Organizational Overview

Volunteers of America Chesapeake, Inc. is a faith-based, nonprofit organization whose mission is to inspire self-reliance, dignity and hope through health and human services.

Founded in 1896 in Baltimore, MD, 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.

Through a dedicated and committed team of management, staff and volunteers and guided by our Core Values - Visionary, One Body, Integrity, Compassion, Excellence and Faith - we provide critical care, support services and hope to thousands of people each year throughout Maryland, Virginia and the District of Columbia. As a church without walls, we answer the Call to Care for America’s most vulnerable individuals through our more than 44 programs focused on addressing seven key areas:

- Homelessness
- Supportive Housing
- Veteran Services
- Behavioral Health Services
- Community Re-entry
- Substance Use Recovery
- Intellectual Disability Services
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Letter From the President

I am pleased to once again provide the President’s message for our FY18 Annual Report. Our co-founders stated in their memoirs the following when they first established Volunteers of America and our mission work –

“Our work is not all bread and shelter. The underprivileged, the weak, and the unfortunate need more. They need sympathy, the warmth of fellowship, and the instilling of courage.” – Ballington and Maud Booth

This call to action epitomizes the work of our affiliate this past year in serving over 8,000 men, women and children within our service region. During FY18, we took on the challenge of working with the City of Baltimore in opening a transitional housing program to support over 100 formally chronically homeless men and women living in shantytowns and under bridges. We provided a “home” for them at our facility in Baltimore and provided support and resources to house over 60 percent of them in apartments and other housing. Additionally, we proudly assumed the operations of the Monument Street Shelter in Baltimore to care for and support over 124 homeless men each evening who need our sympathy and fellowship.

Thanks to the Harry and Jeanette Weinberg Foundation’s $940,000 gift, we successfully opened our Community Re-entry Resource Center (CRRC) in East Baltimore. Located adjacent to our Residential Re-entry Center, the CRRC is home to VOA Works® — our brand-new workforce development program that helps formerly incarcerated citizens on their road to community reintegration by providing them access to job skills training, vocational certifications, and sustainable employment opportunities. Thanks to a $1.5 million award from the U.S. Department of Labor, our amazing team is well on its way to training and establishing job skill certifications for over 200 returning citizens over the next year.

Our affiliate is proud to have completed the financing for and begun the redevelopment of the PACA House Apartments in Baltimore. This renovation and expansion of an existing building that had been in service since 1996 for low-income citizens in the community will become 92 veteran-preferred apartments once it is completed in 2019. This partnership with Somerset Development LLC, the State of Maryland, City of Baltimore, Home Depot Foundation, Weinberg Foundation and others will add to the revitalization of the Central Baltimore area around Lexington Market.

In Virginia, we welcomed the opportunity to become the lead organization in opening the Four Oaks Day Service Center with the City of Newport News and a host of nonprofit partners. This is the first homeless services program funded by the city providing supportive services for the chronically homeless in the community. This innovative “one-stop” services approach will assist the homeless in finding jobs, housing, education, transportation, addressing medical needs and more.

In the District of Columbia, we added a day program to support the growth and needs of our men and women who have intellectual and developmental disabilities. These rehabilitation day programs provide the participants with life skills to promote self-sufficiency and personal fulfillment. We have also diversified our programming by adding our “Podemos Ir Mas Alla – We Can Go Further” services to our behavioral health outpatient clinic in the Northwest part of the District. This program is designed to lower the barriers to behavioral health services for underserved members of the Hispanic and Latino community. Our services and reach to more vulnerable people continue to expand.

Through our core values of Visionary, One Body, Integrity, Compassion, Excellence and Faith, our over 850 employees are making an impact in our communities as servant leaders. We are thankful every year for our partnerships with nonprofits, government agencies, corporate supporters, individual donors and faith organizations. Thank you for your support once again this year and may God bless each of you for your prayers and love for the people we serve.

Peace,

Russell K. Snyder, President & CEO
Letter From the Chaplain

As a Church without walls, we are delighted to inform you that 2018 was an incredible spiritual journey. We were able to stand in our FAITH and demonstrate the intent of these scriptures:

- “[We are the light of the world.]” (Matthew 5:14)
- “For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit me.” (Matthew 25:35-36).
- “…Whatever [we] do, [we do] with all our [hearts], working for the Lord, not for men, since [we] know it is God [we] are serving.” (Colossians 3:23-24)

We dedicated the work of the church to the grace, love, mercy, and protection of God. We desired that all efforts be aligned with God as we engaged in the mission, goals, and objectives of Volunteers of America Chesapeake; acknowledged God’s presence, power and love within; providing us with the strength and courage to do what we have been called to do.

Serving America’s most vulnerable, we worked and prayed together as one Body; stood in our faith receiving wisdom, favor, peace, clarity, discernment, success, understanding, and prosperity; harnessed the strength and courage provided by God to suffocate all negative thoughts, words, and actions in order to maintain a spirit of forgiveness, compassion, understanding, and LOVE; worked through challenges and achieved the goal of creating a process to engage the public and create a community of Hope in our areas of influence.

Our extensive work on this project has helped us identify areas of desired improvement within the ministry and organization of VOA Chesapeake and the need to create more comprehensive strategies to address those challenges. We expanded VOA Chesapeake’s capacity to work with churches, faith-based organizations, foundations, and corporations in a manner that helps strengthen leadership and build a Community of Hope, while increasing the availability of resources.

VOA Chesapeake convened a Spiritual Colloquium, to begin the process of building a Community of Hope. This Colloquium was a one-day event with workshops driven by the priorities identified by participants from VOA Chesapeake and the larger community. Colloquium participants shaped ongoing workshops convened throughout the year to refine thoughts, build consensus, and draft and implement a process to foster a Community of Hope. The goal of this multi-year process is to create a replicable model for community engagement among VOA Affiliates. An Outreach Worker is responsible for recruiting an informed community of faith, business, corporate, and foundation leaders to build a faith-inspired and diverse coalition of partners to address various social challenges; thus enhancing Hope among the most vulnerable people in the Chesapeake region.

VOAC will host an annual Spiritual Development Colloquium designed to engaged and increase the number of community leaders and potential donors to transform the culture of the larger community.

Respectfully submitted,
Sandra Trice Gray, Chaplain

“… May the God of peace, [continue to] equip us with everything good for doing His will and may he work in us what is pleasing to Him, through Jesus Christ.” (Hebrews 13:20-21)
Our Impact

Our Footprint is Large.

Every year, Volunteers of America Chesapeake serves individuals and families in the most challenging situations, ensuring more than 8,000 people across Virginia, Maryland, and the District of Columbia have access to vital health and human services, housing, and support during their time of need.

We Touch Every Community.

Our 44+ programs and facilities generate almost 600,000 service units each year and touch every community in our territory.

Clients and Partners Benefit.

VOA Chesapeake adds value to our clients and partners through vigorous management and collaboration. We aggressively vet and embrace partnerships that will allow us to multiply our impact in the region. VOA Chesapeake along with its more than 50 partners helped more than 8,000 people in 2018. This allowed us to increase our impact more than 10 times over what we could do alone.

We Embrace Our Faith-Based Mission.

As a faith-based organization, ministry is at the heart of our work. That mission drives us to help our clients transform their lives. And, our “church without walls” has helped each community we touch with our work become stronger.

Nationally Recognized Programming.

At a time when the need and desire to reduce the prison population is a national priority, our Community Re-entry Program has been recognized by the White House, Department of Justice and American Correctional Association as an example of the type of programs needed to help ensure that former inmates are reintegrated as productive members of society.

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<th>VETERANS &amp; VET FAMILIES SERVED</th>
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Supportive Housing

Volunteers of America Chesapeake provides 500 units of affordable housing to vulnerable populations throughout Maryland, Washington DC and Virginia. Our programs focus on the concept that everyone deserves a safe and secure place to call home. Home is not just a physical structure, it is a place where love and support helps people to reach their full potential regardless of their financial circumstance, disability or cultural background. VOA Chesapeake’s holistic approach to delivering services empowers self-sufficiency and inspires hope for people in need.

In FY2018, we housed 652 individuals and their families, and helped 232 families secure permanent housing through our programs.

- Pratt House
- Eastern Avenue Apartments
- Irvington Woods Apartments
- Paca House
- Leola Dorsey Community Resource Center
- Loudoun County Permanent Supportive Housing
- Loudoun County Rapid Re-housing
- Continuum of Care Housing Program

We’re a Community Redistribution Partner with Good360 & Walmart

As a global leader in product philanthropy and purposeful giving, Volunteers of America Chesapeake partners with socially responsible companies to source highly needed goods and distribute them through our network of diverse nonprofits that support people in need. We manage the excess product supply that would otherwise be wasted.

Volunteers of America Chesapeake is one of 75,000 nonprofits considered a Community Redistribution Partner with Good360. Community Redistribution Partners are community-based nonprofits with the unique capacity to receive and distribute donated goods to other nonprofits in their surrounding region. We currently partner with Walmart – seven (7) stores in the Maryland market and 10 stores in the Virginia market.

Good360 produces approximately $300 - $400 million in products each year. Since the program’s inception 34 years ago, Good360 has produced $10 billion in products.
Homelessness

Our Homeless programs served 4,744 individuals in need in 2018.

In 2018, Volunteer of America Chesapeake gave out more than 2,000 backpacks filled with school supplies to homeless and low-income children throughout Maryland, Washington DC and Virginia.

The Homelessness Diversion and Prevention Program and Arlington County, VA helped 447 people avoid homelessness or stay in their homes by providing essential emergency services. The program paid more than 100 back rent/mortgage and utilities and delivered alternatives to families moving into shelters.

Both unique and comprehensive, the Homeless Services Center in Loudoun incorporates a Drop-In Center, Emergency Homeless Shelter, Cold Weather Shelter, Permanent Housing and Rapid Re-housing Program. The Loudoun Homeless Services Center served 467 Loudoun County residents.

- Loudoun Homeless Services Center
- Loudoun Cold Weather Shelter
- Alexandria Community Shelter
- Residential Program Center Homeless Shelter
- Monument Street Shelter
- Homeless Diversion and Prevention Program
- Four Oaks Day Services Center

Client Spotlight

**Dale Sprately, 50**
**Four Oaks Day Service Center Client**

Dale came to the Four Oaks Day Service Center looking for a second chance. He had served his time in prison for assault and battery for what he hoped would be the last time. Since coming to the Center, Dale has taken full advantage of the services offered, receiving everything from a social security card, to job placement resources, to transportation services.

Thanks to the passion and dedication of the Four Oaks staff, Dale no longer feels uncertain about life after prison. His goal for 2019 is to land a job in the food service industry, something he would not have had the confidence to pursue without the Center’s support.

“I arrived at the Four Oaks Day Service Center with little hope, wondering what tomorrow would bring. I was greeted with open arms of care. I’ve received many resources of help, services such as computer skills, resume training, job assistance and more. I highly recommend anyone needing a new beginning in life to come to Four Oaks. It has truly been a blessing in my life.”
Four Oaks Day Services Center

In partnership with the City of Newport News, Volunteers of America Chesapeake officially opened the Four Oaks Day Services Center in December 2018. The Center is an innovative resource center designed as a “one-stop shop” of wrap-around social services for individuals and families experiencing homelessness in Newport News, VA. The primary goal of the Center is to assist visitors in making lifestyle changes that lead to permanent housing and independence.

VOA Chesapeake’s role at the Day Services Center includes facilitating an initial assessment and engaging with homeless individuals and families, and providing a safe place where clients can access basic needs and more intensive services through case management. Based upon the initial assessment, case managers identify each individual’s needs and connect them to resources co-located in the Center. This 65,000-square-foot facility includes space for community stakeholders, a computer lab, a barber shop, a clothing and food pantry, a laundry facility, showers and lockers.

Since opening in December 2018, the Four Oaks Day Services Center has meet the needs of 30 - 40 individuals on a daily basis.

Monument Street Shelter

In 2018, Volunteers of America Chesapeake took over management of the Monument Street Shelter located at 4601 East Monument Street in Baltimore. This shelter provides year-round emergency overnight shelter for up to 124 adult males. The shelter utilizes a first-come, first-serve model on a nightly basis, with shelter hours of 6pm to 10am. In addition to shelter, residents are provided with case management services, meals, transportation and permanent housing assistance.

When the winter temperatures dip below 32 degrees, the Winter Shelter makes room for 11 additional men. In 2018 alone, the shelter met the needs of 3,520 men.
Community Re-Entry

When ex-offenders return to society, they often want to start over, but don’t know how. They need counseling, stable housing, and a job, but lack the necessary resources. Some prisoners are released with only the clothes on their back, $10 to $200 in their pocket and a bus ticket to the state line. Life on the outside can be a huge challenge — so hard that many prisoners often fail and end up back behind bars before long. That’s why programs that help ex-offenders reintegrate into society are so critical.

For over 40 years, our Residential Re-entry Resource (RRC) program has been providing the kind of structured and community-based support returning men and women need to effectively transition back into society. In 2013, the RRC moved to its current location at 5000 East Monument Street with expanded services, model equipment, classrooms, and increased bed capacity. The renovated facility is more than 50,000 sq. ft. and one of the largest re-entry facilities in the United States serving the Federal ex-offender population.

As the only Federal re-entry facility in the state of Maryland, the RRC has served more than 4,000 men and women, and 75 percent of our residents obtain and maintain employment after release. By putting returning citizens on a pathway to success, our residents go on to contribute to a safer community.

Community Re-Entry Resource Center Ribbon Cutting

In 2018, we officially opened the doors to our new Harry & Jeannette Weinberg Foundation Community Re-entry Resource Center (CRRC) at 4900 East Monument Street. The Center will serve as a “one-stop shop” to help returning citizens get back on their feet and become productive members of society. On October 26th, we hosted a ribbon cutting ceremony with eight leaders from Baltimore and greater Maryland, including Mayor Catherine Pugh, U.S. Senator Ben Cardin and U.S. Congressman Elijah Cummings. The opening of this facility was made possible through a $940,000 dollar sponsorship from the Weinberg Foundation and a $785,000 loan through the Greenworks Lending C-PACE Program.

Housed in the same 5,000 square-foot building as our Residential Re-entry Center (RRC), the CRRC will function as a collaborative space for community stakeholders to provide life skills and workforce development training and resources to returning citizens and those living in high-poverty communities in Baltimore City. Key partners of this project include the Mayor’s Office of Employment Development, Health Care for the Homeless, Prison Fellowship and mentoring nonprofits. Housing locators will also be available to help clients find stable and permanent housing. Former offenders will have access to a wide array of services, including:

- Case Management
- Job Readiness Assessments
- Psychological Assessments
- Substance Use Disorder Recovery Groups
- Life Skills Training & Resources
- 3-Month Certified Vocational Training Programs

4,000
MEN & WOMEN SERVED SINCE 1976
75%
AVERAGE RATE OF EMPLOYMENT
491
MEN & WOMEN SERVED IN 2018

From left to right, Michael Hunter, Executive Director, Entel; Russell Snyder, CEO & President, VOA Chesapeake; Dr. Allen Tien, President & Chief Science Officer, mdlogix; Councilman Eric Costello; and Andre Robinson, Executive Director, Innovation Village; pose together at the Community Re-entry Resource Center ribbon cutting.
VOA Works

In 2018, our brand-new workforce development program, VOA Works, hit the ground running graduating its first cohort of participants in December. Located in our Community Re-entry Resource Center (CRRC) at 4900 East Monument Street in Baltimore, VOA Works is designed to remove barriers to gainful employment for those in need with an emphasis on returning citizens, individuals from high-poverty areas, and veterans. A joint effort between Volunteers of America Chesapeake, the National Center on Institutions and Alternatives (NCIA) and other leaders from the government, nonprofit, and for-profit sectors, this comprehensive program offers participants case management, job readiness support, vocational training, internship and apprenticeship placement, and job placement.

Here at VOA Chesapeake, we are committed to producing real results for the vulnerable populations we serve. Of the 18 adults in our first VOA Works cohort, 11 successfully graduated and obtained occupational certifications. Of the 11 graduates, six obtained commercial driver’s licenses, three obtained HVAC credentials, and one became a certified auto mechanic. We are already gearing up for our next cohort, with more than 50 participants confirmed for 2019.

We like to thank VOA for the opportunity to provide vocational training for individuals returning to society with the goal of becoming productive citizens. Our passion, core mission, and focal point is to address this target population in addition to men and women who have served in the military.

– NCIA

Accredited by the American Correctional Association

At Volunteers of America Chesapeake, we are committed to providing high-quality services that not only produce results, but keep our returning citizens and our community safe. In August 2018, we successfully renewed our accreditation through the American Correctional Association (ACA). As an ACA-accredited community correctional program, our Residential Re-entry Center maintains practices and conditions that meet standards set by the ACA for the benefit of inmates, staff, administrators and the public.

To know that the RRC continues to be recognized as a community-based program dedicated to achieving correctional excellence is a great honor. Our accreditation demonstrates our capacity to both maintain public safety and create the learning environment returning citizens need to become productive members of the community.

– Solomon Hejirika
Senior Program Director, Residential Re-entry Center
Behavioral Health

Since 1991, our behavioral health programs have provided individualized psychiatric and residential rehabilitation services to adults with mental illnesses. Our supports range from 24-hour residential supports based on individual need, independent housing with supportive services, medication management, group therapy, counseling, community support, and referral and assistance with the activities for daily living.

In keeping with the tradition of our founders and our faith-based values, we believe that all individuals should be treated with respect and dignity and receive the individualized supports they need to work towards their recovery and live self-reliant lives. The highly-skilled nurses and specially-trained direct support staff who work in our community-based living homes, encourage our clients to reach their highest level of independence.

- Baltimore Behavioral Health Program
- Community Psychiatric Rehabilitation Program (Baltimore/Howard/Prince George’s)
- DC Behavioral Health Clinic
- Prince George’s Behavioral Health Program
- Opportunities for Growth Housing Program
- Targeted Case Management Program
- Prince George’s Supporting Housing Program
- Residential Rehabilitation Programs
- Mary Marshall Assisted Living Center

We Received the Podemos Ir Más Allá (We Can Go Further) Grant!

Since 2006, our DC Behavioral Health Clinic has been providing behavioral health services to DC residents living with mental illness and substance use disorders. We serve residents from all walks of life, including those who identify as Hispanic or Latino. Individuals from this population, especially undocumented immigrants, face unique challenges when it comes to receiving behavioral health treatment and support. In addition to linguistic and cultural barriers, residents of Hispanic or Latino descent have the highest rate of uninsurance (17.7 percent) in the District.

At Volunteers of America Chesapeake, we have been working to lower the barriers to important health services for this population. In 2018, we were excited to receive a $10,000 Podemos Ir Más Allá (We Can Go Further) grant from the DC Office of Latino Affairs. Our Behavioral Health Clinic will use the funding to support 50 Hispanics and Latinos living with a severe mental illness, substance use disorders, or co-occurring disorders who also lack health insurance.

Mary Marshall Assisted Living Residence

As the needs of residents change, we have to change with them. A growing population of disabled adults aging out of group homes and losing parents need a new model of care for their senior years. Working with the national office of Volunteers of America and the Arlington County government, we responded with the Mary Marshall Assisted Living Residence in Arlington, VA. Since 2011, Mary Marshall has offered an innovative, community-based environment for seniors aged 55 years and older with intellectual disabilities and behavioral health issues.

INDIVIDUALS SERVED BY VOAC BEHAVIORAL HEALTH SERVICES IN MARYLAND AND D.C.

1,643

INDIVIDUALS SUPPORTED AT THE MARY MARSHALL ASSISTED LIVING RESIDENCE

52
Intellectual & Developmental Disabilities

Our community living centers provide safe, supportive housing for people with intellectual and developmental disabilities to develop life skills and self-sufficiency.

The Northern Virginia I/DD Services includes a group of homes and apartments that provide residential support to adults with intellectual disabilities. We partner with individuals to offer choice and person-centered services through housing, in-home support, and crisis stabilization. To date, we manage 14 homes in Virginia and 11 homes in DC. Staff members work closely with each individual, their families, and community providers to create and implement individualized plans.

- Hampton Roads I/DD Services
- Northern Virginia I/DD Services
- District of Columbia I/DD Services

14 HOMES & APARTMENTS MANAGED IN VIRGINIA
11 HOMES & APARTMENTS MANAGED IN D.C.
112 INDIVIDUALS SERVED

Client Spotlight

Conrad Eichman, 60
Resident of the Mary Marshall Assisted Living Residence

When Conrad was a boy, he suffered a severe sledding accident that left him scarred with a traumatic brain injury. Since then, life has been a challenge for Conrad. In addition to his injury, Conrad grew up in a household in which alcohol abuse was the norm. He was faced with physical and emotional abuse as a child and then struggled with homelessness as an adult.

Despite past adversity, Conrad has always believed that something better was waiting just around the corner for him. For the past three years, that something has been Mary Marshall.

“ I love this place, and almost everyone who lives here. Mary Marshall makes me feel like I am finally home. ”

Our DC/IDD Rehabilitation Day Program Found A Place to Call Home!

In March 2018, our Rehabilitation Day Program officially opened in its new location below our DC Intellectual & Developmental Disabilities (DC/IDD) Services program at 7505 Greenway Center in Greenbelt, MD. In line with the District of Columbia’s mission, the Rehabilitation Day Program provides innovative, high-quality services that enable people with intellectual and developmental disabilities to lead meaningful and productive lives as vital members of their communities.

With the multi-room space in the lower level of the DC/IDD office, clients can now take full advantage of the program’s offerings. The space includes active treatment studios designed to promote well-being and self-discovery through music therapy, dance therapy, art therapy and aromatherapy. Clients also have access to organized community outings and day retreats. In 2018, we enriched the lives of 16 individuals and hope to expand that number to 40 in 2019.

" It is my hope that the people we serve feel seen, which is the most basic human and spiritual need. Our goal is to be a bridge that leads to lasting and transformative support for those we serve. "

– Ursula Kiel
Director of Community Support, DC/IDD Day Program
Substance Use Recovery

Substance use disorders are among the top public health problems in the United States. According to the National Institute on Drug Abuse (NIDA), the use of alcohol, prescription opioids and illicit drugs costs our nation more than $520 billion annually in costs related to crime, lost work productivity and health care. Research shows that prevention and treatment can work, but there is a gap between what is known about prevention and treatment and what is generally done.

Here at Volunteers of America Chesapeake, we understand the multi-faceted nature of substance use. Since 1994, we have used our evidence-based treatment and recovery methods to effectively address the myriad of individual, environmental, and social factors that contribute to substance use. Our Residential Program Center (RPC) in Arlington, VA, offers non-medical detoxification, substance use recovery, and homeless services for single adults, all under one roof. In 2018, 540 Arlington County residents were able to connect with these services through our program.

- Residential Program Center Detoxification
- Early Recovery programs
- “Faith in Me” Substance Use Recovery Program

“Faith in Me” Substance Use Recovery Program

In October 2018, we began the “Faith in Me” Substance Use Recovery Program at our DC Behavioral Health Clinic in Washington, DC. As an enhanced program that focuses on co-occurring conditions, Faith in Me provides outpatient treatment services to people struggling with substance use disorders as well as mental health disorders. By providing specialized services to this traditionally underserved population, the program prevents patients from needing to access higher-level care, ultimately relieving the financial burden on health care institutions. Funding for the program is provided by Medicaid and the DC Department of Behavioral Health.

In 2018, we were proud to serve 29 individuals and hope to increase that number to 100 consumers over the next year.

We Won Our First SAMHSA Grant in Arlington!

Mental illness and substance abuse disorders are complex diseases. In fact, approximately 1 in 3 people with mental illness are also abusing drugs.

In December 2018, our staff at the RPC were proud to be awarded our very first grant through the Substance Abuse and Mental Health Services Administration (SAMHSA). This $2.5 million grant will be used to increase our capacity over the next five years to treat and house homeless individuals living with a serious mental illness, serious emotional disturbance, or co-occurring disorder. This grant will enable the RPC to serve 300 people in need.

"Whether its substance use, mental health, food or clothing, we are family and will do whatever we can to meet the needs of our consumers. Our goal is to grow into a “complexity capable program” that can recognize and meet the needs of our consumers who are simultaneously living with substance use and mental health disorders."

— Arnetta Legree, LICSW, LCSW-C
Clinical/Senior Program Director
DC Core Services Agency & Day Rehabilitation Services
Our Response to the Opioid Crisis

According to the NIDA, Maryland is one of the top five states for opioid-related overdoses per capita. In 2018, 1,185 individuals died as a result of an opioid overdose in Maryland. Research shows that peer support plays an important role in lessening incidents of hospitalizations, reducing symptoms, decreasing episodes of treatment, improving social supports, enhancing community engagement, and encouraging recovery. But in states hardest hit by the opioid crisis, there are simply not enough Peer Recovery Specialists (PRS) to go around. For instance, in Maryland, there is only one specialist for every 225 opioid cases.

At Volunteers of America Chesapeake, we’ve been working to meet the demand for PRS professionals. In 2018, we enrolled 30 of our employees in a 60-hour peer recovery training and certification program through Bowie State University. Thanks to a $1 million grant from the Health Resources & Services Administration (HRSA), the university has been building a sustainable model for the recruitment and training of 265 professionals over the next four years throughout Maryland.

Having more peer recovery certified staff on our team will enable us to broaden our impact in the community. We will continue to build on our momentum by enrolling even more staff members in the certification program in 2019.
Veterans Services

The Supportive Services for Veteran Families (SSVF) program in Virginia provides vital resources for veterans and their families who are homeless or on the verge of homelessness. Our primary goal is to transition these servicemen and women to permanent housing. We offer a range of services to promote housing stability, including case management, transportation to jobs, crisis intervention, mental health referrals, and income support.

In 2018, we supported 65 veterans and veteran families through the SSVF program.

65
VETERANS & VET FAMILIES SERVED IN SSVF PROGRAM

139
VETERANS & VET FAMILIES SERVED ACROSS OUR PROGRAMS

PACA House Ground Breaking Ceremony

In September 2018, Volunteers of America Chesapeake, Somerset Development Company and New Community Partners welcomed Mayor Catherine Pugh and other community leaders to a ground-breaking ceremony to kick-off the $27 million redevelopment for Paca House. Located at 116 North Paca Street in Baltimore, Paca House is a 106-unit permanent supportive housing program that was first launched in February 1996 as a comprehensive response to widespread homelessness among vulnerable populations in Baltimore City and surrounding environs.

The Paca House redevelopment project was born in response to the Mayor’s call for increased public-private investment in affordable housing, the need to perform necessary structural repairs and upgrades to the property, and the need to transform the property into a space more conducive to permanent housing for adults following HUD’s Housing First model. Through the renovation, which is scheduled to finish in November 2019, Paca House will be converted into 51 one-bedroom apartments and 41 efficiencies. It will also become a veteran-preferred facility, providing 20 percent of its residential units to those who served.

The rehabilitation and modernization of Paca House will enable VOA Chesapeake to build stronger relationships with local and federal government entities, including the Baltimore Veterans Affairs Medical Center (VAMC), the Baltimore Mayor’s Office of Human Services, and the Maryland Department of Housing and Community Development (DHCD).

From left, Robert Finn, deputy secretary of the Maryland Department of Veteran Affairs; state Sen. Barbara Robinson, D-Baltimore city; Russ Snyder, CEO of Volunteers of America Chesapeake; Baltimore City Mayor Catherine Pugh; Baltimore City Council President Bernard C. “Jack” Young; Baltimore City Councilman Eric Costello; and Bill Whitman, Jim Campbell and Nancy Hooff, all with Somerset Development Company, ceremoniously break ground on the $27 million renovation project for VOAC’s Paca House.
Harvest for Hope

We raised $89,000 at the ninth annual Harvest for Hope Breakfast. The event brought together more than 250 business leaders and community members to raise funds and awareness of all the health and human services Volunteers of America Chesapeake provides in Northern Virginia.

We are looking forward to celebrating the 10th anniversary of Harvest for Hope in October 2019!
Donate

Your support is necessary and vital to our continued ability to deliver services and support to our most vulnerable neighbors. You can support Volunteers of America Chesapeake by doing any of the following:

**Cash Donations**

Either as a one-time lump sum, annual commitment, quarterly deposit, or monthly automatic donation. Donate online by visiting voachesapeake.org/donate.

**Gift of Stock**

To make a gift of stock, notify your broker and contact our office. For information about a gift of appreciated securities, contact Dusky Holman at dholman@voaches.org or 240-764-2660.

**Vehicle Donation**

When you donate a car to us, 85 percent of the proceeds directly benefit our vulnerable clients. For more information, call 877-721-4862 (toll free).

**Operation Backpack**

Since it was introduced nine years ago, Operation Backpack has outfitted more than 30,000 boys and girls, with new, fully-stocked, grade-specific backpacks in time for the start of the school year. For more information, contact Christle Baker-Gill at cbaker-gill@voaches.org or 240-764-2654.

To support Operation Backpack, visit www.voachesapeake.org/backpack.

**Volunteer Your Time**

To learn about our current volunteer opportunities and fill out an application, visit www.voachesapeake.org/volunteer.
Get Your Company Involved

The Year of Service Partnership Program is open to all members of the business community.

Through this partnership program, we give our corporate partners the opportunity to contribute to the community, build teamwork, and have a life-affirming experience helping us deliver our services to our most vulnerable neighbors.

- Day of Service
- Special Events
- Sponsorships
- On site events

Some of our partners include:

- Morgan Stanley
- Fannie Mae
- Freddie Mac
- Macy’s
- Target

For more information contact Christle Baker-Gill at cbaker-gill@voaches.org or 240-764-2654.
### Statement of Finances (All Amounts in Dollars)

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>13,127,695</td>
<td>9,492,150</td>
</tr>
<tr>
<td>Property &amp; Equipment (net)</td>
<td>8,464,660</td>
<td>9,294,467</td>
</tr>
<tr>
<td>Other Assets</td>
<td>10,297,500</td>
<td>11,235,247</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>31,889,855</strong></td>
<td><strong>30,021,864</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LIABILITIES &amp; NET ASSETS</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Liabilities</td>
<td>7,499,193</td>
<td>5,275,080</td>
</tr>
<tr>
<td>Long-term Liabilities</td>
<td>12,836,685</td>
<td>13,359,118</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>20,335,878</strong></td>
<td><strong>18,634,198</strong></td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td><strong>11,553,977</strong></td>
<td><strong>11,387,666</strong></td>
</tr>
</tbody>
</table>

### Statement of Activities (All Amounts in Dollars)

<table>
<thead>
<tr>
<th>REVENUES</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Support</td>
<td>468,224</td>
<td>578,299</td>
</tr>
<tr>
<td>Government Revenue &amp; Grants</td>
<td>33,652,865</td>
<td>31,254,183</td>
</tr>
<tr>
<td>Program Income</td>
<td>1,218,507</td>
<td>1,224,116</td>
</tr>
<tr>
<td>Other Revenues</td>
<td>2,721,615</td>
<td>947,751</td>
</tr>
<tr>
<td><strong>Total Operating Revenues</strong></td>
<td><strong>38,061,211</strong></td>
<td><strong>34,004,349</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OPERATING EXPENSES</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>29,771,661</td>
<td>28,264,194</td>
</tr>
<tr>
<td>Management &amp; General Expenses</td>
<td>6,690,135</td>
<td>5,290,449</td>
</tr>
<tr>
<td>Fundraising Expenses</td>
<td>530,185</td>
<td>428,377</td>
</tr>
<tr>
<td><strong>Total Program Support &amp; Services</strong></td>
<td><strong>36,991,981</strong></td>
<td><strong>33,983,020</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affiliate Fees Paid to National Organization</td>
<td>763,439</td>
<td>745,903</td>
</tr>
<tr>
<td>Minimum Pension Liability Adjustment</td>
<td>(139,480)</td>
<td>(43,750)</td>
</tr>
<tr>
<td><strong>Total Change in Net Assets</strong></td>
<td><strong>166,311</strong></td>
<td><strong>(768,324)</strong></td>
</tr>
</tbody>
</table>

| Net Assets, Beginning of the Year | 11,387,666 | 12,155,990 |
| Net Assets, End of the Year      | 11,553,977 | 11,387,666 |
## Breakdown of Revenues 2018

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Support</td>
<td>468,224</td>
<td>1%</td>
</tr>
<tr>
<td>Government Revenue &amp; Grants</td>
<td>33,652,865</td>
<td>89%</td>
</tr>
<tr>
<td>Program Income</td>
<td>1,218,507</td>
<td>3%</td>
</tr>
<tr>
<td>Other Income</td>
<td>2,721,615</td>
<td>7%</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>38,061,211</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

## Breakdown of Expenses 2018

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>29,771,661</td>
<td>81%</td>
</tr>
<tr>
<td>Management &amp; General Expenses</td>
<td>6,690,135</td>
<td>18%</td>
</tr>
<tr>
<td>Fundraising Expenses</td>
<td>530,185</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>36,991,981</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
Our Board

Chair
Dr. Sharon Jones-Eversley, Associate Professor, Towson University

Vice-Chair
Ruth Pollard, Assistant Vice President, Community Health Network & Government Relations
Valerie Piper, Housing Advocate

Secretary
Hubert Reid, Financial Consultant

Treasurer
Stefan Hoenicke, Bridges to Housing Stability

Immediate Past Chair
Brett Crawford, Sequoia Advisors

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Beth Caseman
Carlos Duran, National Hispanic Christian Leadership
Donald Kann, Kann Partners
Kim Johnson, Life Changing Ministry
Mike Avis, Good 360
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Robert Scheer, Scheer Partners
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Shannon Rowan, Burke & Herbert Bank
Terrance Cunningham, AmeriHealth/Caritas
Nicole Earle, Columbia Bank
Caleb Jackson, Operation Help the People

“As a Professor of Marketing, I have had a long-standing commitment to supporting nonprofit organizations financially and through volunteering, as well as by organizing and coordinating student service opportunities. I am proud to serve as a board member of VOAC and support the many dedicated staffers and volunteers who work tirelessly to provide much needed assistance to individuals, their families and the community through housing, ministry, health, and human services.”

— Dr. Rodney Stump
Board Member
Volunteers of America Chesapeake
### Our FY2018 Supporters

#### Corporations
- Alexandria Real Estate Equities, Inc.
- Ascela Partners, LLC
- AutoNation
- Baltimore Gas & Electric Company
- Belfor USA Group, Inc.
- Burke & Herbert Bank & Trust Co.
- Capital One N.A.
- Centerpoint For Leaders, Inc.
- Deloye, LLC
- Eagle Bank
- ENERGYSHARE
- Enterprise Car Donation Program
- Geocent, LLC
- Guardian Life Insurance Company of America
- Guardian Realty Management, Inc.
- Hardesty Concrete Construction, Inc.
- Hartford Financial Services Group, Inc.
- Jones Group International
- Kettler Management, Inc.
- Local Initiatives Support Corp.
- Lockton
- Morgan Stanley
- Northrop Grumman Corporation
- Novasalud, Inc.
- RagingWire Data Center
- Savoy Associates
- Scheer Partners, Inc.
- Somerset Development Co., LLC
- Touching Heart
- Virginia Hospital Center
- Woodland Resources, LLC

#### Individuals
- Beth Caseman
- Edward J. Obrien
- G. Trevor Wilby
- Gary Filerman
- Jade Gong
- James Barkman
- Jenna Howard
- Kyle Lorton
- Margaret A O’Brien
- Mona Hanford
- Paul M. Faust
- Paul S. Dane
- Paul Tillinghast
- Russell K. Snyder
- Ruth Fisher Pollard
- Sean F. Murphy
- Thomas D. Turnbull
- Christian Knoster
- Mitra Mamdouhi
- Valerie Piper
- Debra Berlinrood
- Elizabeth Jimenez
- Meredith Rutherford
- Carol M. Lorton
- Joanne L. Smikle
- Joe Gofus

#### Foundations
- Arlington Community Foundation
- Bank of America Charitable Foundation
- Comcast Foundation
- Enterprise Holdings Foundation
- Epsilon Zeta Boule Foundation
- Lester Poretsky Family Foundation, INC
- National Christian Foundation
- PNC Foundation
- Rae Of Hope Foundation
- W.R. Grace Foundation, Inc
- Washington Forrest Foundation
Connect with Us

We want to thank all our donors, board members, and volunteers. Your generosity and service in 2018, has helped Volunteers of America Chesapeake change the lives of vulnerable people in communities throughout Maryland, Washington DC and Virginia.

To learn more about our programs, facilities, and services, reach out to us!

voachesapeake.org
/VolunteersofAmericaChesapeake
/voachesapeake
@VOACHesapeake
voachesapeakeblog.com