



THE BALTIMORE STATION

2020-2021 ANNUAL REPORT

**PANDEMIC
EDITION**

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

HISTORY

Over the past 34 years, The Baltimore Station has transformed from a small group of devoted citizens who assisted the homeless in South Baltimore to the successful therapeutic residential and outpatient treatment program we are today.

Here is a look at our history:

1989 | The Baltimore Station's early roots trace back to when three caring citizens began providing blankets and sandwiches to the homeless in South Baltimore. As their efforts expanded to include a winter shelter for homeless men, the South Baltimore Homeless Shelter was incorporated as a nonprofit organization.

November 1991 | We found a new home in an old fire station, naming it the South Baltimore Station. Shifting our focus, The South Baltimore Station began a new mission of providing transitional housing for homeless men struggling with substance abuse. Not only did we provide food, housing, and clothing, but we also gave men the skills they needed to get off the street for good.

July 2004 | We acquired a new facility, The Seton Hill Station, to provide housing and services to additional homeless men. The Seton Hill Station opened with 25 beds. We officially changed our name from the South Baltimore Homeless Shelter to The Baltimore Station to better reflect our mission and program.

2006 | The Seton Hill Station facility increased its capacity from 25 beds to 40 beds. Along with the 50 beds at the South Baltimore Station facility, we served approximately 200 men over the course of the year.

Veteran's Day 2007 | The Baltimore Station broke ground at our South Baltimore site to rehabilitate the existing firehouse and construction began on a three-story addition, formerly an adjacent parking lot.

December 2008 | The South Baltimore Station addition was completed. Supporters, staff, and residents celebrated with a ribbon-cutting ceremony presided over by Governor Martin O'Malley. The completed structure accommodates 91 beds and is the facility we occupy today.

March 2010 | The Baltimore Station purchased three properties in the West Baltimore neighborhood of Sandtown-Winchester to both relocate and expand the Seton Hill Station.

November 2011 | Renovations were complete to the three new properties – two row houses and an old Catholic Rectory at 1611 Baker Street, converting them into a 48-bed facility. The Seton Hill Station closes and moves residents to this new facility.

2012 | The Baltimore Station celebrated our 25th Anniversary with the Silver Celebration of Second Chances gala held at The Lord Baltimore Hotel.

2015 | Following an update to our mission and vision statements, The Baltimore Station implemented a client-centered approach to give our clients a voice and choice in their treatment. We also welcomed John Friedel as our new Executive Director.

2016 | Alternative therapeutic activities such as drumming, art, drama and mindfulness are introduced to our clients along with therapeutic field trips to Camp Puh tok and other local destinations.

2017 | The Baltimore Station earned a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) which is the highest level of national accreditation, demonstrating our commitment and full compliance in offering programs and services that are measurable, accountable and of the highest quality. The Baltimore Station also applied for and received funding for 87 beds through the Veterans Administration (VA) making us the largest provider of homeless veteran services in the region.

2018 | The Baltimore Station obtained additional funding from the Veteran's Administration (VA) to offer Service Intensive Transitional Housing to veterans in need of housing and workforce development. We also launched our Intensive Outpatient Program (IOP) to better serve our graduates and community members.

2019 | Thanks to the support from local businesses and volunteers, we opened a community garden near our West Baltimore facility for clients and community members to enjoy.

2020 | The Baltimore Station received our CARF re-certification for another three years. The global COVID-19 pandemic hits and as a result, we moved our entire operation off site to keep our clients safe but still engaged in their treatment. All volunteer services were paused.

2021 | In March, The Baltimore Station moved all our clients back to our facilities. Volunteers were whole-heartedly welcomed back in June.

Our journey does not end here. The Baltimore Station will continue to expand our programs and services to meet the needs of the veterans that we are honored to serve.

LETTER FROM EXECUTIVE DIRECTOR JOHN FRIEDEL AND BOARD PRESIDENT ADAM SKOLNIK



John Friedel
Executive Director

It has been said that within every crisis resides an opportunity. We have certainly found that to be true during the last three years. The COVID-19 crisis provided us with an opportunity to demonstrate; our resilience and our capacity to quickly adapt to the changing needs of our clients and most fundamentally, it revealed the true extent of our passion and commitment to our veterans and to the services we provide to them and their families.

Our collective goal since the onset of COVID-19 was to keep our men safe and engaged in their treatment. We were not going to let a global pandemic stop us or more importantly, interfere with the challenging work that our men at The Baltimore Station put in every day to make a better life for themselves. We wanted to keep things as “normal” as possible.



Adam Skolnik
Board President

It had become clear that in order to protect our men and team from COVID-19, we needed to temporarily relocate our operations to a nearby hotel so that each client could have their own room and bathroom. This social distancing measure would go a long way to ensure their health and safety and allowed our clinical team to engage more effectively in person – but socially distanced. Team members were on site 24/7. All meals, snacks and medications were provided without interruption, as our kitchen converted to a catering operation overnight.

We “connected” all of our therapeutic activities remotely so the men could continue participating in innovative therapeutic treatment activities like art, journaling and music that play instrumental roles in their recovery. We even had “curbside” concerts featuring talented musicians of all genres who took personal time to bring joy to our men through music and storytelling. Even though in-person volunteer activities were suspended for almost two years, our volunteers and donors still managed to show their support by dropping off meals, purchasing items from our Amazon Wish List, and providing funding to help with increased expenses.

We could not be more grateful for the way that our veterans, our governmental and non-governmental community partners, our donors and our team, volunteers and Board members rallied to help us respond to the challenges and hardships that the virus created.

Thank you for standing beside us during some of the darkest and scariest times The Baltimore Station has ever faced. None of us knows what lies ahead of us. One thing we do know for sure is that, no matter what, we will continue to provide critical programs that give our men what they need to retain a sustainable income, secure a permanent place to call home, and equip them with the tools they need to live a robust and substance-free life.

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.

The Baltimore Station (TBS) is a licensed level III.3 Clinically Managed Medium-Intensity Residential and community-based program serving homeless men, primarily veterans, suffering from chronic substance use disorder (SUD) and behavioral health challenges. We provide substance use disorder and mental health treatment on site and connect clients to medical care through either the VA Health System or other local networks. We assist our clients in building self-sufficiency and increased income so they can transition to permanent housing with stability.

Nationally accredited through the Commission on Accreditation of Rehabilitation Facilities (CARF), The Baltimore Station provides services, including Clinical, Service Intensive Transitional Housing, Intensive Outpatient and Outpatient programming, within a residential, therapeutic community. Residents participate in individual counseling, group therapy, employment and workforce development training, and other programs and receive 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 operates out of two facilities – South Baltimore and West Baltimore – and serves between 300-350 men annually between these two locations. Men graduate from our program with sustainable income, permanent housing and the tools they need to lead a substance-free life.



"They don't do the work for you, but it's a great place to get the work done yourself."
Resident of The Baltimore Station

PROGRAM ACTIVITIES

The Baltimore Station responds to the needs of men who are homeless, offers services to reduce the length of time an individual has unstable housing, and provides a platform to reduce the likelihood of a return to homelessness. We don't charge fees for any of our programs. While in our care, we want our clients to focus 100% on their recovery.

Clinical Program

The Baltimore Station offers programming based on an evidence-based and client-centered approach that combines a strong recovery model within an environment that promotes socially responsible behavior. We focus on building our clients' 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. Program participants receive and participate in:

- Case management
- Relapse prevention
- Cognitive behavioral groups
- Vocational/life skills programming
- Workforce development
- Connective services
- Therapeutic recreation

Each individual's journey through recovery is different, which is why we tailor approaches to assist each client individually 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 clients to regain joy and meaning in their lives. The pandemic forced us to suspend any in-person activities, however, thanks to our dedicated instructors, our clients were able to participate virtually in the following:

- Drumming circle
- Art class
- Yoga
- Journal writing
- Curbside concerts

These activities helped to keep our men focused and engaged in their treatment, especially during the darkest days of the pandemic.

Transitional Housing Program

Our Service Intensive Transitional Housing (SITH) program helps 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 housing goals, a timeline for accessing permanent housing and detailed career/income goals. In a non-pandemic world, we work with community partners and volunteers so our clients can participate in programs that focus on workforce development training and job readiness programs that include:

- 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. **100% of our clients who were able to, worked during the pandemic.** Separate protocols were put in place to keep them and other clients safe when returning to the facility after work.

Individual Outpatient Therapy (OP)

This is the lowest level of care we provide. This program is for clients who are ready to leave programming or may need some followup care if they have ideation of relapse, minor relapse or need to remain connected. Because this program is hyper-intensive from a staffing perspective, we currently do not seek external clients for this program but reserve it for those we have transitioned out or as relapse prevention.

Intensive Outpatient Therapy (IOP)

This program is usually a step down from residential care and is for clients who have long-standing substance abuse issues and need a more robust treatment plan to get to stability.



“From the cooking to all the classes, all the support we get, it’s really great, we really appreciate it.”
Resident of The Baltimore Station

PROGRAM PERFORMANCE

The Baltimore Station has been devoted to serving homeless veterans in Baltimore City for more than 32 years. In spite of our experience and expertise, we had never encountered a time when it has been more challenging to provide our services to homeless veterans. The impact of COVID-19 and the attendant infusion of Federal, State and local government funding directed at mitigating the spread of the virus dramatically changed the landscape for homeless people and particularly for homeless veterans in our city. The unprecedented efforts to ensure the safety of people without a home have been a godsend for many, but they have also seriously complicated the process of accurately forecasting the needs for Baltimore's veterans.

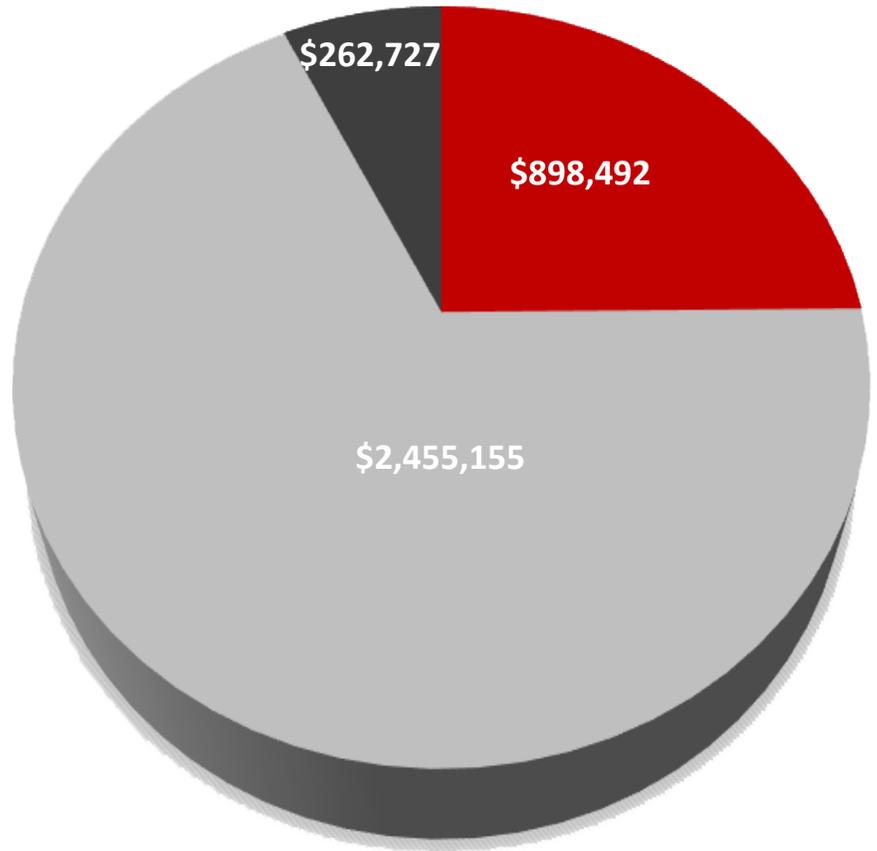
The Baltimore Station, however, was ready to address our veterans' challenging needs. Our goal remained the same throughout the pandemic – to keep our men safe and engaged in their treatment. Our census and our length of stay results during the period of 10/1/2020 to 9/31/2022 were unquestionably affected by the COVID pandemic and the unparalleled investment of resources that was triggered by the virus. During those 24 months, we served 332 veterans in our programs. Enrollment in our clinical program fluctuated between 32 and 44 while enrollment in our transitional housing model was also suppressed and fluctuated between 4 and 20. The median length of stay in our clinical program was 106 days and 76 days in our transitional housing model.

Despite many challenges, through collaboration with community partners, a dedicated staff and constant communication with the Veteran's Administration, The Mayor's Office of Homeless Services and the Department of Health and Human Services, we were able to continue to provide the programs and services our veterans needed to turn their lives around.

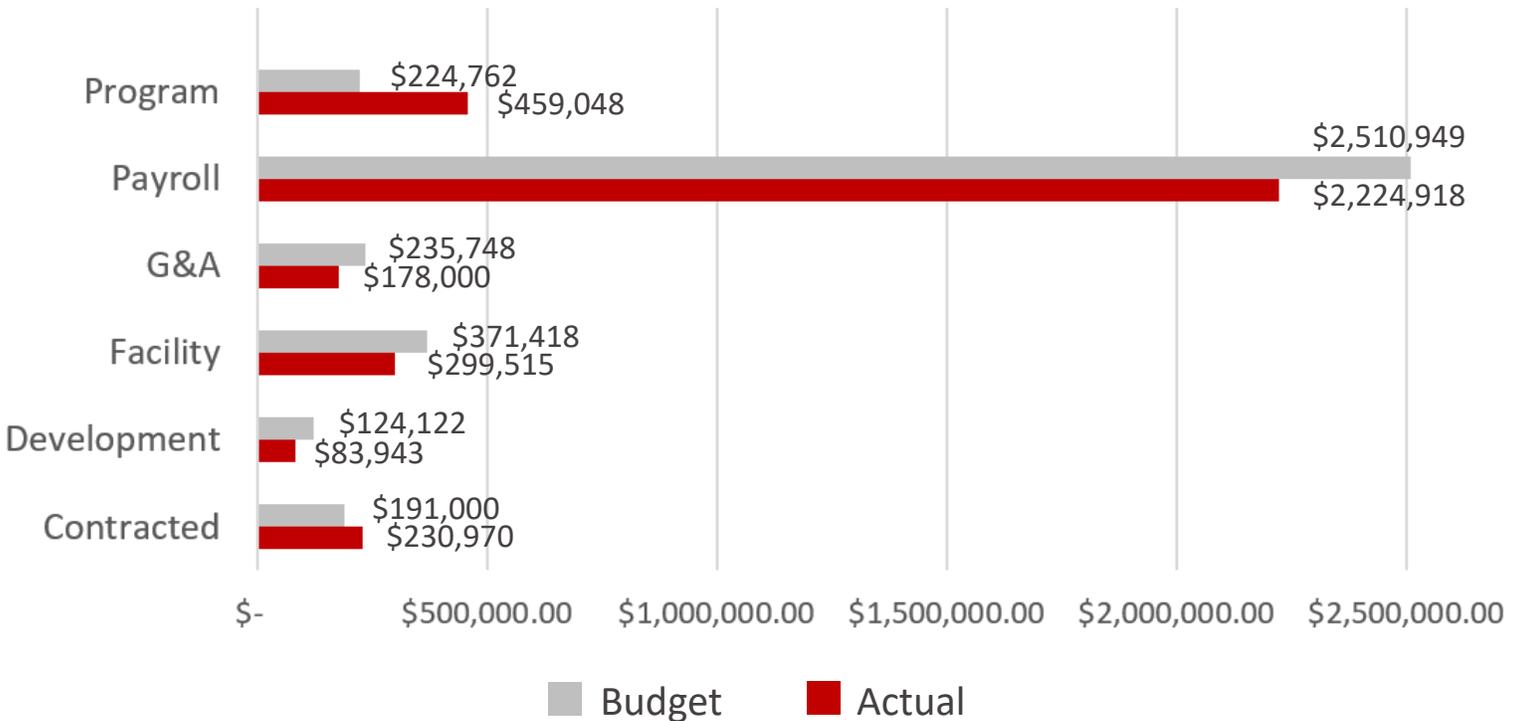


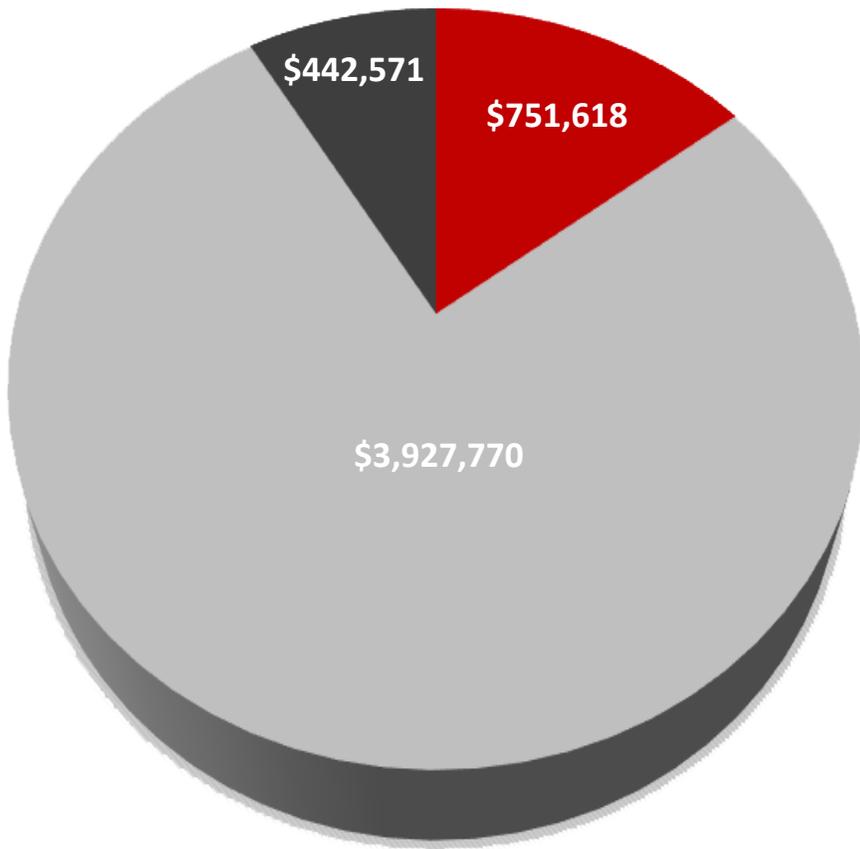
Revenue Breakdown

- Medicaid
- Fund Development
- Grants & Other



Expense Performance

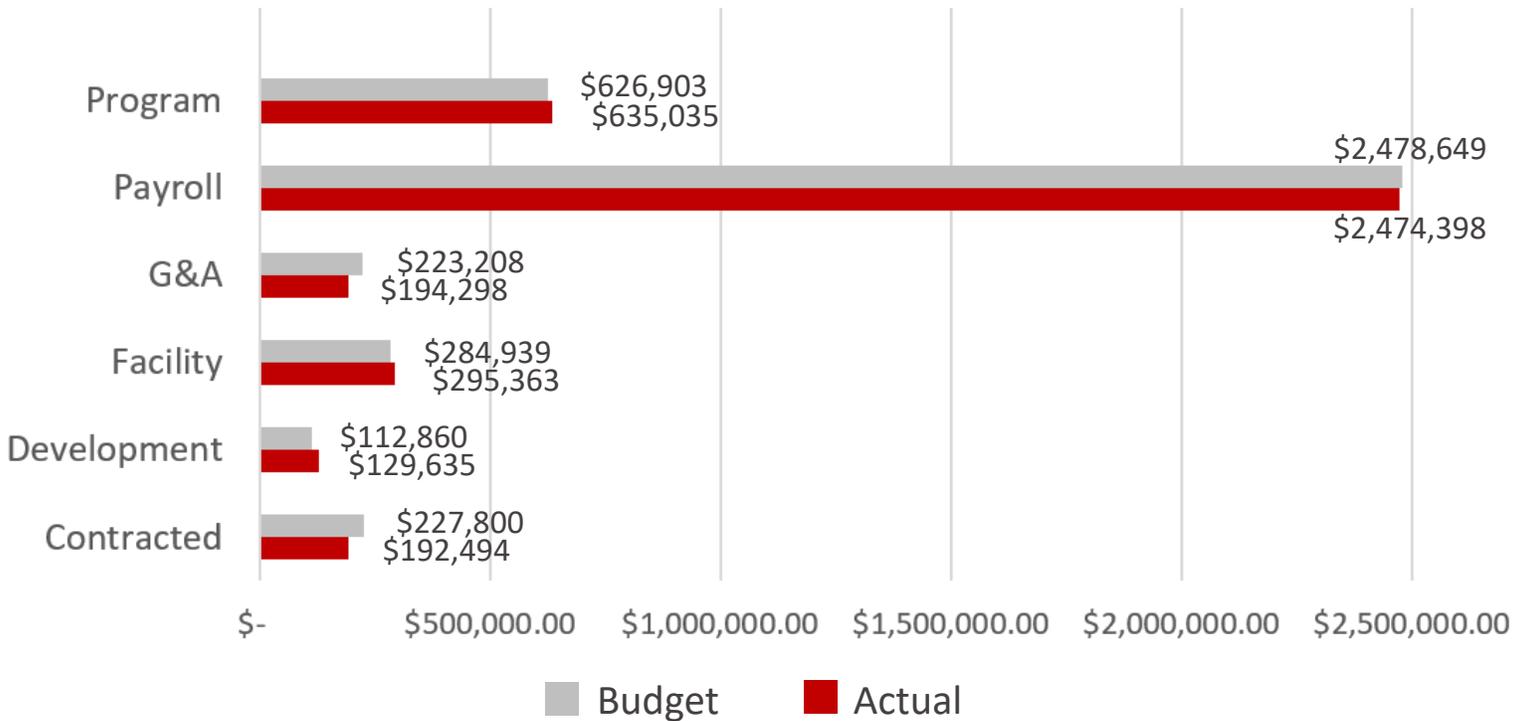




Revenue Breakdown

- Medicaid
- Fund Development
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Expense Performance



EVENTS

SHAKE, RAFFLE & ROLL

In April 2020, Homerun for Recovery was canceled due to the global pandemic, however, we still needed to raise critical funds for programming and services. So we hosted Shake, Raffle and Roll, an online campaign raffling off amazing prize packages. With the help of donor contributions and more than 300 raffle ticket purchases, we raised more than \$6,000.

DRIVE-IN MOVIE NIGHT

In August 2020, with all in-person fundraising events canceled, The Baltimore Station hosted a new family-friendly, socially-distanced event at Bengie's Drive-In Theatre called Major League Movie Night sponsored by the Baltimore Orioles. We welcomed supporters to see "Field of Dreams" with food provided by Mission BBQ. This event net over \$10,000 with 37 new donors. Then, in 2021, we held Out of this World Movie Night featuring E.T.: The Extra Terrestrial which included live music, face painting, raffles, and food provided by Mission BBQ once again. We doubled what we made the previous year with a net of more than \$20,000.

STARS, STRIPES & CHOW CHILI COOK OFF

In November 2020, we held our first Stars, Stripes and Chow virtual chili cook off which proved to be a huge success. Guests were able to purchase chili kits to enjoy in the comfort of their homes for tasting. The event was held live via Facebook with 166 viewers tuning in. We netted \$58,000 and welcomed 87 new donors to The Baltimore Station family.

In November 2021, Stars, Stripes and Chow was once again held in-person, but at a new location: Oriole Park at Camden Yards! More than 400 tickets were sold – our highest attendance yet – and we raised more than \$55,000 with 75 new donors. Soundcheck Rock Academy provided live entertainment by students of all ages showing off their musical talent. Our judges, who represented each military branch, picked the winner of Judges' Choice – The MartinFed Pit Crew – while the audience had the chance to vote for Best Decorated Booth along with their favorite chili. After voting was in, the winner of Best Decorated Booth and Crowd Favorite was MMHA, aka The Muppets, with "It's Not Easy Being Green" chili. MartinFederal also won the award for Top Fundraiser.

HOMERUN FOR RECOVERY

In April 2021, our 29th annual Homerun for Recovery was held virtually and raised more than \$96,000. Supporters joined us from all over the country to hear live music by Midnight Run, APS, Boot N Rally, and Dat Feel Good. "Attendees" had house parties (following COVID-19 protocol) so they could share in the fun together. We partnered with The 206 Restaurant Group who paired and presented four courses of cocktails and appetizers specially created to go with each music genre. The silent auction garnered a lot of bidding engagement and helped to raise over \$11,000.

GIVINGTUESDAY

In 2021, The Station participated in Giving Tuesday to raise funds for a new-to-us van to help safely and accessibly transport our veterans with physical and invisible wounds of war; older residents with limited mobility; and large groups of men traveling together. One of our very generous corporate supporters, Emergent BioSolutions, pledged to match all donations made up to \$15,000. Several of our wonderful supporters on Facebook held their own Giving Tuesday fundraisers and for that we are thankful! With everyone's support, we raised more than \$30,000, a Giving Tuesday record for us! This van was vital in helping transport our residents to doctor's appointments, job interviews, program activities, and overnight trips. We could not have done this without each and every one of our supporters.

THIRD PARTY FUNDRAISING

Third party fundraisers are a meaningful way for the greater community to support our mission. Over the years, multiple third-party fundraisers have been held to support our cause not only by raising money, but also by increasing brand awareness and spreading the word about our programs and services. There were many events held from bake sales to golf tournaments, to Facebook fundraisers and everything in between. 2020 third party fundraisers raised more than \$47,000. In 2021, they raised over \$24,000. We are excited to see at least one new third party fundraiser added to our list of events every year.

CURBSIDE CONCERTS

In the midst of the coronavirus pandemic during which the majority of our programming and volunteering was canceled, our dedicated volunteers organized “curbside concerts” for the residents. We were so grateful for our partnership with Our Joyful Noise Baltimore and appreciate the amazingly talented musicians who provided gospel, jazz, storytelling, Motown and so many other types of music for our men. The group’s healing music therapy became a silver lining for the men to sit outside and enjoy great music during a very unsettling time.



“I still learn something every day, but I also get the chance to lead by example.”
Resident of The Baltimore Station

PARADE OF SUPPORT

BALTIMORE (WJZ) – COVID-19 restrictions have impacted many non-profit organizations across Baltimore. The Baltimore Station – who relies on the community and volunteers – are still not able to welcome them inside due to safety reasons.

A drive-by parade was held Thursday to celebrate the homeless veterans at The Baltimore Station. “Our veterans deserve our support, we believe in diversity and inclusion, and all of our veterans getting back on their feet need to see this encouragement from the community,” Natalie Arteen, of M&T Bank, said.

For 31 years, The Baltimore Station has been helping individuals – like veteran Derek Jackson – get back on their feet and turn their lives around. “I receive a lot of things that I didn’t have at first as far as financing. Other peers in here gave me an opportunity to know what they’re going through,” Jackson said.

On a normal day-to-day basis, The Baltimore Station welcomes volunteers in the facility to connect with residents. “Most of what our volunteer base does is food-driven, food-based, and again, food is the one thing that we all have to do together, we all can get around,” John Friedel, Executive Director at The Baltimore Station, said.

But, due to COVID-19 restrictions, the station has not been allowed to have visitors. So, had to get creative. “I’m looking forward to waving to the guys I usually see every month, and having a great time,” Arteen said.

Nearly 20 cars paraded down W. West Street in Federal Hill in honor of their veterans and to show their support. “There’s people that care, and that’s a good thing, and that’s why I’m here,” Jackson said.

For residents like Jackson, they say they’re thankful for every opportunity The Baltimore Station has provided to improve their quality of life. “My goal now is to get a suitable employment and just enjoy the rest of my life,” Jackson said.



“The Baltimore Station has shown me unconditional love through my journey.”
Resident of The Baltimore Station





WEAR A MASK!

MAINTAIN 6 FEET DISTANCE PLEASE!



ONE WAY

SPEED LIMIT 75

MAN CAVE

BUSINESS ALBUM



The band Advance Party Solutions warms up before playing their set of pop music.



Behind the scenes with Kim Callari, left, director of development and communications and Todd Troester, development manager, who were the hosts for the evening.

Virtual Homerun for Recovery raises nearly \$100K for the Baltimore Station

PHOTOS COURTESY OF THE BALTIMORE STATION

The Baltimore Station, which provides therapeutic residential and community-based outpatient treatment programs for veterans and others transitioning through the cycle of poverty, substance use disorder, and homelessness to regain self-sufficiency, raised more than \$95,000 through its annual Homerun for Recovery fundraiser, this year conducted in a virtual format. More than 400 people tuned in online April 22 to the virtual event, which featured four concerts from by local bands playing a mix of musical genres — country music with Boot 'N Rally, classic rock with Midnite Run, pop music with Ad-

vance Party Solutions (APS) and some Motown and jazz from Dat Feel Good. Guests enjoyed a curated menu of appetizers and cocktails from the 206 Restaurant Group, owners of Pratt Street Ale House, Oliver Brewing Company, The Ale House Columbia Five & Dime Ale House, Chesapeake Cider Company,

Park Tavern and Donnelly's Dockside. This year's Homerun for Recovery success was driven by ticket purchases for the virtual concert, an online silent auction and corporate sponsorships. Additionally, a "Fund A Need" campaign targeted to volunteers resulted in more than \$16,000 in donations.



Friends of The Baltimore Station — Paula Kowalewski, Nancy Gray, Patrice Mezzanotte, Amy Wisowaty, Kendra Brown and Erin Lessans — gathered to watch the concerts and support the nonprofit organization's fundraiser.



The team of volunteers who were critical to the event's success and assisted with the pickup of the food and beverage kits from the 206 Restaurant Group.

VOLUNTEERS

On March 13, 2020, The Baltimore Station had to suspend volunteer services due to the COVID-19 pandemic. Volunteers represent so much more than just an extra hand, a home cooked meal, or a very generous donation. Volunteers are our family. Over the many years we have come to know them as a lifeline, someone to listen to our story, and someone to lift us up in times of trouble. Our volunteers have built lasting relationships with our staff and the men. Without them, we are only a fraction of our true self, and without volunteers we would not have weathered COVID-19.

The outpour of support from our volunteers brought so many blessings. From meal drop-offs, financial donations, and participation in events, to kindhearted letters of support to the men. Our committed volunteers provided the men with activities such as virtual bingo, virtual trivia and yoga to keep them occupied during this difficult time.

On June 18, 2020, nine volunteer groups organized a Parade of Support so that our clients and volunteers could see each other in a safe way. Volunteers decorated their cars, made signs, and flew American flags in support of our veterans. Volunteers briefly stopped, while adhering to social distancing measures, shared words of encouragement, and expressed how much they missed seeing the men each month. The staff and residents waved and thanked them for their kindness and support. It really meant a lot for the men to see how much people care about them and want to walk alongside of them during their recovery.

On Friday, June 4, 2021, we welcomed our first volunteer group back to The Station. NewDay USA came to serve dinner at our South Baltimore facility. Volunteer groups were limited to only five people who had to be vaccinated and were required to wear a mask while in our facility. Before we brought our first volunteer group back, we checked with the men to make sure they would be comfortable with volunteers coming in and they were thrilled to welcome them. After spending so much time secluded, they enjoyed seeing new faces. Once the holidays rolled around, many of our donors held in-kind donation drives. We received winter jackets, boots, food, etc. It was great for our community to come together to make sure our residents were taken care of. It was a great feeling to be back together in person with our community during the holidays.



STAFF & BOARD '20 – '21

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John Friedel
Executive Director

Kim Callari
Deputy Director

Paul Martin
Assistant Clinical Director

Ashley Sutherland
*Director of Human Resources
and Compliance*



“This place has been a great place to grow. The case managers, kitchen, and the rest of the staff, everyone here offers the support we didn’t even know we needed.” **Resident of The Baltimore Station**



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