



*Opening Doors  
for a Better  
Tomorrow!*

# **Volunteer Ministry Center**

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## **2020 ANNUAL REPORT**



# A Message from the Chief Executive Officer



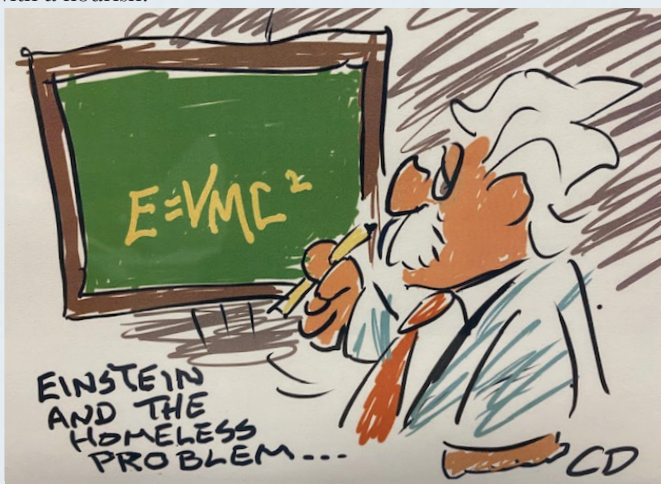
Recent history is filled with heroic and humanitarian acts preventing the loss of health and life. The code breakers during WWII enabled the Allies to intercept messages from Nazi Germany. Understanding the structure of DNA and breaking its code promoted better health outcomes worldwide. During the COVID-19 pandemic, scientists feverishly (pardon the unintended pun) worked to break the code of the virus to produce a vaccine. VMC works daily to break the code of homelessness. The pandemic has further illustrated the value, the necessity for “safe places” – for home. Without being too dramatic, this 2020 Annual Report reflects the heroic work of “code breaking” by staff and volunteers during a world-wide pandemic. Our mission continued without interruption of services offered in a context of recommended protocols and adjusting as needed.

**Street Outreach** continued engaging individuals throughout the community. To accommodate the need for quarantine and isolation of individuals who had direct contact with or a positive diagnosis of the virus but no place to shelter, VMC offered an opportunity called **The Guest House**.

**The Foyer** completed its first full year as fourteen (14) people achieved housing with three (3) more finding a home with family, friends and/or inpatient care while **Street Outreach** engaged over 400 people. **The Resource Center** assisted forty-six (46) people to find a permanent residence. To promote housing stability, the **Refuge** assisted 227 households with rent and/or utility assistance.

With an occupancy rate of 94% for 2020, **Minvilla Manor** completed its first decade of operation. Though suspending services for eight weeks due to the early days of the pandemic, the **Dental Clinic** reopened with a flourish.

Because of the dedicated and compassionate staff and volunteers and supporters like you, VMC was able to continue its “code-breaking” services of ending homelessness and promoting housing stability. One of our long-time and dedicated Board members identified the formula. Charlie Daniel’s characterization through cartoon speaks for itself.



Again, many thanks for your support during a difficult, challenging, and eventful year for all.

*Bruce Spangler*  
Bruce Spangler

## A Message from the Chairman of the Board



I'll admit it: sometimes I misplace my keys. I pat my pockets, jiggle my purse, dump out my backpack - and there they are! Keys to my car, an office, my home. What would I do without my keys?

If you think about it, keys represent safety, freedom, security, comfort, and stability. Everyone deserves a key. This is what I love about the Volunteer Ministry Center. VMC strives to prevent and end homelessness by working to provide a key - a home - to our neighbors who are experiencing homelessness.

In 2020, when the original "Safer at Home" order was announced, I could pull out my keys, stay safe, and shelter at home. But what about our neighbors experiencing homelessness? How do you stay "safer at home" or "shelter at home" when you have no home? Throughout the challenges of 2020, VMC was able to continue its mission to prevent and end homelessness because of the generosity of countless organizations and individuals like you.

VMC staff went above and beyond throughout the pandemic to provide services to our neighbors. Sure, things looked a bit different as CDC guidelines were followed, but the love and care for our neighbors continued as they worked toward housing. The VMC staff kept the doors open, greeted our neighbors with a smile (under a mask), provided meals, classes, and case management (Resource Center), offered shelter (The Foyer), clothing, IDs, rent and utility assistance (The Refuge), dental care (Dental Clinic), a safe place to recover from COVID (Guest House), and more. Talk about essential workers!

None of this would be possible without the help and support of generous donors and volunteers like you. Thank you.

As I walk through the VMC parking lot, I put my hand in my pocket to check for my keys and whisper a prayer that our neighbors will soon achieve housing and have a key to their own home.

With thanks,

*Nancy Friedrich*  
Nancy Friedrich



*The VMC Keychain symbolizes Ending Homelessness.*

### 2021 Board of Directors

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## The Resource Center

Utilizing the “Housing First” model, the Resource Center is an evidence-based transitional day program utilizing case management services to assist people experiencing homelessness to attain affordable, permanent housing and to receive the additional skills and supportive services required to maintain that housing. It provides a safe and supportive daytime environment in which clients can access meals, showers, laundry, telephone, mail, computers, and classes on a variety of topics such as anger management, personal responsibility, alcohol and drug education, self-esteem, and basic life skills.



*Participants in the Resource Center program meet regularly on Fridays to celebrate milestones to achieving housing.*

### 2020 Resource Center Statistics

**46** People achieved housing... They join the **1,079** who have been previously placed for a total of **1,125**. Our housing retention rate is **96.4%** measured after one year of housing. The national average is **85%**.

## The Bush Family Refuge

Staffed primarily by trained volunteers, the Refuge (preventing homelessness) is the portal for assistance to individuals and families who may be at risk of losing their housing and for those who have fallen into homelessness. Services provided include financial assistance with rent and utilities, prescription medication, transportation assistance, procuring birth certificates and state-issued identification. Referrals to other services and agencies are made as appropriate.

### 2020 Bush Family Refuge Statistics

- **119** individuals and families helped with utilities
- **108** individuals and families helped with rent
- **2,043** total individuals served



*Refuge Director Christy Smith provides information on Refuge services.*



## The VMC Dental Clinic

Located at our main campus, the VMC Dental Clinic has been providing oral health care to individuals experiencing homelessness and other impoverished individuals since 1998. Staffed by volunteer dental professionals, the VMC Dental Clinic provides comprehensive dental services at no charge to a segment of our community who would otherwise not receive dental care.

### 2020 Dental Clinic Statistics

- **849** patient visits
- **1,550** procedures performed
- **58** sets of dentures were provided



*Dr. Andrew Osborne with Dental Clinic patient, Tiffany, who is all smiles with her new partial dentures.*

## Minvilla Manor

Providing a moderate supportive environment to former chronically homeless and disabled individuals, Minvilla Manor has 57 apartment units for single residents. The supportive services are “in-house” to assist and empower every resident with the objective of long term tenancy and to secure appropriate medical/behavioral services. Minvilla offers case management services on-site and twenty-four hour staffing. This ensures a high

### 2020 Minvilla Manor Statistics

Minvilla Manor maintains a **94%** daily utilization rate.



*With so many COVID restrictions, Minvilla Manor residents are thrilled to be treated with an outdoor barbeque.*

## Street Outreach Services & The Foyer

Street outreach workers engage the most service resistant of our homeless neighbors with the intent of connecting them to housing case management services. They also make referrals to the Foyer, a low-barrier housing-focused emergency overnight shelter for the most vulnerable homeless who, for

### 2020 Street Outreach & Foyer Statistics

**420** individuals engaged through Street Outreach.  
**145** individuals in overnight shelter at the Foyer.



*After engaging with street outreach workers Megan and Dyrl, Jeff became a member of the Resource Center program and achieved housing.*



# Our Mission

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

## Three big words...

**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.



“I grew up here in Knoxville, TN and have enjoyed the beauty and lifestyle of this great city.

In 2010 I had the chance to do an international missions trip with my church. It was a great experience and helped me focus on the fact that there are great people who wind up in tough places during their lives.

When I returned home I had a new perspective. Knoxville was home, but I could no longer be ignorant of the great people in our town who were also struggling and in tough places.

Through a friend I learned about Volunteer Ministry Center. I learned about the care that the VMC staff and volunteers give those who find themselves without basic shelter.

I have been blown away with the way the VMC cares about those in need here in Knoxville. It has been so motivating to see the change and hope people can experience when they partner with a caring organization like VMC.”

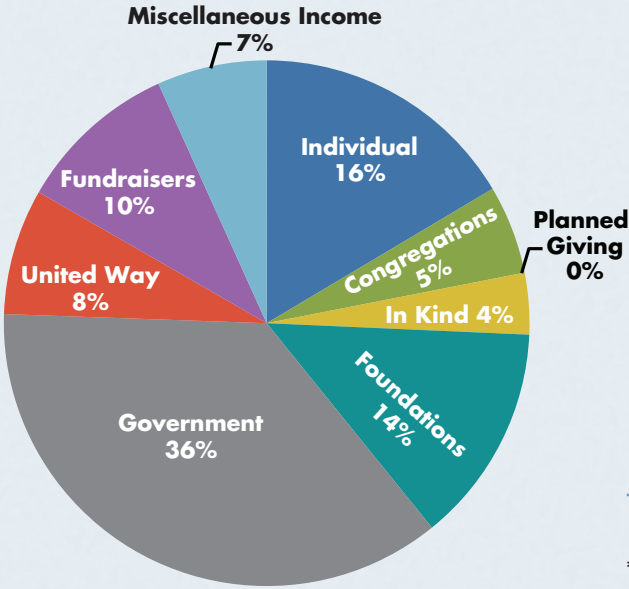
- Phillip Furlong



*VMC Board Member Phillip Furlong and his family.*



# Our Financial *Year in Review*

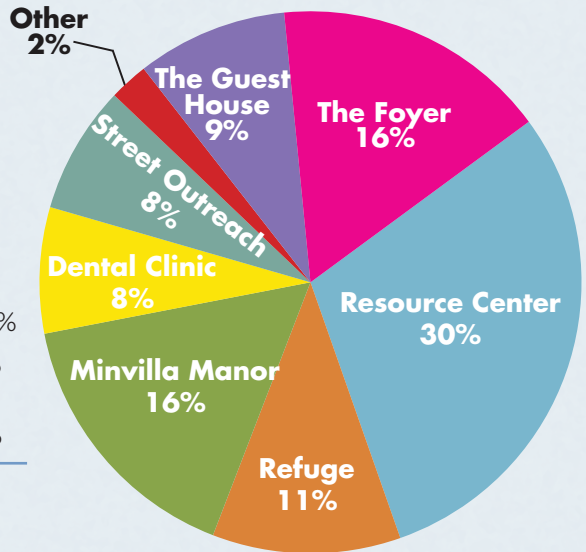


## Income Summary

Individual	448,285.00
Planned Giving	0.00
Congregations	148,694.00
In kind	102,972.00
Foundations	367,257.00
Government	990,724.00
United Way	211,140.00
Fundraisers	270,689.00
Miscellaneous Income	184,061.00

**Total Income \$2,723,822.00**

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



## Expense Summary

Program	2,252,572.00	87%
Administrative	223,514.00	9%
Fundraising & Development	105,635.00	4%
<b>Total</b>	<b>\$2,581,721.00</b>	

# 2020 Highlights

Although the pandemic altered VMC operations, there were successes in all program areas. **221** individuals experiencing homelessness were engaged in a case management relationship through the Resource Center. **227** households received assistance with rent/utilities through the Bush Family Refuge. There were **1,550** dental procedures in the Dental Clinic. Street Outreach case managers engaged **420** individuals throughout the City of Knoxville. **145** of the most vulnerable homeless received nightly shelter at the Foyer. **59** residents at Minvilla Manor received housing support services. And, **46** individuals experiencing homelessness at the beginning of 2020 had a home at the end of 2020 – that is something to celebrate – even during a pandemic!

## We have a home now!



Larry and his dog Jack are no longer experiencing homelessness.



Richard opens the door to his apartment at Minvilla Manor ending his life on the streets.



Debra is thrilled to be opening the door to her new apartment.



Kathy and Jeff are a happy couple now that they have a home.



Amber signs a lease to her apartment.



Thomas signs a lease to his apartment and looks forward to a better life.



# Amidst a Pandemic, VMC Continued to Provide Essential Services!



VMC staff Zan Schriver and Gail Mullins provided management and oversight of The Guest House, a COVID quarantine/isolation facility for individuals experiencing homelessness.



Street Outreach continued throughout the pandemic engaging 420 of our homeless neighbors.



Masks and social distancing became a norm for staff and clients.



With volunteer opportunities suspended during the pandemic, staff assumed the additional duties to prepare and serve meals in the Resource Center.



Daily temperature checks were taken.



The Bush Family Refuge implemented curbside service to be compliant with CDC guidelines yet still provide services to those of our community in need.



# With Gratitude — *Our Donors*

“I have been privileged to be an integral part of the VMC for almost 20 years now. I often say that the principles of the VMC have helped me raise my children. While I have said this in jest, I have meant it with all my being. The clear message of compassion and accountability speaks volumes. Throughout the years that I have been involved, there have been noticeable changes in the organization, but the mission has stayed constant – “ending homelessness.” Consistency is a sign of strength in an organization and should be noted. While I cannot walk the path our neighbors have trod, I can and will continue to support the VMC and to work towards bringing a greater awareness of the important work that has been done and that needs to continue.”



*Longtime VMC Board Member, Carney S. Ivy*

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“Everyone has a choice when it comes to helping others. The choice is to do it, or not. Those who we work with, volunteer to serve alongside, or support the Volunteer Ministry Center, are choosing to not just make a difference, but be the difference, in the lives of people in need of help.”



Longtime VMC Board Member,  
Ken Knight

## With Gratitude — Our Donors

“I serve on the Volunteer Ministry Center’s board because I believe in the housing first model. Having a safe place to live is critical for human survival. VMC meets people where they are; by accepting them “as is,” our case managers create the level of trust necessary to move people towards housing. It is only after that happens that our neighbors can start to become who they want to be. It works.”



*VMC Board Member  
Susan Conway*

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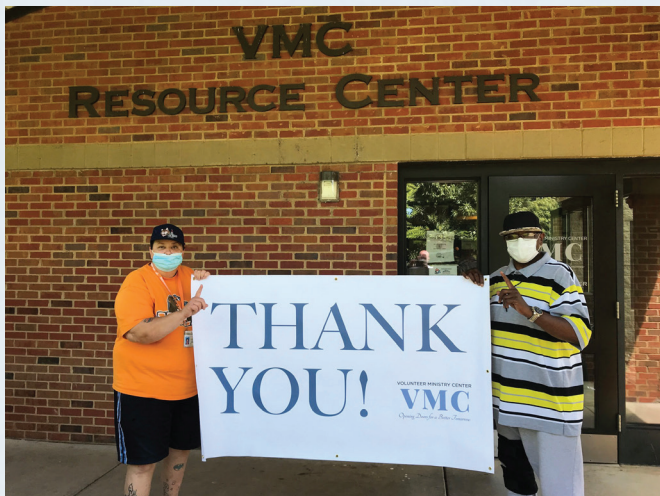


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# With Gratitude — Our Donors



*This placard is on the Welcome Wall at The Foyer. The support from the Foyer Bed Sponsors assures shelter and safety for the most vulnerable of our homeless neighbors.*

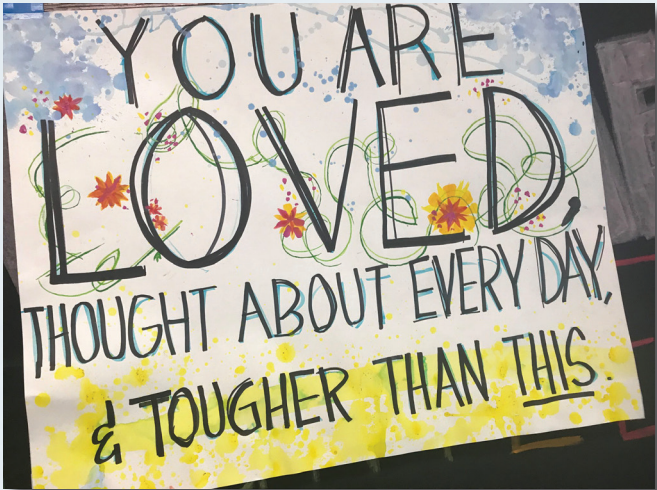
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*This poster hangs in the Resource Center as a daily reminder for our homeless neighbors to persevere as they work to achieve housing.*





The **Sponsor A Bed at The Foyer** program began in 2019 providing an avenue for supporters to annually provide a bed and shelter for the most difficult to reach of Knoxville's homeless neighbors.



VOLUNTEER MINISTRY CENTER

# VMC

*Opening Doors for a Better Tomorrow*



**The Volunteer Ministry Center**  
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, 2020 and December 31, 2020. 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.

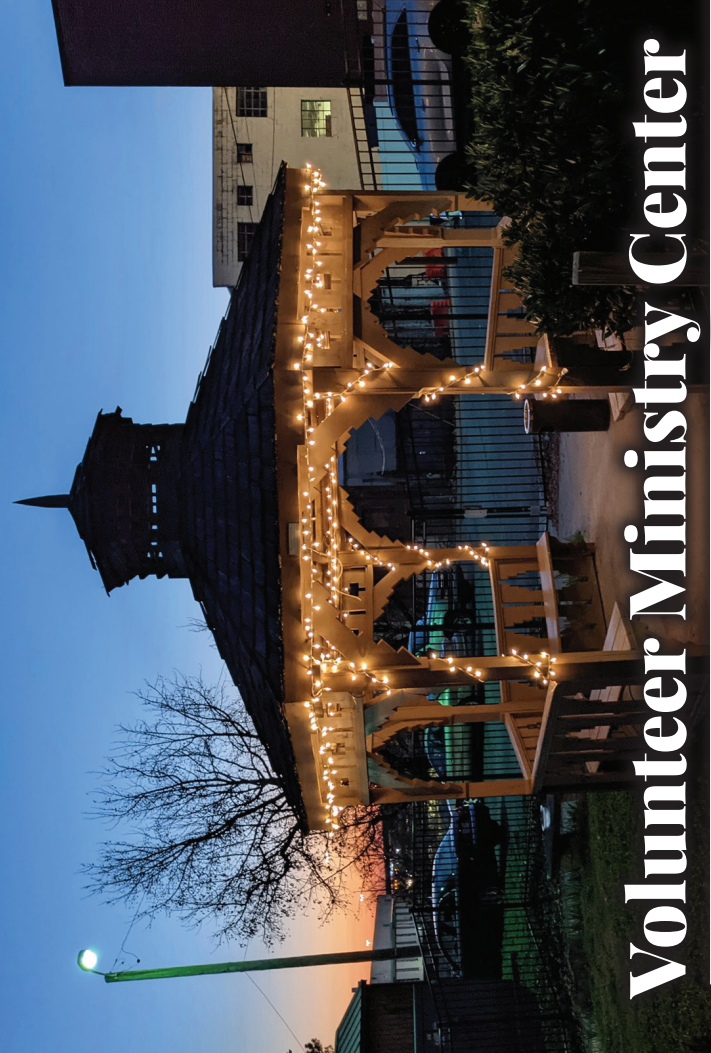
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## 2020 ANNUAL REPORT