

RESILIENCE

IN THE FACE OF ADVERSITY

2020 ANNUAL REPORT



LOOKING TO THE FUTURE WITH GRATITUDE, MINDFUL OF LESSONS LEARNED

The past year brought adversity, changes, tribulations, and tragedies to our world, our nation, our communities, our families, and to Chimes. 2020 also gave us many reasons to be grateful and many lessons learned that we remain mindful of as we chart a path forward for our organization and those we serve.

As we look back on 2020 and the onset of the COVID-19 pandemic, it is shocking how circumstances and realities shifted month to month and even minute to minute. Chimes started the year with fresh beginnings and stable finances back in January. As the calendar shifted to late February and March, we were diligently tracking the spread of the virus and setting emergency meetings and rapid planning sessions as COVID-19 reached the states where Chimes provides services. We scrambled to find Personal Protective Equipment, address IT needs to maintain systems of support remotely, and find ways to keep our programs staffed while keeping our team members and the people we serve safe.

Summer brought a temporary reprieve with declining rates of infection and the re-opening of stores and public places. While we did not have a single case of transmission within Chimes from July – September 2020, that reprieve was quickly taken away again when we reentered a world of high rates of infection and transmission during the fall.

As an organization, we dealt with different realities in the various states we operate in, with some states allowing us to move our day programs online, while others were less flexible. The economic realities of program closures struck, and we were forced to furlough many of our friends and coworkers due to the disruption in those service lines.

While the economic challenges posed by COVID-19 were massive, they paled in comparison to the personal pain and loss it brought to our lives. People we cared for

became sick and passed away; many of our teammates lost loved ones and close family members.

Despite all the victories, highs and lows, and defeats, we endured. We were determined to protect the people and mission of Chimes in the face of previously unimaginable adversity. And we have done just that.

There were important lessons learned in the past year that we will carry with us as we chart a path forward for Chimes.

First and foremost is this: *There are heroes everywhere in Chimes.*

We've always known that our field of work attracts exceptionally unique and caring people. But frankly, we underestimated just how many brave and loving people work here. Our Direct Service Professionals, in particular, performed well beyond the call of duty. Many of them risked everything, even as their support systems of school, childcare, and transportation were all taken away from them, to continue to be there for the people we serve.

The second lesson we learned was this: *Chimes has allies everywhere.* We've all complained before about bureaucrats and regulators. But this year we saw a completely different side of those who oversee our work. States paid us in advance, so that we might weather the drop in revenue brought by the pandemic. Agencies granted us Medicaid waivers which normally take years to approve but were fortunately done in weeks. Regulators approved telehealth services within days of our requests. Politicians approved CARES ACT relief funding that found its way to our accounts just when we needed it most. We are grateful for the support of our funders always; but this year even more so for those who went well beyond the requirements of their positions to ensure the continuity of care!

A third lesson was this: *there are opportunities to be found even within a nightmare.*

We all know Chimes DC is a powerhouse of employment for persons with special needs and that it also produces revenue for our entire company, making much of what we do possible.

What we didn't know, until this year, was that Chimes DC could create entirely new businesses on the fly. Chimes DC is now certified in virus-prevention cleaning methods and is doing that work on a very large scale at the Pentagon. Chimes DC also debuted landscaping services at Aberdeen Proving Ground, and opened a commercial laundry service, during the height of the pandemic, to help with virus mitigation. Most remarkably, Chimes DC earned a spot on the coveted Federal Supply Schedule (FSS), which the federal government uses to find contractors. Being on the FSS means we are no longer exclusively dependent on middlemen like the Ability One program and the Source America broker function to find work for the people we serve. What makes this even more amazing is that Chimes is the only non-profit in the entire country on the Federal Supply Schedule.

A fourth lesson, and perhaps the most important, was this: *our bonds in the virtual world are as strong as those in the real world.*

We've always known that our fundraising efforts center on our annual Gala. When the pandemic made it impossible to host a Gala this year, our donors, sponsors, and the Chimes Foundation acted as they always did and opened their wallets to support Chimes. We didn't need to offer food or entertainment or anything at all. They helped us because they are the sort of people who help. Their support helped us to fund the "Frontline Fund" – a shift differential for staff who were willing to work in homes where there were positive COVID-19 cases.

CONTENTS

- 1 EXECUTIVE LETTER
- 2 CHIMES DC
- 4 CHIMES DELAWARE
- 6 CHIMES MARYLAND
- 8 CHIMES PENNSYLVANIA
- 10 CHIMES VIRGINIA
- 12 CHIMES FOUNDATION
- 14 CONTRIBUTORS
- 21 FINANCIAL REPORT

Similarly, when the pandemic required us to close our offices and work from home, we were concerned. We'd never done anything like that in the past. Chimes is not a state-of-the-art, Fortune 500 company with all the bells and whistles that allow remote work to be seamless. Our team forged ahead, finding and creating new ways to connect electronically and solve problems remotely. In some situations, the increased use of technology was a huge help for many of the people we serve. Telemedicine visits made interacting with medical caregivers faster and more convenient for people with both mental health and substance abuse issues, especially at a time when they needed it more than ever.

Finally, the fifth lesson was the one that was hardest to accept: the people we serve are often even more vulnerable than we could have imagined.

The pandemic showed the nation that people with underlying health conditions, particularly those living in congregate settings, are most at risk from COVID-19. We believe that our hard work and pre-planning made a big difference, but we are also simply thankful that Chimes did not see more loss of life in 2020 as experienced by other agencies in the Intellectual and Developmental Disabilities and Autism space. In addition, we learned that many of the behavioral challenges faced by the people we serve were exacerbated by the pandemic. For many of our people, it has been a confusing nightmare for which they are emotionally ill-equipped. Similarly, many of those we serve found it difficult to wear masks and to maintain social distance. Some of the people we serve with severe I/DD reacted with fear and aggression to such safety measures.

Change is tough for all of us. But Chimes cares for tens of thousands of people who need consistency above all else. For people with these special needs, a major change can trigger significant emotional and behavioral outbursts. The constant changes of this year have been extraordinarily tough for them to handle. Our

staff managed to work through these instances and implement planned behavior interventions to support our clients.

As we look to the horizon and head into 2021, we will keep these lessons learned in mind and will hold the success of the people we serve close to our hearts. Throughout this Annual Report, we will share success stories that are emblematic of the thousands of victories, large and small, that occurred over the past year across the Chimes Family of Services. These successes were made possible by the determination and will of the people we serve and our dedicated staff. We hope you will enjoy reading them and sharing in their amazing success – a true bright spot in a year that was a dark one in many ways.

Thank you for caring about Chimes and for your continued support. While there is still much uncertainty in our world, we are confident Chimes will take on these new challenges with determination and resilience to ensure we continue to be there for the vulnerable segment of the population we serve.

Sincerely,



Douglas M. Schmidt
Chairperson



Terence G. Blackwell, Jr., BCBA
President and CEO

Chimes International Executive Staff

Terence G. Blackwell, Jr., BCBA
President & CEO

Stacy DiStefano
Chief Operating Officer

Steve DaRe
Chief Financial Officer

Brian Johnson
Chief Information Officer

Kathleen McPeake
Chief Compliance Officer

Pamela Z. Meadows
Senior Vice President of Human Resources

Shelly Shaffer
VP of Facilities and Purchasing

A POSITIVE ATTITUDE AND STRONG WORK ETHIC PAY OFF FOR CHIMES DC TEAM MEMBER

“Sophie likes the hustle and bustle of the airport... she arrives eager, on time, and prepared to work every single day”

Over the past year, Chimes DC continued to thrive and provide new job opportunities that allowed people of varying abilities to experience the fulfillment and camaraderie of employment. A new landscaping contract at Aberdeen Proving Ground will start in Spring 2021 and Chimes DC recently became the only nonprofit added to the Federal Supply Schedule, which promises to open up a world of new possibilities for the people Chimes serves.

While these new opportunities are exciting, Chimes DC continued its 25+ year legacy of providing custodial services at BWI Thurgood Marshall International Airport. A team of 250 worked every single day of the past year to keep the one million square foot terminal clean and safe for travelers.

One of those outstanding 250 team members that contributed to the success of Chimes DC was Sophie Lee. Sophie recently celebrated her 7th anniversary with Chimes in September of 2020 and has amazingly never missed one day of work in all those years! Prior to coming to Chimes, Sophie worked at a convenience store chain stocking shelves in the freezer section, but prefers her job at BWI much more. Sophie likes the activity of the airport and noted that the working environment is much warmer than the convenience store's freezer section!

“I like the hustle and bustle of the airport and the work isn't easy, but it is fun,” said Sophie. “I like working with my supervisors and managers and learning new things.”

One of those managers is Eric Brown, who himself started as a custodian at Chimes 20 years ago and worked his way up to Assistant Project Manager. Eric knows what it takes to succeed and advance as part of a team.

“Sophie is a hard worker who needs little to no direction and is always going above and beyond to complete the task at hand,” said Eric. “She arrives eager, on time, and prepared every day.”

Mark Bartling, the Shift Manager at Chimes at BWI, agrees with Eric's assessment of Sophie and calls her one of his best workers and a model for her peers.

“Other workers at Chimes learn a lot just by observing Sophie's work ethic,” said Mark. “She is the kind of employee who may be assigned a specific terminal area to clean, but will do her work and help wherever needed on her way to that assignment with no questions asked.”

This dedication to her work proved especially important during 2020 as the emphasis on new anti-COVID cleaning measures and disinfection is stronger than ever at BWI to keep travelers and workers safe.

When Sophie is not at work, she is a dedicated artist, which is a passion she has pursued for as long as she can remember. Most recently, she has been focused on drawing detailed animation-based illustrations that come alive with color and action. She proudly shared her talents and creations with friends and family on social media.

The team at BWI took pride in seeing Sophie blossom as she overcame adversity through hard work, dedication, and the support of the team at Chimes DC. She is not only an active, contributing member of her community, but has developed a sense of purpose within her work, and inspired her fellow team members along the way.

Sadly, Sophie's streak of perfect attendance ended in late 2020 when she fell and broke her foot. She proved resilient and recovered within just a few weeks and in typical Sophie style was eager to get back to work with her ever-present smile and work ethic.





CHIMES DC BY THE NUMBERS

25

State, federal &
commercial sites

26

Employees with
tenure of 20+ years

305

New hires in 2020

1,277

Total employees

Chimes DC Executive Staff

Gerard J. Cotter
Executive Vice President

Rob Bryan
Director of Operations

Joni Dorsett
Director of Human Resources

Harrison Misewicz
Director of Contracting

Julia O'Toole
Director of Finance

Sharon Pardo
Senior Manager – Quality

In her free time,
Sophie is a
passionate and
talented artist.



Sophie and all of the
Chimes BWI staff work
hard to maintain new
cleaning measures that
keep travelers and staff
safe at BWI Airport.



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“Angie has built longstanding relationships and a high level of trust with the team at Chimes. These strong relationships give her comfort, security, and a feeling of family”

CHIMES DELAWARE OFFERS FULL RANGE OF LIFESTYLE OPTIONS, INCLUDING RETIREMENT

For more than a quarter century, Chimes Delaware has remained a ‘go-to’ provider of services for people with developmental disabilities. Over the past year, the team continued to tailor program offerings to the needs and choices of individuals served and their families. This has required a lot of listening, observation, creativity, and coordination.

Tailored programming can mean creating a special residential offering or enhancing skills to build towards an employment opportunity, if that is the goal. In other instances, it means customizing day program options. Chimes Delaware remained focused on providing whole-life options to the individuals served, including transition from day programs or work programs to retirement. Such was the case with Angie, a longtime Chimes resident, who for the past decade lived in the Chimes Woodlawn home outside Newark with her two roommates, also Chimes clients.

For many years, Angie was an active participant in the day program at Chimes CARES enrichment center. Despite experiencing significant developmental disabilities and symptoms of depression, Angie enjoyed the activities at the center, including arts, crafts, and games. Staff built a strong rapport with Angie, who loved it when special guests would come to the center, such as musicians, artists, or therapy animals.

“Angie was a faithful attendee of our day program, but over the past few years, it was clear she was losing interest in the activities,” said Brett Askin, Assistant Residential Director for Chimes Delaware. “Some people can tell us they no longer want to attend the day programs or want to pull back from working, but with Angie, we saw her demeanor change a lot. Sometimes she would hide under a blanket or become sad when it was time to go to the center.”

When the pandemic forced the closure of the day programs, including those in Delaware, it offered a well-timed break for Angie. The Chimes team has been considering a transition

to ‘retirement’ for Angie for some time. This turn of events allowed her to move down a path that was right for her.

“At this stage of her life, Angie is very content to be at home and follow her daily routine with her housemates and staff,” said Brett.

“Within a few weeks of her being home and officially retired, we saw her behavior and disposition improve significantly and her personality really shone through,” added Erika Dasent, House Manager. “It was nice to see Angie so happy. She truly enjoyed being home and was at peace with her situation.”

Angie has built longstanding relationships and a high level of trust with the team at Woodlawn, including staff members Raymond and Jean. These strong relationships have given her comfort, security, and a feeling of family, as Angie has no biological family in her life at this time.

Angie now enjoys doing her puzzles or sitting and watching TV with her housemates and relaxing. She eagerly checks the mail each day, takes walks around the neighborhood, and pitches in with meal preparation and clean up. Before retirement, she would sometimes keep to herself and not want to see anyone, but she now is happy to greet and chat with staff by name as they come into the home each day.

“Many of the people we serve love the socialization and interaction of day programs and meeting new people, but that isn’t for everyone,” said Brett. “At the end of the day, we want to do what we can to make people happy and if that means retirement or reducing activities, that’s what we do. It speaks to the customized lifestyle Chimes can provide.”

While Angie is thrilled to be home and enjoying retirement, the staff at Chimes Delaware will continue to evaluate her needs and support her choices. Perhaps someday she will choose to get back into the day program when the pandemic lifts, but for now she is savoring this new stage of life and taking things one day at a time.



DELAWARE BY THE NUMBERS

360

Individuals served

452

Staff members

44

Residential homes

150

Residential slots

Chimes Delaware Executive Staff

Vivian Attanasio
Delaware Division Director

Jennifer Albano
*Director of Human Resources
and Training*

Martin Burkett
Director of Facilities

Debra Miller
Director of Quality Enhancement

Michele Mirabella
Director of Residential Services

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“Over the first few weeks of virtual programming, bonds were formed and new friendships blossomed amongst program participants”



VIRTUAL PROGRAMS EDUCATE AND ENTERTAIN DAY PROGRAM PARTICIPANTS

When Chimes Maryland began providing virtual day supports in mid-May, the team was reluctant to predict success. With Maryland being one of the only states allowing virtual services to take place amidst COVID-19 closures, Chimes had to reimagine their programs to keep current clients engaged and supported. Success would be found if they could continue to grow the number of people that utilized the services and provide experiences that were meaningful and educational.

Participants from throughout the Chimes Maryland service area, including the Intervals Day Program, Liberty Club West, and Liberty Club East were invited to take part in regular Zoom-based activities.

The team set out to offer a wide range of interactive programming. Subjects included virtual travel and museum tours, life skills and socialization, as well as arts and crafts. While there were the typical bumps in the road and challenges that come with any new endeavor at the outset, some pleasant surprises began to emerge.

Far and away the most popular programs were the science activities lead by Chimes Maryland team members Ashley Chamblee and Grace Simms, who made the lessons come alive with very visual and action-filled adventures each week. Seeing erupting volcanoes, rubberized eggs and exploding raw eggs, bath bombs, and other flaming experiments transmitted to the screens of the program participants, kept them engaged and eager to tune into this and other programs. Many of the programs allowed for the budding scientists to safely take part at home with common household items like baking soda, vinegar, salt, and water.

“The first week we only had a handful of participants during our pilot programming and we weren’t sure what to expect,” said Ashley. “But after a while, more and more people

started tuning in and Grace and I just kind of ran with the ‘mad scientist’ personas to make it fun and entertaining.”

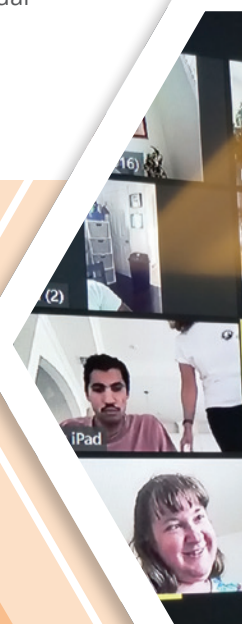
“It really has taken on a life of its own,” added Grace. “With 80-plus people tuning in now, we work hard to keep everyone engaged, but when something exciting happens, it is amazing to hear the responses, cheers, and questions from the program participants. Everyone is really eager for the Zoom link to come out each week for our session.”

The innovative approach Chimes took to day services did not go unnoticed. The Baltimore County Commission on Disabilities named Ashley and Grace their ‘Virtual Employees of the Year’ for going above and beyond to provide support, socialization, and interaction for people with disabilities throughout central Maryland.

Chimes Maryland keeps adding new activities, including Friday evening dance parties and regular game nights.

Prior to the launch of these virtual programs, most attendees from the different day programs had never met, had never spoken to each other, nor interacted at all. Over the first few weeks of virtual programming, bonds were formed, and new friendships blossomed amongst program participants who had never actually met in person! New friends have even made an effort to log in early to the sessions, so they had extra time to catch up!

Too often, the assumption is made that switching from in-person to virtual activities promotes isolation and causes people to withdraw socially, but in the case of many Chimes Maryland participants, it opened up a new world of possibilities.





MARYLAND BY THE NUMBERS

921
Staff members



Chimes Maryland Executive Staff

Erin Lindholm
Maryland Division Director

Steve Adams
Director of Community Living

Toya Carter
*Director of International
Quality Assurance*

Mark Beatty
Director of Vocational Services

Lauren Pope
*Director of Human Resource
Management*

Keisha Gill-Jacobs, Ph.D
Principal of The Chimes School

193
Residential slots

852
Individuals
supported

51
Residential homes

Zoom based activities
have sparked new
friendships and kept the
participants connected.



Below are images from the days before COVID-19. We look forward to returning to these kinds of interactions when we can do so safely.



HOPE AND A PATH FORWARD FOR TEEN OVERCOMING BEHAVIORAL ISSUES



Chimes Pennsylvania continued to expand its wide range of programming to meet the needs of individuals, families, and communities throughout the eastern half of Pennsylvania. The skilled and caring professional staff cultivated scores of partnerships and relationships with other service providers, as well as state and local municipalities, to make sure their resources are directed where they are most needed.

Vanessa's family in central Pennsylvania was connected to Chimes Pennsylvania when her family reported she began struggling with escalating behavioral challenges. Vanessa was referred to Chimes Pennsylvania's Behavioral Health Rehabilitation Services (BHRS) in the fall of 2019 to address the reported escalating pattern of concerning behavior, including expression of frustration and anger as well as verbal and physical aggression.

"They really helped us work together and it improved her behavior and improved our relationship. Things are a lot better now, but we know Chimes PA is there if we need them and that makes me feel good."

"The situation with Vanessa got more challenging as she entered her teenage years and it was hard for me to keep up the energy to deal with it on my own," said Vanessa's mother, Antonia. "I was grateful when our county's office of children and youth services connected us to Chimes Pennsylvania."

With many adolescents, the first hurdle is to establish a therapeutic relationship, so the Chimes Pennsylvania team focused on initial interventions that built rapport with Vanessa, including music and art therapy.

Vanessa reported having negative experiences when she was exposed to an educational environment. The closure of her school and pivoting to online learning in early 2020 due to the pandemic was a blessing in disguise for Vanessa. It gave her time to work with the team from Chimes

Pennsylvania without being exposed to the stimulus at the school. Chimes Pennsylvania provided Vanessa with two hours per week of Mobile Therapy and eight hours per month of Behavioral Specialist Consultation from October 2019 through January 2021.

The plan resulted in favorable outcomes as expressed by the family and observed by the team members working with Vanessa. Anecdotally, her family shared they are getting along better at home and feeling less tension. To date, Vanessa has been maintaining control of her anger and expressing herself more appropriately, according to the team working with her and reports from her family. Now 13 years old and in 7th grade, Vanessa consistently uses learned anger management and coping strategies successfully. The Chimes Pennsylvania team has also noted improved and more positive interactions between Vanessa and her mother as well as her younger brother.

Vanessa continues to take care of her schoolwork successfully and enjoys spending social time with friends virtually and safely. She is also looking to the future and hopes to turn her love of doing makeup and hair into a career by enrolling in a cosmetology program after graduating from high school.

"Vanessa responded well to our interventions and evidence-based treatment plan and made great progress since we began working with her," said Trish McKeehan, Chimes Pennsylvania Mobile Therapist. "We enjoyed working with her and her family has always been engaged and remained consistent throughout the therapeutic process."



PENNSYLVANIA BY THE NUMBERS

24k
Clients served



15
Residential homes

700
Staff members

95
Residential slots



Chimes Pennsylvania Executive Staff

Nicole Brown
Chief Operating Officer

Henry Hor, *Director of Operations*

Natalie Bilynsky, *Clinical Director*

Lauren Lawson, *Regional Director of Chester County*

Carol Barnes, *Regional Director of Delaware/Philadelphia Counties & New Jersey*

Marissa Turner, *Regional Director of Lehigh/Northampton & Montgomery Counties*

Heather Terrible, *Director of Berks & Dauphin Counties*

Sharon Apostolico, *Director of Prevention & Education Services*

Steve Adams, *Director of Intellectual & Developmental Disabilities Services*

Viky Karaoglanis, *Clinical Manager of Delaware (State) Services*

Bruce Sixx, *Director of Finance*

Fredrick Smock, *Director of Human Resources*

Brian Hilghman, *Manager of Information Technology*

Betsy Warner, *Director of Clinical Support Services*

Walter Taylor, *Facilities Manager*

Sonja Kenny, *Clinical Manager of Crisis Services*

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COLLABORATION AND PERSEVERANCE HELP CHIMES VA RESIDENT LAND HIS 'DREAM JOB'

Thomas stayed focused on his love of food preparation while at home and enjoyed playing an active role in planning the menu for the week and helping to cook meals for his housemates.



Chimes Virginia built its reputation as a trusted resource for adults with intellectual disabilities, Autism, and co-occurring disabilities throughout the northern part of the state. While residential programs continued to operate and look to serve even more individuals, day programs were closed for most of 2020 due to the pandemic. Unfortunately, reduction or elimination of daily activities in the community, as well as job loss, are common themes for many in the COVID era and people with disabilities are not immune to these challenges.

In early 2020, Thomas B., who lived in a Chimes residence for many years, lost his job working in a bakery. Thomas enjoyed working in the food service industry and valued his time on the job and interacting with his coworkers, not to mention the paycheck! The pandemic also took away the activities Thomas enjoyed during his time away from work, including playing basketball and weightlifting at a local gym, as well as shopping trips and eating out. Thomas was born with Fragile X syndrome, which is a mild-to-moderate intellectual disability, and several other co-occurring conditions. He worked hard to overcome many challenges and find a job he loved, which made the life changes he faced in late winter all the more difficult to accept.

"It was hard for Thomas and the other men in the house to deal with the fact they couldn't do what they love and go out in the community when COVID hit," said Jesse Mulbah, House Manager at Chimes VA's Union Village location. "Losing his job on top of that made it very tough for Thomas."

As an organization, Chimes was challenged to remain positive, find solutions, and persevere during the onset of COVID on behalf of Thomas and the other men at Union Village.

"People with developmental disabilities do not like change and generally don't adapt to new situations well," said Jesse. "The beginning of COVID lockdowns was frustrating for the

guys at the house, but we got creative and found things for them to focus on as the weeks and months went by in the spring and summer."

While his core activities were gone, Thomas kept busy with small tasks and also cherished doing things to help his housemates. He took the initiative to take out the trash each night after dinner, going to all the waste cans throughout the house, collecting trash, and taking it to the curb for pickup.

The staff brought in a stationary bike for him to pedal on for workouts and found other exercises he could do at home, including walks around the neighborhood. While shooting hoops at the community gym was not an option, Thomas and his buddy in the house, MJ, would watch basketball and other sports on TV and enjoyed talking about different players. Movie nights also continued to be a rallying point as were regular web-based programs the men in the house enjoyed watching together.

While Thomas persevered at home, he still missed his job and kept asking when he could go back to work and when would all this "COVID stuff" be over.

He stayed focused on his love of food preparation while at home and enjoyed playing an active role in planning the menu for the week and helping to cook meals for his housemates. The staff at the house continued to work with Thomas on his communication skills, which have improved greatly over the years. They wanted him to be ready if and when an employment opportunity became available.

Jesse continued to work with the team at Chimes, Thomas's parents, and Fairfax County to collaborate on job possibilities for Thomas to get him back to work. During a team meeting in early fall, there was a glimmer of hope. The FBI office in Northern Virginia was hiring for various facility maintenance/custodial positions. It was not exactly what Thomas



VIRGINIA BY THE NUMBERS

Chimes Virginia Executive Staff

Jessica Messer
Virginia Division Director

Shamitra Jackson
Director of Residential Services

Joan Henry-Fields
*MSW Director of
Vocational Services*

Lisa DeFrank
Human Resources Generalist



48

Residential slots

93

Individuals
supported

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10

Residential homes



was looking for, but it was a good opportunity and he already had the skills he needed and would not require much special training.

Numerous background checks and security clearances were required for Thomas to be on site at the FBI. He was cleared to work and began his job in October. The team from Chimes worked with him on following COVID safety protocols before, during, and after his workday and in the home as well. Safety remained a top priority through it all. Jesse remained in regular contact with Thomas's supervisor at the new job to see if there was anything Thomas needed to improve on and if there was, he worked on it with him at home.

After several months on the job, Thomas received more good news – a position opened up in the FBI building

to do food preparation and serving in the cafeteria! The opportunity would allow Thomas to combine his love for work with his interest in food preparation and service. Better yet, it would allow him to interact with more coworkers and FBI employees who eat each day in the cafeteria. While Thomas and his family were thrilled about his work employment situation, Jesse and the Chimes Virginia team were even more thrilled to help facilitate it.





"This past year has truly shown how important the work of Chimes is and the key role the Foundation needs to play in supporting that work."

OFFERING STRENGTH & SUPPORT FOR ONE OF AMERICA'S LEADING NON-PROFIT HUMAN SERVICES AGENCIES

As the challenges of the past year came at Chimes from all angles, the organization was determined to remain a stable resource in uncertain times for the thousands of people it serves throughout the region. Chimes leadership had to be nimble and responsive to meet the unanticipated and unbudgeted needs of Chimes and its subsidiaries. The agency received significant and timely support from the Chimes Foundation to make it possible.

In early 2020, Chimes Foundation grants were aimed at continued maintenance and upgrades of Chimes residential facilities and other infrastructure needs. As the focus of the organization shifted to the mounting fallout from the onset of the pandemic in early spring, Chimes Foundation also shifted focus to where resources were needed most.

"We serve a vulnerable segment of the population and their vulnerabilities were elevated when the pandemic hit and took hold," said Dr. Tracey L. Durant, Chairperson of Chimes Foundation Board of Directors. "This past year has truly shown how important the work of Chimes is and the key role the Foundation needs to play in supporting that work."

Throughout March and April, the Foundation Board rallied behind the executive team asking them what their needs were. The Foundation wanted to help Chimes support programs and people, including both persons served and the heroes who work with them, during increasingly trying times.

As those financial needs emerged throughout the first phases of the pandemic, Chimes Foundation was there with grant support. In addition, the Foundation offered matching donations to the Frontline Fund, a fundraising initiative created in response to the pandemic. The matching dollars on top of the incredible response from Chimes donors, old and new, put the Foundation in a position to help Chimes with unexpected expenses.

In particular, increased pay was needed for the dedicated Direct Support Professionals (DSPs) in Chimes residential programs, who went above and beyond in working in homes with documented cases of COVID-19 to care for the people who live there.

"Our first responsibility is to protect our people, both the individuals we serve and our employees," said Dr. Durant. "To be clear, there is no way Chimes could function without the selfless sacrifice of our DSPs. The level of gratitude we have for DSPs who stayed and worked on the frontlines can't really be put into words," said Dr. Durant. "They came because they believe in the mission of Chimes and love and value the people we serve."

"The Foundation offered us the unwavering support needed to provide Personal Protective Equipment for our team members to make certain they were safe when working with the individuals we serve," said Chimes President and CEO Terence Blackwell. "Without the Foundation's support, making those resources available would have presented a tremendous challenge."

The pandemic brought out a lot of empathy for DSPs and their heroism, but Chimes Foundation's leadership is committed to make certain that empathy does not turn to apathy over time.

"We made some great strides and worked quickly to answer unmet needs, but the real question becomes 'how do we sustain it and how do we build on that to continue to offer our respect and protection to this talented and dedicated group of DSPs we are fortunate to have?'" added Dr. Durant.

Throughout the past year, enhanced training and educational opportunities have been offered to Chimes DSPs with more to come.



Chimes as a whole had to make difficult decisions to keep the organization moving forward during the past year. Those decisions were guided by detailed and sometimes hard conversations Chimes Foundation and Chimes leadership had during a retreat well before COVID-19 struck. The group talked about what priorities were for Chimes and where the organization was headed and what Chimes needed to become to support its constituencies now and in the future.

"It was a blessing we had those discussions that truly galvanized our mission and purpose before the pandemic hit," said Dr. Durant. "That clearly guided our decision making as the challenges came at us in the spring. I have always found that once your mission is crystallized and

agreed upon, everything else becomes easier, including making some really challenging decisions."

"Chimes as a whole couldn't do what we do without the support and partnership of Chimes Foundation," said Blackwell. "Throughout 2020, the Foundation did what it was designed to do, to respond quickly and generously in a time of need for Chimes. The Foundation showed that they are here to make sure Chimes is stable and strong and ready for the next challenges that will inevitably come along."



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Since our fiscal year runs July through June, the listing on the following pages includes only those who contributed \$500 or more, between July 1, 2019 and June 30, 2020. We value each and every contribution. To view our entire list of contributors, please visit: Chimes.org/AnnualReport2020



"When the pandemic made it impossible to host a Gala this year, our donors, sponsors, and the Chimes Foundation acted as they always did. They helped us because they are the sort of people who help."

PACESETTING GIFTS

We gratefully recognize the following individuals, businesses, organizations, and foundations for their outstanding contributions that will ensure the viability of our mission now and in the future.

\$50,000 & ABOVE

BB&T
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\$25,000 – \$49,000

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The Executive Council honors supporters of Chimes Family of Services who have made substantial personal commitments by joining the President's Council with their gifts of \$1,500 – \$4,999 or the Chairman's Circle with their gifts of \$5,000 or more. Each spring, members of the Executive Council gather together for a reception and special briefing from the Chairperson of the Board and the President.

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Frances Bacon, founder of Chimes in 1947, dedicated her life to the education and development of children with intellectual disabilities. Her spirit continues on through the generosity of the individuals, corporations, organizations, and foundations that support Chimes and its Family of Services.

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 are just a few ways
 in which donor
 contributions
 make an impact.**

\$75

3-4 Arts & Crafts kits

\$100

4-5 puzzles for the
 residents to enjoy

\$200

Sponsor a holiday tree
 for a residence

\$500

Public Transportation
 Pass for employment
 program

\$1,500

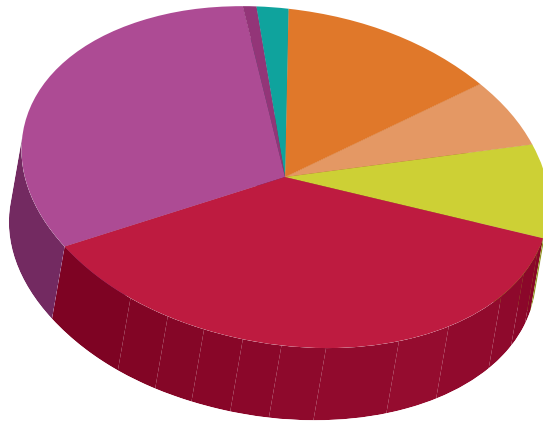
Lift recliner chairs
 for older residents



CHIMES FY2020 FINANCIAL REPORT

2020 EXPENSES

\$196,411,586



Fundraising <1%

Grants 1.4%

Mental Health
Services 13.2%

Agency Administration 6.1%

Program Administration 9.2%

Employment
Contractual Services 38%

Developmental
Disabilities Services 32%

2020 REVENUE

\$202,572,414

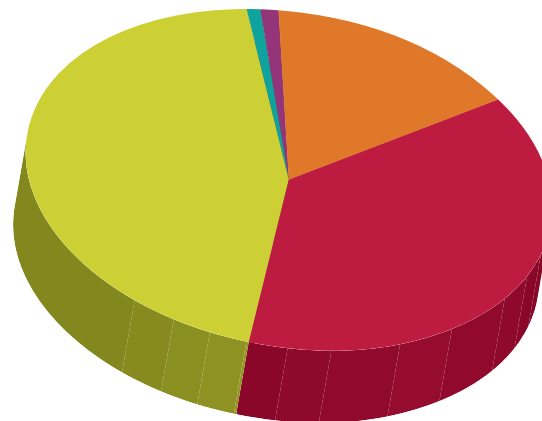
Management Fees/Other <1%

Fundraising/Grants <1%

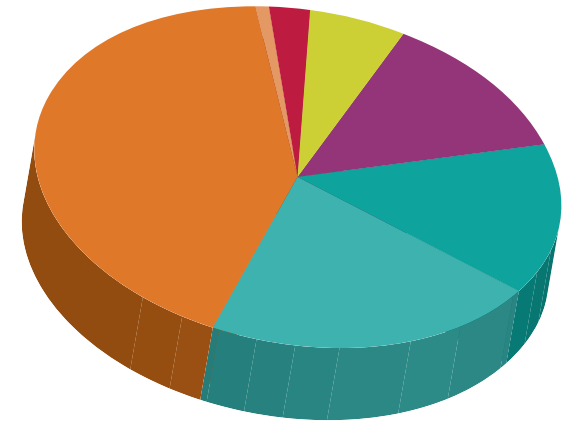
Behavioral Health 15.7%

Developmental
Disabilities Services 38.2%

Employment
Contractual Services 45.4%



2020 REVENUE BY SOURCE



Foundation <1%

Virginia 2.5%

International 6%

Delaware 12.7%

Holcomb 14.8%

Maryland 21.2%

Government Contracts 42.5%



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