BUSINESS QUESTIONNAIRE

The purpose of this questionnaire is to identify how the Business, Industry and Government Council can support businesses throughout Pennsauken as well as identify business needs in our community. Please return questionnaire by Monday, August 1.

For submitting your fully completed questionnaire, you will be entered in a drawing to receive a prize from either 45th Street Pub or McFarlan’s Market.

Company Name:__________________________
Address:______________________________________________________________________________________Zip Code:________________
Telephone:________________________________________Alternative Tel.:______________________________________________________
Fax:________________________E-mail:___________________________________Website:_____________________________________

Contact for General Enquiries (Include Job Title; If Same As Above, Use “Same”):________________________________________

Description of Business:___________________________________________________________________Number of Employees:____________

Key Issues Impacting Your Business (Check All That Apply)

Health Care Costs  Expanding Business  Finding Qualified Employees  Retaining Employees
Marketing/Promoting Business Services  Energy Costs  Keeping Up-to-Date with Business Codes/Inspections

Competitive Issues (If Checked, Please Describe):

General Business Issues (If Checked, Please Describe):

Are You Interested in Networking With Other B.I.G. Council Members?

Yes  No

Are You Interested in Participating in One of the B.I.G. Council's Committees?

Yes  No

As An Added Value, Would You Be Willing to Offer Discounts to Other B.I.G. Council Members, Beginning At 5 Percent?

Yes  No

Would you like to receive news on B.I.G. Council events and membership benefits via e-mail?

Yes (If yes, please provide e-mail address: ____________________________________________________________)  No

Do You Have Any Suggestions/Ideas for B.I.G. Council Membership Benefits?

Do You Have Any Comments or Suggestions for How the B.I.G. Council Can Best Serve The Needs of Pennsauken Businesses?

How Can The B.I.G. Council Specifically Help Your Business?
THIS IS WHY WE DO WHAT WE DO.
Dear valued Donors, Colleagues, Employees and Friends -

Here we are reflecting on another successful year. Our programs continue to excel as we expand into new locations and service lines. We have grown to 31 human service programs providing shelter, supportive services and hope to thousands of men, women and children in our area.

With the acquisition of eight (8) new Intermediate Care Facilities (ICFs), we have added the health care service line and increased our ability to care for adults with intellectual disabilities who have significant medical needs.

This year our visibility has grown along with our programs. We have successfully lobbied with other local nonprofits to maintain human service funding in the counties we serve. Our Chief Operating Officer Franklyn Baker and I led delegations of homeless service and housing providers during The National Alliance to End Homelessness (NAEH) Capitol Hill Day and we will continue to advocate for the necessary support of those most in need.

Psalms 92:1-2 tells us: “It is good to give thanks to the Lord and sing praises to Your name, O Most High; to declare Your love and kindness in the morning and your faithfulness at night.” I can’t say enough about how thankful I am each day to work with our compassionate and talented direct support staff at our program locations; individuals who know not only their service line but their clients as well.

Our staff is as knowledgeable as they are compassionate, helping us to provide housing to more than 500 formerly homeless families including more than 250 children through our Transitional Housing Programs. Our Substance Abuse Program helps 98% of clients maintain sobriety while within the program by providing not only treatment but counseling, hope and encouragement.

“As with the acquisition of 8 new Intermediate Care Facilities, we have added the health care service line.”

As we continue to grow, we recognize the increased spotlight on our organization. We are improving our facilities and opening our doors to the community, funders and individuals who want to learn more about how we answer the “Call to Care”. I encourage you to visit our website and sign up for tours of our facilities in your community. Follow us on Twitter and Like us on Facebook and join our mobile community so we can stay connected and keep you informed.

We are blessed to be an organization that individuals seek out when they are in need and donors seek out when they want their donations to make a difference. We thank God each day for these opportunities and the opportunity to share our story with you.

I look forward to another successful year serving our community.

Together, we are all Called to Care™

Blessings,
Russell K. Snyder
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Many homeless individuals and families need short-term stabilization before they can find housing that will meet their long term needs. Last year, VOAC provided emergency housing assistance to 1,033 homeless adults and children, as well as transitional housing to 286 formerly homeless persons.

Unsheltered homeless persons are especially vulnerable to dangerously cold weather, during the winter months when temperatures can drop to deadly lows. Last winter, VOAC protected 798 homeless persons from the cold streets providing emergency overnight shelter.

VOAC creates and manages affordable housing for the homeless, families with children, the elderly, and people with disabilities, including physical and mental disabilities. Last year, VOAC provided quality, permanent affordable housing for 563 low and moderate-income households.

Through our housing stabilization support service programs, VOAC assisted nearly 600 formerly homeless individuals with obtaining and maintaining permanent housing, providing housing locating assistance, case management, and rental assistance.

Last year, VOAC provided a continuum of supportive services and residential treatment options to assist 229 adults to experience life without addiction and to become contributing members of their community.

Last year, VOAC provided community corrections services to help 596 offenders successfully transition from prison to productive life in the community.
A Message From Our Chaplain

“And I know the plans I have for you… plans for welfare…, to give you a future and a hope.” Jeremiah 29:11

“Behold, I am making all things new.” Revelation 21:5b

“Be transformed by the renewing of your mind.” Romans 12:2a

Volunteers of America Chesapeake’s Ministry Program provides essential initiatives with services to heal the body, mind, and spirit. The ministry is a powerful and necessary tool in supporting our mission: “To inspire self-reliance, dignity, and hope through health and human services.” We serve as a Ministry of faith enhancement, spiritual growth, hope, care, trust, and respect.

Our ministers and other volunteers routinely visit programs to assist the clients and staff with their spiritual growth. By working together, on this spiritual journey, and listening to God – we grow faster spiritually; because the synergy created enables us to transcend to a higher level of understanding, cooperation, and performance. This synergy provides an enlightening experience that keeps us functioning from the light of our highest selves for the highest good of all we serve. Thus, enhancing all our programs, expanding our vision, and helping Volunteers of America Chesapeake fulfill its purpose as a ministry of service.

Spiritual Development Initiatives offered onsite this year, by 28 of our 31 programs, include:

- 24 hour Prayer Line
- Inspirational Messages/Moments during monthly program staff meetings, newsletter, twitter
- Memorial Services
- Monthly Communion Worship Service at the Administrative Office and 3 convened by programs
- Prayer Meetings convened by program staffs
- 3 Spiritual Development Retreats (Spiritual Gifts, Servant Leadership, Minimizing Stress)
- Spiritual Direction (companioning an individual in his or her spiritual life) in person and/or by phone
- Spiritual Media Club
- Weekly Bible Studies
- Weekly Devotion Messages (Email message by the President & CEO/Lead Minister)
- Weekly Monday morning prayer for Volunteers of America by Ministers
- Women’s Monthly Spirituality Groups

Spiritual Development Services Initiated in 2012:

- Prayer Meetings in 11 Clients’ Group Homes
- Spiritual Lay Leaders (To assist with spiritual development initiatives)
- Center of Spiritual Excellence and Service (Center without Walls provides a spiritual development ministry that is interdenominational [open to people of all faiths], though founded in Christian tradition. The first initiative involves blessing the hands of all Volunteers of America Chesapeake Employees praying that the highest good be manifested through our collective work.)

Sandra T. Gray, Chaplain
Volunteers of America Chesapeake provides services to thousands of men, women and children each year in the fields of Corrections, Homelessness, Intellectual Disabilities, Mental Health, Substance Abuse, Supportive & Transitional Housing and Veterans Support. Get to know our programs and services at www.voachesapeake.org.

**Corrections:** Our Residential Re-Entry Center provides community re-entry services to more than 500 men and women each year including employment assistance, educational resources, case management and individual and group counseling. To expand our capacity to care we are moving to a larger more efficient facility that will serve 700 men and women transitioning out of the federal corrections system.

**Homelessness:** Homeless services is our largest service area accounting for more than 4,000 individuals served each year. Our Hilda M. Barg Homeless Prevention Center located in Woodbridge, VA (one of 12 homeless services programs) routinely reaches out to unsheltered homeless individuals in the surrounding area, especially during the summer and winter months when conditions require an even greater outreach effort.

**Intellectual Disabilities Services:** We operate more than 30 residential living facilities for adults with intellectual disabilities throughout the Mid-Atlantic region. Our programs provide residential support and life skills coaching tailored to each individual’s needs and abilities. The goal of our ID Services Programs is to facilitate independent living in a caring and structured environment.

**Mental Health:** Our Mental Health Services provide linkages to medical treatment and counseling resources while also providing case management and supportive services to ensure the individuals in our care can maintain the most independent lives possible. Our DC Core Service Center provides this outreach to adults in the District of Columbia struggling with mental illness.
**Substance Abuse:** Our Substance Abuse Program provides detoxification and early recovery services to adults in the Greater Arlington, VA area struggling with substance abuse. The Residential Program Center is the only comprehensive substance abuse program in Northern Virginia providing cutting edge treatment including accu-detox.

**Supportive & Transitional Housing:** Our Supportive & Transitional Housing Programs serve formerly homeless individuals and families by providing housing and case management services. Residents in our programs work with case managers and counselors to address and correct the factors that contributed to their homelessness including educational resources and employment assistance.

**Veterans Programming:** Our Veterans Programming is tailored to the specific needs of veterans including a close partnership with the Veterans Administration. This partnership allows us to identify and effectively serve the Veterans in our care. Our services address factors that contributed to homelessness including mental health issues, lack of civilian work experience and substance abuse.
Here at Volunteers of America Chesapeake we serve over 3,000 homeless individuals each year, including more than 500 children.

One of the most devastating consequences of homelessness is the impact it has on children’s education. Homeless and low income children face tremendous stigmatization; as a result, they are more likely than their peers to be placed in special education classes or drop out of school. Our Supportive and Transitional Housing Programs provide formerly homeless children with a safe, and structured home environment enabling them to thrive both inside and outside of the classroom.

As a part of our goal to inspire self-reliance, dignity and hope for the children in our care, we provide afterschool tutoring programs, computer classes, mentoring and fundraising campaigns focused specifically on our children including our Operation Backpack initiative and our Pratt House Playground Renovation. We engage with the schools our children attend and neighboring community organizations to provide our children with opportunities to experience fellowship and collective learning.

As a result, our children are given the tools and the confidence they need to succeed. Our Supportive & Transitional Housing Programs care for children and families through Individual Program Plans and Case Management services ensuring targeted and effective service. More than 90% of families who complete our Transitional Housing Programs are discharged into permanent housing.

“I have a mentor and so does my mom.” Elyse Shakur-Powell told us. 14 year old Elyse and her family are residents in our Shelter Plus Care program providing housing and supportive services to formerly homeless families with a parent dealing with a diagnosed mental illness.

“Elyse was a really shy child, she’s starting to open up now that she has a mentor, I see her confidence coming back;” says Elyse’s mom Ms. Jacqueline. “She’s getting into afterschool activities now and making friends.”

“The field trips are the most fun,” says Omar Quigley. Omar and his brother Bryan reside with their grandfather in our Eastern Avenue Supportive Housing Program. Eastern Avenue provides permanent supportive housing for low-income families in Prince George’s County Maryland.

“I like being able to do these things with my grandkids,” says Mr. Butler, who walks with a cane. “It’s hard for me to get around so I’m limited in what I can do with them on my own.”
Nicole Palmore represents the changing face of Veterans in the United States. An Iraq War Veteran, the 28 year old formerly homeless Army Specialist came to Volunteers of America Chesapeake a little over one year ago.

“I was deployed in Iraq for just under one year” says Nicole. Nicole says it was her family that first noticed the change in her personality.

“Coming home was the easiest part. The Army sends you to all these meetings where people ask you how you're doing. You try to get through that part really fast. Yes, I'm fine, check off all the boxes and let me go home!” Says Nicole.

“The turning point for me was a fight I had with my sister. I was so angry all the time. I lost my job because they felt I couldn't take orders and soon after that my son and I became homeless. I had been spiraling downhill for a while before then, but that was my rock bottom.”

Nicole sought help at the Veterans Administration where she was diagnosed with Post Traumatic Stress Disorder (PTSD). “I didn't know the symptoms of PTSD, neither did my family. Nobody knew what was wrong so nobody could have helped me until the VA put me in contact with Volunteers of America Chesapeake” says Nicole.

The Supportive Services for Veterans Families Program (SSVF) is one of 2 Veterans services programs we offer in the Greater Washington, DC area. Both programs address key factors that contributed to the individuals’ homelessness. These factors often include mental health issues, lack of civilian work experience and substance abuse. Each family member works with case managers to complete Individual Program Plans (IPP) to help guide them on their journey back to self sufficiency.

This year we received a $100,000 grant from Fannie Mae to support Veterans programming and our new partnership with the Points of Light Foundation will fund 4 Veteran AmeriCorps members to facilitate outreach in the Greater Washington, DC and Baltimore, MD areas. The goal of our outreach is to connect veterans like Nicole with the services they need to regain the confidence and pride they demonstrated in our Armed Forces.

“I'm in a better place … I can get my thoughts together. I can focus now on what I need to do, and my IPP helps me maintain that focus and stay encouraged with every goal I reach” says Nicole.
Give a Major Gift, Make a Major Difference.

You can make a difference - and not just the “thank you today, we’ll forget about it tomorrow” kind of difference - but the life-saving...the life-changing kind. Your major gift can make a major difference in the lives of thousands of men, women and children Volunteers of America Chesapeake is serving.

To everyone who made a major difference in 2012, we thank you for being Called to Care.™

Anonymous
$13,958.00

Civic Group
Bailey’s Crossroads Rotary Club
The Committee To Elect Tom Bromwell

Corporations
PNC Financial Services Group
Prochain Solutions, Inc.
Atlantic Psychiatric Services, P.C.
Cisco
Goodwin House, Inc.
Dulles Area Assoc Of Realtors, Inc
DC Chartered Health Plan
BB&T

Educational
Plaza Middle School
Potomac Middle School

Faith-Based
Annandale United Methodist
First United Presbyterian Church Of Dale City
Leesburg Presbyterian Church
St. Andrews Presbyterian
Rock Spring Congregational United Church Of Christ
St. Stephens United Methodist Church
Eastern Shore Chapel
First Christian Church
St. Albans Episcopale Church
Kings Grant Presbyterian Church
Foundry United Methodist Church
Lynnhaven United Methodist Church
Temple Rodef Shalom
Bayside Presbyterian Church
St. Elizabth Seton Church
Church of the Ascension Social Ministries
First Mount Zion Baptist Church

Foundations
Annandale Rotary Foundation Inc
Carmax Foundation
Calvert Social Investment Foundation
AMERIGROUP Charitable Foundation
Philip L. Graham Fund
John J. Leidy Foundation
Richard E & Nancy P. Marriott Foundation
Washington Forrest Foundation
W.R. Grace Foundation, Inc
Enterprise Holdings Foundation
Cecile D. Carpenter Foundation
Venable Foundation
Gannett Foundation
The Community Foundation For The National Capital Region
Freddie Mac Foundation

Individual
Benjamin M. Smith Jr., Trustee
Kathy Corneille
Tracy S. Boateng
James Haller
Gail H. Davis
Robert Morin
Patrick Shell
Sam Kosin
Donna Buzzard
Janet Lynn Husoveck
Mr. John Slanta
Denise L. Kimberlin
Jean H. Durfee
James and Joanne McClellan
Beverli Goldberg
Ellen Zelano
Robert Welsh
Norma W. Crawford
William R. Loichot
Paul S. Dane
Brock R Landry
Karen Dale
Susan Etherton
Greg Tutino
Thomas Turnbull
Darrell Smith

In-Kind
News Channel 8
WJZ-TV 13
Volunteer Maryland
Compass

Other
IBM Employee Services Center/
Hearts & Hands Together
America’s Charities
United Way South Hampton Roads
United Way of the National Capital Area
Justgive.Org
### Statement of Financial Position

**2012** | **2011**  
---|---  
**Assets**  
Current Assets | 7,876,157 | 5,574,086  
Property & Equipment (net) | 7,526,411 | 6,896,750  
Other Assets | 4,128,590 | 5,991,923  
**Total Assets** | **19,531,158** | **18,462,759**  

**Liabilities and Net Assets**  
Current Liabilities | 2,056,479 | 1,593,381  
Long-term Liabilities | 6,521,948 | 5,995,512  
**Total Liabilities** | **8,578,427** | **7,588,893**  
Total Net Assets | 10,952,731 | 10,873,866  
**Total Liabilities & Net Assets** | **19,531,158** | **18,462,759**  

### Statement of Activities

**2012** | **2011**  
---|---  
**REVENUES**  
Public Support | 623,353 | 628,590  
Government Revenue & Grants | 21,454,500 | 21,035,182  
Other Revenues | 1,701,065 | 1,367,655  
**Total Operating Revenues** | **23,778,918** | **23,031,427**  

**OPERATING EXPENSES**  
Program Services | 18,752,842 | 18,968,574  
Management & General Expenses | 3,303,801 | 3,089,105  
Fundraising Expenses | 469,878 | 499,710  
**TOTAL PROGRAM SUPPORT AND SERVICES** | **22,526,521** | **22,557,389**  
Affiliate fees paid to National Organization | 499,125 | 489,022  
**(Decrease)/Increase in Net Assets from Operations** | **753,272** | **(14,984)**  

**Total (Decrease)/Increase in Net Assets** | **753,272** | **(14,984)**  
Minimum Pension Liability Adjustment | (668,326) | 166,954  
Net assets Beginning of the Year | 10,297,065 | 10,130,111  
Net assets End of the Year | 10,382,013 | 10,297,065  

### Uses of Funds
- Program Services $18,752,842  
- Management & General $3,303,801  
- Fundraising $469,878  
- Affiliate fees paid to National Organization $499,125

### Sources of Revenues
- Public Support $623,353  
- Government Revenue & Grants $21,454,500  
- Other Revenues $1,701,065
## Board of Directors & Leadership Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
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<tbody>
<tr>
<td>Russell Snyder</td>
<td>President/Chief Executive Officer</td>
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<tr>
<td>Franklyn Baker</td>
<td>Chief Operating Officer</td>
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<tr>
<td>David Greever</td>
<td>Interim Chief Financial Officer</td>
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<tr>
<td>Rob Malone</td>
<td>Chief Business Development Officer</td>
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<tr>
<td>Ms. Karen Dale, R.N., MSN</td>
<td>Executive Vice President</td>
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<td>D.C. Chartered Health Plan</td>
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<tr>
<td>Mr. Carlos Duran</td>
<td>Men of their Word and Chapter Director</td>
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<tr>
<td>Mr. Dusky Holman</td>
<td>Partner</td>
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<td>Smith, Gildea &amp; Schmidt LLC</td>
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<tr>
<td>Dr. Sharon D. Jones-Eversley</td>
<td>Assistant Professor</td>
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<td>Towson University</td>
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<td>Mr. Donald Kann</td>
<td>Principal</td>
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<td>Kann Partners</td>
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<td>Mr. Greg Tutino</td>
<td>Managing Director</td>
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<td>Ronald Blue &amp; Company</td>
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<tr>
<td>Rev. Kathleen Moore</td>
<td>Senior Pastor</td>
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<td>First Christian Church of Falls Church</td>
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<tr>
<td>Mr. Brock Landry</td>
<td>Partner</td>
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<td>Venable, LLP</td>
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<tr>
<td>Mr. Kyle Lorton</td>
<td>W.R. Grace &amp; Co.</td>
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<tr>
<td>Ms. Katina Lewis Maison</td>
<td>Executive Director</td>
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<td>Child Health Advocacy Institute (CHAI)</td>
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<td>Children’s National Medical Center</td>
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<tr>
<td>Ms. Rajani Nelamangala</td>
<td>Vice President, Administration</td>
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<td>URAC</td>
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<tr>
<td>Mr. Alvin Nichols</td>
<td>Creative Development</td>
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<td>Mr. Uzoma Onyeije</td>
<td>President</td>
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<td>Onyeije Consulting LLC</td>
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<td>Mr. Craig Pascal</td>
<td>Senior Vice President</td>
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<td>Community Development Specialist</td>
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<tr>
<td>Mr. Tom Turnbull</td>
<td>COO, Healthcare &amp; Housing</td>
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<td>VIRGINIA ORGANIZING</td>
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<tr>
<td>Ms. Teresa Stanley</td>
<td>South Hampton Roads Organizer</td>
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<td>VIRGINIA ORGANIZING</td>
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<tr>
<td>Russell K. Snyder</td>
<td>President and CEO</td>
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<td>Volunteers of America</td>
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<tr>
<td>Mr. Vernand Morency</td>
<td>President and CEO</td>
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<td>Morency Enterprises of DC</td>
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<tr>
<td>Mr. Tom Turnbull</td>
<td>COO, Healthcare &amp; Housing</td>
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Company Name: ____________________________________________________________________________________
Address: ____________________________________________________________________________________________
Zip Code: __________________
Telephone: __________________________ Alternative Tel.: ________________________________
Fax: __________________________ E-mail: ___________________________________________
Website: ___________________________________________
Contact for General Enquiries (Include Job Title; If Same As Above, Use “Same”): ____________________________________________________________________________

Description of Business: _______________________________________________________________________
Number of Employees: __________

Key Issues Impacting Your Business (Check All That Apply)

- Health Care Costs
- Expanding Business
- Finding Qualified Employees
- Retaining Employees
- Marketing/Promoting Business Services
- Energy Costs
- Keeping Up-to-Date with Business Codes/Inspections

Competitive Issues (If Checked, Please Describe): ________________________________________________________________________________________________

General Business Issues (If Checked, Please Describe): ____________________________________________________________________________________________

Are You Interested in Networking With Other B.I.G. Council Members?  
- Yes
- No

Are You Interested in Participating in One of the B.I.G. Council’s Committees?  
- Yes
- No

As An Added Value, Would You Be Willing to Offer Discounts to Other B.I.G. Council Members, Beginning At 5 Percent?  
- Yes
- No

Would you like to receive news on B.I.G. Council events and membership benefits via e-mail?  
- Yes (If yes, please provide e-mail address: ____________________________________________________________)
- No

Do You Have Any Suggestions/Ideas for B.I.G. Council Membership Benefits? _______________________________________________________________________

Do You Have Any Comments or Suggestions for How the B.I.G. Council Can Best Serve The Needs of Pennsauken Businesses? _____________________________________________________________________________________
