

Volunteer Ministry Center

2013 Annual Report



A Message from the Chief Executive Officer



It is so hard to encapsulate the events of a year into a few short words! It is difficult to take the facts and figures which measure the work of a year and make them come alive. But it is important that we do so. The facts and figures are important and they tell you what we did with your contributions. But they are nowhere near as important as the smile on the face of a person who has been handed a key to their own apartment, or the joyous tears of someone who looks in the mirror and, for the first time in years, sees attractive teeth as part of their smile. Nothing tells the story quite like the story itself – the story of each person we serve, not each number we count.

The Bush Family Refuge did well this year; you will see their statistics elsewhere in this report. But what I will really remember of the work done there this year is the excitement of the children who received new school supplies. I will remember pulling up in the parking lot on the last Tuesday of each month to see people who had been waiting in line to receive one of the eye doctor appointments we are privileged to give away. And I will remember the delight of those who return to thank us for the new eyeglasses which allow them to see better than they have for years.

The VMC Resource Center has had a banner year and I'm proud of the fact that 110 formerly homeless people achieved housing. But what I will remember are the Community Meetings which we hold every Friday morning to celebrate the accomplishments of each individual on the long and complicated path to housing. On the day when a Resource Center member signs a lease, he or she is presented with a key chain; they need that now since they finally have a key to their own place. The entire community applauds them. And they are asked to say a few words. Last year, one of our newly housed members raised his hands to the heavens and shouted "Home at last! Home at last! Thank the Lord, I'm home at last." I'll never forget that.

The Dental Clinic is abuzz every Tuesday and Friday morning. I am amazed at the amount of high quality dental care that is provided to Knox County's indigent. I can see by their faces how much it means to them. But I'm really amazed at how much it seems to mean to our dentists and other professionals to be here. "There is nowhere else I'd rather be," said one dentist to me recently as he came to volunteer on his day off.

The miracle of Minvilla Manor continues to touch my heart. Minvilla is a story book and each resident comes from a troubled background which includes a disability and long-term homelessness. So it is a thrill for me to see how well they are doing as a resident of Minvilla. But the moment I will probably never forget happened at one of the monthly birthday parties sponsored by the VMC Board for Minvilla residents. One of the women was celebrating her birthday and she was shown the birthday cake that is part of the day's festivities. Her eyes grew wide and then she teared up a bit. "I've never had my name on a birthday cake before," she said. Minvilla – and the birthday cake – meant that she was truly home.

The numbers are great – but the stories and the special moments are even better. It is important that you hear some of these stories. You make them possible. Your generosity is the life blood of VMC. Without it we can do nothing, but with it, we can change the world – one homeless person at a time.

Sincerely,

A handwritten signature in black ink that reads "Ginny Weatherstone". The script is fluid and cursive.

Ginny Weatherstone
Chief Executive Officer

A Message from the Chairman of the Board



Living downtown makes it hard to avoid “homelessness.” I see “it” in the morning as I leave my loft condo and I see “it” as I return at night. At times, a homeless neighbor will plant themselves on the bench across from my building. This fall, a woman lived on that bench for a few weeks. The longer she stayed, the more anxious the residents in my building became.

I began to hear questions like “Should we give her a blanket...clothing...food?” The woman obtained a cooler and told me it was for the food that downtown residents were providing. I watched her become more and more comfortable on the bench. Her possessions multiplied as good-hearted people assisted her. Of course, the situation ended poorly. She was finally asked to “move on” because of the trash and unsanitary conditions that developed.

Homelessness affects all of us and I am convinced the Volunteer Ministry Center (VMC) has a solution. Pointing our homeless friends towards the VMC doors is one way we can help and give them hope. Our highly trained staff continues to produce very positive results.

Please join the VMC community this year. “Volunteer” is the first word in our name for a reason. Our programs are not possible without our volunteers—those volunteering time and resources. If you want “something meaningful” to add to your life, come and see us and learn about the volunteer opportunities. We have an opportunity for you!

Thank you,

A handwritten signature in black ink that reads "Sheri A. Pender".

Sheri Pender
Chairman of the Board and a
volunteer of time and resources

2014 Board of Directors

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Robert DeNovo
Taylor Norman
Elsbeth Freeman
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Craig Griffith
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Mintha Roach
Martin Roberson
Lucy Schaad
Neill Albers Townsend
Mary Frances Tucker

Our Programs — *How You Helped Volunteer*

Our Mission

“Our mission is to facilitate permanent supportive housing for those who are homeless and to provide services to prevent homelessness.”

The Bush Family Refuge

Staffed primarily by trained volunteers, the Refuge sees individuals and families who are at risk of losing their housing. It provides counseling that can lead to housing sustainability

as well as a small amount of financial assistance for rent and utility bills for those in crisis. Additionally, the Refuge can help with procuring eye doctor appointments, eyeglasses, prescription medications, clothing, furniture, etc. It also makes referrals to other agencies and services as appropriate.

Each individual is seen in a private interview setting and confidentiality is maintained.



Volunteer Darryl Baker interviews a client in the Bush Family Refuge.

2013 Bush Family Refuge Statistics

- 593 individuals and families helped with utilities
- 72 individuals and families helped with rent
- Total of 4,216 individuals and families assisted with other needs

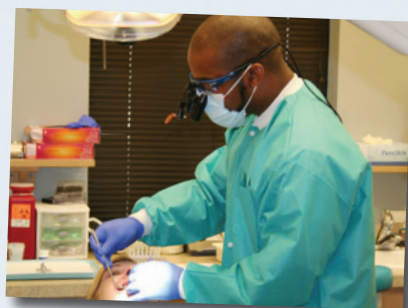
The VMC Dental Clinic

Housed in our building, the VMC Dental Clinic uses professional dental clinicians to provide dental care and treatment to the indigent. Services are geared toward restoring dental health and extractions are provided only as a last resort. A

volunteer hygienist is also available to provide cleanings to individuals who may have never had their teeth cleaned professionally. The VMC Dental Clinic is open two half days a week.

2013 Dental Clinic Statistics

- 748 patients were seen
- 1,256 procedures were performed
- 16 sets of dentures were provided



Dr. Martin Roberson works to improve the smile of a client.

The Resource Center

Offering a transitional day program for the homeless, the Resource Center is a case management program which assists people in their efforts to work their way out of homelessness.

2013 Resource Center Statistics

110 people achieved housing during the course for the year. They join the 555 who have been previously placed. Our housing retention rate is 93% measured after one year of housing. (The national average is 85%.)

Every member is assigned a case manager who works with them

to overcome barriers to

housing and self-sufficiency. When housing is achieved, the case manager remains involved until true independence is achieved. Various classes, a meal program, showers and laundry facilities and social activities are also offered as part of the programming. All members are held accountable to their plan and are expected to complete all the janitorial work required to keep the Resource Center area clean and organized.



Case manager Gabe Cline presents a key to Jennifer.

Minvilla Manor

VMC's housing development, Minvilla Manor, accepts project based vouchers which insures a high level of occupancy. The 57 apartments are each inhabited by a former chronically homeless and disabled individual. Minvilla is unique in that it offers case management services on-site,



Residents of Minvilla Manor enjoy a cookout.

and twenty-four hour staffing is in place as well. This ensures a high level of security for the residents. Social activities are also provided. The goal is for each tenant to reach his or her highest level of self-sufficiency.

It should also be noted that Minvilla Manor has won numerous awards for historic preservation.

2013 Minvilla Manor Statistics

Minvilla Manor maintains a 93% daily utilization rate. Residents who chose to leave moved to other supportive housing and did not return to the streets.

The VMC Holiday Store

In an effort to help low or no income individuals earn gifts for holiday giving, the VMC Holiday Store provides opportunities for interested parties to perform community service work for which they receive "points."

2013 Holiday Store Statistics

116 shoppers participated in this program. They earned points to buy holiday gifts for over 440 people.

They may then spend these "points" at a store which is set up seasonally and which offers a

wide variety of new gift items for the shopping pleasure of the participants. This store allows individuals to preserve pride; it does not offer a handout. The store is staffed completely by volunteers and is stocked with donated merchandise.



Three little words...

Actually, they are big words. And they are words that have come to mean a lot to us over the past several years as our programming has matured beyond the simple shelter approach to the provision of life-changing services that require the participation of the client. You will see VMC using these words in our brochures, speeches, and written material about our work. These three words are: **Compassion, Accountability, Results!** We feel strongly that these words capture the essence of what VMC does and how we do it.

Here is what these words mean to us:

- Compassion:** meeting people where they are in their hour of greatest need, holding them in positive regard even as we see the possibility of a higher level of functioning and self-sufficiency.
- Accountability:** expecting those we serve to be an active part of their own recovery, expecting them to do what they agree to do as part of their plan.
- Results:** seeing those we serve move into a better life as people with housing and a plan for the future, seeing them maintain their housing with a long-term plan for sustainability.



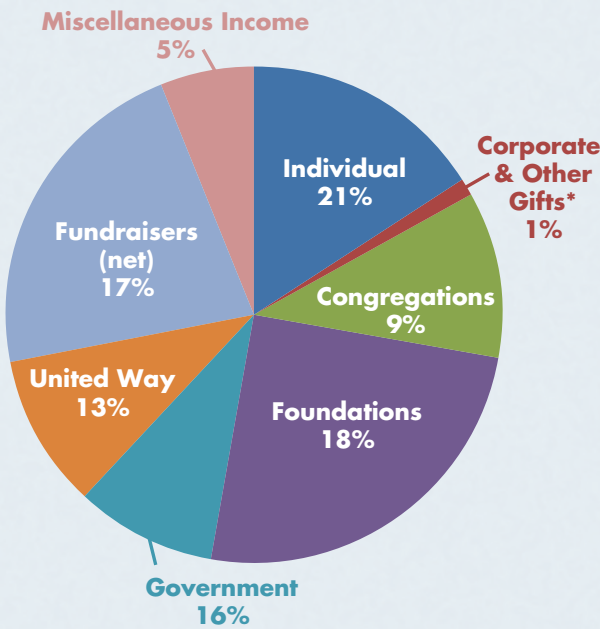
2014 Staff

- | | |
|------------------|--------------------|
| Craig Ahern | Dyrl Higdon |
| Nancy Bowen | Julius Hilizah |
| Selena Brewster | Christy Howard |
| Jamie Brown | Lisa Hutton |
| Charles Clark | Megan Lappas |
| Gabe Cline | Roger Lyttleton |
| Jered Croom | Roxie Moore |
| Mary Fran Darwin | Jeff Perkins |
| Bill Davidson | Mary Beth Ramey |
| Bianca DeLange | Bruce Spangler |
| Nancy Douglas | Peggylynn Towson |
| Dustin Heffner | Lee Turner |
| Vanessa Hensley | Ginny Weatherstone |

Our Financial Year in Review

Income Summary

Individual	\$274,350.00
Congregations	113,913.00
Foundations	238,963.00
Government	215,667.00
United Way	165,974.00
Fundraisers (net)	231,231.00
Miscellaneous Income	90,528.00
Total Income	\$1,330,626.00



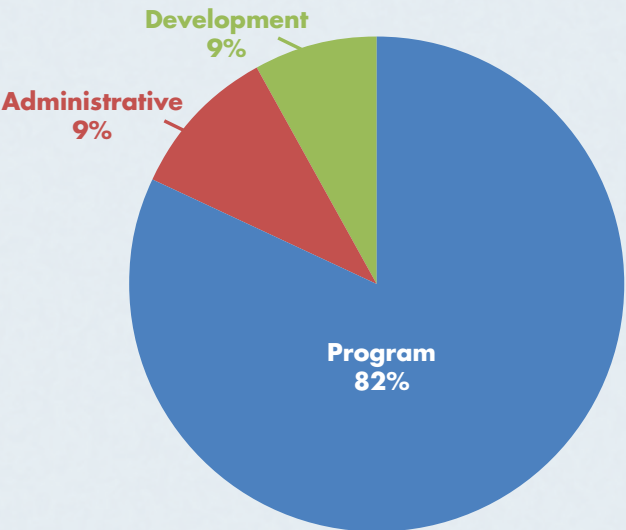
*Many corporate gifts are counted in fundraisers because they are given as event sponsorships.



Robert DeNovo
Treasurer of VMC Board

“As a board member and Treasurer of the Volunteer Ministry Center, it is my pleasure to serve this great organization which serves so many in our wonderful Knoxville community. With compassion and a high degree of accountability VMC is driving lasting results within the homeless population and thereby benefiting Knoxville as a whole. An Economics professor I once studied under told us that money given to a non-profit should be evaluated just as rigorously as money invested into a for-profit. As you review our annual report I feel confident you will find VMC to be acting as a good steward of the resources entrusted to it.”

VMC Expenses



Supporting VMC and Ways to Give

Gifts of Cash and/or Stock

Gifts of stock as well as gifts of cash are certainly appreciated. With gifts of stock you might benefit by not having to pay any capital gains tax on the increase in value of the stock. You might also be eligible to receive an income tax charitable deduction for the fair market value of the stock when you make the gift.

Charitable Giving Through Wills

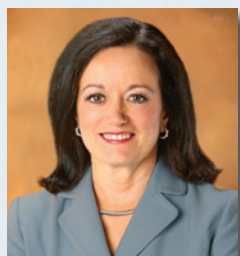
The easiest way to make a charitable gift is by an outright bequest of cash in your will. Bequests may be specific amounts or assets and may be proportional or residual in nature.

Savings Bonds

A donation of savings bonds through your will can support VMC's continuing efforts.

Endowment Fund

Contributions to VMC's Endowment Fund help build our future and provide sustainability for the programs which continue to produce highly successful results in preventing and ending homelessness.



Mintha Roach
VMC Board of
Directors

“VMC understands that ending homelessness requires a holistic approach. Thanks to VMC's four main programs: The VMC Resource Center, The Bush Family Refuge, The VMC Dental Clinic, and Minvilla Manor clients have access to programs to support them in their transition from homelessness to self-sufficiency.”

Financial Accounts

Most checking, savings and brokerage accounts can be bequeathed to the Volunteer Ministry Center, Inc. through a simple “payable on death” designation with your financial institution.

Matching Gifts

Participating companies match the amount of dollars given by employees to the qualifying charity of their choice. The company gives the matching gift only after the employee donor has made their gift and completed the company's matching gift process.

IRAs and Retirement Plans

If you have funds in an IRA or employer-sponsored retirement plan, you can name the Volunteer Ministry Center, Inc. as a beneficiary. Naming VMC as primary, partial, or contingent beneficiary may provide tax savings.

Charitable Trusts and Charitable Annuities

Charitable Trusts and Charitable Annuities are additional avenues for giving to the Volunteer Ministry Center. For more information concerning these methods of Planned Giving, please contact the VMC Development Department at 865-524-3926 x229.

A Message from the Development Chairs

Through your generous support, VMC has had another successful year helping to prevent and end homelessness in our community. We hope you will review the 2013 Annual Report to see all that has been accomplished. Under the leadership of our outstanding staff, volunteers, and growing support in our community, VMC has been able to continue what began in 1987.



*Neill Carey Townsend, left, and Carole Ayres,
Co-Chairs of the Development Committee*

Our signature event, Carry the Torch Knoxville, featured best selling author Wally Lamb. 900 guests enjoyed lunch and an excellent program while raising funds to support the programs and services of the Volunteer Ministry Center. Other events in 2013 included the Second Annual Don Sproles Memorial Dinner held in the fall at the Crowne Plaza and featured Sally Jenkins, co-author with Pat Summit of Sum It Up. Sally shared her personal input about her friendship with Pat.

Our Development Committee is hardworking and creative, and we are grateful for their continued efforts insuring the financial success of VMC.

Thank you for your generosity!

Neill A. Townsend
Neill Albers Townsend

Carole Ayres
Carole Ayres



*Justice Sharon Lee, Honorary
Chair for the
2013 Carry the Torch*



*UT Lady Vols Coach Holly
Warlick, Honorary Chair
for the 2013 Don Sproles
Memorial Dinner*

Development *in Review*

Fundraising Events

Carry the Torch Knoxville:

Our 2013 event featured Wally Lamb, critically acclaimed and beloved author of *She's Come Undone*, *I Know This Much Is True*, *The Hour I first Believed*, and editor of *It Couldn't Keep It To Myself* and *I'll Fly Away*, two volumes of writings from his writing workshops at a women's prison in Connecticut. 900 guests attended this event at the Convention Center on May 8th. Justice Sharon Lee of the Tennessee Supreme Court served as Honorary Chair.



Chief David Rausch, Justice Sharon Lee, Wally Lamb, Ginny Weatherstone, Mack Gentry, and Charla Sherbakoff



Hops for Homes at Brixx Wood Fired Pizza

Robinella “Keepin’ The Lights On”: Vocal Artist Robinella performed at the Square Room on October 4th to raise funds to benefit the Bush Family Refuge which provides assistance for utilities for the poor and indigent.

Celebrity Dinner: Chief of Police David Rausch was the featured speaker on the legal and illegal use of drugs in Knoxville. An exhibition by KPD’s drug sniffing dogs was the highlight of the evening.

Hops for Homes: Brixx Pizza hosted this event to benefit VMC on April 23rd. Great food, music, a silent auction, and beer samplings from select breweries made for a fun-filled evening for all who attended.

The Don Sproles Memorial

Dinner: Sports author Sally Jenkins provided insight into the friendship and professional relationship she has with Pat Summitt. The reception and dinner were held at the Crowne Plaza on September 5th. Coach Holly Warlick served as Honorary Chair.



*Sally Jenkins (author of *Sum It Up: 1,098 Victories, a Couple of Irrelevant Losses, and a Life in Perspective*), Ginny Weatherstone, and Holly Warlick*

Volunteer Program

Our volunteer program continues to grow every year. We have a monthly orientation for individuals every 3rd Tuesday of the month. We encourage anyone who is interested in volunteering to please notify the Development Department and join us. We also have established a church engagement program aimed at solidifying our current church relationships and developing new ones.

With Gratitude — *Our Donors*



David and Jeanne Claire Jones

“ Our family is proud to support the work of VMC. We believe that their dual approach of compassion and accountability really does bring results. It is important to us to be part of programming that is really effective and that is why we feel good about VMC.”

Over \$25,000

Anonymous (1)
City of Knoxville
Clayton Family Foundation
Gene and Florence Monday Foundation
Green Mountain Coffee Roasters
David and Jeanne Claire Jones
Knox County, Tennessee
Jon and Toni Lawler
Pilot Corporation
St. John's Cathedral
The Haslam Family Foundation, Inc.

\$10,000-\$24,999

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A.R. & Kaptola ("K") McMurry Memorial Fund
Marty and Ann Brown
Betsey Bush
Wallace and Mary Casnelli
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First Presbyterian Church
Home Federal Bank
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Pierre Fauchard Academy Foundation
Second Presbyterian Church
Preston and Dana Smith

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All Souls Church
Ronnie Carroll
Cornerstone Foundation
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Episcopal Church of the Ascension
Farragut Presbyterian Church
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James Hawk
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Norma Holmes
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With Gratitude — Our Donors



**Resource Center Director
Gabe Cline conducts a class
on housing.**

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Wally Anderson
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Martin and Nikki Roberson
William and Elisabeth
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Bob and Valerie Rule
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John Owens and Karen
Sundback
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Bill and Shari Ziesmer

\$100-\$499

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Barlow
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Bearden United Methodist Women
Susan Beckham
Matthew and Christine Bell
Jim and Kathy Bennett
Paul and Mary Lee Bergeron
Herb and Mary Berl
John and Joan Biddle
Grant and Gracie Bishop
Jan Bishop
Al and Lisa Blakley
John and Kathy Bohstedt
Tom and Linda Bolen
Brian and Jean Bonnyman
Nancy Bowen
Walter and Debra Bower
J.C. Bowman



**Case manager Craig Ahern
presented a VMC keychain to
Jeffrey after he signed a lease to
his own apartment.**

With Gratitude — *Our Donors*



VMC Case Managers pose with three clients who completed their required number of structured hours for the week.

“I am really grateful to work with such a talented team of caring case managers. The work we do is effective. The people work really hard and we get results.”

- Director of the
Resource Center Gabe Cline

\$100-\$499 *cont*

Fred and Susan Brackney
William and Pamela Bradshaw
Kurt Brandt and Dawn Huff
Christi Branscom

Don and Andrea Brewer
Laura Bridges
Hugh and Celia Bright
Judi Brookshire
James and Barbara Brown
John and Sabra Buchheit
Lisa Buckingham
Linwood Budlong and Barbara
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Jeremy and Cary Busby
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Sharon Butterworth
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Alex and Patricia Campen
Robert and Marie Cantrell
Sara Cantrell

Ruthie Carey
Sanford and Hope Carlson
Suzanne Carriere
Glen and Nancy Castle
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Ray and Cindy Chan
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Women

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Alan and Kim Ciukowski
Civitan Club of West Knoxville
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Barbara Cline
Ronald Cloud and Tee Ezell
John Cobble
Lamar and Linda Collins
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Concord UMC - Foundations Class
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Lee and Jackie Congleton
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Brent and Carol Ann Coyle

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Jean Davidson
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Lavance Davis

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Church-West Circle
First Presbyterian Church-Presbyterian
Women

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Sally Gouffon
David and Janet Greene
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Christopher Groce and Lisa Branham-
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Allan and Gail Grossman
Kara Grubb
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Anne Hart
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Stephen and Nancy Hearon

With Gratitude — Our Donors

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“It’s been so long since I had a place, it’s almost like a dream. I didn’t know there was anything like Minvilla. It’s been a long road with a bunch of small steps I had to take to lead up to this reward. I’m glad I took the steps necessary to get here. VMC is very helpful, they gave me encouragement to do it. Minvilla is like home... it is home...”



Richard finalizes his lease paperwork for his new apartment at Minvilla Manor.

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Chaplin Jeff Perkins is pictured with Robert and William after they completed the Anger Management course.

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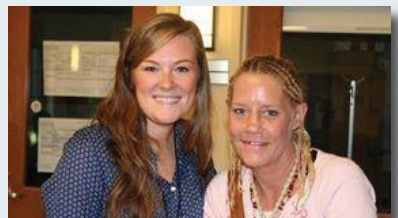
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Presented to clients achieving housing.



Case Manager Caroline Smith celebrates with Jo Beth after signing a lease.

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is proud that 100% of its Board members financially support VMC.**

The VMC Annual Report contains a list of all gifts received between January 1, 2013, and December 31, 2013. Every effort has been made to ensure that these lists are accurate and complete. If your name was omitted inadvertently, or if it appears incorrectly, please accept our apologies and notify the Development staff at 524-3926 x229.



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2013 Annual Report