



Living Our Best Lives

# Dear Friends,

Fiscal year 2022 was a busy year for the Providence family, one marked by accelerated progress toward our strategic goals and a steadfast commitment to support people to live their best lives in their communities in ways that matter to each person.

To keep our business model resilient and provide the best possible supports, Providence is now licensed to provide a variety of additional support services, including residential, supported, and shared living services throughout most of Maryland. We are excited to begin to offer residential supports through the recent affiliation and planned merger of Charles County HARC into Providence. Other enhancements include building and expanding our Career Services, personal support services and mental health supports.

Talented and caring staff are critical to our mission, and we have invested resources to ensure Providence is an Employer of Choice including expanding benefits, compensation, and professional development offerings as well as targeted engagement with staff at all levels. Despite a prolonged national workforce crisis, we are gaining traction in our recruiting, training, and retaining of high-quality employees.

We are actively engaged in efforts to create stronger relationships with community partners and on social media to discuss experiences of people with disabilities and seek better inclusion and outcomes, and to spread the voices of our advocates to a larger audience.

Finally, last year we began a rebranding process to better reflect our person-centered, community-focused approach. Our first step was a change in our name to Providence of Maryland, Inc. DBA "Providence," dropping "Center" to better reflect the work that happens every day to support people in their community.

Moving forward with purpose on our strategic goals is part of how we show up at Providence. Your continued support has helped us become a better, smarter organization that is well positioned to support people to live their best lives today and into the future.

We are very grateful for your ongoing investment to advance our mission. Together, with your help, we see great things for Providence, for the people we support, and for our community.

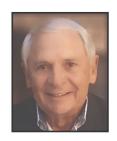
Sincerely,



Karen Adams-Gilchrist

Horen Adams Silahirt

President and CEO



**Rick Hunsicker**Chair. Board of Directors

J. P- (Rich) Hunseiler

# Our Mission

Our mission is to support people with intellectual and developmental disabilities to discover and live their best lives.

# Our Vision

Our vision is that all people will have the opportunity to lead meaningful lives with real opportunities to grow and contribute to their communities.

# Our Values

**People-first:** Every step is driven by the person and unique to the person.

**Community:** Is meant for every person.

**Relationships:** Real connections. Real experiences. Real expectations.

**Accountability:** Doing the right things for the right reasons - every single day.

# Our Beliefs

# We are motivated by the following beliefs:

- We believe that all people can be contributing and engaged members of their communities.
- We believe that, with the right support, all people can work in meaningful jobs, earn competitive wages, and contribute to the world around them.
- We believe that community is meant for every person, regardless of their ability, and every person should be afforded the opportunity to live, learn, work and play in their community.
- We believe that our Direct Support staff is the foundation of our work.

# Since 1961 Providence has worked alongside people to discover and live their best lives.

Providence is licensed to serve Maryland's Central, Southern and Eastern Shore counties. Our highly trained Direct Support staff is the foundation of our work, and we strive to be an Employer of Choice, ensuring every person we support has access to excellent staff. Everything we do is centered around each person and their interests.

Our Career Services team connects people to meaningful jobs with competitive pay. We work with each person who wants a career to build the skills they need to be successful, and we partner with area businesses for jobs, volunteer opportunities and paid internships that are a win-win for both employer and employee.

People who want to pursue experiences of their choosing turn to Providence. Working alongside our staff, they explore their own interests and what is important to them in their community.







# How we show up...

## SUPPORTING PEOPLE TO LIVE THEIR BEST LIFE

**271** People supported by Providence

3 New services licensed by DDA\*, including residential

11 New counties added to our geographic footprint

People increased their self-advocacy skills and participation

3 Issues of Embrace Our Awesome Power e-magazine published by

4 self-advocates







# **EMPLOYER OF CHOICE**

102 Staff

Employees with Providence for 5+ years

41 New hires this year

32.5 Hours of training for each new employee10 Employees benefitting from Providence

Taylor Comport Scholarship and Professional Development Fund

### **CAREER SERVICES**

**69** People employed in the community

73 Employer partners

7 New employer partners



# **FUNDRAISING & COMMUNITY OUTREACH**

118 New donors

29% Donors giving two or more gifts70% Grant applications awarded

For 61 years Providence has supported people in Anne Arundel County. This year we were granted additional licensing by the State to provide an expanded array of services in 11 additional counties, including residential services. This allowed us to begin pursuing new opportunities that both enhance and expand not only the support we provide to people, but also the number of people we support, as evidenced by our merger negotiations with a residential provider in Charles County, as well as the expansion of our Healthy Minds, Healthy Lives initiative, supporting the mental health needs of the people we support. We also increased our outreach efforts to students getting ready to graduate from their high school special education programs.

Through your continued generosity we are diligently moving to leverage these opportunities into additional services for more people, to increase our transition to community-based supports, and to build and grow our strategic partnerships.

### \* Developmental Disabilities Administration

# How We Show Up

# **Building strong relationships...**

Every person is unique. The same is true for the type and amount of support a person may need to live their best life. At our Jean Bradbury and Cloverleaf community locations, dedicated Direct Support Professionals (DSPs) show up every day to work alongside with people who require different levels of support. One of those DSPs is Ginika Udekwe.

Ginika has a special bond with Jeffrey. When he hears Ginika's voice, Jeffrey, who has a visual impairment, immediately recognizes her voice, and knows she is there for him. Jeffrey began receiving supports from Providence after years of receiving supports in an institution. "When Jeffrey came to us, it was hard for him to trust someone," Ginika explains. "At first, I helped him with every single thing, but as he became comfortable with me, he started showing me all the things he feels confident doing on his own. Every day I learn a little more about him."

When Jeffrey and Ginika first started working together there were some very challenging days. Those days are much less frequent now that Ginika and Jeffrey have built such a strong relationship. "Sometimes a person struggles with their surroundings, but what they actually lack is love," she says. "And when the right staff works with them, they open up, and their real character comes out." Jeffrey likes visiting Providence's Sensory Room, where he listens to music and can hum along. He also enjoys going out for lunch with Ginika. "My relationship with him has grown, and that always makes me happy."

Even though Ginika works primarily with Jeffrey, an entire team is at work. "Working as a team, I believe, helps the people we support," says Ginika. "With the team, Jeffrey is more comfortable when I'm not there; it's easier on him."

"It's very fulfilling work, knowing that someone is counting on you to show up and be there for them. When you support someone, it's good for them. It's good for you too. Working at Providence is more like family. They're here for you in the good times, in the bad times. They support you."



When Nakisha "Kisha" Dean learned of her son's disabilities when he was 18-months old, she began thinking about how her son's life would look as he got older and grew into adulthood. A friend suggested she look into working at Providence. That was eight years ago.

"I love it," says Kisha. "I just wanted to make a change in someone else's life, because I hoped someone will do that for my son one day."

Through Kisha's work and the relationships she is developing, Kisha is making a difference every day for the people she supports. Cassie loves puzzles so, when they are not working through their curriculum of learning and building skills, Kisha uses their puzzle time to build relationships, share stories, and work together with a group of friends toward a common goal. She even set up a special table for this quality time, and other people we support are now working with them on the puzzles. Brian looks forward to his experiences in his community with Kisha. "We'll go out shopping. I often treat Brian to lunch," she adds.

Kisha wants everyone we support at Providence to know she is there for them. "Sometimes, just greeting people with a hello, a good morning with their name — it just makes someone's day," she says. "I make it my choice to go and speak to everyone. They know my name, my voice, my face, and they know if there's anything that's wrong, they can come to me. I make sure they understand that I'm not here for a paycheck. That's not why I'm here. I'm here for them."



# How You Can Show Up...

**Recruiting.** Our Direct Support Staff (DSPs) are the foundation of our work. Encourage anyone interested in a career at Providence to apply.

**Work here.** If you have what it takes to work as a DSP; if you are ready to work alongside someone to support them to live their best life, come work for Providence.

**Volunteer.** From helping in the greenhouses or pottery studio, to employment preparation and more, there are so many different ways to share your talents and expertise. Just call and ask!

**Become an employer partner.** Join our growing list of community businesses who benefit from our supported workforce and volunteers.

**Share our story.** Follow us on social media and share our stories with your friends and associates.

**Give.** Your donations help bridge the gap between government-funded support and the actual cost of providing individualized support. When you give generously, you open up a world of possibilities for the people we support to live their best lives.

# How will you show up?













A local restaurant owner reached out to see if Providence's greenhouses could provide him with fresh cut organic basil. While we didn't have any basil at the time for Cafe Mezzanotte, an icon in Anne Arundel County's restaurant community for 30 years, we were ready to help Steven find a job that he loved, and where he would be valued. Our Career Services team works tirelessly to work alongside people we support who are looking for work and employers seeking the right employee. Providence reached out to Owner and Executive Chef Kosmas "Tommie" Koukoulis with a proposal: we would pay Steven for a short internship to see if Steven and the Cafe Mezzanotte staff liked working together.

In addition to focusing on local and sustainably sourced Italian cooking, Owner and Executive Chef Tommie points to his staff as a primary reason for Café Mezzanotte's longevity. Asked what qualities he looks for in his employees, Tommie doesn't hesitate. "Honest. Hardworking. Humble. Most important is a positive attitude; that's something we can't teach."

"Steven has a great attitude," Tommie adds. "He's a joy!" Steven may be a quiet individual, but he's an observer, a listener, detail oriented, and a creature of habit. "We call him Steady Eddie," says Steven's mom. "He's extremely thoughtful and compassionate." Tommie agrees. "Working with Steven is super easy," adding that he would like to teach Steven how to make pasta when he's ready.

When the internship ended Tommie hired Steven to join the team. Working 15-20 hours a week, Steven does many things in his job, but his favorite task is washing dishes. "I like cleaning them," he says. "I like the people too." Handwritten on his first paycheck were the words "Welcome to The Team!"

Steven is supported by Ashley, his Employment Consultant. "Ashley has been very invested in Steven," says Steven's mom. "He loves his job. Every day when he comes home, he has a smile on his face."

Steven truly believes the secret to having a good job like his is to "work hard and have fun." Supporting Steven and hard-working, fun-loving people like him is how we show up.

"The little bit of investment to work with Providence pays back dividends in ways that you can't always quantify, but it definitely pays them back." — Tommie Koukoulis, Cafe Mezzanotte



Manager Matt Pharr, Steven, and Owner Tommie Koukoulis of Cafe Mezzanotte

Welvame to The Team!

# My involvement has evolved...

Robert "Rob" Manigold had a rewarding career as a Vice President of Human Resources and Administration for ARINC in Annapolis. His duties included dispensing ARINC's corporate goodwill to local and national charities through donations and fundraising efforts. Providence was grateful to be one of the recipients of that goodwill. "I've never missed a golf tournament in the last 25 years," he says, thinking back on the many years the ARINC team showed up for Providence.

After retiring, a colleague who was on the Providence Board of Directors asked Rob to help us by putting his HR expertise to use in a nationwide search for a new CEO, which brought Karen Adams-Gilchrist to us almost seven years ago, "and we couldn't be luckier." When his work was done, Rob was invited to join the board. "And that's when the real fun began."

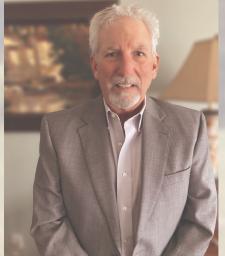
Over the years Rob has showed up for us time and again. In addition to helping find a new CEO, Rob's leadership on the board helped bring attention to the need for streamlining our transportation operations, and successfully navigating through the tough financial challenges brought on by the pandemic. A board member for seven years, he has been a part of the Real Estate Task Force, helped develop 401K options, and currently serves on three different committees in addition to being Board Secretary. In short, he's made and continues to make a tremendous difference.

"It keeps my head in the game from a business perspective. I love this organization. I love the people. I love what we do for people," Rob beams. "And if you read our mission statement carefully, we are really doing what we set out to do. It's such a well-managed operation."

One of our strategic goals is to expand our footprint and range of services offered, and Rob helped us as a board liaison for the affiliation and merger agreement with Charles County HARC. "It's been rewarding working closely with my fellow board members and watching this amazing management team bring our mission to life. I've learned a tremendous amount from them."

"There are a lot of people who need our support," Rob adds. "Support to get acclimated into their community. Support in living their best life — a fruitful, joyful, meaningful life. And I'll tell you, it is very impressive what the Providence team accomplishes. It's heartwarming to see what we do for people at all levels. I feel

extremely proud to be a part of Providence, and I'm happy I can contribute any way I can."



"It's just part of my life now. It's quite the labor of love." - Robert Manigold



F. P. "Rick" Hunsicker Jr.
Retired



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Julie Natoli Principal and Chief Investment and Risk Officer, The Brick Companies



Rob Manigold Retired



Marietta Dunn
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Lynn Zephir Community Volunteer and Parent

Providence of Maryland, Inc. is a 501(c)(3) non-profit organization registered in the state of Maryland to support people with intellectual and developmental disabilities. It is with the support from our donors and community partners that we can help people to discover and live their best lives in their communities.

Thank you for your investment in the people we work with, their families and in communities throughout Maryland.

For more information on ways to support our mission, call our Community Relations Department at 443-776-1967.

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Lynn Zephir

# **Financial Review**

While government sources provide some of the revenue needed for us to provide support, the contributions from our donor family make the difference that allows to support people to discover and live their best lives both now and for years to come.

# **REVENUE AND SUPPORT**

STATE FUNDING	\$6,254,090
GRANTS, DONATIONS, FUNDRAISING INTEREST, DIVIDENDS, OTHER	\$1,228,852 \$661,372
SALE OF PRODUCTS	\$123,666
RENTAL INCOME	\$86,744
TOTAL	\$8,354,724

# **EXPENDITURES**

PROGRAM SERVICES	\$5,920,080	Program Services,
MANAGEMENT & GENERAL	\$1,453,177	Management & G
FUNDRAISING	\$239,954	Fundraising, 3%
TOTAL	47.642.244	
TOTAL	\$7,613,211	
GROSS PROFIT	\$741,513	
NET REALIZED / UNREALIZED		
GAIN (LOSS) ON INVESTMENTS		
	\$(793,315)	
RECOVERY RELIEF FUNDS	\$962,027	
NET PROFIT	\$910,225	

# **Donors**\*

# CORPORATIONS & FOUNDATIONS

# **Champions \$25,000+**

Anne Arundel County Jesse & Hertha Adams Charitable Trust Maryland Community Health Resources Commission

# Leaders: \$10,000+

BGE Reliable Contracting Company, Inc. Wealthspire Advisors

# Ambassadors: \$5,000+

Community Foundation of
Anne Arundel County
Craftsmen Developers, LLC
Danny's Day Foundation
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Campbell Family Foundation
Koons Toyota of Annapolis
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O'Donnell Vein & Laser
Peggy A. Baldwin Revocable Trust
PNC Bank
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# Advocates: \$2,500+

Caruso Homes Inc.
Chaney Enterprises
Chartwell Foundation, Inc.
Chesapeake Employers Insurance
Kelly Insurance & Investments I
Kelly Financial Advisors
The Arc Maryland
The Traffic Group, Inc.

# Partners: \$1,000+

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### Patrons: \$500+

Annapolis Civitan Club #177 Cameron Group Derby-Masson Family Fund at the **Baltimore Community Foundation** Fifth Generation Kalas Funeral Home Liquified Creative Naka, Huttar & Oldhouser, LLP Naval Bagels Provincial East Inc. Schuh Family Foundation Shannon Associates Suzanne Rindfleisch, D.O. and Associates, P.A. The Belle Grove Corporation The Brick Companies Foundation The Joseph Mullan Co. The Loughlin Management Group, Inc. Travelers Insurance Treffer Appraisal Group

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# Supporters: Up to \$249

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<sup>\*</sup> Gift information reflects activity during FY22, which covers the period from 7/1/21 - 6/30/22.

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In Memory of Jimmy Burke
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Ms. Pamela Sellers
Ms. Laura Weidner

In Memory of Taylor Comport
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