



Volunteers
of America®
CHESAPEAKE & CAROLINAS

2021 Gratitude Report

Letter from our CEO & Chair



Dear Friends,

Thank you for your thoughts, prayers and support over the past 12 months. Having you by our side to answer the Call to Care for vulnerable men, women and children during COVID-19 has been a true Godsend – and we mean that.

We are grateful for your giving hearts and the amazing resilience of our frontline staff at Volunteers of America Chesapeake & Carolinas who responded bravely, showing up every day as Beacons of Hope for those most in need. Despite concerns for their own health, they kept the doors of our 49 programs open for the 10,042 men, women and children who count on us for housing, health and supportive services each year.

Our gratitude also extends to our community partners who shared their ideas, resources and talents to help to ensure that our services continued without interruption during the pandemic.

This year's work also would not have been possible without the dedication and commitment of our amazing Board of Directors whose oversight helped us develop our VISION 2025 strategic plan, charting a bold pathway forward for growing and evolving our services to match the everchanging needs in our communities. This path navigates us towards growing our behavioral health and housing services in North and South Carolina, and transforming our behavioral health

services in Maryland, DC and Virginia into a continuum of care.

If the pandemic has taught us one thing, it is that there is a growing need for behavioral health services. The pandemic exacerbated mental health inequities in our most marginalized and underserved communities. We answered this call with the opening of our VOA Hope Center in Maryland to bring wholistic mental health and primary care services to men, women and children who would otherwise be without support. Our goal is to ensure that everyone has access to high-quality care and can experience lasting recovery.

Since we first began building affordable housing over 30 years ago, we have long understood the strong connection between safe housing and health. Since 2021, our newly developed Ivy Hills Townhome Apartments in Havre de Grace, Maryland, have been providing warmth and safety for 37 low-income families and those living with disabilities. But we're not stopping there! We have plans to build an additional 200 units of affordable housing across our regions in the near future.

Since the summer of 2020, our nation has experienced a social awakening on race and for much-needed change in our communities and institutions. We formed Volunteers of America Chesapeake & Carolinas' Diversity, Equity & Inclusion Committee and began to have important dialogues, listening to and learning from our colleagues, and identifying actions—including mandatory employee training—that will help create a more welcoming and equitable environment for all.

While 2021 presented many challenges, it also created many opportunities. Together, we made a meaningful impact in the communities we serve and we are excited for what's in store in 2022. You are the reason so many individuals and families can continue to push forward towards a brighter tomorrow. Thank you for your giving hearts and dedication to creating a world 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

10,042

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



3,553

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



931

men and women served
in their transition from
prison to home



2,248

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



2,372

individuals provided
behavioral health &
primary care support in
Maryland and DC



552

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



165

individuals with
addiction placed on a
pathway to recovery in
DC, MD and VA



122

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



79

adults with intellectual/
developmental
disabilities provided
support & care

Pat

found VOACC after a couple of tough years.

If you happened to see Pat Murphy volunteering at the Boys & Girl Club, or serving lunches to residents at the Howard County senior center, you may not have guessed that just five years ago, this 66-year-old was living in a tent in the woods.

“I was lost and I didn’t know what I was going to do,” Pat remembers.

Growing up and living most of his life in Prince George’s County, Pat worked as a substitute teacher and a high school football coach. He was happy with his work, but his limited earnings meant he needed to either stay with friends or rent rooms.

Around 2007, Pat left Greenbelt, MD to live with his sister and help take care of her. For a time, he had a place to call home until his sister finally passed away. His brother then stepped in and provided him a house. But this left Pat dependent on securing roommates to help pay the mortgage, which was a struggle. When that didn’t work out, Pat was homeless once again and found himself bouncing around from place to place for the next seven years.

In 2014, Pat ended up in Jessup, MD. From April to October, he lived in a tent and a cold weather shelter from November to March. That pattern continued



until August of 2017, when one day while washing his clothes and getting a meal at the old Howard County Day Resource Center, he was introduced to our new **Leola Dorsey Community Resource Center**, which offers 35 units of housing for formerly chronically homeless adults.

“I always believed if you have faith in God, things will work out for you,” says Pat.

Today, Pat enjoys all of the security and pride that come with having his own place and some additional support.

“I had no experience getting certain things, especially if I had to use a computer,” Pat says. *“VOACC helped me get my Social Security. They helped me get my ID renewed, get my prescriptions, and even made sure I got a colonoscopy and visit the dentist.”*

Now after five years, and a member of the Tenant Advisory Group, Pat plans outings for the his fellow Leola Dorsey residents including trips to the movies, local nature preserves, the zoo and even Baltimore Orioles’ games. He also loves get people together for Bingo, coffee and doughnuts and pizza parties. *“A lot of us would be lost if we didn’t have VOACC.”*



Pat is all smiles with VOACC case manager, Jennifer Dunson, and a fellow resident.

After a lifetime of
service, we were
able to serve

Will

Growing up in Raeford, NC, William Monroe had a strong feeling he wouldn't spend his entire life in this small city, the county seat of Hoke County.

He was always inspired by his grandad who served as a Military Police Officer in the Army during WWII. So when he was old enough, he too joined the Army, and soon became an MP as well.

Retiring after 11 years as a Sergeant, Will – as he's known by friends and family – had been stationed in Germany, Georgia and Texas. After leaving the military in 1998, he decided to stay in Texas and continue his law enforcement training. He attended the police academy in San Antonio and served as a police officer there for another 11 years.

Then the unthinkable happened.

One day while working, Will attempted to deescalate a situation between a suspect at a store and a security guard. During the incident he injured his back, which unfortunately brought an end to his law enforcement career.

In 2012, still wanting to serve his county, Will moved to Washington DC and worked for two years with the U.S. Department of Labor. But after his father fell ill two years later, he decided to move back to North Carolina to help take care of him.

Now 53 lives in Fayetteville, NC on land he shares with other family members. Although his father is doing much better, Will's worsening back injury has prevented him from working since 2019. That's when Will reached out to VOACC and was introduced to his case manager, Lee Hair.

"First impressions have always been important to me and Lee had a great first impression," Will recalls. "She is sweet and so pleasant. She does what she can, and goes above and beyond."

With Lee's help, we've helped Will get his VA medical care, service-connected disability benefits and his Social Security disability benefits.

But our staff didn't stop there! During this past winter, Lee helped Will get a new space heater and is currently working with the Cumberland County Housing Rehabilitation Program to make improvements to Will's older home. *"It is so refreshing to actually get the help and services that are promised,"* says Will.

1,495

veterans served last year
through all of our NC programs





Nakiesha

is literally building a better future for herself.

Nakiesha Brockers dreams of being a chef one day, and with the skills she's learning now through our **Newport News YouthBuild** program, she'll literally be able to build her own kitchen from the ground up.

For this 20-year-old originally from North Carolina, YouthBuild has helped her realize that it's not too late to keep learning. *"At my age, since I didn't graduate high school, I just assumed I was past the point of getting an education,"* she recalls.

Nakiesha is currently in a class with nine other students as part of YouthBuild program's 6th cohort. And like many other past and present students, she is learning much more than she ever imagined.

"My classmates are great and this is a good environment to learn," she says. *"We push each other because we're very competitive."*

Nakiesha is nearly finished earning her GED. She's also working on getting a driver's license and was recently certified in CPR. Finally, Nakiesha is actively learning the trade skills that will make her highly marketable and qualified to not only build her kitchen, but others as well.



Nakiesha working on a project with Greg Rankin, YouthBuild Construction Trainer.

Our YouthBuild Program was recently highlighted on CBS station WTKR News 3



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students in Virginia have graduated our YouthBuild Program since it began.

Gregory

is in a much better
place in his life.

For many of the individuals we serve through our programs, their struggle may be linked to different environmental factors – housing instability, financial instability, domestic violence and more. But for someone like Gregory Andrews, the struggle can also be internal.

Gregory is 28 years old and a resident in our Intellectual/Developmental Disabilities (I/DD) program and residential services in DC. He has been in our program since 2016 and has made great progress. If you were to ask him, he'd say the greatest blessing has been living in a place where people truly care.

"It's a different kind of place here. They take the time to really talk to me. It's good," says Gregory.

Gregory's improvements can be both measured and seen. The staff will tell you that when he first came in, he was struggling with five behavioral issues including anger and aggressions, but is now doing much better. Once our clinicians were able to help him process his past trauma and provide him helpful interventions and counseling, Gregory began to experience longstanding peace for the first time in years.

So much has changed for Gregory in positive ways. When he first joined our program, he required 24-hour supervision. Today, Gregory roams more freely throughout the program and is full of positive energy.

Gregory is employed by Uber where he actively works and earns money. He has the ability to rent a car, work and use the money he earns for the things he loves like video games. *"I like sports games, but my favorite is Call of Duty,"* he states.

Gregory is highly integrated into his community and maintains social relationships with those who visit him. VOACC has supported Gregory to not only achieve his



goals, but surpass them.

When asked where he might want to live one day after he leaves VOACC, the answer was clear for this life-long DC resident, *"The city. I'm a city person."*

Meet Saida,
and watch her
story...



to learn more
about our I/DD
services.

BOARD OF DIRECTORS

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Retired

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“God commands us to help others; therefore we should heed that command by coming together, using our spiritual gifts and making decisions that impact others’ situations.”

Dayena Corcoran, Co-Vice-Chair, Retired Correctional Professional

Samuel (Sandy) Sterrett, Secretary
Attorney, Private Practice

Kyle Lorton
Business Consultant

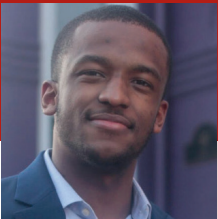
“VOACC considers themselves a Christian church without walls. I hope to embody and resonate that mission, helping others learn where I have struggled.”

Steve Edwards, Edwards Performance Solutions



Jim Anderson
Whole Crowd, Inc.

Robert Scheer
Scheer Partners



“There is much more to life than focusing solely on economic output. Being called to care means using your skills to help others in society and lift while you climb.”

Caleb Jackson, Co-Vice-Chair, Lion Development

Mike Avis
Good 360

Rodney Stump
Retired Academia

“I consider myself to be blessed at this juncture in my career journey and being able to leverage my strengths to care for my fellow neighbors is my duty, privilege, and pleasure.”

Linda Gilmore, CareFirst BlueCross BlueShield



Kelly Ennis
The Verve Partnership

J. Walter Tejada
Community Advocate

STATEMENT OF FINANCIAL POSITION (For the fiscal years ending June 30, 2021 & 2020)

ASSETS

	2021	2020
Cash & Cash Equivalents	\$7,618,802	\$7,760,003
Accounts Receivable	7,679,201	7,212,119
Other Current Assets	1,677,531	2,163,903
Property & Equipment (net)	3,256,526	2,892,596
Other Assets	10,320,935	17,082,017
Total Assets	30,552,995	37,110,638

LIABILITIES & NET ASSETS

Accounts Payable & Accrued Expenses	\$1,211,451	\$2,548,938
Other Current Liabilities	3,571,536	9,863,088
Long-term Liabilities	5,174,999	8,397,446
Pension Liability	3,219,898	3,619,824
Total Liabilities	13,177,884	24,429,296
Net Assets	17,375,111	12,681,342
Total Liabilities & Net Assets	30,552,995	37,110,638

REVENUES

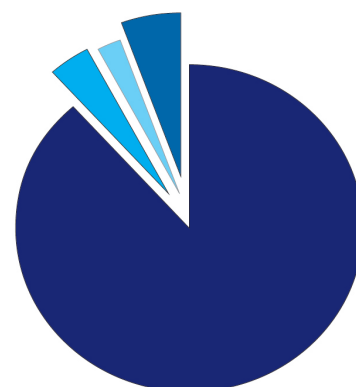
Contributions & Non-Government Grants	\$2,301,200	\$2,386,221
Government Grants & Contracts	46,869,452	38,949,110
Program Income	1,169,655	1,287,534
Other Operating Revenues	5,675,926	1,606,760
Total Operating Revenues	56,016,243	44,229,625

OPERATING EXPENSES

Behavioral Health Services	\$11,756,721	\$9,385,684
Substance Use Disorder Services	1,292,908	1,454,801
Homeless & Housing Services	4,841,653	5,517,152
Veterans Services	10,753,430	6,363,282
Intellectual Disabilities Services	13,229,798	11,516,454
Re-Entry Services	4,490,042	3,835,457
Total Program Services	46,364,552	38,072,830
Management & General Expenses	6,176,639	6,371,915
Fundraising Expenses	516,470	857,133
Total Program Support & Services	53,057,661	45,301,878
Non-operating Income	1,335,261	877,392
Minimum Pension Liability Adjustment	399,926	(440,694)
Total Change in Net Assets	\$4,693,769	(\$635,555)

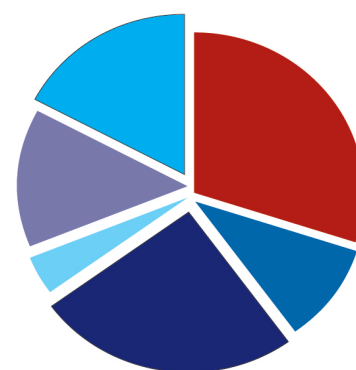
Net Assets, Beginning of the Year	\$12,681,342	\$13,316,897
Net Assets, End of the Year	\$17,375,111	\$12,681,342

Breakdown of Revenues



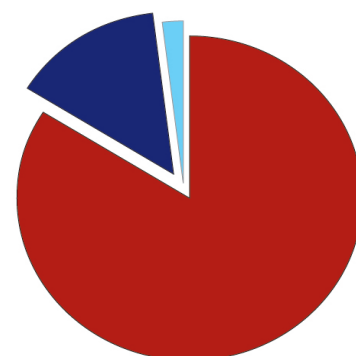
- 83.7% Gov. Grants & Contracts
- 10.1% Other Operating Revenue
- 4.1% Gov't Grants & Contracts
- 2.1% Program Income

Expenditures by Service



- 29% Intellect./Devel. Disabilities
- 25% Behavioral Health
- 23% Veteran Services
- 10% Homelessness & Housing
- 10% Community Reentry
- 3% Substance Use Disorders

Expenses



- 87.4% Total Program Services
- 11.6% Management & General
- 1% Fundraising Expenses



Volunteers of America®

CHESAPEAKE & CAROLINAS



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Give your used vehicle a new purpose when you donate it to VOACC and our health & human services programs. Donating is easy, the pick-up is free, and your gift is tax-deductible.

Call: **833-300-5737**
or visit: **voa.careasy.org**
to get started!



CALL
OR DONATE ONLINE



SCHEDULE
THE FREE PICK-UP



WE RECEIVE THE
PROCEEDS



YOU RECEIVE A DONATION
RECEIPT

Because every child deserves a chance to succeed

OPERATION BACKPACK®

Help underprivileged children in your area access backpacks, school supplies and more at
www.voachesapeake.org/backpack



How You Can Help



Each year, we collect funds and supplies to help 2,500 kids in need in Maryland, DC & Virginia get ready for the new school year.



Donate

Just \$35 provides a new backpack with supplies for a child.



Start A Supply Drive

Sign-up to gather backpacks & supplies with your colleagues and staff.



Become A Sponsor

We're actively seeking businesses & organizations who want to make an impact.

Providing kids the resources and confidence they need to succeed begins with you! Be a hero today by visiting

www.voachesapeake.org/backpack

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CONNECT WITH US

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www.voachesapeake.org



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voachesapeake.wordpress.com