



Volunteers  
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CHESAPEAKE & CAROLINAS

125+ Years Strong



*you*  
have truly made a  
**difference**

**Gratitude Report** |  
2022

# Message from our Chair & CEO



## Dear Friends,

The VOA way begins and ends with our ministry of service. That's why we are grateful again to our loyal supporters as we continue to navigate the post-COVID environment. Thanks to your gifts, thoughts and prayers, Volunteers of America Chesapeake & Carolinas (VOACC) served more than 10,600 individuals and families in 49 programs throughout Maryland, Virginia, the District of Columbia, and the Carolinas.

Our dedicated Board of Directors paved the way for significant progress toward VISION 2025 — our 5-year strategic plan. And we are well on our way to achieve the goals of enhancing our culture, increasing service-linked housing, integrating health and human services, and advocating on behalf of the families and individuals in our care for more resources and services in their communities. Grounded in our mission to serve, we onboarded a new Chaplain with a bold vision to deepen the connection of our employees, clients and Board of Directors to our ministry. Leading this work is our dedicated staff who unselfishly serve vulnerable men, women and children with love and compassion — all while improving their quality of life.

In 2022, we expanded our behavioral health services

including supporting persons with substance use disorders in Virginia, the District of Columbia and Maryland through our outpatient clinics and with community-based services. Notably, we increased service-linked housing in Virginia and North Carolina for our veterans and seniors.

The Mid-Atlantic Neighborhood Development Corporation, a joint venture with VOA National, continued to pursue new affordable housing projects. Building on our legacy, projects in Baltimore; Durham, NC; Chesapeake, VA; and the District of Columbia are in the pipeline for affordable housing development for veterans, seniors and families. Our goal of 300 new affordable units of housing is well on its way to success.

Our commitment to indoctrinate diversity, equity and inclusion in our culture with real and sustainable practices is unwavering, from talent acquisition and development to vendor management and volunteerism, we made significant progress in 2022. Recognizing *voice* as an inclusive tool, our staff and Board of Directors actively engaged in regional legislative efforts focusing on educating community leaders about the importance of our safety net services and identifying resources through the America Rescue Plan investments. Exemplifying the VOA way, our ministry team expanded programming and opportunities in the region and collaborated with community faith leaders to grow our spiritual development efforts.

VOACC has come a long way in responding to the changing environment created by the pandemic in 2020 and 2021. But we didn't hold back. We positioned ourselves to make more of an impact in the communities where we serve and progressed in planning our expansion into new service areas in the years ahead.

We are excited for 2023 and thank you for your support and dedication to our mission and your giving to help us realize our vision where all people live in safety with social, emotional and physical well-being, spiritual fulfillment, justice, and hope.

Blessings,

**Russell K. Snyder**  
President & CEO

**Ruth Pollard**  
Chair, Board of Directors

# the impact *you* make

# 10,676

individuals given hope, love and care  
across Maryland, DC, Virginia &  
the Carolinas



## 3,706

men, women and children  
supported through our homeless  
services in Virginia and  
the Carolinas



## 896

returning citizens  
assisted in their  
transition home



## 2,263

veterans & their families  
supported to secure housing,  
employment & more in  
Virginia and the Carolinas



## 2,693

individuals provided  
behavioral health &  
primary care support in  
Maryland, DC & Virginia



## 637

families and individuals  
provided permanent housing  
& supportive services in  
Maryland and Virginia



## 309

individuals with  
addiction placed on a  
pathway to recovery in  
Maryland, DC & Virginia



## 83

adults & youth trained &  
linked to in-demand jobs in  
Maryland and Virginia



## 89

adults with intellectual/  
developmental  
disabilities provided  
support & care

# Brandi

and her son have the care & home they need to thrive.

**W**hen Brandi Ross first arrived in 2021 at our VOA Hope Center in Greenbelt, MD, she had nearly lost all hope. In addition to being a victim of domestic violence and a single mother of a 15-year-old boy, Brandi has a long history of using methamphetamine.

*“I used for 13 years. It started when I lost my mom from cancer. The same time my mom had cancer, my grandmother had kidney failure. Once my mom passed away, about two months later, my grandmother passed away and that’s what led to the road of drugs.”* – Brandi

Brandi knew she needed to make a change if she would be able to continue raising her son, Marcus. But things got worse before they got better. During her journey to sobriety, Brandi was diagnosed with thyroid cancer and underwent surgery. The strain of the pandemic and rising medical bills eventually forced her and Marcus into homelessness.

Struggling to manage her health and find work, Brandi made the tough decision to uproot her and Marcus and move from Arizona to Maryland to be closer to family. In Maryland, Brandi and Marcus landed in a shelter for victims of domestic violence. It was there that she learned about the VOA Hope Center.

*“I called and spoke to a woman named AJ. She made*

# 2,140

men, women & children received care and support through the VOA Hope Center in 2022.



*me an appointment that same week. She came and got us in the Volunteers of America van. And that was when I first seen the doctor, the psychiatrist, and I seen the regular medical doctor here.”* – Brandi

Thanks to givers of hope like you, Brandi continues to receive the medication, care and support she needs to manage her health, maintain her sobriety and overcome her past trauma. Marcus also receives counseling and support and is the happiest he has been in a long time.

The VOA Hope Center uses a whole-person approach to address the long-term health and wellbeing of vulnerable men, women and children. In addition to mental health and primary care, the center also works to address other issues like housing instability. With help from one of our case managers, Brandi and Marcus were able to move out of the shelter system and into an apartment of their own apartment in September 2022.

*“I have had all the help that I could possibly need and more because of Volunteers of America. Thanks to all of these different people that are in this agency, me and my son are striving today to have a better life.”*

– Brandi



Scan the QR code or visit [voachesapeake.org/brandi-ross](https://voachesapeake.org/brandi-ross) to watch Brandi share her story in her own words.

# Franky

is the healthiest he  
has been in years.

fueled his dependence on alcohol. Sadly, things got much worse for Franky before they got better. Seven years ago, he was diagnosed with diabetes. But he wasn't ready to change his lifestyle of drinking.

*“It’s terrible. It’s something that you can’t imagine can hurt you, but it does hurt you. That’s one of the reasons I lost my leg.”* – Franky

After spending some time in the hospital recovering from multiple surgeries for damage done to his organs and to remove his leg, Franky was sent to Christ House, a local program for homeless individuals dealing with complex medical issues. There he received support recovering from his surgeries.

Once he was ready to step down from higher level care, Franky was then transferred to Hope Has A Home™ in 2022, where supporters like you have helped him take the next step in his recovery. At Hope Has A Home™, Franky has a warm bed, and ongoing care and support to help him manage his diabetes and mental health.

*“I changed my old habits. I stopped drinking, stopped smoking, stopped doing everything that I’m not supposed to be doing. And the results are great.”* – Franky

Hope Has A Home™ is a residential program that provides homeless men too sick to be on the streets a safe place to rest, get the onsite mental and physical care they need, and ultimately move into homes of their own by the end of the program. Thanks to givers of hope like you, Franky is nearly ready to move into his own apartment.

*“I’m very grateful and appreciate the team for being here – for helping me. And I thank God for taking me to this place. I believe in miracles, just look at what God did with me.”* – Franky

Originally from Puerto Rico, Francisco Diaz has been living in Washington D.C. for the past 22 years and considers himself a D.C. native. Franky, as he is known by his friends, loves living in the United States. But his life has been anything but easy. For many years, Franky has struggled with a bipolar disorder, alcoholism and homelessness.

Franky’s mental health challenge and housing instability were sources of great stress and anxiety for him, and



33

men provided care  
& housing through  
Hope Has A Home™  
in 2022.



# Michael

landed his dream job and is excited for the future.

**A**fter dropping out of high school, 19-year-old Michael Diaz felt lost and uncertain about the future. Deep down, he had always wanted to work in construction. But he didn't know where to start.

That's when Michael discovered Newport News YouthBuild. Michael joined the six-month program in April 2021 and quickly became a stand-out student. Thanks to givers of hope like you, Michael earned a monthly stipend while being trained in a variety of construction trades, including HVAC, carpentry, plumbing, and electrical. Michael also received support obtaining his GED.

*“They really care about you in the program. The instructors encouraged and challenged me to learn as much as possible.”* – Michael

In addition to training, Michael and other students in the program had opportunities to put their skills to the test on projects with Habitat for Humanity, one of YouthBuild's program partners. They worked alongside licensed contractors to build homes for families in need in the southeast community of Newport News.

An important part of the YouthBuild program is job shadowing. Michael was able to work directly with YouthBuild employment partner, Breeden Construction. The Breeden leadership were so impressed with Michael's natural skill set and capacity for leadership that they offered him a full-time position with great benefits as a Carpentry Laborer in December 2021.

*“I'm very excited that I finally get to do the one thing I've always wanted to do growing up, and that was to be able to work with construction.”* – Michael

For Michael, working at Breeden is more than a job, it is a career and dream realized. Since being hired at Breeden, Mike has supported the company on an \$18.5 million renovation project to redevelopment 81 multifamily units as part of the Choice Neighborhoods Initiative in the southeast community of Newport News.

*“To me, YouthBuild is important because it got me out of a dark space. They helped me become more confident in myself and helped me become a team leader.”* – Michael

# 60

students graduated from YouthBuild & started new careers in 2022.

# Bruce

is living with the support & dignity our vets deserve.

**B**ruce Cunningham spent 13 years in the Army, nine years of which were spent in Germany. As a child, he knew he always wanted to drive a semitruck. So, after he was discharged from service, that's exactly what he did. For the next 20 years, he enjoyed the thrill of being on the open road, transporting goods across the country.

Bruce spent many hours each day traveling from state to state. So much so, that it became difficult for him to find time to get the exercise he needed to remain healthy. Over time, Bruce started having issues with his right leg. The hours he spent sitting behind the wheel were restricting his blood flow and eventually led to the need for amputation.

In 2022, Bruce's amputation ended his career as a driver and left him with few prospects for employment. After his surgery, Bruce had nowhere to go.

That's when he found our Maple Court Veterans Transitional Housing Program in Durham, NC. Maple Court is a 24-apartment complex and support program. Once enrolled into the program, veterans receive their own temporary apartment and individualized support to help address underlying challenges that have contributed to their homelessness, including their history with trauma, unemployment, mental health and substance use disorders, and lack of transportation.

Since July of 2022, amazing supporters of our nation's heroes like you have provided Bruce an apartment, food, and care while our staff work to find him a permanent home that fits his retirement budget.



Scan the QR code or visit [voachesapeake.org/bruce-story](https://voachesapeake.org/bruce-story) to watch Bruce's story and learn about Maple Court.



*"I got here and I was able to get bills paid off and it's put me in a better position. It's a blessing to be here. It's a 'hand up' instead of a 'hand out'. This place helps get you back into society and have a better lifestyle." – Bruce.*

# 2,263

veterans received housing, care and support across our programs in 2022.

# Our Board of Directors



**Ruth Pollard, *Chair***  
Pinnacle Solutions



**Jim Anderson**  
WholeCrowd, Inc.



**Caleb Jackson, *Vice Chair***  
Lion Development



**Steve Edwards**  
Edwards Performane Solutions



**Shannon Rowan, *Treasurer***  
Burke & Herbert Bank



**Linda Gilmore**  
CareFirst BlueCross BlueShield



**Samuel (Sandy) Sterrett, *Secretary***  
Attorney, Private Practice



**Wen Gong**  
Howard University



**Mike Avis**  
Good 360



**Bill Duncan**  
Hilton



**Stefan Hoenicke**  
Retired



**Claudia Yates**  
Scheer Partners



**J. Walter Tejada**  
Community Advocate & Former  
Elected Official



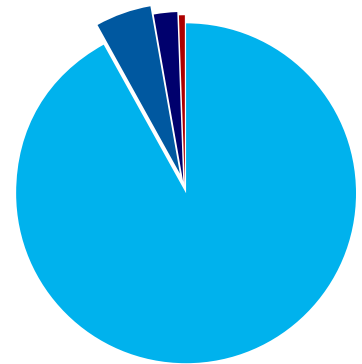
**Tanya A. Royster**  
A Better World LLC



## STATEMENT OF FINANCIAL POSITION (For the fiscal year ending June 30, 2022 & 2021)

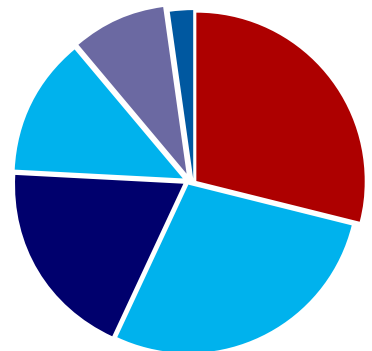
	2022	2021
<b>ASSETS</b>		
Cash & Cash Equivalents	\$6,192,254	\$7,618,802
Accounts Receivable	8,377,322	7,679,201
Other Current Assets	1,747,782	1,677,531
Property & Equipment (net)	3,466,955	2,256,526
Other Assets	10,371,275	10,320,925
<b>Total Assets</b>	<b>30,155,588</b>	<b>37,552,995</b>
 <b>LIABILITIES &amp; NET ASSETS</b>		
Accounts Payable & Accrued Expenses	\$1,059,700	\$1,211,451
Other Current Liabilities	4,260,756	3,571,536
Long-term Liabilities	4,126,628	5,174,999
Pension Liability	4,322,260	3,219,898
<b>Total Liabilities</b>	<b>13,769,344</b>	<b>13,177,884</b>
Net Assets	16,386,244	17,375,111
<b>Total Liabilities &amp; Net Assets</b>	<b>30,155,588</b>	<b>37,552,995</b>
 <b>REVENUES</b>		
Contributions & Non-Government Grants	\$2,522,988	\$2,301,200
Government Grants & Contracts	46,056,128	46,869,452
Program Income	1,208,729	1,169,665
Other Operating Revenues	155,691	5,675,926
<b>Total Operating Revenues</b>	<b>49,943,536</b>	<b>56,016,243</b>
 <b>OPERATING EXPENSES</b>		
Behavioral Health Services	\$12,500,496	\$11,756,721
Substance Use Disorder Services	899,614	1,292,908
Homeless & Housing Services	4,195,917	4,841,653
Veterans Services	8,266,466	10,753,430
Intellectual Disabilities Services	12,078,371	13,229,798
Re-Entry Services	5,521,223	4,490,042
<b>Total Program Services</b>	<b>43,452,087</b>	<b>46,364,552</b>
Management & General Expenses	6,696,917	6,176,639
Fundraising Expenses	754,968	516,470
<b>Total Program Support &amp; Services</b>	<b>50,903,972</b>	<b>53,057,661</b>
Non-operating Income	1,073,931	1,335,261
Minimum Pension Liability Adjustment	(1,102,362)	399,926
<b>Total Change in Net Assets</b>	<b>(988,867)</b>	<b>4,693,769</b>
 <b>Net Assets, Beginning of the Year</b>	 <b>\$17,375,111</b>	 <b>\$12,681,342</b>
<b>Net Assets, End of the Year</b>	<b>\$16,386,244</b>	<b>\$17,375,111</b>

### Breakdown of Revenues



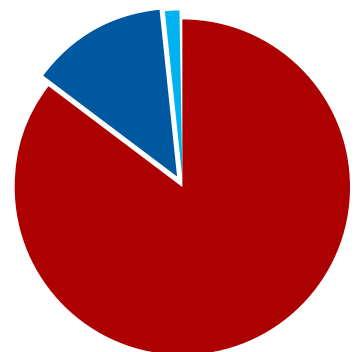
- 92.2% Gov. Grants & Contracts
- 5.1% Contributions & Non-Government Grants
- 2.4% Gov. Grants & Contracts
- 0.3% Other Operating Revenue

### Expenditures by Service



- 29% Behavioral Health
- 28% Intellectual/Devel. Disabilities
- 19% Veteran Services
- 13% Community Reentry
- 9% Homelessness & Housing
- 2% Substance Use Recovery

### Expenses

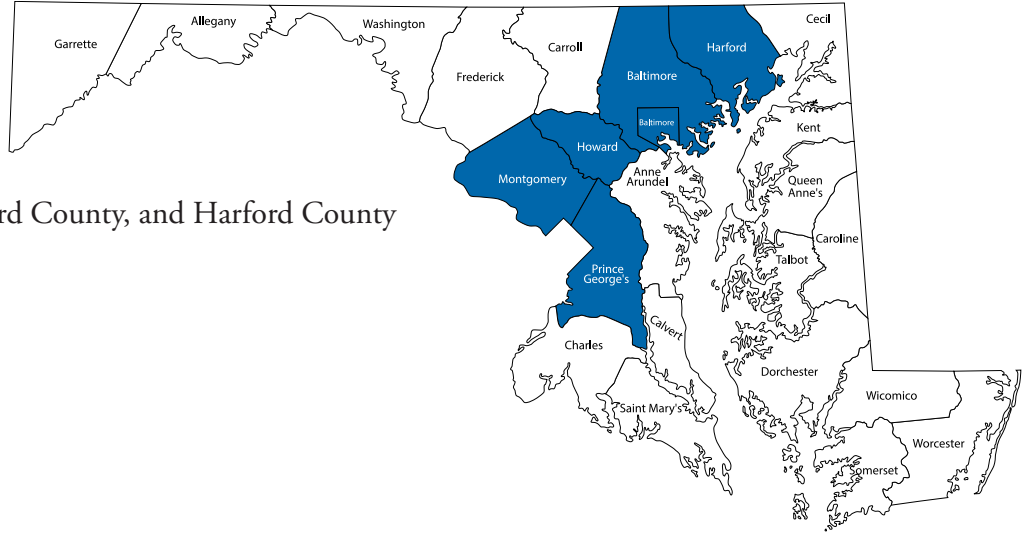


- 85.4% Total Program Services
- 13.2% Management & General
- 1.5% Fundraising Expenses

# Where We Serve

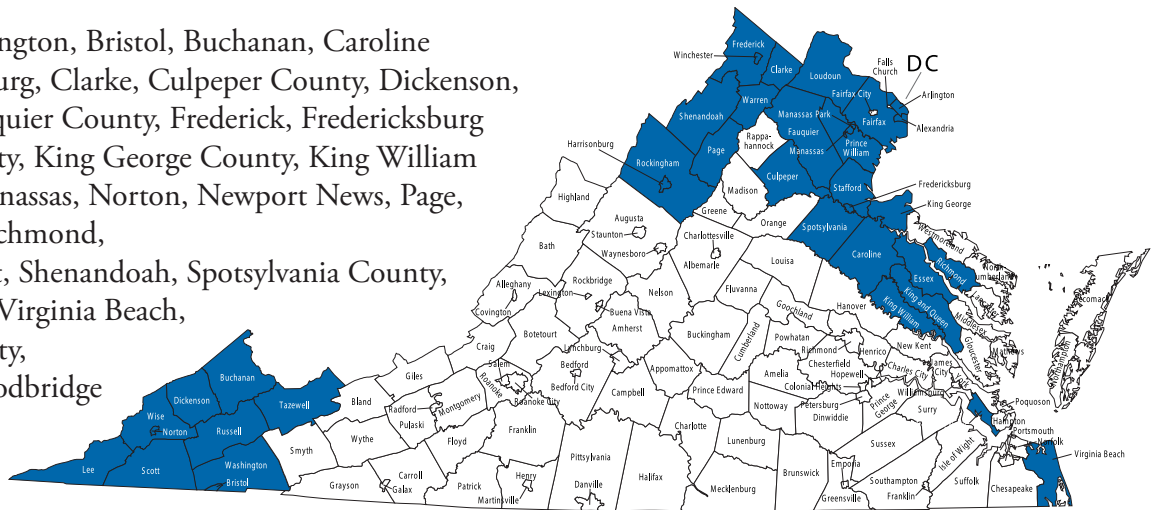
## MARYLAND

**Counties:** Baltimore City, Baltimore County, Prince George's County, Montgomery County, Howard County, and Harford County



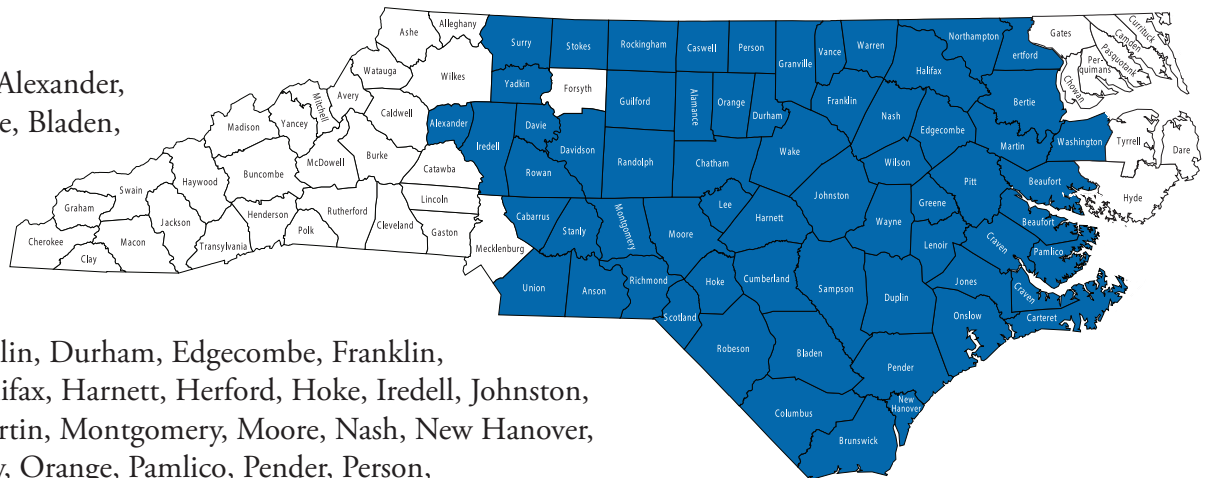
## VIRGINIA & THE DISTRICT OF COLUMBIA

**Counties:** Alexandria, Arlington, Bristol, Buchanan, Caroline County, City of Harrisonburg, Clarke, Culpeper County, Dickenson, Essex County, Fairfax, Fauquier County, Frederick, Fredericksburg City, King & Queen County, King George County, King William County, Lee, Leesburg, Manassas, Norton, Newport News, Page, Prince William County, Richmond, Rockingham, Russell, Scott, Shenandoah, Spotsylvania County, Stafford County, Tazewell, Virginia Beach, Winchester, Wise, and Woodbridge



## North Carolina

**Counties:** Alamance, Alexander, Anson, Beaufort, Bertie, Bladen, Brunswick, Cabarrus, Carteret, Caswell, Chatham, Columbus, Craven, Cumberland, Davidson, Davie, Duplin, Durham, Edgecombe, Franklin, Granville, Greene, Halifax, Harnett, Herford, Hoke, Iredell, Johnston, Jones, Lee, Lenoir, Martin, Montgomery, Moore, Nash, New Hanover, Northampton, Onslow, Orange, Pamlico, Pender, Person, Pitt, Randolph, Richmond, Rockingham, Rowan, Sampson, Scotland, Stanly, Stokes, Surry, Union, Vance, Wake, Warren, Washington, Wayne, Wilson, and Yadkin



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[voachesapeake.wordpress.com](http://voachesapeake.wordpress.com)