Who is Volunteers of America Chesapeake?

Volunteers of America Chesapeake is an affiliate of Volunteers of America, one of the nation’s most comprehensive human services organizations. First chartered in 1896 our organization has answered the Call to Care in Washington, DC, Maryland and Virginia for more than 117 years.

We now operate 31 programs specializing in 7 key areas of human service: Homelessness, Intellectual Disabilities, Mental Health, Substance Abuse, Supportive & Transitional Housing, Community Corrections and Veterans Services.

Our programs utilize cutting edge therapy and leverage internal partnerships to create a superior continuum of care and support for our clients throughout their journey to self-sufficiency. We routinely partner with community service organizations and the neighboring faith community to provide additional resources in an effort to strengthen the communities we serve.

Twitter: VOAChesapeake

Facebook: Volunteers of America Chesapeake


www.voachesapeake.org
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**Volunteers of America Chesapeake’s 2013 Annual Report**

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Hello donors, partners, colleagues and friends,

2013 was a year of New Partnerships and New Opportunities for our affiliate. We were blessed with unprecedented grants, welcomed several new board members and donors while celebrating our successes both as a church family and in the communities where we operate our programs.

Together we were able to help transform the lives of more than 1,000 homeless adults and children as well as provide housing to nearly 500 formerly homeless families and those numbers continue to grow as we improve our facilities and provide new services.

Thanks to a nearly $1 Million Grant from the Harry & Jeanette Weinberg Foundation we have started the planning for the construction of a Community Corrections Resource Center, offering live collaborative partnerships under one roof designed to connect the ex-offenders in the East Baltimore Community to employment, medical and other human services.

We have offered partnership agreements to the City of Baltimore’s Mayor’s Offices on Employment and Human Services, the U.S. Parole and Probation Department, faith community leaders and local mental health and medical providers. Once the CCRC is completed in 2015, all our community partners will be housed in our facility providing simplified access and improved transitions for ex-offenders re-entering our communities.

We’re thrilled to lead the collaboration of so many health, human services and faith-based organizations all striving to improve the lives of our most vulnerable neighbors. Our leadership team proudly boasts graduates from Leadership Arlington and Leadership Greater Washington helping us to solidify new partnerships that move our organization to the lead in innovative service offerings like affordable housing development and veterans services for our regions heroes and their families.

Our media partners include Clear Channel Radio and WUSA9—whose partnership helped us kick off the region’s first ever virtual toy drive collecting more than 1,000 toys in December for homeless children in our area.

And that’s just the beginning. As you read about our successes over the past year I hope you are filled with the same excitement and anticipation as I am. I know our clients’ stories will motivate you to spread the word, donate or volunteer your time. With your commitment of time and resources, we can continue our efforts to end homelessness, care for our neighbors with intellectual disabilities, support our returning veterans and improve our communities, providing housing to those that need it and hope to those that have lost their way.

Thank you so much for your continued support and heart-felt prayers. We stand ready to serve our most vulnerable neighbors and look forward to many more successful years transforming lives in the Washington DC, Maryland and Virginia region.

Blessings,
Russell K. Snyder
THIS IS WHY WE DO WHAT WE DO.

2013 In Review

WE PROVIDE
We provided quality permanent affordable housing for more than 500 low and moderate-income households.

WE HELP
Our continuum of supportive services and residential treatment options helped more than 200 adults to experience life without addiction.

WE SUPPORT
Our residential supports, low-income housing options, counseling and medication management assisted more than 500 individuals living with mental health challenges.

WE SERVE
We served nearly 100 adults with intellectual disabilities, providing supportive housing, case management and life skills development.
A Message from Our Chaplain

Volunteers of America Chesapeake provides essential programs with services to heal the body, mind and spirit. We serve as a Ministry of faith, hope, caring, trust, and respect. We make available opportunities for individual and community involvement for people of all faiths. We encourage partnerships with our neighboring faith communities to foster a spirit of serving God together.

We cooperated, this year, with spiritual organizations in the community to offer Bible Studies, prayer meetings, services for the homeless, spiritual interludes, two Spiritual Retreats, and Monthly Worship Services. Participating churches included:

- Alexandria Chapel UMC
- Ark of Safety Christian Church
- Columbia Baptist Fellowship
- Community Praise Center Seventh Day Adventist Church
- Covenant Presbyterian Church
- Dar Al-ijrah Islamic Center
- First Baptist Church Of Glenarden
- First Baptist Church Merrifield
- First Christian Church of Falls Church
- Fort Foote Baptist Church
- Jehovah Christian Ministries
- John Calvin Presbyterian Church
- Liberty Grove United Methodist
- Lomax AME Zion Church
- Ministry for the Unchurched
- Mt. Moriah Baptist Church
- New Holy Truth Temple of Deliverance
- Providence Presbyterian Church
- Refreshing Spring Church of God in Christ
- REID Temple A.M.E Church
- Seabrook Seventh Day Adventist Church
- St. Barnabas’ Episcopal Church
- St. John Baptist Church
- St. Patrick’s Episcopal Church
- Temple Rodef Shalom

We believe, to succeed in compassionate outreach to others—we must engage in continuous disciplined spiritual development and nurturing of our souls. Currently, 9 ministers, 18 Spiritual Lay Leaders, and other volunteers from faith based organizations partner with us to routinely offer spiritual development initiatives and facilitate programs to assist clients, staff, and volunteers in their spiritual growth in our 31 programs.

For spiritual guidance and support, we:

- “Trust in the Lord with all our hearts, and lean not on our own understanding; in all our ways acknowledge Him, and He shall direct our paths.” Proverbs 3:5-6
- “Commit to the Lord whatever we do, and [our] plans will succeed.” Proverbs 16:31
- “…Take time and trouble to keep [ourselves] spiritually fit.” 1 Timothy 4:7 (J. B. Phillips – New Testament in Modern English)

By working together, on this spiritual journey, understanding that we’re co-creating with God—we grow faster spiritually—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 as we serve. Thus, enhancing all our programs and expanding our vision to serve as a ministry of faith enhancement, spiritual growth, and hope for all clients, employees, and volunteers.

Light and love,

Rev. Sandra Trice Gray, Chaplain
THIS IS WHY WE DO WHAT WE DO.

Programs by Region

VOLUNTEERS OF AMERICA CHESAPEAKE

We operate 31 PROGRAMS, PROVIDING SERVICES IN 7 KEY AREAS

Mental Health
Homelessness
Substance Abuse
Community Corrections

Supportive & Transitional Housing
Intellectual Disabilities
Veterans

SERVICE CENTER LOCATIONS

MINISTRY IS CONDUCTED THROUGHOUT THE REGION

PROGRAM SERVICES KEY

MENTAL HEALTH
HOMELESS SERVICES
COMM. CORRECTIONS
ID SERVICES
VETERANS
SUBSTANCE ABUSE
SUPPORTIVE & TRANSITIONAL HOUSING
Rebuilding Individuals

Volunteers of America Chesapeake’s Community Corrections Programs.

Lost years, fractured families and tarnished reputations. These are but some of the costs of incarceration. When that time has ended and the debt is paid, Volunteers of America Chesapeake wants to help pave the way back to self-sufficiency and turn a disadvantage into a productive future.

As Maryland’s only facility serving federal ex-offenders, our Residential Re-Entry Center has been a cornerstone of our impact since the early 1980s. Over the past five years we’ve assisted more than 1,800 men and women with successful transitions, including individuals like Keisha Bethea; the mother of 4 who entered our Re-Entry Center in 2012.

“I made some mistakes in my life I admit that. I needed help setting a lot of those things straight, and Volunteers of America was here for me and my children.”

Through her own determination and a caring support network including therapists, case managers and counselors, Ms. Bethea successfully completed the Re-Entry program and is now poised to start her own business.

“I was given a blessing when I first came here. It’s important to have people like that during your transition, people that care about you.”

In 2013 we received a $940k grant from our new partners The Harry & Jeanette Weinberg Foundation to help fund Phase II of our Residential Re-Entry Center. This phase will include development of a resource center & community case management program providing comprehensive re-entry services to ex-offenders throughout the state of Maryland.
Ending Homelessness

Volunteers of America Chesapeake’s Homeless Services Programs

Almost anyone can slip into homelessness. Very few can emerge without intensive support. Volunteers of America Chesapeake understands the challenge of homelessness and the toll it takes on an entire family unit. We address the root causes, beginning with homeless prevention services that help to limit the number of families in our area who experience homelessness. Our transitional housing services help bridge the gap between homelessness and self-sufficiency and our case management staff works to ensure these transitions are not only successful, but lasting. We tailor our services to reach specialized populations, such as veterans and the chronically homeless, and we bring innovation to core services making us a leader in serving these vastly underserved populations.

Robinson Runs

On Sunday October 27, 2013 more than 32,000 runners gathered together along Route 1 in Arlington, VA for the start of the 38th Annual Marine Corps Marathon.

Among the anxious runners stretching and mentally preparing for the 26.2 mile trek was our own Robinson Neidhardt, Director of Information Systems.

“Running the Marine Corps Marathon has been on my bucket list since I was 16 yrs old,” said Robinson a few days before the event. “Once I decided I was ready it took about three years to actually do it.”

More than just a personal accomplishment, Robinson ran the marathon in support of our Homeless Services programs, raising more than $1,000 to help close gaps in hypothermia prevention and winter shelter services. Throughout October and November Robinson’s donation was more than doubled by the generosity of new partners in Unilever and Johnson & Johnson.
Honoring Veterans

Volunteers of America Chesapeake’s Supportive Services Programs for Veterans and Families

Volunteers of America Chesapeake takes great pride in doing everything possible for our nation’s veterans. While their sacrifices are too often forgotten when they return home, this shortsightedness inspires us to do even more to ease veteran’s transitions and help them find purpose in civilian life.

Geographically and strategically our organization strives to expand services to meet the complex needs of our nation’s bravest. Our Supportive Services for Veteran Families launched in 2013 and exceeded its target goals in the first year, serving 98 individuals and families in Northern Virginia alone, finding rapid re-housing options for more than 58% of our clients.

Clients like Nicole. “I didn’t know the symptoms of post-traumatic stress disorder, and neither did my family,” says the formerly homeless Army Specialist and Iraq war veteran.

“The program took a huge burden off of me. Thanks to VOAC, I’m in a better place financially and on track to obtain my bachelor’s degree in business management.”

To help us continue inspiring veterans like Nicole we’ve partnered with Sport & Health fitness clubs to raise nearly $20,000 in 2013 to increase our veteran’s services throughout Greater Washington.
Here at Volunteers of America Chesapeake we celebrate the abilities of our clients through compassionate care and supportive partnerships. In 2013 our ministry of service partnered with The Good Samaritan Episcopal Church in Virginia Beach to create inclusion programs providing spiritual development to residents at Baker House—one of our 18 community residences for individuals with intellectual disabilities.

“I was speaking to some of our Church Leaders and they told me I think God just gave us our Ministry,” said Good Samaritan Pastor Wendy Wilkinson.

Spurred by a Baker House Resident’s desire to be more active in church, the Good Samaritan congregation began a new ministry to ensure their service provided opportunities for everyone to be included. “The old model says you build special programs for individuals with special needs, but we’re all members of the body of Christ together,” said Pastor Wendy “we want to make all those who worship with us to feel included in all aspects of our ministry.”

This includes a buddy system ensuring each individual is paired with a partner during service and Bible Study to help guide them through the story.

“We don’t break the Biblical stories down to where they are juvenile or insulting for our adults, just enough to ensure the message meets each individual where they are, just like anyone else developing a deeper relationship with God.” said Baker House Program Director Gail McLemore.

Good Samaritan is now the church home of 10 individuals with intellectual disabilities and the ministry continues to grow.

“Not many churches are addressing the spiritual needs of these adults,” said Pastor Wendy “there are programs for children with disabilities but not many for adults and by the grace of God this ministry came to us. We’re growing as a church together.”
Statement of Financials

### Statement of Financials

#### 2013  |  2012

<table>
<thead>
<tr>
<th><strong>ASSETS</strong></th>
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<tbody>
<tr>
<td>Current Assets</td>
<td>$9,482,053</td>
<td>$7,876,157</td>
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<tr>
<td>Property &amp; Equipment (net)</td>
<td>9,861,429</td>
<td>7,526,411</td>
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<tr>
<td>Other Assets</td>
<td>12,208,517</td>
<td>4,128,590</td>
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<td><strong>Total Assets</strong></td>
<td>$31,551,999</td>
<td>$19,531,158</td>
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<th><strong>LIABILITIES &amp; NET ASSETS</strong></th>
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<td>Current Liabilities</td>
<td>$2,709,550</td>
<td>$2,056,479</td>
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<td>Long-term Liabilities</td>
<td>15,017,355</td>
<td>6,521,948</td>
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<td><strong>Total Liabilities</strong></td>
<td>17,726,905</td>
<td>8,578,427</td>
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<td><strong>Total Net Assets</strong></td>
<td>13,825,094</td>
<td>10,952,731</td>
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<tr>
<td><strong>Total Liabilities &amp; Net Assets</strong></td>
<td>$31,551,999</td>
<td>$19,531,158</td>
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#### Statement of Activities

#### 2013  |  2012

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<tr>
<th><strong>REVENUES</strong></th>
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<tbody>
<tr>
<td>Public Support</td>
<td>$2,726,912</td>
<td>$623,353</td>
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<tr>
<td>Government Revenue &amp; Grants</td>
<td>27,367,073</td>
<td>21,454,500</td>
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<td>Other Revenues</td>
<td>2,080,647</td>
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<td><strong>Total Operating Revenues</strong></td>
<td>$32,174,632</td>
<td>$23,778,918</td>
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<tr>
<th><strong>OPERATING EXPENSES</strong></th>
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<tbody>
<tr>
<td>Program Services</td>
<td>$23,092,955</td>
<td>$18,752,842</td>
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<tr>
<td>Management &amp; General Expenses</td>
<td>4,120,567</td>
<td>3,303,801</td>
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<td>Fundraising Expenses</td>
<td>567,920</td>
<td>469,878</td>
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<td><strong>Total Program Support &amp; Services</strong></td>
<td>$27,781,442</td>
<td>$22,526,521</td>
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<td>Affiliate fees paid to National Organization</td>
<td>$665,648</td>
<td>$499,125</td>
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<td><strong>(Decrease)/Increase in Net Assets from Operations</strong></td>
<td>3,727,542</td>
<td>753,272</td>
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<tr>
<td><strong>Total (Decrease)/Increase in Net Assets</strong></td>
<td>$3,727,542</td>
<td>$753,272</td>
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<td>Minimum Pension Liability Adjustment</td>
<td>(908,186)</td>
<td>(668,326)</td>
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<tr>
<td><strong>Net assets Beginning of the Year</strong></td>
<td>$10,382,013</td>
<td>$10,297,065</td>
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<tr>
<td><strong>Net assets End of the Year</strong></td>
<td>$13,201,369</td>
<td>$10,382,013</td>
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Give a Major Gift  |  Make a Major Difference
To everyone who made a major difference in 2013, thank you for being Called to Care™.

FOUNDATIONS
Children’s National Health Foundation
Cecile D. Carpenter Foundation
Epsilon Zeta Boule Foundation
Fannie Mae Foundation
France-Merrick Foundation
Freddie Mac
Hampton Roads Community Foundation
Phillip Graham Fund C/O
The Washington Post Company
Richard E & Nancy P Marriott Foundation
The Bank of America Charitable Foundation
Venable Foundation
Washington Forrest Foundation
Wells Fargo Foundation
William S. Abell Foundation, Inc.
Taproot Foundation

CORPORATIONS
Aset Partners Corp.
The Baltimore Convention Center
BB&T
Boeing Employees Community Fund
Capital Auto & Truck Auction, Inc
CBRE Group, Inc.
Central Wholesalers, Inc.
Cornerstone
DC Helping Hands
Divineword International Ministries Inc.
Equity Management
Goodwin House, Inc.
Independent Project Analysis, Inc
Kann Partners
Kaboom!
Marriot Hotel
Office Basics, Inc.
Prochain Solutions, Inc.

IN KIND & OTHER
The Mission Continues
United Way of Central Maryland
United Way Of The National Capital Area
United Way South Hampton Roads

YOU CAN MAKE A DIFFERENCE.  WWW.VOACHESAPEAKE.ORG/DONATE
Give a Major Gift | Make a Major Difference

To everyone who made a major difference in 2013, thank you for being Called to Care™.

INDIVIDUAL
Anthony & Ellen Zelano
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Charlotte A. Koomjohn
Elizabeth Yanovsky Slanta
Estate Of Nancy Long Arneson
Greg Tutino
James Haller
Janet Lynn Husoveck
Jean H. Durfee
Karen Dale
Kyle D. Lorton
Paul S. Dane
Robert Welsh
William E Armour
Denise Kimberlin
Ruth Maxwell
Thomas Turnbull
The Bms Jr. 2011 Trust

CIVIC & EDUCATIONAL GROUPS
Bailey’s Crossroads Rotary Club
Farmwell Station Middle School

FAITH-BASED
Church Of The Ascension - Social Ministry
First Christian Church Falls Safe Haven
First United Presbyterian Church Of Dale City
Kings Grant Presbyterian Church
McB Religious Offering Fund
Mount Zion Baptist Church
Our Savior’s Way Lutheran Church
Resurrection EV Lutheran Church ELCA
Rock Spring Congregational United Church Of Christ
Temple Rodef Shalom
United Church of Tidewater
**Chesapeake Voices**

Our donors tell us why they answer the Call to Care.

**HE SAID**

“Volunteers of America Chesapeake is my charity of choice because of its geographic reach and connection to the military. Their support of the homeless and disadvantaged and the ease at which they face these critical social challenges is what compelled me to become a donor.”

*Capt. Pat Brown, Epsilon Zeta Boule Foundation – Loudoun County Homeless Services Center Donor*

**THEY SAID**

“We wanted to Celebrate Christmas in a different manner. When it comes down to it, we really don’t need more clothes, gadgets, etc. What we have really come to cherish are the times we spend together as a family. The opportunity to help others in our community trying to get back on their feet with help from Volunteers of America gives us that family time. The homeless services programs provide a way for our family to make an impact on our community together.”

*The Roth Family – Volunteers of America Homeless Services & Transitional Housing Donors*

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**WUSA9 Give Joy Campaign**

A very special thank you to our newest media partners at WUSA9. Together we hosted the regions first ever Virtual Toy Drive collecting more than 1,000 toys for the homeless and low-income children we serve. The generosity of WUSA9 viewers was overwhelming, not only were we able to collect toys but also hats and gloves for children touched by our Community Outreach and Homeless Services drop-in programs.

“My children are good kids, they try hard and do well in school but I’m not working right now so buying Christmas gifts is something I can’t do for them.” – Ms. Thompson, Mother of 3, Opportunities for Growth Housing Program
Guided by our core values, caring, respect, faith, quality, and trust, our mission is to inspire self-reliance, dignity and hope through health and human service.
A Message from Our Board of Directors

“Using every tool in our power to help a person or family is our calling.”
– Alvin Nichols, Board Chairman
Nichols Creative Development

Volunteers of America Chesapeake is a nonprofit organization confronting a mighty challenge. We care for those hardest to serve, filling gaps in social services like no other. Whether severely mentally ill, struggling with addiction or rebuilding life after incarceration, each of these individuals needs an organization equipped to handle their unique and often-changing needs. The superior continuum of care that Volunteers of America provides enables families and individuals to transition through programs with stability, consistency and dignity—ingredients necessary to achieve lasting success. I became a Board Member because of the exceptionally high quality services provided by Volunteers of America—meeting needs that otherwise would go unmet. Affordable housing with wrap-around resources, treatment and care for individuals with co-occurring disorders, and targeted Veterans services are only a few of the programs under the Volunteers of America umbrella. As Board Chairman my job is to champion our successes; and to ensure that VOAC remains strong, grows strategically and has the resources necessary to provide our neighbors in need access to the highest quality care available.

“Not everyone is called, equipped or willing to service the most vulnerable populations in our region. The homeless, unemployed, veterans, ill and lonely thirst not just human services, but they desire and deserve humane services that offer viable resources and solutions to their real-life challenges. Without question, Volunteers of America Chesapeake is called, equipped and willing to service them.” – Dr. Sharon Jones-Eversley, Board Member Towson University
2013–2014 Board of Directors

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Client Relationship Executive
Price Waterhouse Coopers

Brett Crawford
Sequoia Advisors

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Executive Director
AmeriHealth
District of Columbia

Carlos Duran
President, Men of their Word
Chapter Director, National Hispanic
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General Counsel
Allied Patriot Group
Washington, DC

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Child Health Advocacy
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Uzoma Onyeije
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Michael Taborn
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Metro Transit Police
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Greg Tutino
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Ronald Blue & Company

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Virginia Organizing

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Institute (CHAI)

Vernand Morency
Chairman & CEO
Morency Enterprises of DC

Ms. Rajani Nelamangala
Director of Operations
Matrix Group International

Alvin Nichols
Principal
NICHOLS Creative
Development

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Board Secretary
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Ronald Blue & Company
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New Partnerships | New Opportunities
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Give a Major Gift | Make a Major Difference

VOAChesapeake
Volunteers of America Chesapeake

When I Needed You: a Blog about Self-Reliance, Dignity and Hope

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