In the mid-1940’s, the United States was still recovering from the Great Depression and fighting World War II, one of the most challenging times in our nation’s history. During that turbulent time, a young woman in Baltimore, Frances A. Bacon, gave birth to a son named Hillary. During her pregnancy, doctors advised Frances that the child was likely to be born with intellectual disabilities and that her best course of action may be to terminate the pregnancy. The doctors felt he would be nothing but a burden and would need to be institutionalized throughout his life.

Fortunately for the child and tens of thousands of people with disabilities in Baltimore and beyond, the new mother bucked the prevailing wisdom of the time. Against the advice of her doctors, she raised Hillary and worked hard to provide him with opportunities to learn and grow and be a part of his community.

Frances joined together with four other sets of parents of children with disabilities and in 1947 created a program to enrich and educate them. The program was housed in borrowed space in the Church of the Redeemer in northern Baltimore City. She named the fledgling organization ‘Chimes’ after the sound of the church bells at the school’s new home. In just a few years, Chimes evolved into Maryland’s first school for children with disabilities.

As you take time reading through the 2021 Annual Report, we are confident you will see Chimes came a long way over the past 75 years. The people we serve went from the humble beginnings of a small school in a church basement to a vibrant set of programming options that allow them to choose their own individualized path and define success for themselves. For some that means education or a day program or living independently. For others it can mean vocational training and job placement. People Chimes serves now work in the aisles of Home Depot, a U.S. Coast Guard installation, and even BWI Airport.

As we look back on our 75th Anniversary throughout the coming year, we honor Frances Bacon’s pioneering efforts and the efforts of thousands of members of the Chimes Family, including staff, parents and siblings of those we serve. We recognize the heroic efforts of those individuals whose calling and career led them to serve people with disabilities. Our staff made possible all the success Chimes accomplished in the past and continues to achieve in the present. It is because of their service and sacrifice that the lives of the people we serve are more meaningful. Last and certainly not least, we celebrate the people Chimes serves who achieve remarkable accomplishments and who are empowered to live their lives to the fullest.

While Chimes is fortunate to be where we are as an organization today, challenges persist. Beyond the pandemic we continue to confront, there are other threats that impact the work we do and seek to do in the future. Various funding challenges, as well as changes to the programs that provide many of the employment
We wish to thank Doug for his leadership and dedication to Chimes over the past six years as Chairperson of Chimes International’s Board of Directors. Doug’s term leading the board will come to an end in June 2022.

While Doug’s affiliation with and contributions to Chimes date back more than three decades, his years leading the board have been a pivotal time in Chimes’ history. Leadership changes, legal challenges, and most recently, the COVID-19 pandemic all required Doug’s time, attention, and calm, decisive leadership.

We know Doug will continue to support Chimes and serve as a resource for the leaders of the organization for many years to come.

At his core, Doug believes deeply in the mission of Chimes and the organization itself. His legacy with Chimes will be one of passion, perseverance, and a forward-thinking approach. He helped to position us well for the future as we look to the next 75 years in our history.

Recognizing the Contributions of Chimes International Chairperson Douglas M. Schmidt

We wish to thank Doug for his leadership and dedication to Chimes International Board of Directors. Doug’s term leading the board will come to an end in June 2022.

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At his core, Doug believes deeply in the mission of Chimes and the organization itself. His legacy with Chimes will be one of passion, perseverance, and a forward-thinking approach. He helped to position us well for the future as we look to the next 75 years in our history.
Over the past several years, Chimes DC leadership focused on seeking different types of contract work to explore new opportunities for the agency itself and the people Chimes DC serves. For nearly a year now, Chimes DC is in talks with the U.S. Coast Guard to provide services at the Hawkins Point U.S. Coast Guard Yard in Baltimore, MD. “The Yard” is one of the busiest installations in all of the Coast Guard’s operations, providing supplies, replacement parts, and other items to furnish the thousands of Coast Guard vessels operating around the globe.

Chimes DC finalized a contract with the Coast Guard in mid-2021 to provide data management services to the sophisticated logistics operations at Hawkins Point. When items are ordered and shipped out, Chimes DC team members will catalog financial information and inventory details. The team will support the Coast Guard supply chain by working with the engineering and operations departments to manage information flow.

While these tasks may seem like simple record keeping, the work the Chimes DC team does will help the Coast Guard analyze inventory and optimize operations. For instance, the tracking and data management Chimes DC will handle helps the Coast Guard identify if certain replacement parts are being ordered frequently. If they are, the original parts on the ships may be defective or poorly designed and the Coast Guard can work to mitigate that shortcoming with the manufacturer that produces that specific part. It is all a part of a larger plan, aiming for greater efficiency.

The contract is creating 14 new, well paying, knowledge-based employment opportunities for people with disabilities in systems engineering and analysis support. Several of the new team members on the Coast Guard contract will be disabled veterans who will help the team by leveraging their prior military skill sets. Chimes is also working to place people with developmental disabilities, including autism, on the team.

“We are thrilled to add the Coast Guard to our mix of contract work and are grateful for their interest in providing high quality employment opportunities for people with special needs,” said Gerard J. “Jerry” Cotter, Executive Vice President of Chimes DC.

Other new contracts with local military installations are helping the people served by Chimes DC learn new skills and expand their horizons. Year one of Chimes DC’s contract with Aberdeen Proving Ground to provide a multitude of landscaping and outdoor maintenance services is successfully in the books! Landscaping is another relatively new service area for Chimes and the work at Aberdeen Proving Ground included tree and shrub trimming, application of herbicides, power washing, ceremonial grounds presentation, and pond upkeep.

In the coming year, Chimes DC is seeking to add laundry operations to their service offerings in Maryland and potentially Delaware.

“This diverse roster of services we offer challenges the people we serve to learn new skills and operate out of their comfort zone in new environments, which is great,” added Jerry. “The new skills will serve them well in their current role and may even inspire them to make career choices they may not have otherwise been able to. That’s what our work is all about.”
The bustling Coast Guard Yard south of Baltimore is the site of Chimes DC’s newest contract.
In some circles, Sherman Carter is referred to as the Unofficial Mayor of Lewes, Delaware. On Friday evenings, you are likely to catch him at Irish Eyes Pub in town enjoying live music or chatting with friends, both old and new.

“Sherman is very well known in his community and is a go getter who is not shy about meeting new people,” said Glenda Bowden, Supervisor of Work Services for Chimes Delaware. “He is also one of the shining stars of our supported employment program.”

Throughout his career, Sherman worked in a number of bustling tourist destinations in coastal Delaware, including the Cape May–Lewes Ferry, Holly Lake Campground, and Lewes Yacht Club, among others. He also worked at retail locations like Marshalls and various medical offices, including a local chiropractor.

“Of course, I like getting a paycheck, but I like to spend time teaching new employees and having people work under me too,” said Sherman. “The jobs are not always easy and sometimes you have to manage being short staffed or work extra hours. But I learn a lot and I enjoy doing it.”

Throughout his time with Chimes, Sherman pursued other passions besides work. Over the years, he took part in many different activities, including softball, bowling, competitive bocce, and playing basketball with the Chimes Delaware Hotshots.

Chimes is truly a second home for Sherman, as he has lived in Chimes’ Reynolds Road community living home in Milton since his parents passed away. His sister, Sharon, is also a longtime Chimes program participant and lives in northern Delaware.

“When we lost my dad in 1990 and my mom in 1994, those were hard times,” said Sherman. “But we stick together and look out for each other because we’re family. I was glad Chimes was there too.”

Sherman and Sharon grew closer after the loss of their parents, despite living almost 100 miles apart, and still talk on the phone almost every day.

“It is great that Sherman and Sharon are able to keep in close contact,” adds Glenda. “They look forward to their phone calls or FaceTime chats on their tablets. They’ll talk about current events or something they saw on TV or maybe something that happened on one of the Zoom dance parties Chimes hosts.”

“I see my sister on her birthday and most holidays, but I call her every night to see what’s up and we’ll usually talk on Saturday and Sunday mornings,” said Sherman. “My sister likes to travel with her friends to Las Vegas, Atlantic City, and other places, so we talk about that too.”

The experience of the Carters over the past two decades shows the wide array of opportunities Chimes offers. These include providing participants a safe, dependable place to live, the chance to learn new skills and find a job, or the ability to pursue other passions like sports and travel that contribute to them having an active social life.

Sherman is grateful for his Chimes Family as well and how they have helped both he and his sister.

“The staff here are real cool and I have known them for years,” said Sherman. “I trust them. We know each other well and I enjoy working with them and joking around with them.”

Sherman and Sharon know that whatever life sends their way, they will be there to help each other, and Chimes will be there to support them too.
Sherman (on far left) with friends and teammates at the Cape May – Lewes Ferry

Sherman earned a spot on the podium in a bowling tournament in the 1990s

Sherman hard at work early in his career during the busy tourist season in southern Delaware.

Vivian Attanasio
Division Director, Chimes Delaware

**Chimes Delaware Advisory Council**

Joan Beaudry
Linda Cardall
Carol Donahue
Rosalyn Green
Shannon Liew

**BY THE NUMBERS**

350  
Individuals served

42  
Community Living Homes

130  
Residential Slots

425  
Total Team Members

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Newark, DE 19711
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Fax: 302.452.3407
In the mid-1990’s, Fran and Tony Roomets made the bold decision to adopt a three-year-old boy from an orphanage in Moscow and bring him home to Baltimore. The doctors in Moscow warned the couple the boy had developmental delays and the doctors in the U.S. offered an even more grim assessment.

“They told us we would have issues with Gennadi and that we shouldn’t expect much out of him,” said Tony. “Boy did he prove them wrong!”

When it was time to select a school for young Gennadi, Fran and Tony had three places they were considering, but ultimately enrolled him in Chimes School.

“Chimes just stood out in my opinion and it was the best decision we ever made for him,” said Tony. “At Chimes School, he really blossomed, and it was amazing to see all the things that were brought out of him because of Chimes. There was no better place for him to go.”

Chimes continued to help Gennadi develop marketable vocational skills after graduating from Chimes School. Young adulthood can be a scary time for people with disabilities after they age out of the special education system. With the help of Chimes, Gennadi took on a series of jobs and did well, ultimately landing a role as an attendant at the Home Depot where he has been part of the team for four years now.

“Gennadi has an innate desire to work and work hard and if he decides he wants something, he’s going to go after it and get it,” said Tony. “But I credit Chimes for helping him to learn new skills and getting him ready to enter the work world.”

At Home Depot, Gennadi helps stock shelves, answer customer questions, and load purchases into vehicles in the parking lot. Joanna Butler is Gennadi’s supervisor at the Home Depot in Parkville.

“Over the past 3-4 years, Gennadi really grew into his role,” said Joanna. “When he first started out, he had trouble relating to and interacting with customers, but he is a good worker and takes instruction well. Now he does great with customers, answering questions and helping them load up out front. He does what is asked of him and then some and does it with enthusiasm.”

“Everybody needs a chance, and I am proud to be a part of Home Depot’s commitment to giving people with disabilities a chance to succeed on the job,” she added. “It is great to see how they fit into a team and make a contribution every day.”

Gennadi was recently honored by the Baltimore County Commission on Disabilities as their 2021 Employee of the Year.

“Gennadi is the embodiment of the best Chimes has to offer – a lifetime of support and opportunity,” said Douglas Smith, Director of Employment Services at Chimes. “He graduated from Chimes school, he learned vocational skills from Chimes, and benefited from several tailored employment placements from Chimes. He is now thriving in his work environment at Home Depot.”

Chimes will continue to be there for him. Whether that means supporting him in his current role, simply being a part of one of our day programs or finding new opportunities if that is what he chooses down the road.

During his time away from work, Gennadi enjoys interacting with his many friends and following professional sports. He even rubs elbows with several Baltimore Ravens players and some of his favorite pro wrestlers.

“Gennadi is a blessing to our lives,” added Tony. “He turned my life around and my wife’s life around. He brought joy to our entire family, and we are grateful for all Chimes has done for him.”
Gennadi mixes it up with Ravens legend Terrell Suggs.

BY THE NUMBERS

852 Individuals Supported
51 Community Living Homes
170 Residential Slots
921 Total Team Members

Chimes Maryland Advisory Council
Onyenka Anaedozie
Tori Burns
Beth Fisher
Helen Gilbert
Dr. Joan Henry-Fields
Luisella McBride
Hafeezah Muhammad

The Harry and Jeanette Weinberg Campus
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Fax: 410.358.1747
With over a half million residents, Chester County is one of the fastest growing counties in all of Pennsylvania. The diverse municipality mirrors the United States in many ways, featuring densely packed urban areas, sprawling suburbs, and scenic rural areas. Just like the rest of the country, Chester County is seeing a massive uptick in mental health challenges and crisis situations since the onset of the COVID-19 pandemic. The partnership between Chester County Government and Chimes PA – Holcomb to provide crisis care services, is more important than ever.

Since 2009, Chimes PA – Holcomb has operated Chester County Crisis Services out of Valley Creek Crisis Center in Exton, featuring a Mobile Crisis Response Team, call center, walk-in services, and crisis residential program that provide round-the-clock crisis intervention, service-linkage, and resources.

Much of the work of the organization is in tandem with the 52 local police departments across the county aimed at helping people with mental health challenges readily regain control of their lives with the right supports and/or interventions. Amazingly, the Chimes PA – Holcomb Team fields nearly 3,000 calls every single month. The services provided help save lives and reduce the burden on health systems and law enforcement agencies in dealing with mental health incidents.

“Our collaborative relationship with area police departments is critical to maintaining safety while we do our work in the field,” said Sonja Kenney, Program Director of Crisis Services. “We are mindful not to overuse police support, but we know we can count on them, and they can count on us.”

The calls for help that come in at all hours of the day are seldom easy to deal with. A person threatening suicide or homicide, or a family member seeking to involuntarily commit a loved one to a mental health facility because they are a danger to themselves or others, are common types of calls at Valley Creek.

“Our team is truly a lifeline for our department and the awesome group of people with Valley Creek Crisis and the mobile units are absolutely exceptional in all that they do,” said Lavonne Alexander, Forensic Psychiatric Case Manager for Chester County Prison. “It is huge for both law enforcement agencies and correctional facilities to have an organization like Holcomb Valley Creek to partner with. They are the mental health experts and they have assembled an amazing team of compassionate professionals. They are great to collaborate with - they do what they say they are going to do to ensure people in challenging situations get the resources they need.”

The crisis services of Chimes PA – Holcomb are provided free of charge to all Chester County residents, regardless of their insurance coverage. Valley Creek has crisis counselors that speak both English and Spanish which is a rarity in most crisis response agencies. In addition, Valley Creek offers interpretive services in almost every language.

“When we take a call, we triage it to determine how best to provide the intervention and what services will be needed,” said Melanie Howson, Clinical Coordinator for Crisis Intervention at Chimes PA – Holcomb. “We are built to manage situations without police assistance and in most cases, we send in a pair of our team members in plain, unmarked vehicles to manage the response. We don’t want to draw attention to ourselves or the people we serve or have a presence that would embarrass or scare them.”

“At our best, we blend in and are truly a part of the community, helping people manage difficult situations, while obtaining the resources and support they need,” added Sonja.
Municipalities across the country are focused on reducing the use of police response where possible for mental health crisis situations.

Chimes PA – Holcomb’s crisis team is on call 24/7 and provides a critical resource for Chester County.

BY THE NUMBERS

22k Clients Served

9 Community Living Homes

Mental Health Crisis Intervention Calls Handled in 2021: More than 30,000

550 Staff Members

Chimes Pennsylvania – Holcomb
Advisory Council

Karen Holcomb
Chair
Paula Budnick
Bill Callahan
Pete Dakunchak
Angel Figueroa
Barbara Wilkinson Sykes

467 Creamery Way
Exton, PA 19341
610.363.1488
1.800.657.5989
Fax: 610.363.8273

Nicole Brown
Chief Operating Officer,
Chimes Pennsylvania – Holcomb
Behavioral Health Systems
Over the past year, strategic changes in Chimes International’s governance structure replaced individual subsidiary boards with Advisory Councils in Pennsylvania, Delaware, Maryland, and Virginia. These new groups were formed to give people with a passion for helping people with disabilities a stronger voice on a local level to advocate externally to help Chimes subsidiaries, but also provide feedback and voice concerns internally at Chimes.

“Personally, my motivation is having a 31-year-old son in Chimes’ Day Program since 2013 and recently moving him into a Chimes residence,” said Mark Woodward, Chairperson of the Chimes Virginia Advisory Council and also Chair of the Chimes International Board of Directors’ Governance Committee that developed the new Advisory Council model for Chimes. “Of course, individual motivations for joining vary and we have family members who want to be a part of it. However, there are also a few members without family connections who for one reason or another are passionate about supporting people with disabilities.”

Chimes Virginia’s Advisory Council includes a diverse group of advocates who also offer a wide array of professional backgrounds that are valuable to Chimes. Lawyers, financial experts, and real estate professionals help Chimes manage current challenges and plan for the future.

Although the Advisory Councils are only in their first year of existence, several of them are already making a direct impact.

In Fairfax County, where Chimes operates in Virginia, day program rates were recently increased as a result of efforts of the Advisory Council and Chimes leadership. Various efforts to raise rates at the state level are underway as well.

“While Chimes gives our Advisory Council members the tools and insights they need to be the most effective advocates they can be, we rely on the members’ local knowledge and relationships and specialized professional expertise to advance issues that are critical to the people we serve,” said Tracey Paliath, Director of Government Relations & Advocacy at Chimes.

“Across Chimes’ service area, Advisory Councils are proactively meeting with legislators to generate awareness among policymakers of needs Chimes and other providers of services to people with disabilities are facing. Across the board, legislators appreciate local input and learning more about how Chimes provides essential services for their constituents. It is proof positive Chimes Advisory Councils are poised to make a difference now and in the future.

“In Virginia and all across Chimes’ footprint, we are looking at ways to mobilize our Advisory Councils to interact with elected officials and help make things happen,” added Mark. “We have some great groups to start with but will continue to grow and look for new members who have a passion for our mission.”

Chimes-PA Holcomb’s Advisory Council recently met with Pennsylvania Congressman Craig Williams.
Mark Woodward (far right) enjoys a hike with his son Davey, daughter Tala, and wife Maria.

Jessica Messer
Division Director, Chimes Virginia

Chimes Virginia Advisory Council
Mark Woodward
Chair
Valentina Garcia
Dr. Joan Henry-Fields
Marvin Kidder
Michael J. Lukacs
Michael D. Lukacs
Lamya Moosa, Esq.
Rosemary (Rose) Piriak
Sherri Schornstein
Laura I. Thomen, Esq.
Marlena Thompson

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BY THE NUMBERS

71  Individuals Supported
10  Community Living Homes
48  Residential Slots
83  Total Team Members
There’s no question the unwavering support of the Chimes Foundation helped sustain the organization through the initial phases of the COVID-19 pandemic. As the virus forced the closure of day programs and transformed the operations of Community Living homes throughout the Chimes service area, the Foundation was there to help fund procurement of Personal Protective Equipment (PPE) for Chimes staff working on the frontlines.

Ready access to hand sanitizer, gowns, cleaning supplies, and many other necessities allowed Chimes to remain operational and to remain a trusted community resource for thousands of people with disabilities and their families who count on the organization.

“Having the right PPE and safety precautions in place allowed us to take the virus out of the equation and focus on the needs of the people we served during the early days of the pandemic,” said Shenell Roary, a Chimes Maryland Direct Support Professional. “Social distancing and other COVID guidelines took the people we serve out of their routines and can make them feel somewhat isolated. We understand the measures are in place to keep them safe, but they don’t always understand that, which makes it challenging.”

Beyond purchasing supplies and serving immediate needs, Chimes Foundation also provided increased hazard pay for frontline workers serving in homes where persons served tested positive for COVID-19.

As Chimes grappled with the ongoing phases and incarnations of the pandemic, Chimes leadership approached the Foundation with a unique request to enhance the quality of life for Community Living program participants, but also to serve a practical purpose in the pandemic era – patio furniture for Chimes residential facilities.

The sturdy and safe outdoor furniture now provides a designated outdoor oasis where residents can gather and interact with their housemates as well as family members and friends who wish to visit. For much of the past two years, indoor visitors were not permitted, and while Chimes staff made do with phone calls and video chats with family members, nothing replaces in person interaction. The patio furniture seems like a simple ask, but it is a game changer for Chimes staffers and the people they work with day in and day out.

“No one could have imagined COVID-19 would still be impacting us the way it is, but we have learned to be flexible and responsive and meet the most critical needs of our Chimes Family,” said Dr. Tracey L. Durant, Chairperson of Chimes Foundation’s Board of Directors. “Providing patio furniture may not initially strike you as something that is essential, but if it fosters social interaction and offers a measure of comfort for the people we serve and their loved ones, it’s worth every penny.”

While Chimes Foundation provided major financial support over the past two years, Chimes donors also stepped up and contributed in a substantial way to the Frontline Fund, which was set up to cover unanticipated costs during the pandemic. With COVID-19 cases spiking across the country and in Chimes service areas in late 2021, the Frontline Fund was invigorated, and Chimes Foundation is matching contributions to the fund that is focused on the needs of the organization now and in the future.

“Chimes will never be the same as we were before the pandemic, and we can’t afford to be,” added Dr. Durant. “We have to take the lessons we learned from this experience and remain vigilant and plan ahead to put ourselves in the position we need to be in when we get to the other side of this - whenever that may be and whatever that may ultimately look like.”
Chimes Maryland residents enjoy their new outdoor living space on a summer day.

Chimes Foundation Board of Directors

Dr. Tracey Durant, Chairperson
Terence G. Blackwell, Jr., BCBA, President and CEO
Stephen DaRe, Treasurer
Jane Drumm
Kynne Golder
Sarah Lieb
Michael Mitchell
The Honorable Dilip Paliath
The Honorable Rochelle “Rikki” Spector
Danielle Vranian, Esq.
The listings on the following pages include those who contributed between July 1, 2020 and December 31, 2021. We value each and every contribution to Chimes.
CONTRIBUTORS

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David Young
Gregory Young
YourCause, LLC
Michael Yulman
Jonathan Zahner
John Zeidler
Gerard Zimlin
Stanley Zuckerman
CHIMES FY2021 FINANCIAL REPORT

2021 EXPENSES
$188,492,574

2021 REVENUE
$200,158,135

2021 REVENUE BY SOURCE

Fundraising <1%
Grants 1.5%
Mental Health Services 12.9%
Agency Administration 6.5%
Program Administration 9%
Employment Contractual Services 41.7%
Developmental Disabilities Services 27.9%

Management Fees/Other <1%
Fundraising/Grants <1%
Community Support Services 1.8%
Behavioral Health 15.2%
Developmental Disabilities Services 32.3%
Employment Contractual Services 50%

Foundation <1%
Virginia 2.4%
International 6.1%
Delaware 12.4%
Holcomb 14.4%
Maryland 17.8%
Government Contracts 46.7%
OUR MISSION
The mission of Chimes is to help people with disabilities engage more fully in life's opportunities, to provide employment and training opportunities for people with disabilities, and to support and promote the overall health and well-being of people by helping them understand, manage, and overcome problems.

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