



2022

ANNUAL REPORT

*Making every day
a meaningful day*



Steve DaRe
President and CEO

Making Every Day a Meaningful Day

Dear Chimes Supporter,

Throughout this year, Chimes celebrated our 75th Anniversary. What started as a small school in northern Baltimore City for children with developmental disabilities has transformed into a vibrant, thriving, diverse multi-state organization offering a multitude of essential services for people with disabilities, mental health, and substance abuse challenges.



Douglas M. Schmidt
Chair
Chimes International

This year has been one of external and internal changes at Chimes. There is much talk of the “new normal” as non-profit mental and health providers emerge from the effects the pandemic presented.

Externally, every part of the organization continues to meet challenges stemming from COVID in some regard---from continuing to provide basic care in a world pivoting to distanced interactions, to hiring frontline employees in a difficult hiring environment, to hybrid and remote work. The team at Chimes continues to be resilient in the face of challenges; a hallmark of our collective character at Chimes over the decades.

Internal change occurred as well, as management priorities have placed a renewed emphasis on how best to fulfill the mission of Chimes as we serve the most vulnerable members of our society. Our daily work is focused on improving the quality and effectiveness of every program for every person we serve. Through facing these external and internal challenges, Chimes emerges revitalized and ready to move forward for the next 75 years.

The culmination of this special year for Chimes was a 75th Anniversary Homecoming Celebration this past fall. The day was amazing as we were joined by so many fellow team members from the past and present, board members, persons served and their families. We commemorated the three quarters of a century that Chimes has served the community. The event was also one of our most successful in recent history in terms of attendance and funds raised.

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As you take time reading through the 2022 Annual Report, you will see additional examples of a year filled with important accomplishments:

- Our day programs throughout the region continue to gain momentum with expanded enrollment and programming for persons served. The dedication and ingenuity displayed by our team during the COVID crisis has carried over into our current efforts as we continue to ramp up. The reopening of the newly reimagined day program at Liberty Club East in Chimes Maryland is a great example of this trend.
- The contract work of Chimes DC continues to thrive and expand at BWI Airport and other locations across the region. The efforts of this important division provide thousands of employment opportunities for people with disabilities and other barriers to independent employment. In 2022, Chimes DC launched a new internship program to help high school students in special education programs envision a path to future education and a career following graduation.
- The Chimes School is experiencing a renaissance starting with new leadership and a reinvigorated staff. The school is working to increase enrollment and continuing to evolve its cutting-edge special education curriculum.
- Chimes Holcomb is expanding to meet the evolving needs of the communities we serve in southeastern Pennsylvania and beyond. The team has stepped up their mental health crisis services helping to respond to incoming calls on the new nationwide 988 Suicide and Crisis Lifeline.

- We are very excited about the launch of the first ever formal Diversity, Equity, Inclusion & Belonging program for our thousands of Chimes team members across the region. While these types of efforts have been made throughout our organization over the years, this is our first company-wide, coordinated program that has been specifically tailored to the needs of our 3,000+ team members. The launch and early efforts have been met with a strong response and we look forward to monitoring and sharing the success of this vital program with you in 2023 and beyond.

We hope you are as excited about these select accomplishments from the past year as we are. Please know they are just a few examples of the amazing things happening at Chimes every single day.

Thank you again for your dedication to our mission and for helping to make every day, a meaningful day for our employees and the participants we serve.

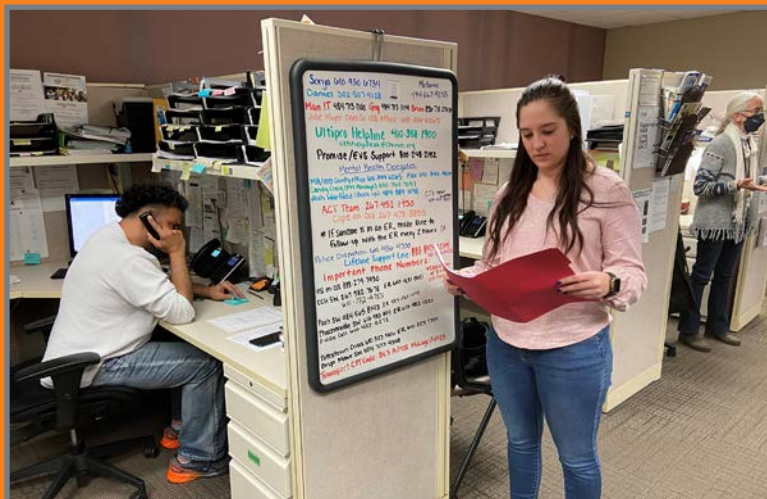
Sincerely,

Steve DaRe
President and CEO

Douglas M. Schmidt
Chair
Chimes International

Faces of Chimes





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Publisher: Lindy Bowman,
Chimes Foundation

Editor: Matt Hombach,
Nevins & Associates

Design: Aimee Nichols

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New Internship Expands Horizons for High School Students

Chimes DC continues to build upon its legacy of providing high quality job opportunities for people with disabilities and barriers to independent employment. Employment through Chimes DC provides vocational skill development and integration with the community, inspiring a sense of independence for people who deserve to have a meaningful and productive day, every day.

Chimes DC continues to increase and diversify the number and types of jobs available by expanding existing contracts and by establishing agreements with new partners. Chimes DC is also empowering young people in the region who are enrolled in special education programs to find a path to employment after they graduate. This is a critical time in the lives of many students with disabilities, and to provide security for their future is tremendously meaningful for them and their families.

Several public school systems and private schools are partnering with Chimes DC on a new internship program that launched in June of 2022. The six-month paid internship focuses on helping students with disabilities acquire new skills and solid work habits at various Chimes DC job sites. Students who successfully complete the program will have the opportunity to gain full-time employment upon graduating.

Christopher "CJ" Hill, a student at the Highlands School in Harford County, Maryland is an early success story. CJ interns at Aberdeen Proving Ground and is thriving as he learns various janitorial and facility maintenance skills. He is working towards his goal of finding a job after graduation that will start him on a solid career path. CJ has also gained numerous administrative skills he hopes to leverage in future employment. He is extremely grateful to Chimes DC for this amazing experience and for enabling him to

4815 Seton Drive
Baltimore, MD 21215

410.358.6400
1.800.CHIMES1
Fax: 410.358.0031

Carmelo "Tito" Crespo

Vice President of Operations,
Chimes DC

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build hope and confidence in his future career. Like most students his age, CJ enjoys playing video games and supporting his favorite sports team, the Baltimore Ravens, in his free time. He also likes to tackle challenging crossword puzzles that strengthen his vocabulary and spelling skills. His mother and two college-aged sisters are very supportive of his internship and provide transportation to and from his jobsite each day. His family is so proud of all that CJ has accomplished.

"Without specialized training and support, young people like CJ seeking to transition from education to the world of work face significant challenges," said Thomas "Jay" Stewart, Employment Services Senior Manager for Chimes DC. "With this program, Chimes DC is seeking to help pave the way for these young people and grow the workforce at the same time."

With the new internship program in place, Chimes DC is actively recruiting more students to enroll in the coming year so they may also expand their horizons once they are no longer a part of the education system.

"It is imperative that our transitional youth be given opportunities to participate in workplace readiness training," said Abbe Restucci, Transition Resource Itinerant for Harford County Public Schools, one of several school systems partnering with Chimes DC on this program. "These internship opportunities cultivate students' ability to self-advocate and communicate, develop their social/interpersonal skills, and foster their independent living skills. An early start can be life changing for many of them, maximizing their potential for future success and growth."



By the Numbers

29

STATE, FEDERAL &
COMMERCIAL SITES

237

NEW HIRES IN 2022

187

EMPLOYEES WITH
TENURE OF 20+ YEARS

1,330

TOTAL TEAM MEMBERS

Delaware

514 Interchange Blvd
Newark, DE 19711
302.452.3400

1.800.9CHIMES
Fax: 302.452.3407

Vivian Attanasio
Division Director,
Chimes Delaware

Chimes Delaware Advisory Council

Vivian Attanasio, Director
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Shannon Liew



Specialized Training Environments Enhance Vocational & Life Skills

Chimes Delaware has transformed the Newark day program space over the past several years. By making significant investments in the infrastructure, what were once closed-off and segmented offices and rooms are now an open and integrated area that includes a customized set of unique learning environments. Each learning environment provides a particular job or volunteer experience that participants may utilize to increase their independence with vocational and social skills.

The learning environments now available at the Chimes Delaware day program include two mock hotel rooms, a game room, commercial kitchen and cafe, office setting, laundry room, and a fully stocked retail store complete with a functioning checkout lane and cash register. The upgraded facilities have been operational for more than a year, and the true benefit of the new learning spaces is being realized by improving the lives of those served in the program.

Using the retail space as a learning environment, Sharon and Jenny have mastered the necessary skills to obtain employment at the local ShopRite store. They arrived on the first day of their new jobs with confidence and smiles because they already had experience in the Chimes Delaware learning environment and therefore required minimal training to get up to speed.

Several other program participants are learning to turn over hotel rooms by making beds, cleaning rooms, and restocking toiletries. They are working towards a goal of getting a job in Delaware's vibrant hospitality industry.

While vocational training is a primary focus of the new learning spaces, many day program participants who are not focused on obtaining employment are using the mock hotel rooms, kitchen, and laundry to strengthen existing and learn new life skills that carry over into residential settings. Being able to do their own laundry or assist in meal planning and preparation is a meaningful step forward for many.

The new training rooms are also opening up new possibilities for other program participants. For example, Charlie recently returned to the program after an extended hiatus. Unfortunately, he did not get off to a great start and would come into the building with his head covered by his coat or a towel he brought from home. Charlie would often times act out and refuse to take part in activities. Chimes Delaware staff wanted Charlie to feel interested and included, and they worked hard to develop a program to get him more engaged. As part of that program, they gradually exposed him to the game room, hotel room, and kitchen training environments. Charlie has now begun to show interest in entering the rooms and exploring all they have to offer. He recently started playing the 'hoop shot' basketball game in the game room and enjoys taking part in jewelry-making classes. These are tremendous steps forward for Charlie. The staff is overjoyed and excited to see how far he can go with his new interests. For now, the team is thrilled to see him interacting with others and sharing high fives with staff throughout the day.



Much of the remodeling and amenities for the specialized training environments were paid for by CARES Act funding that was provided during the height of the COVID-19 pandemic. Chimes Delaware has carefully leveraged those dollars to make a lasting impact on programming and most importantly, on the people with disabilities that are served.

The success of the new look and layout in Newark is an important proof of concept that other day programs across the Chimes footprint are looking to replicate in the near future.

By the Numbers

501

TEAM MEMBERS

401

INDIVIDUALS SUPPORTED

43

RESIDENTIAL HOMES

142

RESIDENTIAL SLOTS

Expansion of Crisis Counseling Services Meets Critical Need

Chimes Holcomb has earned a well-deserved reputation for providing an essential set of services for people of all ages experiencing mental health or psychosocial crises in Chester County, PA. Crisis services are offered throughout the county via phone and in person with walk-in and residential services available on site at Valley Creek Crisis Center in Exton. Additionally, Chimes Holcomb provides walk-in and mobile crisis services in Chester County.

The outstanding work of Chimes Holcomb has led to the expansion of services within Chester County and has also helped catalyze a new crisis program in nearby Berks County. The Valley Creek Crisis team extended valuable insights, training, and on-the-job shadowing experiences for new counselors at the Reading Crisis Center in Berks County leading up to its launch in June of 2022.

At the rollout of services in Berks County, walk-in, mobile crisis outreach, and call center counseling were offered at the new location of 401 Buttonwood Street in Reading, PA. Crisis Residential programming is slated to launch in March. This six-bed residential facility is staffed by a licensed practical nurse and certified nurse practitioner. An additional element of crisis support that Chimes Holcomb will extend to Berks County's 429,000 residents is counseling via text message using the "ruOK?" program that is seeing a dramatic increase in usage.

The Chimes Holcomb team is excited and eager to grow as a resource for people in Berks County as they have in Chester County over the years.

In early 2022, Chimes Holcomb was honored to be selected as one of 200 crisis centers throughout the United States that handle inbound calls for the new national 988 Suicide and Crisis Lifeline. While the organization has been providing telephone crisis counseling through a partnership with Chester County government for 3 years, being included as a partner for 988 is further validation of the high-quality mental health support that Chimes Holcomb offers. Since the launch of the 988

467 Creamery Way
Exton, PA 19341

610.363.1488
1.800.258.8860
Fax: 610.363.8273

Nicole Brown

Chief Operating Officer
Chimes Holcomb

Chimes Holcomb Advisory Council

Nicole Brown, Director
Karen Holcomb, Chair
Peter Dakunchak
Paula Budnick
Bill Callahan
Barbara Sykes
Angel Figueroa

program in July 2022, the Chester County call center has experienced a steady increase in the number of cases handled each month.

The awareness of and need for mental health crisis services has increased with the onset and lasting impacts of the COVID-19 pandemic. The combination of increased need and the ongoing promotion of the new 988 number has seen the monthly calls into Valley Creek rise from approximately 1,300 per month in late 2019 to nearly 3,000 per month in fall 2022.

There are many reasons people may call the line for help. Some may be experiencing suicidal thoughts or other mental health crises. Other callers may have an acute substance abuse or addiction-related challenge. Victims of domestic violence or those facing a financial, housing, or other crises also call the line seeking help. The highly skilled and trained call center team members help triage each individual call. They assess the risk of the situation, provide a calming and reassuring voice, and work to connect callers with the resources they need.

"Our work is challenging and difficult, but also incredibly rewarding," said Melanie Howsen, Clinical Coordinator for Valley Creek Crisis Intervention. "We recognize we are working with people who are at a low point in their lives. It is truly gratifying when we hear from someone we helped or a family member and they tell us what a difference our services made in that moment."

"We certainly don't seek out or expect a 'thank you' from those we serve," she added. "The greatest satisfaction we can get is just knowing we were able to help that person and get them the resources they need."

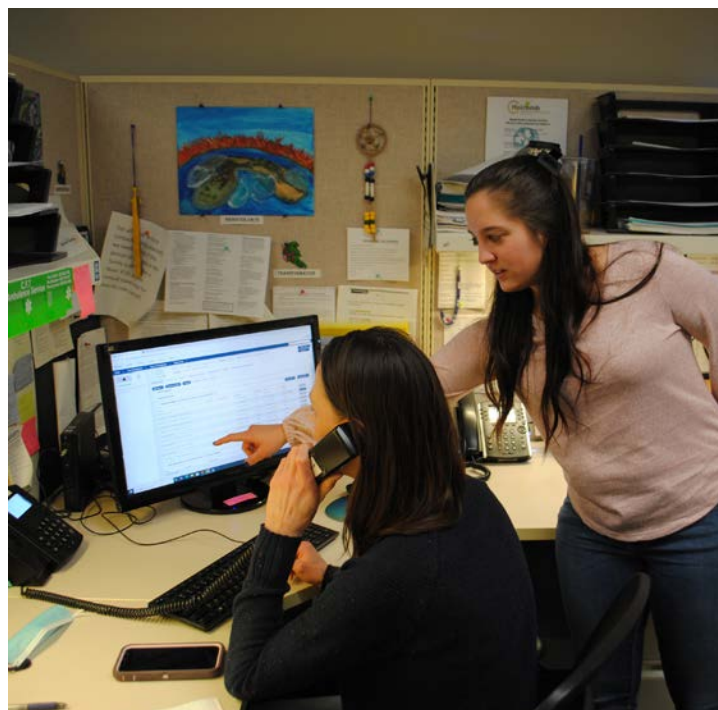
By the Numbers

23,436 INDIVIDUALS SERVED

9 COMMUNITY LIVING HOMES

46,000+ CRISIS CONTACTS HANDLED IN 2022

530 TOTAL TEAM MEMBERS



Liberty Club East Celebrates Camaraderie & Community Integration

One of the biggest bright spots at Chimes Maryland coming out of the pandemic has been the reopening of Liberty Club East. Over the years, Liberty Club East had evolved into a mainstay of the day program in Chimes Maryland, specifically for adults with disabilities in eastern Baltimore County.

When COVID-19 restrictions shut down in-person programming options, the team at Chimes Maryland got creative in order to reach as many Liberty Club East 'regulars' as possible. For over a year, they offered daily virtual programs and a series of Zoom-based events, including game nights, dance parties, and hang outs.

As the world slowly began to open back up over the past 18 months, getting Liberty Club East back up and running was a high priority for Chimes. After careful planning and a great deal of hard work, Liberty Club East reopened last August in a brand-new location on Mercantile Road in White Marsh. The re-opening was a great success, with many faces, both familiar and new, eager to check out the new space and activities.

Liberty Club East quickly became a hive of activity once again with friendly chatter and laughter echoing through the building. Festive holiday celebrations at Halloween, Thanksgiving, and during December

4814 Seton Drive
Baltimore, MD 21215

410.358.6400
1.888.CHIMES1
Fax: 410.358.1747

Robert Reaves

Division Director, Chimes
Maryland and Virginia

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Lionel Lyle
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Beth Fisher



took on special meaning as the Liberty Club East 'family' was back together again for the first time in over two years.

Each weekday, more than 60 people take part in the vast array of activities. Many enjoy heading to a local church gymnasium to shoot hoops, play bingo, and enjoy snacks and other special treats. Wednesdays are movie matinee day, with almost everyone heading to a local theater to take in one of the latest Hollywood offerings. Other favorite destinations include the bowling alley, the local Baltimore County library, and an area park, where picnic lunches, strolls by the dock, and taking photographs of landscapes and wildlife make for an exciting adventure. One day each week a career coach provides job readiness training and helps connect program participants with prospective employment opportunities.

Most of those who come to Liberty Club East relish the opportunity to take part in activities, and others take advantage of the W.O.W. program, which stands for With Out Walls. Direct Support Professionals will visit the homes of those who are served by the program and transport them directly to the outing for that day, be it a shopping trip, doctor's appointment, or perhaps a job interview. Liberty Club East is all about flexibility and fostering choice for the amazing people it serves. The program has the capacity to serve up to 100 individuals and staff members are working as fast as they can in the intake process to get more people into the program.

With such a successful year, Liberty Club East is proud to be a resource for eastern Baltimore County, providing essential services to the community through exceptional programs and support. Looking ahead, Liberty Club East will continue to provide meaningful opportunities for engagement, entertainment, employment, and lasting friendships.

By the Numbers

810

TEAM MEMBERS

652

INDIVIDUALS SUPPORTED

51

RESIDENTIAL HOMES

180

RESIDENTIAL SLOTS



4810 Seton Drive
Baltimore, MD 21215

410.358.8270
Fax: 410.358.0895



Students Choose Their Own Path to Success

Frances Bacon had a vision of creating a more meaningful day for her young son and a small group of children with developmental disabilities. It was her vision that inspired the humble beginnings of The Chimes School, which still lives on today.

What began in a small church nearly eight decades ago has transformed into a state-of-the-art facility offering a leading-edge, multisensory curriculum that helps prepare students for the future path they choose to follow.

The Chimes School celebrated its 75th birthday in 2022, but its students and staff remain as energized and enthusiastic as the day the school first opened its doors. This milestone year provided a unique opportunity to look back on the founding principles of the school, while continuing to enhance the educational opportunities it provides.

This anniversary year comes at a time when The Chimes School is experiencing a renaissance. New leadership has reinvigorated staff as they educate and inspire students with intellectual and developmental disabilities, autism, and co-occurring disabilities, which may include emotional and behavioral challenges.

Each May, students, parents, and staff excitedly look forward to Graduation Day at The Chimes School. This special day is the culmination of so many success stories for students as they celebrate their accomplishments. Interestingly, not all success stories focus on a diploma from The Chimes School. Such was the case with Meikhye...

During his elementary years Meikhye was challenged by significant interfering behaviors, speech, and academic needs, and was therefore referred to The Chimes School. The faculty developed a plan and specialized curriculum for Meikhye and he made great strides throughout middle school. Empowered by his successes, Meikhye became a leader in the classroom that other students looked up to as a role model. Even during remote learning through the pandemic, Meikhye continued to work diligently and excel academically.

When the school reopened last year to in-person learning, The Chimes School faculty assessed Meikhye's progress and agreed he was ready to return to Anne Arundel County Public Schools. This past fall, Meikhye began 10th grade at Meade High School in a specialized program. More recently, his mother informed The Chimes School team that Meikhye had made the honor roll at Meade High School. What an accomplishment for him! And what an amazing testament to the diverse set of success stories The Chimes School inspires.



3951 Pender Drive,
Suite 120
Fairfax, VA 22030

703.267.6558
1.888.CHIMES4
Fax: 703.267.9684

Robert Reaves
Division Director, Chimes
Maryland, and Virginia

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Meaningful Volunteer Opportunities at Chimes Virginia

One of the most important aspects of offering a meaningful day for adults with disabilities participating in day programs is providing exciting and meaningful choices for their daily activities.

At Chimes Virginia, participants start their day by taking turns at the "choice board." They gather around the board and are provided a variety of activities that they choose to participate in that day. Options may include a community outing such as shopping or going to the movies, learning life skills, working on arts and crafts projects, or taking part in academic instruction.

One of the most popular options on the choice board for many day program participants are several volunteer opportunities in Fairfax County that allow them to serve others and give back to the community. Several days each week, two teams of six participants serve others in various capacities, such as assisting at food banks, shelters for victims of domestic violence, etc.

For decades, "Mr. Larry" has been a regular participant in Chimes Virginia day programs. At 75 years old, Mr. Larry is one of the most active and enthusiastic volunteers. He enjoys lending his time and talents to the Feed the Kids program at Groveton Elementary School in Alexandria, Virginia. Each Wednesday and Thursday, Mr. Larry and his fellow volunteers travel together to the Capital Area Food Bank in Fairfax to gather and transport meals for students at school who are facing food insecurities. He says that for him, volunteer days are the best days.

"Our volunteers know students depend on meals and work hard to never miss a day or never be late in delivering the food," said Dr. Joan Henry Fields, Day Program Director for Chimes Virginia. "It sounds cliché, but I like to say the people in our day programs are sharing and caring when they volunteer. They are sharing their talents and skills and showing that they care for others facing challenges in our community."

Jenny is in her late 20's and is new to the day program in Virginia. She



was drawn right away to opportunities on the choice board to help others, similar to the way Chimes has helped her. On Tuesdays and Thursdays, Jenny and her fellow team members arrive at the Katherine Hanley Family Shelter in Fairfax. The shelter provides temporary housing for victims of domestic violence and their children. Jenny and the other volunteers give back to the community by cleaning the children's play area. They wipe down and sanitize toys, clean windows and floors, and make sure everything is organized and clean for the families. This is Jenny's favorite activity because she gets to see the smiles on the children's faces after she has completed her work.

Chimes volunteers thrive because they recognize efforts are helping others to live better lives. They also benefit from learning and using important life skills that foster a greater sense of independence. Additional community-based sites offer regular interaction with staff members at Groveton Elementary and the Hanley Family Shelter that is meaningful and important.

The team at Chimes Virginia is continuing to seek out and coordinate additional volunteer opportunities for this 'in demand' and highly beneficial activity on their daily choice board.

By the Numbers

105

TEAM MEMBERS

81

INDIVIDUALS SUPPORTED

10

RESIDENTIAL HOMES

40

RESIDENTIAL SLOTS



4815 Seton Drive
Baltimore, MD 21215

410.358.6400
1.800.CHIMES1
Fax: 410.358.0031

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Development Efforts Gain Momentum

The past year was a time of unprecedented growth in development and fundraising efforts supporting the Chimes Foundation. New staff, diverse directions, and fresh initiatives have each yielded a renewed focus on making the most meaningful days for the individuals served.

Last October, the Chimes Foundation hosted the 75th Anniversary Homecoming event bringing hundreds of supporters to the headquarters in Baltimore. Attendees included many persons served and their families as well as staff and board members past and present. The fun and festive event offered an opportunity to look back at our amazing legacy of serving people with disabilities and mental health challenges. While celebrating the past, the event also turned an eye to the future by offering tours of our Intervals Day Program and The Chimes School to share our vision for the Chimes of tomorrow.

The Homecoming event kicked off with no lack of excitement and attendees enjoyed many games and activities, delicious food, a rousing

performance by The Chimes Choir, remarks by Chimes leadership, and the presentation of a Maryland Gubernatorial Citation from Secretary Carol Beatty of the Maryland Department of Disabilities. It was truly a spectacular day at Chimes. Homecoming served as one of our most successful fundraising events in recent years as we continue to build momentum for in-person events post-COVID-19.



Planning is well underway for an exciting new chapter for fundraising events at Chimes. The Baltimore Museum of Art will serve as the backdrop for ArtFall, a special fundraising reception showcasing the passion, creativity, and talent of the people served by Chimes. The world-class collection of international art displayed at the BMA alongside works created by our day program participants throughout the region will undoubtedly be a momentous and memorable evening. Save the date for Saturday, November 4, 2023 and look for more details soon!



While the Chimes Foundation has counted on the success of our annual events, another initiative that was relaunched and witnessed tremendous growth this year for Chimes was grant funding. Over the past year, several sizeable grants have been awarded to Chimes, including significant funding for new technology at The Chimes School, training at Chimes Delaware and in support of programs at Chimes Holcomb. The development team at Chimes has stepped up research efforts and strategic applications for grants and is eager to increase the benefits this important funding stream can offer the organization.



Overall, the Chimes Foundation is poised to continue its growth and successes now and into the future with the Chimes Development & Communications department leading the way.

Benefactors

The listings on the following pages include those generous donors who contributed between January 1, 2022 and December 31, 2022. We are especially grateful for each and every contribution to Chimes!

\$50,000 and Above

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Truist Foundation

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\$500 to \$999

AmazonSmile Foundation
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O’Ryan and Holly Case
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Danielle Vranian

To \$499

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Mary Albert
Diana Allen
Gail Allen
Paul E. Alpert
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Louis Aquilina
Michael Atkins
Alan Atkinson
Vivian Attanasio
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Eric Collins
Robert Conard
Simone Corporal
Carmelo "Tito" Crespo

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Constance Dahlberg
Peter D. Dakunchak
Patricia Davis
Wendi Davis
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Jeffrey Denniston
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Eliott Johns
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John T. Kelley
David Kellum
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Roberta Kodeck
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Pamela Lynch
David Lyons
David F. Lyons
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Elizabeth Wyatt
Charles Young
Gregory Young
John Zeidler
George Zelenski
Gerald Zimlin
Daniel Zlatkin
Eric & Barbara Zwiłgmeyer

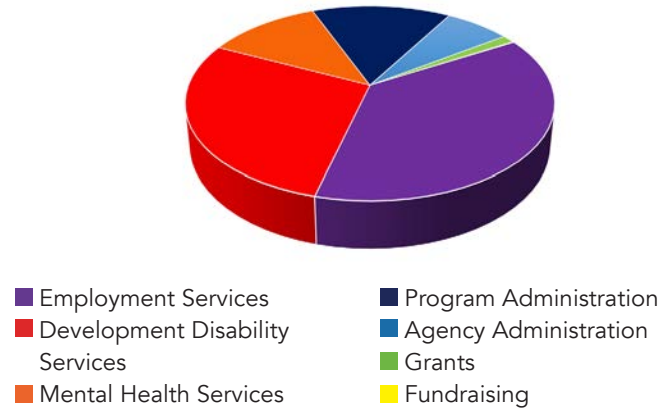
FY22 Financials At a Glance

2022 Expenses

\$202,739,797

Employment Services 40.1%
Developmental Disability Services 30.1%
Mental Health Services 12.7%
Program Administration 8.3%
Agency Administration 7.3%
Grants 1.4%
Fundraising 0.1%

2022 EXPENSES

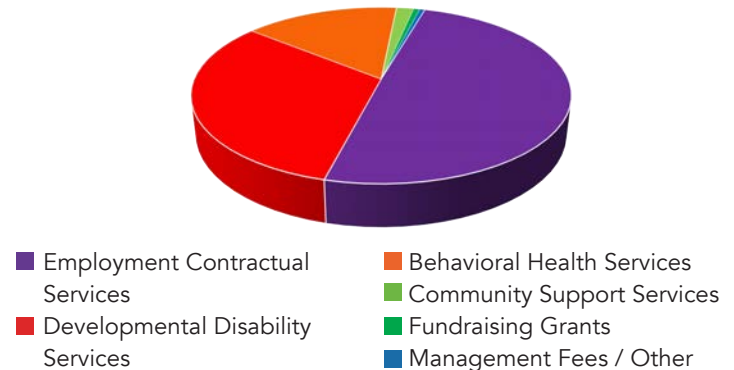


2022 Revenue

\$211,717,996

Employment Contractual Services 49.6%
Developmental Disability Services 31.9%
Behavioral Health Services 15.7%
Community Support Services 1.7%
Fundraising/Grants 0.6%
Management Fees/Other 0.5%

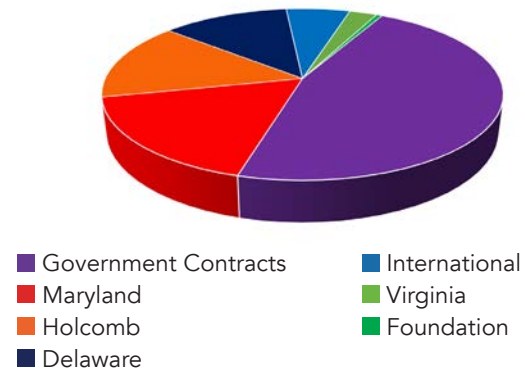
2022 REVENUE



2022 Revenue by Source

Government Contracts 46.6%
Maryland 17.2%
Holcomb 14.7%
Delaware 12.2%
International 6.1%
Virginia 2.6%
Foundation 0.6%

2022 REVENUE BY SOURCE





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.

To support Chimes, please visit:
www.chimes.org/donate



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Chimes celebrates the creativity and ability of those we serve. The artwork used throughout the 2022 Chimes Annual Report is inspired by a beautiful painting created by Aaronn McCall from the Chimes Day Program in Newark, DE. Aaronn is a very happy individual who loves puzzles, music, movies, giving fist bumps to others, and waving his fingers in paint to create his wonderful masterpieces.