



THE BALTIMORE STATION

2019 ANNUAL REPORT

140 W. West Street, Baltimore, MD 21230
www.baltimorestation.org | 410-752-4454

HISTORY

Over the past 30 years, The Baltimore Station has transformed from a small group of devoted volunteers who assisted the homeless in South Baltimore to the nationally recognized therapeutic clinical and outpatient treatment program it is today.

1987 | The Baltimore Station's early roots trace back to when volunteers began providing blankets and sandwiches to the homeless in South Baltimore.

1989 | As efforts expanded, the South Baltimore Homeless Station was incorporated as a nonprofit organization and made the commitment to serving primarily homeless veterans dealing with addiction.

1991 | South Baltimore Station then found a new home in an old fire station providing food, clothing and transitional housing to men with substance use disorder and gave them the skills to succeed.

2004 | The Seton Hill Station was acquired to provide housing and services to more men. It opened with 25 beds, officially changing its name to The Baltimore Station.

2007 | The Baltimore Station broke ground on Veterans Day and began construction of a three-story addition at the South Baltimore Station to expand the existing firehouse.

2008 | Supporters, staff, and residents celebrated the completed addition with a ribbon cutting ceremony. The new structure, which we occupy today, has 90 beds.

2010 | The Baltimore Station purchased property in the Sandtown-Winchester neighborhood of West Baltimore.

2011 | Renovations were finished at the West Baltimore facility completing a 48-bed campus around Baker and Gilmore Streets. A ribbon cutting ceremony was held in November to welcome our new residents and staff.

2012 | The Baltimore Station celebrated its 25th Anniversary with the Silver Celebration of Second Chances gala.

2015 | Following an update to the organization's mission and vision statements, The Baltimore Station implemented a client-centered and trauma-informed treatment approach.

2017 | The Baltimore Station earned a 3-year accreditation for our residential treatment program from CARF – the highest level awarded – demonstrating our commitment to offering programs and services that are measurable, accountable, and of the highest quality.

2018 | The Baltimore Station continued to grow and was awarded the Veterans Administration's Service Intensive Transitional Housing (SITH) Grant, making us the largest VA funded Grant & Per Diem (GPD) Provider in the region. The Baltimore Station also launched Intensive Outpatient (IOP) and Outpatient treatment (OP) programs and earned a 3-year accreditation from CARF – the highest level awarded. This provides a higher continuum of care for residents transitioning back to the community and the ability to serve male and female clients who do not reside at The Baltimore Station, but live independently in the community.

2019 | The Baltimore Station celebrated its 30th anniversary all year long by hosting and participating in 52 events ranging from fundraisers to resource fairs. Thanks to the generosity and support from our community and corporate partners, we were able to develop a community garden across from our Baker Street facility in West Baltimore – a green space that not only our men can use for relaxation and small groups but the community can enjoy as well.

Today, The Baltimore Station remains the largest VA Grant and Per Diem (GPD) provider in the region. We continue to explore and introduce new therapeutic activities and programs that respond to the ever-changing needs of the men that we serve.

LETTER FROM EXECUTIVE DIRECTOR JOHN FRIEDEL AND BOARD PRESIDENT CHRISTIE WALSH-MYERS

Marking our 30th year of service to veterans experiencing homelessness and struggling to overcome obstacles, 2019 was a landmark year for The Baltimore Station. A lot has happened in 30 years.

It all started in 1989, when a small group of compassionate individuals providing food and blankets to the homeless in South Baltimore started a winter shelter called the South Baltimore Homeless Shelter. Two years later, they moved into an old fire station, naming it the South Baltimore Station. Since that time, we have grown into a second location in West Baltimore and have added additional programs and services to serve over 300 men a year. We are the largest VA Grant and Per Diem (GPD) provider in the region.

We brought mental health services on site, and in 2019 we added Service Intensive Transitional Housing (SITH), Intensive Outpatient (IOP) and Outpatient treatment services. All of these additions have been implemented to better meet the needs of not only the men that we serve, but also male and female clients from our greater community who are living independently but need these services.

But we do not measure 30 years only by the growth of our program and the services we offer. We also celebrate the thousands of lives that have been turned around, renewed and restored by participation in our programming and membership in our community of care. We honor 30 years of dedicated staff, volunteers, board members and funders who have made it all possible. We appreciate the incredible opportunity we have been given to support and care for our veteran neighbors.

Thank you for being a part of The Baltimore Station's amazing journey. We will continue to uphold the dignity and worth of the people we serve by providing the resources, tools and services they need to overcome the barriers that stand in their way. With your ongoing support and partnership, we look forward to 30 more years.



John Friedel
Executive Director



Christie Walsh-Myers
President, Board of Directors

INTRODUCTION

OUR MISSION *The Baltimore Station turns lives around.* We are an innovative therapeutic residential and outpatient treatment program supporting veterans who are overcoming obstacles to regain self-sufficiency.

We offer programming based on a trauma-informed, strength-based and client-centered approach that combines a strong recovery model with an environment that promotes socially responsible behavior.

Nationally accredited through the Commission on Accreditation of Rehabilitation Facilities (CARF), services are provided within a residential, therapeutic community and include Clinical, Service Intensive Transitional Housing, Intensive Outpatient and Outpatient programming. Residents are able to participate in individual counseling, group therapy, employment and workforce development training, and referrals to outside resources designed to assist the resident in turning their life around.

The program's goals are to provide a safe and secure environment where men with a history of homelessness can:

- Reclaim and restore a sense of self-worth
- Assume personal responsibility for their past and future
- Develop an individualized treatment plan leading to self-sufficiency
- Navigate available resources to successfully implement their plan
- Obtain employment to earn a livable wage and transition to permanent housing

The Baltimore Station has been an active participant in the movement to reduce homelessness in Baltimore since 1987 and is now recognized as the largest VA Grant & Per Diem (GPD) provider in the region with 131 funded beds between two facilities – South Baltimore Station & Baker Street Station.



"The Baltimore Station has given me every opportunity to improve my quality of life."
Resident of The Baltimore Station

PROGRAM ACTIVITIES

In our residential clinical program, The Baltimore Station provides a highly structured therapeutic environment for our residents to learn a new way of thinking and living. We focus on building our residents' life skills and developing their understanding of self, so they are able to take responsibility for their lives and accountability for the decisions they make. Our licensed and certified program staff facilitate therapeutic groups that cover:

- Relapse prevention
- Psychoeducation
- Grief counseling
- Daily reflection
- Self esteem
- Parenting
- Anger management
- Post-traumatic stress disorder
- Family reunification

The Baltimore Station's clinical services are enriched with creative therapies, physical activities, and educational experiences. These therapeutic treatment modalities make participation in our programs more enjoyable, contributing to long-term participation in services, improving mental health, and laying a strong foundation for personal self-care when residents complete the program. In 2019, residents participated in:

- Workforce development
- Therapeutic recreation
- Running with Back on my Feet
- Cooking class
- Diabetes education
- Tutoring
- Tai Chi
- Mindfulness
- Music Therapy-Drumming circle
- Art class
- Drama class
- Legacy letter writing (journaling)
- Piscatorial therapy (fishing)

Each individual's journey is different, which is why we tailor approaches to assist each resident in managing their time in the program, developing new pro-social skills and hobbies, and maintaining a commitment to self-determined goals. Active engagement means participating in new and diverse experiences that replace negative behaviors with new skills and interests. Activities such as overnight camping trips, fishing on the Chesapeake Bay, musical and theatre performances, and day trips to museums and historical landmarks help residents to regain joy and meaning in their lives. Our residents determine many of their activities and trips and plan most of them - giving them voice and choice.

Our Service Intensive Transitional Housing (SITH) program is designed to help unemployed homeless veterans get the tools and skills they need to obtain a sustainable income and permanent housing. Participants in this residential program receive case management services as well as healthy meals and clothing. Program participants receive a comprehensive Individualized Service Plan (ISP) that outlines a timeline for accessing permanent housing and detailed career/income goals. Working with community partners and volunteers, our residents participated in programs that focused on workforce development training and job readiness programs that included:

- Resume writing
- Job interviewing skills
- Financial literacy
- Job training and placement

Men in our SITH program also have access to mental health therapy and substance use disorder treatment services that are offered through our clinical program. In 2019, our residents worked at businesses such as ACell, Amazon, BWI Airport, The Veterans Administration and Uber.



"Shaping my therapeutic experience around my personal and specific needs. One size does not fit all and I greatly appreciate this approach here." **Resident of The Baltimore Station**



PROGRAM PERFORMANCE

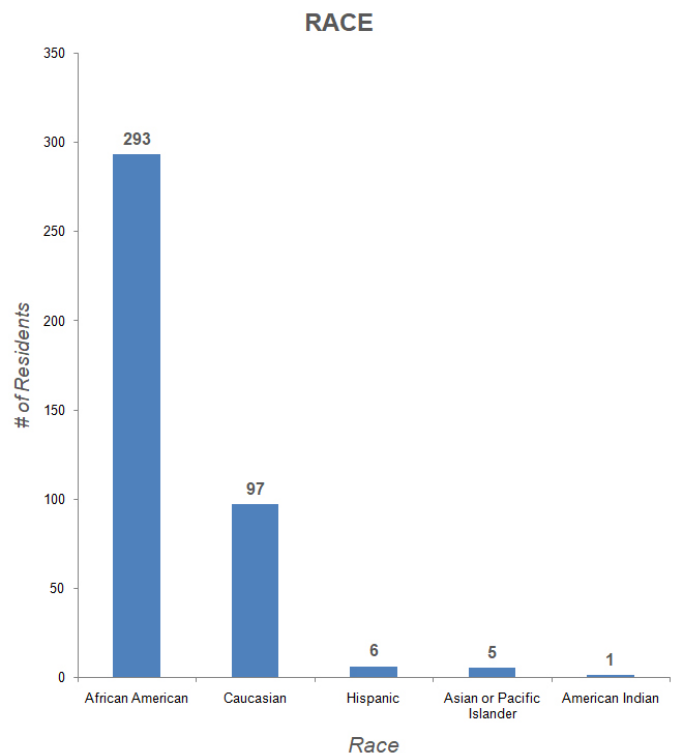
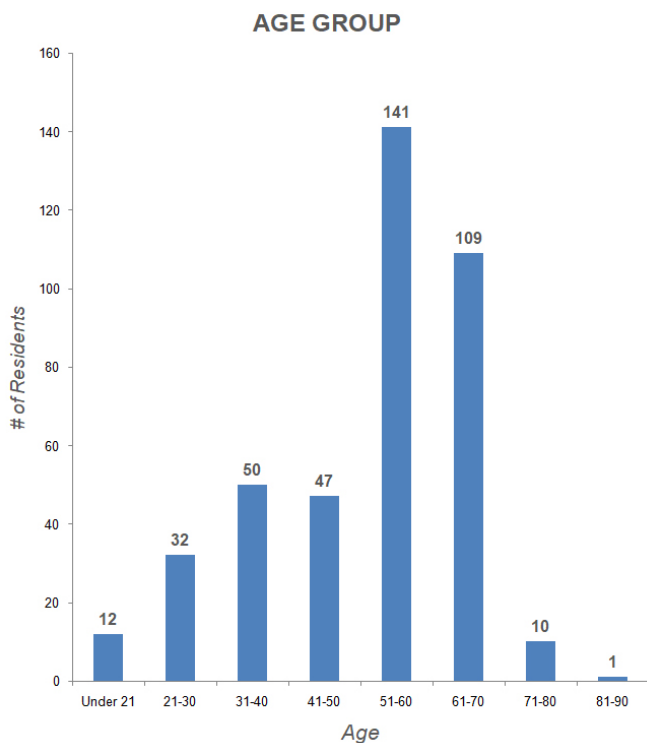
As a client-centered trauma-informed program, The Baltimore Station is constantly improving and expanding to meet the needs of our residents.

We measure success by our residents' active engagement in programming and commitment to their own recovery and wellness. We aim for our residents to exit the program with the best chance to obtain a sustainable income, secure permanent housing, and lead a life of self-sufficiency, free of drugs and alcohol.

We believe every one of our residents has tremendous dignity and worth. That's why we ensure every program participant has a "voice and choice" throughout their treatment and upon program completion. We seek the input and feedback of our residents to make sure we continue to improve and get it right for the people we serve. Opportunities for input are provided through suggestion boxes, quarterly satisfaction surveys, weekly forums, resident committees, and alumni engagement. In 2019, residents that participated in our quarterly satisfaction survey gave The Baltimore Station an 80% or higher approval rating on 9/10 survey questions about the services provided.

The Baltimore Station had an average VA bed occupancy rate of 83%. We served 308 individuals. 81% of the individuals we served were veterans, of which...

78% obtained permanent housing upon discharge
81% obtained/retained competitive employment upon discharge
Only 8% were discharged without successfully completing the program
92% were successfully discharged



PROGRAMS & SERVICES

Clinical

Residential program serving primarily homeless veterans with Substance Use Disorder



WHO WE SERVE

- Homeless
- Male
- Veteran
- 18+
- Diagnosis of Substance Use Disorder



HOW WE SUCCEED

- Alcohol & drug education
- Relapse prevention groups
- Daily reflection
- Individual pro-social group activities focused on mindfulness, transferable skills, and empowerment
- Residential programming



SERVICES PROVIDED

- Temporary housing while securing permanent housing
- Workforce development
- Vocational assistance
- Job placement
- Connection to permanent housing placements, legal, medical and community resources
- Case management, food and clothing

Service Intensive Transitional Housing

Helps unemployed homeless veterans obtain a sustainable income and permanent housing



WHO WE SERVE

- Homeless
- Male
- Veteran
- 18+
- Unemployed



SERVICES PROVIDED

- Resume writing - reworking a military resume for civilian job opportunities
- Interviewing skills
- Financial literacy
- Job training and placement
- Array of services including mental health and treatment for Substance Use Disorder if needed
- Case management, food and clothing



HOW WE SUCCEED

- Residential programming
- Comprehensive individualized service plan

Intensive Outpatient / Outpatient Programming

Provides therapeutic services in an ongoing outpatient setting



WHO WE SERVE

- Male or female (outpatient only for female clients)
- 18+
- Medicaid eligible
- Expansion of services to program alumni, non-veteran and community-based individuals



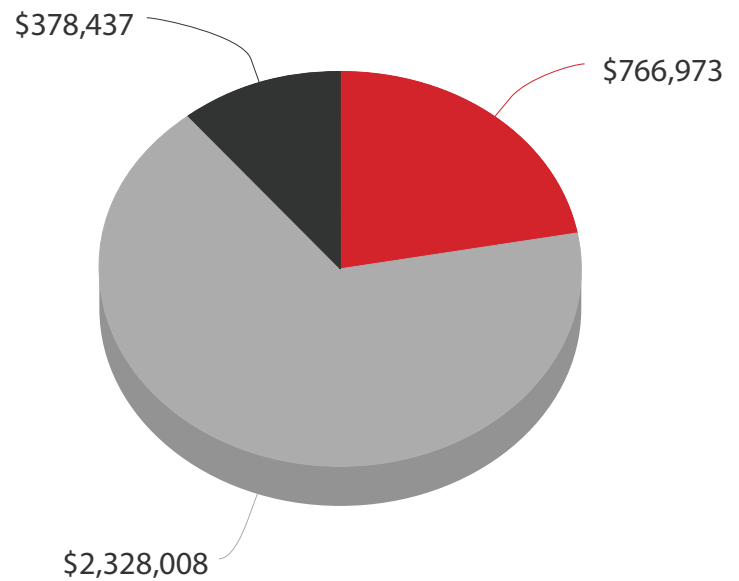
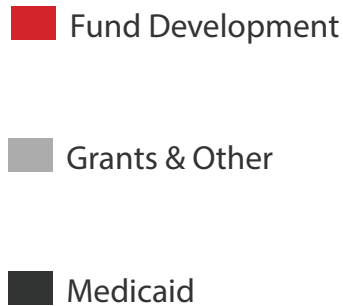
PROGRAM HIGHLIGHTS

- Focus on Substance Use Disorder and relapse prevention
- Referrals accepted on ongoing basis
- Flexibility with scheduling and availability

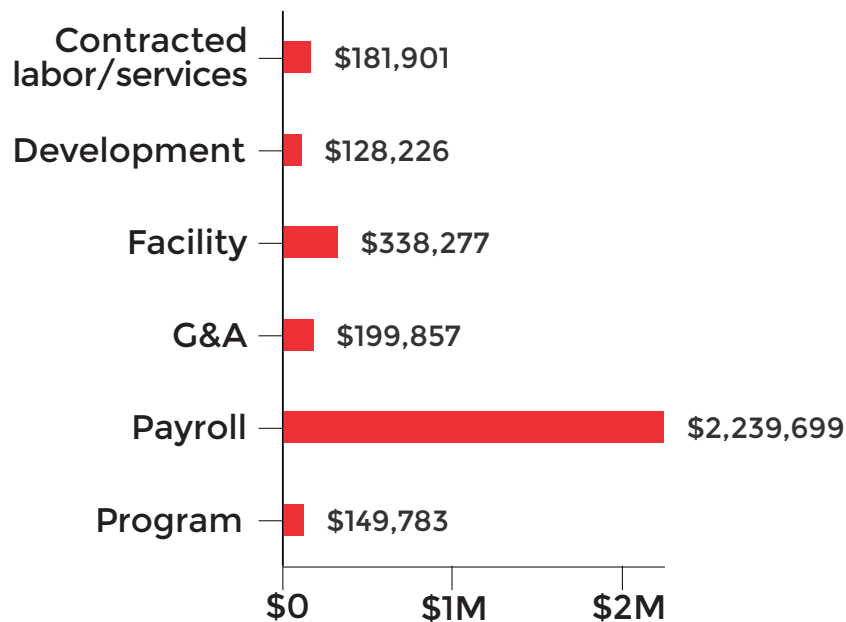


“Even with my struggles and shortcomings, nobody has given up on me.”
Resident of The Baltimore Station

Revenue Breakdown (Year end 2019)



Expense Performance (Year end 2019)





EVENTS

In 2019, The Baltimore Station's two signature events, "Homerun for Recovery" and "Stars, Stripes, & Chow...Chili Edition," raised over \$170,000 and \$83,000 respectively. All proceeds from these two great events directly supported the programs and services offered to residents of The Baltimore Station.

HOMERUN FOR RECOVERY

The Baltimore Station held its 27th annual "Homerun for Recovery" at Power Plant Live. The event, presented by Fortego, raised \$172,000, breaking the previous record set in 2018. "Our friends and supporters continue to come out for this fun event and participate in our live and silent auctions," said The Baltimore Station's Executive Director John Friedel. "The support we get through this event is a constant reminder that Baltimore looks out for our homeless veterans." This year's event included a live performance by the local band Midnite Run. Auction prizes included trips, sports experiences, gift cards to local restaurants and activities and a fully catered dinner for 16 at La Tavola in Little Italy.

STARS, STRIPES & CHOW...CHILI EDITION

The Maryland Multi-Housing Association (MMHA) and Zeffert and Gold Catering and Event Planning took home the top prize for "Best Chili" at our 5th Annual "Stars, Stripes, & Chow...Chili Edition" cook-off on November 2 at Port Covington's South Point at West Covington Park. The Nelson Family, 2018 Best Chili winners, earned the "Best Booth" award with their Alice in Wonderland theme, while the men of Towson University's Phi Kappa Psi fraternity won the "People's Choice" award for their chili. "This year's chili cook-off was a lot of fun," said The Baltimore Station's Director of Development Kim Callari. "We raised \$83,000 to support our programs, enjoyed great food, and saw our teams think outside of the box and come up with some really creative themes and booth designs. The energy in the room was electric!"

A DAY IN THE LIFE

We are frequently asked about what a typical "day in the life" looks like for our residents. It's not always easy to convey or show this with HIPAA regulations and wanting to give our men the privacy they deserve. On June 5th, we hosted a breakfast at the Parker Metal Building in South Baltimore so guests could learn more in depth about our programs and how residents regain control and lead a life of sobriety. The morning kicked off with a special drumming presentation by residents who participate in our weekly music therapy class followed by presentations from our leadership team and a current resident. The morning ended with a preview of our new Day in the Life video which shows the struggles and eventual successes of four individuals who went through and graduated from our program.



THIRD PARTY FUNDRAISING

- **The Baltimore Station celebrated its 30th anniversary with 30 for 30 events during 2019.** In the end, we held or participated in 52 events including resource fairs, speaking engagements, conferences and third party fundraisers. Third party fundraisers in particular provide additional revenue, brand recognition and the opportunity to share our story with prospective donors. **Over \$44,000 was raised and donated through third party fundraisers.**
- **Maryland Multi-Housing Association (MMHA) raised \$10,000 at their annual golf outing** held at Mountain Branch Country Club in Joppa. 144 golfers enjoyed 18 holes of golf, food, drinks, raffles and giveaways. Golfers were also able to meet and mingle with residents from The Baltimore Station who were on site to help with the putting and hole in one contests.
- **On September 7th, the annual Frank Hughes Jr. Memorial Rock for Vets concert raised over \$6,000 for our programs.** Guests jammed to a variety of music from local bands who donated their time to support the event. In addition to live music, guests enjoyed food and drink specials, 50/50 raffle and table games like roulette.
- **Shootout for Soldiers was a 24-hour lacrosse event held in June raising over \$175,000 to support local veteran organizations.** We received \$6,466 which went directly to programming and services offered at The Baltimore Station.



"This program works if you put your all into it." Resident of The Baltimore Station

HOME DEPOT DAY OF SERVICE

THE HOME DEPOT FOUNDATION PARTNERS WITH THE BALTIMORE STATION TO TRANSFORM OUR LOCAL FACILITIES

On Thursday, September 5, The Home Depot Foundation partnered with The Baltimore Station to renovate our facilities in South Baltimore and West Baltimore as well as our off-site storage location. More than 300 members of Team Depot, The Home Depot's associate-led volunteer force, completed the work on their day off.

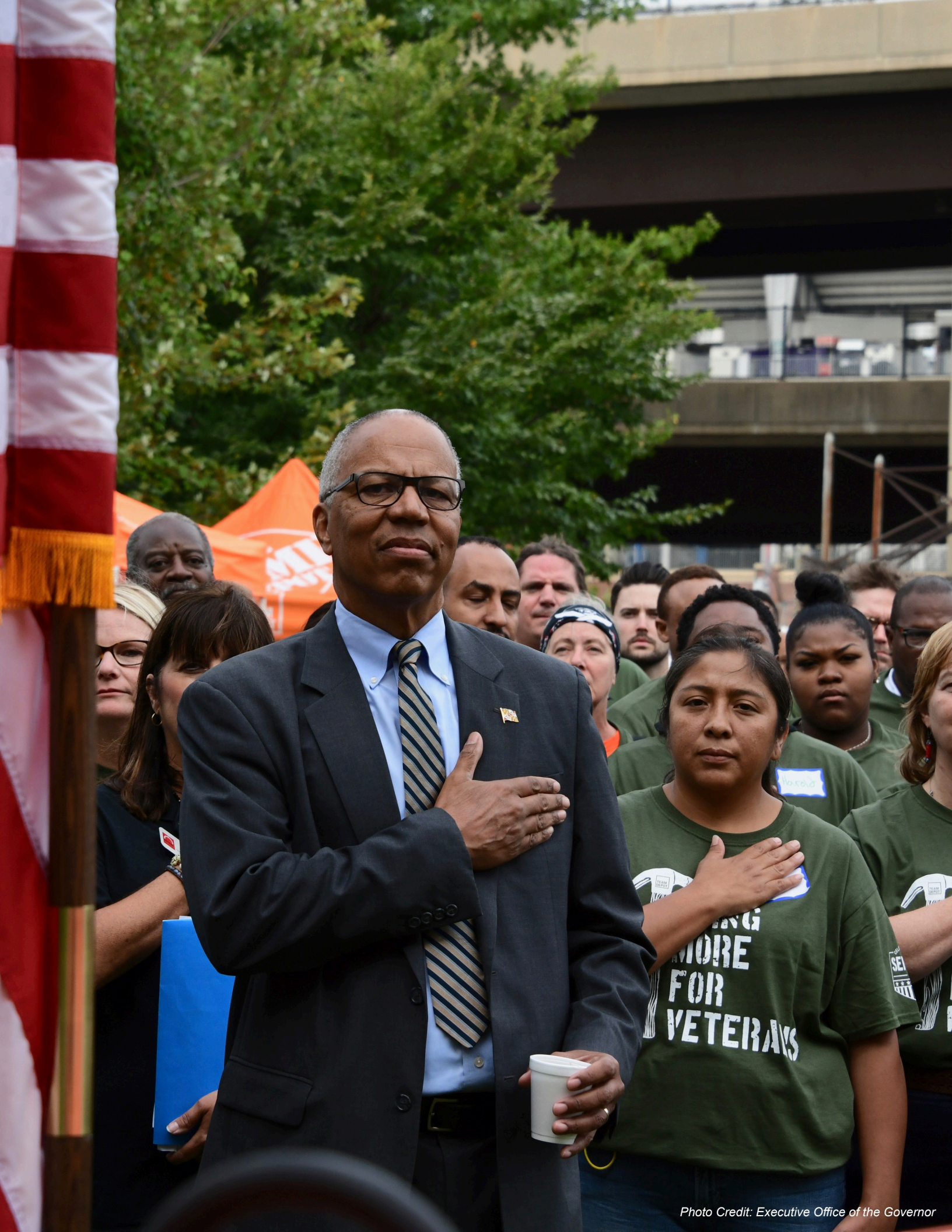
Local Home Depot volunteers landscaped, performed indoor repairs and upgrades, painted interior walls, cleaned out and re-organized our donation room at South Baltimore and our off-site storage facility as well as transformed the residents' baseball field, complete with new bases, benches and equipment donated by the Cal Ripken Sr. Foundation.

The Home Depot donated all of the materials that were required to complete each project, totaling more than \$40,000. Special guests included Maryland's LT. Governor Boyd Rutherford, Councilman Eric Costello, Councilman Leon Pinkett III and several other dignitaries from The Home Depot's leadership team throughout the region. Mission BBQ provided a delicious lunch for all the volunteers, staff and residents.

This project in Baltimore kicked off The Home Depot's ninth annual Celebration of Service campaign to improve the homes and lives of U.S. military veterans and their families. Since 2011, The Home Depot Foundation has transformed more than 45,000 homes and facilities for veterans across the country. Giving back to veterans is personal to The Home Depot, as more than 35,000 of the company's associates have served in the military.

We were honored to be selected by The Home Depot Foundation as their partner to kick off their national celebration of service. We are so thankful for all of the volunteers who took their own personal time to come out and help those in need.







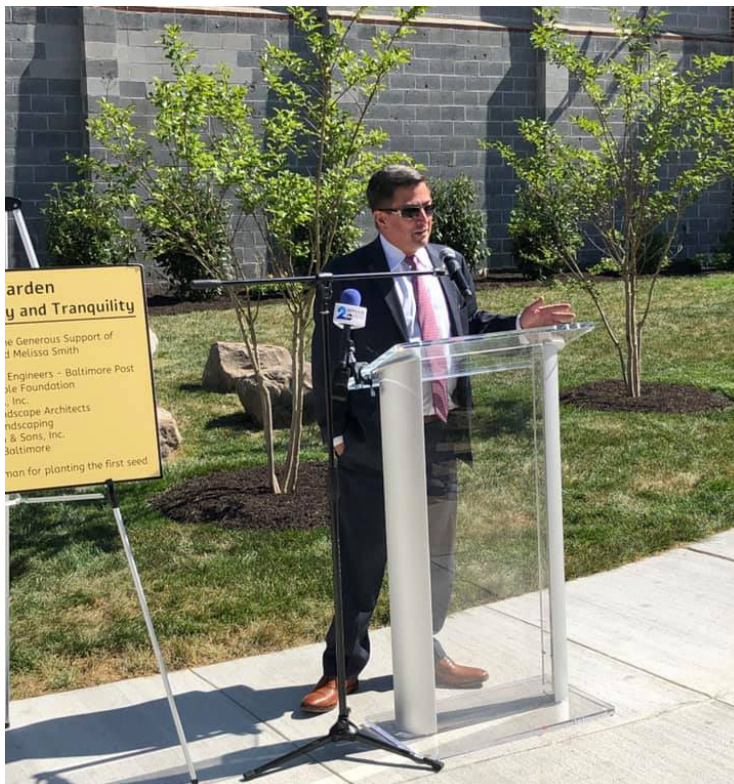
COMMUNITY GARDEN

NEW GREEN SPACE DEDICATED IN WEST BALTIMORE

On Tuesday, June 4, we had a ribbon cutting ceremony to officially open a community garden in West Baltimore's Sandtown-Winchester neighborhood, located adjacent to our Baker Street Station. Members from the community, residents and staff from The Baltimore Station and community partners celebrated the opening of the garden, which provides much-needed green space for neighbors, including people who frequent the senior center, and our residents. We use the garden for counseling sessions, art class, journaling class and other alternative therapeutic activities that are key to the residents' recovery. An "outdoor classroom" was created with large boulders for The Baltimore Station and community groups to use.

Partners, who donated more than \$60,000 in materials and services, joined the celebration including: ACell, who donated four benches; Brady Landscaping, who donated landscaping services and the boulder circle; Floura Teeter, who provided the concept and garden design; M&T Bank, who donated flowers for the garden; P. Flanigan & Sons, Inc., who installed the pavement walkway; and the Society of American Military Engineers (SAME), who provided design consultation and vendor support. Stanley Black & Decker donated equipment that we use to maintain the garden including an electric mower, weed-wacker and leaf blower.

Immediately following the ribbon cutting, attendees enjoyed refreshments and employees from M&T Bank and Stanley Black & Decker joined staff and residents to plant flowers in the community garden.



"I just want to thank this program for helping me fight my problems and drug addictions. The staff here is very kind hearted." **Resident of The Baltimore Station**

VOLUNTEERS

For 30 years, The Baltimore Station has relied on volunteers to make our programming possible. In 2019, volunteers kept our facilities in top shape for our residents, cooked and served meals, performed concerts, coordinated days of service, and shared their skills and talents. We held our first Volunteer Appreciation Event where we honored the many individual and groups who volunteer their time and resources for our men. We recognized Sara Shifflett as our Individual Volunteer of the Year and Loyola Blakefield as our Volunteer Group of the Year.

In 2019, we had 3,021 volunteers serve 422 meals, contribute \$166,155 in volunteer hours and donate over \$125,000 worth of in-kind items.

The Baltimore Station was founded by volunteers and volunteers will continue to be an instrumental part of our program as we grow and expand. Our volunteers are an indispensable part of our community, and we are so grateful for their time, talent, and energy.



3,021
volunteers



\$166,155 in
donated time



422
meals



"The Baltimore Station and its staff are the best at understanding clients' problems and helping them get back on their feet." **Resident of The Baltimore Station**

STAFF & BOARD

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Kim Callari, *Director of Development and Communications*
Courtney Cohen, *Assistant Volunteer Coordinator*
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James Hardy, *Outreach Coordinator*
Russell Jackson, *Chef*
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Kenneth McClary, *Cook*
Shelby Smith, *Assistant Kitchen Manager*
Ashley Sutherland, *Senior HR Manager*
Larry Taylor, *HR and Compliance Specialist*
Angela Thompson, *Assistant Kitchen Manager*
Todd Troester, *Community Outreach and Food Services Manager*

PROGRAM STAFF

Jerome Bullock, *Residential Attendant*
Michael Burton, *Residential Attendant*
Patrick Cavanaugh, *Residential Attendant*
Tracy Davis, *Director of Residential Programs*
Eddie Finch, *Residential Attendant*
Paul Gray, *Residential Attendant*
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Andrew Jenkins, *Residential Attendant*
Tiera Jones, *Case Manager*
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Marni McGarry, *Case Manager*
Meghan Murphy, *Case Manager*
Veronica Scott, *Case Manager*
Angela Smith, *Case Manager*
Michael Ward, *Residential Attendant*
Tyrone Watkins, *Case Manager*
Alfred Wyatt, *Residential Attendant*
Steve Youngblood, *Case Manager*





"Thank you so much for all you are doing to help those who served our country. We are forever grateful for your commitment and good work."

—
- Anonymous Donor

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