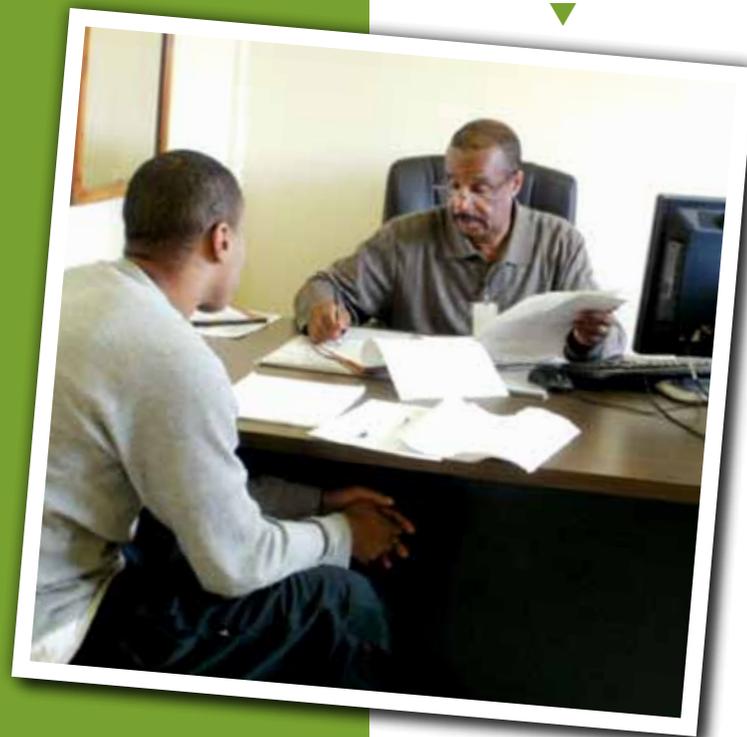
*Independent Housing with Supportive Services  
Medication Management  
Daily Living and Social Skills  
Nutrition Education  
Group Therapy  
Counseling  
Psychiatric Rehabilitation*

"I think I have a very bright future ahead of me, and I want to fulfill my purpose on this earth."

# COMMUNITY CORRECTIONS

“I want to pick up and finish the things I missed out on and do what I was really supposed to do.”

A Volunteers of America Chesapeake Case Manager works with a Supervised Residential Center resident.



Let's just call him what he is ...

## Committed.

Perry doesn't call attention to himself.

But just because you might not notice Perry doesn't mean he's not noticeable.

Every day he's in the kitchen at Volunteers of America Chesapeake's Supervised Residential Center in Baltimore, Maryland. Perry enjoys giving back by volunteering and cooking for residents at the community corrections center. But he also enjoys getting something out of his volunteering: learning to cook.

“I like learning and I like staying busy,” he said. It's part of his commitment to “move forward from the past.”

Perry dropped out of school in the ninth grade, got involved with drugs and “ran with the wrong crowd.” He remembers exactly when he got arrested—it was a turning point.

Now he's one of 95 men living at the center and he's determined to get his life back on track. He plans to participate in an acupuncture program to help him stay clean and then go back to school to get his GED.

“I want to finish school and get a job too,” he said with a smile. “I want to pick up and finish the things I missed out on and do what I was really supposed to do.”

“There is really a need for someone to try to intercede for people who have taken a step off the straight and narrow path, and I like to be that person,” said Helen Walker, program director at the Supervised Residential Center. “I'm a case manager at heart.... I like the opportunity to make a difference in someone's life.”

Which is what it's all about when you're ...

## Called to Care.

### 2 Community Corrections Services:

Residential Re-Entry Center  
Baltimore, MD

Supervised Residential Center  
Baltimore, MD

**Serving: 1,600 Residents**

### Providing:

*Case Management  
Pre-release and Work-release  
Programs  
Support Services  
Life Skills Classes  
GED Preparation  
Group and Family Counseling  
Substance Abuse Counseling  
Job Search and Placement Services*

Let's just call him what he is ...

## Changed.

Martin clearly recalls his “clean date” — March 21, 2008.

“The day I decided to enter Volunteers of America Chesapeake’s Residential Program Center changed my life forever, for I’m no longer the person I once was—and for that I first thank the God of my understanding, and then the folks who worked so closely with me....”

For Martin, substance abuse left him feeling like “a pawn to the alcohol and drugs.” Life was too much for him to manage.

He entered the Early Recovery program provided by Volunteers of America Chesapeake’s Residential Program Center in Arlington, Virginia—a 10-bed unit with intensive post-detoxification treatment – services that helped Martin begin his rehabilitation. And today, three years later, he’s still clean and sober—and thankful.

“I now have the ability to make choices, healthy choices,” he said.

“Helping individuals make positive, healthy choices is just one part of the Detoxification and Early Recovery programs,” said LeNelle Mozell, Substance Abuse Services Program Director for Volunteers of America Chesapeake. “At the Residential Program Center we also offer individual counseling and daily psycho-educational programming; physical fitness and wellness education; and resources to connect to the 12-step community and mental health services in Arlington County. All of this is to not only help our clients reach their sobriety goals but to also arm them with tools to stay clean and healthy after they leave our program and have a better life in the future.”

And for Martin, those lessons are working.

“The life skills taught to me in your program have really worked out here in the real world for me, as long as I remember to heed and apply them.”

Martin acknowledges that change is hard. But it’s worth the effort.

“Things have not been easy by far, but better without the chemical dependency—again, I’m very grateful to have been given a second chance at life through your program.”

And we believe in the power of a second chance because we’re ...

## Called to Care.

“I’m very grateful to have been given a second chance at life through your program.”



### 2 Substance Abuse Services:

**Residential Program Center**  
Detoxification Unit

**Residential Program Center**  
Early Recovery Unit

**Serving: 344 Individuals**

### Providing:

*Continuum of Care  
Residential Treatment  
Detoxification Unit  
Early Recovery Unit  
Support Services  
Counseling*

# FINANCIALS

## Volunteers Of America Chesapeake, Inc.

### Statement of Financial Position

	2010	2009
<b>Assets</b>		
Current Assets	6,381,076	7,553,526
Property & Equipment (net)	4,746,954	1,672,939
Other Assets	5,558,746	5,364,727
<b>Total Assets</b>	<b>16,686,776</b>	<b>14,591,192</b>
<b>Liabilities and Net Assets</b>		
Current Liabilities	2,367,374	4,031,804
Long-term Liabilities	4,189,291	2,060,873
<b>Total Liabilities</b>	<b>6,556,665</b>	<b>6,092,677</b>
Total Net Assets	10,130,111	8,498,515
<b>Total Liabilities &amp; Net Assets</b>	<b>16,686,776</b>	<b>14,591,192</b>

### STATEMENT OF ACTIVITIES

#### REVENUES

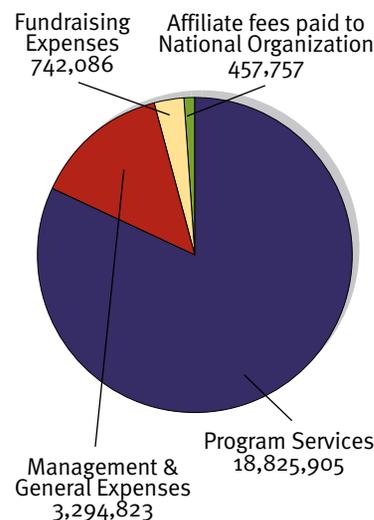
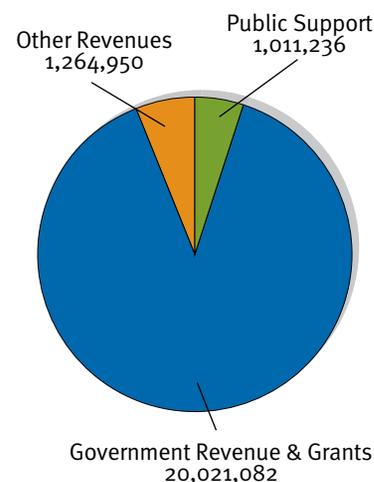
	2010	2009
Public Support	1,011,236	867,573
Government Revenue & Grants	20,021,082	19,858,898
Other Revenues	1,264,950	2,016,093
<b>Total Operating Revenues</b>	<b>22,297,268</b>	<b>22,742,564</b>

#### OPERATING EXPENSES

Program Services	18,825,905	19,355,073
Management & General Expenses	3,294,823	3,057,649
Fundraising Expenses	742,086	896,983

#### TOTAL PROGRAM SUPPORT AND SERVICES

Affiliate fees paid to National Organization	457,757	429,074
<b>(Decrease)/Increase in Net Assets from Operations</b>	<b>(1,023,303)</b>	<b>(996,215)</b>
Total non-operating Gain/Losses	214,012	(291,416)
Total (Decrease) in Net Assets	(809,291)	(996,215)
Minimum Pension Liability Adjustment	2,440,887	(1,467,491)
Net assets Beginning of the Year	8,498,515	11,818,100
Net assets End of the Year	10,130,111	8,498,515



## 2010 BOARD OF DIRECTORS

### Russell K. Snyder, President

President/CEO, Volunteers of America Chesapeake, Inc.

### Tom Turnbull, Chair

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### Franklyn Baker, Assistant Secretary

Chief Operating Officer, Volunteers of America Chesapeake, Inc.

### Carol Bryden Moore

Chesapeake Consulting, Inc.

### Curt Zaske

Business Banking Manager, Wells Fargo

# HOW ARE YOU CALLED TO CARE?

Let's just call it what it is ...

## Ministry.

It's a word that speaks of a calling to serve others.

Whatever your faith may be, we respect that. And at the same time, we know that ours is expressed in action.

It's shoe-leather kind of faith that one of the Christian founders of Volunteers of America described with such big-heartedness: "We will go wherever we are needed and do whatever comes to hand." And that was 115-years-ago.

Since 1896, we have supported and empowered America's most vulnerable groups, including at-risk youth, homeless individuals and families, the aging, the mentally ill, individuals with intellectual disabilities, men and women involved in community corrections, and those recovering from addictions.

Our work touches the mind, body, heart—and ultimately the spirit—of those we serve, integrating our deep compassion with highly effective programs and services.

No question, there is still great need that "comes to hand" right here in our Chesapeake region.

Will you join our mission with a special donation? We hope you'll answer "yes" because you, too, are ...

## Called to Care.



## RESPONSE FORM

Yes, please accept my donation to Volunteers of America Chesapeake.

### Giving Opportunities

Please indicate how you are Called to Care:

- Where Needed Most
- Homeless Services
- Supportive Housing
- Intellectual Disability Services
- Mental Health Services
- Community Corrections
- Substance Abuse Treatment

\$ \_\_\_\_\_ One-time donation amount      \$ \_\_\_\_\_ Monthly donation amount

Check enclosed payable to Volunteers of America Chesapeake.

Credit or debit card:

- Visa
- Discover
- AmEx
- MasterCard

Card Number

Exp. Date

Name on Card

Security Code

Signature

### Contact Information

Name

Address

City

State

Zip

Phone Number

Email Address

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#### Donate by Mail

Please send your gift to:

Volunteers of America  
Chesapeake

7901 Annapolis Road  
Lanham, MD 20706

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Chesapeake

Attn:  
**Called to Care** Donations  
Fax: 301.459.2627

#### Donate by Phone

Credit or debit card  
donations only.

Call 1.800.646.2828 or  
301.459.2020, Monday  
through Friday from  
8:30-5:30 EST and ask for  
Donation Services.

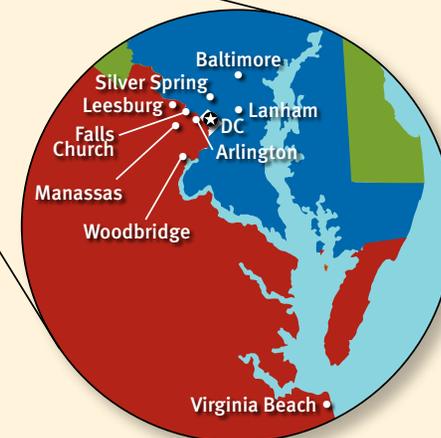


Volunteers of America®

CHESAPEAKE



**38** affiliates working in **400** communities  
serving **2 million** people



**1** affiliate  
▼  
**3** regions  
▼  
**26** individual programs  
▼  
serving **9,000** people

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