

Volunteer Ministry Center

2016 Annual Report



A Message from the Chief Executive Officer



I am not what happened to me; I am what I choose to become.

“I know you! I know you!”

These were the words of an excited resident who lives at Minivilla Manor. Her excitement was hardly contained as she could not believe who stood in her presence. Her energetic and empathic loud shouts of “I know you! I know you!” were greeted with a warm smile and an invitation to a hug.

With the year 2016 now history, Volunteer Ministry Center completed another year in responding to the needs of individuals and families who were experiencing homelessness or near homelessness. The following pages within this report will have the “numbers.” As we all know, however, every number represents a person and their story. I remain amazed by the sorrow and horror of so many of the stories. I am astonished by the resiliency of everyone amidst such sadness and disappointment. VMC staff and volunteers work very hard to support, encourage and inspire that resiliency. Carl Jung wrote, “I am not what happened to me; I am what I choose to become.”

Some walk through our doors knowing and acknowledging that their present situation does not fully define their identity. They have “end goals.” They just don’t know how to get there. VMC helps in identifying the steps. Others walk, or sometimes stumble, through our doors only knowing the present distress. VMC stands to inspire hope.

In all cases, housing is essential, required and a must.

Homelessness is a national issue. Though mental illness, addiction disorders, domestic violence, loss of job/income, etc., may be symptoms of the issue, the major reason is the lack of affordable, accessible, and appropriate housing. Our community is no different than any other.

Throughout its history of 30 years, VMC has been a distinguished community partner in the community’s effort to prevent and end homelessness. It is through your generous financial support that inspiration stands at the corner of Fifth Avenue and Broadway!

“I know you! I know you!” this was the immediate greeting of a Minivilla Manor resident upon meeting John Quiñones, our 2016 Carry the Torch speaker. Mr. Quiñones, a journalist and television personality with the ABC network, responded so graciously with a smile complemented by a simple yet powerful gesture, “May we hug?”

Mr. Quiñones’ outreach to her has become a metaphor for me of the work of VMC. It is amazing how the simple gesture of a smile, a hug, and a place to live can affect the spirit of the individual who knows, “I am not what happened to me; I am what I choose to become.”

Again, thanks for being part of the inspiration on VMC’s corner of Knoxville.

Sincerely and Peace,

A handwritten signature in black ink that reads "Bruce Spangler". The signature is written in a cursive, flowing style.

Bruce Spangler, CEO

P.S. Check out our bi-weekly video blog, “The Corner Perspective,”
<https://www.youtube.com/channel/UC4sbMY593s8kMqqXf6r4ubA>

A Message from the Chairman of the Board



As I considered the message that I wanted to deliver I had a very clear feeling about the most important piece. I needed to say “Thank You” to the staff and volunteers at Volunteer Ministry Center who are among the most dedicated and selfless people that I encounter. Your importance to the success of our community is not recognized often enough but without you we would certainly notice your absence. You wake each morning with a plan to aid someone less fortunate and you report to work each day with the hope of saving someone from the misery of homelessness. Some days are seemingly unsuccessful, but you realize that it often takes many encounters with a homeless individual to develop a trust in your relationship with them. This slow and continuous effort will often result in the homeless person trusting and accepting the assistance that is offered by VMC.

My second thought was to say “Thank You” to those of you that have provided financial support. We promise to be accountable and continue to spend your donations carefully. At the end of each monthly meeting we encourage board members to call, write or visit with our donors. For me, this is the easiest phone call to make and note to write. These wonderful people are probably conditioned to expect a request for money when the phone rings or a card arrives but they are often surprised by our phone calls thanking them for their generosity. I always promise to spend their contributions wisely. VMC is a financially efficient organization and its guidance by a talented VMC board of directors ensures the future success of our mission.

If you have considered volunteering at VMC, but you haven't quite been able to get there, I encourage you to push yourself a little bit harder. While it is not for everyone, an hour or more at VMC will give you a special insight into the hard work that the Knoxville community is receiving from our wonderful staff and volunteers.

Sincerely,

A handwritten signature in dark ink that reads "Fred C. Perkinson, Jr." The signature is written in a cursive style with a large, sweeping initial 'F'.

Fred C. Perkinson, Jr.

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Jay Werner

Our Programs — *How You Helped Volun*

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 and case management that can lead to housing sustainability. Additionally, the Refuge can help with procuring birth certificates and state-issued identification, 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.



Volunteers keep our operations going in the Bush Family Refuge.

2016 Bush Family Refuge Statistics

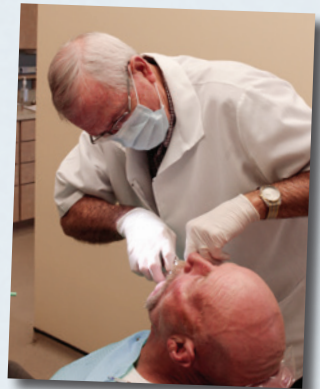
- 658 individuals and families helped with utilities
- 143 individuals and families helped with rent
- Total of 2,406 individuals and families served

The VMC Dental Clinic

Housed in our building, the VMC Dental Clinic uses professional dental clinicians to provide dental care and treatment to the homeless and very low income residents of Knox County. Comprehensive dental services are provided at no cost to the patient. The VMC Dental Clinic is open half of the day on Mondays and a full day on Fridays.

2016 Dental Clinic Statistics

- 1000 patient visits
- 1,777 procedures were performed
- 89 sets of dentures were provided



Dr. Carter Davis works to improve the smile of a patient.

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.

2016 Resource Center Statistics

82 people achieved housing during the course of the year. They join the 798 who have been previously placed. Our housing retention rate is near 95% 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, 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 a portion of the janitorial work required to keep the Resource Center area clean and organized.



Resource Center members proudly show their certificates for completing classes.

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, 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.



Residents of Minvilla participate in line dancing.

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.

2016 Minvilla Manor Statistics

Minvilla Manor maintains a 93% daily utilization rate.

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."

2016 Holiday Store Statistics

140 shoppers participated in this program. They earned points to buy holiday gifts for over 588 people.

They may then spend these "points" at the 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...

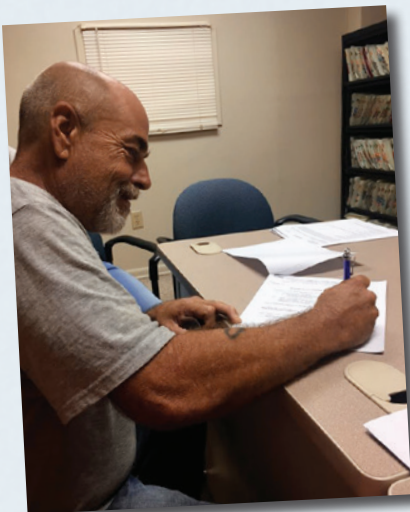
Actually, they are big words. And they are words that have come to mean a lot to us over the past several years as our programming has matured beyond the simple shelter approach to the provision of life-changing services that require the participation of the client. You will see VMC using these words 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.



Charles is all smiles as he signs the lease to his new apartment.



Housing placements as of December 31, 2016.

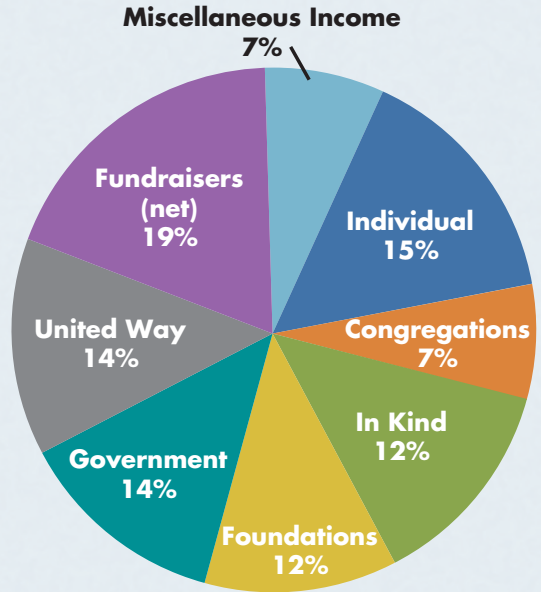
Our Financial *Year in Review*

Income Summary

Individual	\$218,125.00
Congregations	95,980.00
In Kind Contributions	177,574.00
Foundations	173,475.00
Government	195,349.00
United Way	199,515.00
Fundraisers (net)	275,009.00
Miscellaneous Income	94,414.00

Total Income \$1,429,441.00

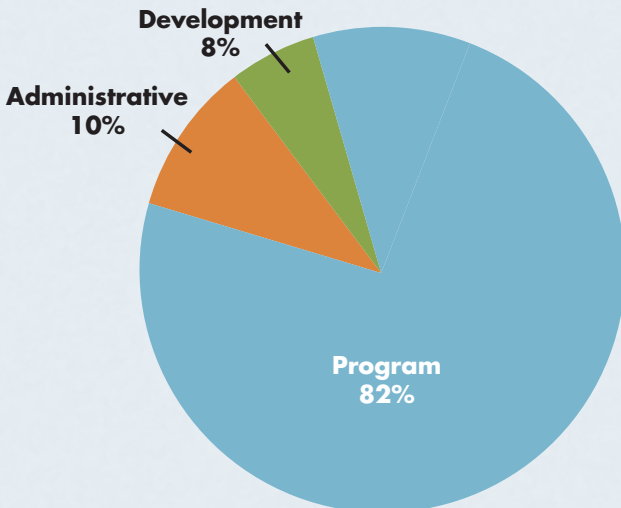
*Many corporate gifts are counted in fundraisers because they are given as event sponsorships.



Mintha Roach

“VMC does a great job seeking support from a diverse group of donors, which helps ensure a stable revenue stream for its programs, and VMC’s stewardship of those funds means that they are making a huge difference in the lives of our clients.”

VMC Expenses



Results

Thanks to You—We Now Have a Home!



Marzena is all smiles as she now has a place to call home.



Missy is excited to open the door to her new apartment.



Lula receives her key to her apartment at Minvilla Manor from case manager Megan Lappas.

Morgan and her children now have a home with the assistance from case manager Jered Croom.



Jeff is relieved and happy to no longer be on the streets.



Latoya shows off the keys to her new apartment presented by Resource Center Director, Vanessa Hensley.

Thanks to You—Hope and Help Become Reality!

Tonya is a single mother with a teen-age daughter who has worked as a dental assistant most of her professional life. Two years ago while on a weekend church trip in the mountains, she seriously injured her back at a popular swimming area. Despite efforts to work through her injury, she had to quit her job. Shortly thereafter, she became a single mother. Out of work and with a child to support she quickly exhausted her savings. She then pawned most of her personal possessions, but that still was not enough to get by.



Struggling to pay her utility bill, she was directed by another agency to the Bush Family Refuge. After discussing her need, the Refuge was able to assist with her bill. During the conversation, Tonya revealed that it was her daughter's birthday but she could not afford to purchase a gift. The Refuge staff gathered a bracelet and earrings from Sunshine Studio making for a last minute birthday surprise. Tonya was overwhelmed by the kindness. Yet, it also underscored that she was now relying on total strangers for help to celebrate her daughter's birthday.

"It felt like the weight of the world was on my shoulders," Tonya confesses. She adds that she felt worthless and even thought that she was "setting a bad example" for her daughter due to all the struggles. On that day in the Refuge, however, she was reminded that the weight of her world was extremely heavy but it was no metaphor; it was reality.

Tonya was subsequently approved for disability and with a stable income is now able to take care of her family. When asked how she gets through the hard times, she insists that there is always a sign of hope. The Bush Family Refuge provided hope and help at a time when Tonya needed it most.

For more stories and information on VMC's programs and services, please visit our website at www.vmcinc.org and our Corner Perspective Video Blog on You Tube.



Refuge Director and Family Case Manager Opal King along with Refuge Coordinator Christy Howard are pictured with the Tuesday volunteers Judi Nelson, Nick Rattan, and Bette Austin

Development in Review



*Carney Ivy
Development
Committee Chair*

“ I have been associated with the Volunteer Ministry Center for over 15 years as a community volunteer and as a board member. I frequently credit the VMC for helping me raise my children. That true combination of love and accountability expressed in every action by both staff and volunteers speaks volumes as it helps to lift our neighbors up and give them a new life. A new life with a roof over their heads. Please take a moment to look over this annual report and examine what has been accomplished this past year. I am proud to be associated with the VMC and I am grateful for all our supporters. We could not do our work without your help! Thank you! ”

Fundraising Events



*Karen Sproles and
her family at the
Fifth Annual Don
Sproles Memorial
Dinner: Wine and
Shine presented by
Sugarlands Distilling
Company and
the Crowne Plaza
Knoxville*



*John Quiñones, featured speaker
for the 2016 Carry the Torch
event, spent time with VMC staff
and Resource Center members.*



*Participants are
excited to race
in the The VMC
Dunkin' Donuts
5K Race and
Fun Walk*

Volunteer Program

Our volunteer program continues to grow every year. We have a monthly “Get Acquainted With VMC” 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 a church engagement program aimed at solidifying our current church relationships and developing new ones.

Supporting VMC and Ways to Give

There are several ways to support and share your treasures with the Volunteer Ministry Center. The following is a varied list of Ways to Give: Gifts of Cash and/or Stock; A Bequest Through Your Will; Savings Bonds; Financial Accounts, Matching Gifts; IRAs and Retirement Plans; Charitable Trusts and Charitable Annuities; and Contributions to VMC’s Endowment Fund. For more information concerning these methods of Planned Giving, please contact the VMC Development Department at 865-524-3926x229.

With Gratitude — Our Donors

“ My family supports the Volunteer Ministry Center because it is a beacon of light in the Knoxville community which provides support and assistance to those in need who are motivated to get back on top of life. A vital aspect of the VMC is creating an environment for people to dream and become empowered to make positive changes to truly enhance their quality of life. ”



Dr. Martin Roberson, DDS

\$25,000 and Over

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City of Knoxville
Gene & Florence Monday Foundation
Haslam Family Foundation
Knox County Tennessee
Pilot Corporation
Jon and Toni Lawler
St. John's Cathedral
United Way Of Greater Knoxville

\$10,000-\$24,999

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\$1,000-\$2,499

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Hunter and Emily Purnell
David and Morgan Rausch

With Gratitude — Our Donors



Dr. Paul Wittke with Remote Area Medical (RAM) performs an eye exam at one of the monthly RAM Vision Clinics at VMC.

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 White Realty & Service Corp.
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With Gratitude — Our Donors



The VMC keychain is presented to clients upon achieving housing.

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Dennis and Kathy Hayward
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in its mission to end and
prevent homelessness?*



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