you have truly made a difference

Gratitude Report 2022
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
<table>
<thead>
<tr>
<th><strong>the impact you make</strong></th>
<th><strong>10,676 individuals given hope, love and care across Maryland, DC, Virginia &amp; the Carolinas</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3,706</strong></td>
<td>men, women and children supported through our homeless services in Virginia and the Carolinas</td>
</tr>
<tr>
<td><strong>896</strong></td>
<td>returning citizens assisted in their transition home</td>
</tr>
<tr>
<td><strong>2,263</strong></td>
<td>veterans &amp; their families supported to secure housing, employment &amp; more in Virginia and the Carolinas</td>
</tr>
<tr>
<td><strong>2,693</strong></td>
<td>individuals provided behavioral health &amp; primary care support in Maryland, DC &amp; Virginia</td>
</tr>
<tr>
<td><strong>637</strong></td>
<td>families and individuals provided permanent housing &amp; supportive services in Maryland and Virginia</td>
</tr>
<tr>
<td><strong>309</strong></td>
<td>individuals with addiction placed on a pathway to recovery in Maryland, DC &amp; Virginia</td>
</tr>
<tr>
<td><strong>83</strong></td>
<td>adults &amp; youth trained &amp; linked to in-demand jobs in Maryland and Virginia</td>
</tr>
<tr>
<td><strong>89</strong></td>
<td>adults with intellectual/developmental disabilities provided support &amp; care</td>
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When 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 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

2,140 men, women & children received care and support through the VOA Hope Center in 2022. Scan the QR code or visit voachesapeake.org/brandi-ross to watch Brandi share her story in her own words.
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 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

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

Bruce 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 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

J. Walter Tejada
Community Advocate & Former Elected Official

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

Jim Anderson
WholeCrowd, Inc.
## Statement of Financial Position

(For the fiscal year ending June 30, 2022 & 2021)

### Assets

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash &amp; Cash Equivalents</td>
<td>$6,192,254</td>
<td>$7,618,802</td>
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<td>Accounts Receivable</td>
<td>8,377,322</td>
<td>7,679,201</td>
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<tr>
<td>Other Current Assets</td>
<td>1,747,782</td>
<td>1,677,531</td>
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<tr>
<td>Property &amp; Equipment (net)</td>
<td>3,466,955</td>
<td>2,256,526</td>
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<tr>
<td>Other Assets</td>
<td>10,371,275</td>
<td>10,320,925</td>
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<tr>
<td><strong>Total Assets</strong></td>
<td><strong>30,155,588</strong></td>
<td><strong>37,552,995</strong></td>
</tr>
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</table>

### Liabilities & Net Assets

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable &amp; Accrued Expenses</td>
<td>$1,059,700</td>
<td>$1,211,451</td>
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<tr>
<td>Other Current Liabilities</td>
<td>4,260,756</td>
<td>3,571,536</td>
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<tr>
<td>Long-term Liabilities</td>
<td>4,126,628</td>
<td>5,174,999</td>
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<td>Pension Liability</td>
<td>4,322,260</td>
<td>3,219,898</td>
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<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>13,769,344</strong></td>
<td><strong>13,177,884</strong></td>
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<tr>
<td>Net Assets</td>
<td>16,386,244</td>
<td>17,375,111</td>
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<tr>
<td><strong>Total Liabilities &amp; Net Assets</strong></td>
<td><strong>30,155,588</strong></td>
<td><strong>37,552,995</strong></td>
</tr>
</tbody>
</table>

### Revenues

<table>
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<tr>
<th></th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions &amp; Non-Government Grants</td>
<td>$2,522,988</td>
<td>$2,301,200</td>
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<tr>
<td>Government Grants &amp; Contracts</td>
<td>46,056,128</td>
<td>46,869,452</td>
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<tr>
<td>Program Income</td>
<td>1,208,729</td>
<td>1,169,665</td>
</tr>
<tr>
<td>Other Operating Revenues</td>
<td>155,691</td>
<td>5,675,926</td>
</tr>
<tr>
<td><strong>Total Operating Revenues</strong></td>
<td><strong>49,943,536</strong></td>
<td><strong>56,016,243</strong></td>
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</table>

### Operating Expenses

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health Services</td>
<td>$12,500,496</td>
<td>$11,756,721</td>
</tr>
<tr>
<td>Substance Use Disorder Services</td>
<td>899,614</td>
<td>1,292,908</td>
</tr>
<tr>
<td>Homeless &amp; Housing Services</td>
<td>4,195,917</td>
<td>4,841,653</td>
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<tr>
<td>Veterans Services</td>
<td>8,266,466</td>
<td>10,753,430</td>
</tr>
<tr>
<td>Intellectual Disabilities Services</td>
<td>12,078,371</td>
<td>13,229,798</td>
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<tr>
<td>Re-Entry Services</td>
<td>5,521,223</td>
<td>4,490,042</td>
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<tr>
<td><strong>Total Program Services</strong></td>
<td><strong>43,452,087</strong></td>
<td><strong>46,364,552</strong></td>
</tr>
<tr>
<td>Management &amp; General Expenses</td>
<td>6,696,917</td>
<td>6,176,639</td>
</tr>
<tr>
<td>Fundraising Expenses</td>
<td>754,968</td>
<td>516,470</td>
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<tr>
<td><strong>Total Program Support &amp; Services</strong></td>
<td><strong>50,903,972</strong></td>
<td><strong>53,057,661</strong></td>
</tr>
</tbody>
</table>

Non-operating Income | 1,073,931 | 1,335,261 |
Minimum Pension Liability Adjustment | (1,102,362) | 399,926 |
**Total Change in Net Assets** | $(988,867) | **4,693,769** |

Net Assets, Beginning of the Year | $17,375,111 | $12,681,342 |
Net Assets, End of the Year | $16,386,244 | $17,375,111 |
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, Warren, Washington County, Winchester, Wise, and Woodbridge

North Carolina

SAVE THE DATE

HARVEST FOR HOPE

October 26, 2023
6 PM – 10 PM
MARTIN’S VALLEY MANSION
594 Cranbrook Rd
Cockeysville, MD 21030

Enjoy an evening of hope in support of vulnerable men, women and children in need of housing and care in Maryland, DC and Virginia.

Bull Roast Feast | Silent & Live Auction | Live Entertainment | & More

Scan the QR code to learn more or visit www.voachesapeake.org/h4h2023

Sponsorship opportunities available!
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Chesapeake & Carolinas

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Visit our Ministry site at voachesapeake.wordpress.com