



*Opening Doors for
a Better Tomorrow!*

Volunteer Ministry Center
2022 ANNUAL REPORT

A Message *from the Chief Executive Officer*



At our old campus on Gay and West Jackson, I recall one of our neighbors having a difficult day and then receiving a suspension of services. A few days later, he opens the front door to the Day Room and hurls an unopened can of soda at one of the attendants. Fortunately, the can doesn't strike the intended target, nor anyone else.

Despite the incident, however, we continue outreach efforts with him. After a few months, his case manager reports that the neighbor is engaging fully and receiving outpatient care, and permanent supportive housing would be helpful. Since October 2009, the neighbor has been a model resident.

As you review the work of the Volunteer Ministry Center in this 2022 Annual Report, the numbers do not reflect the neighbors' names or the stories behind the names.

For everyone who used the shower trailer, there is a story of a neighbor's thankfulness for the opportunity to take a hot and refreshing shower.

A recipient of our Street Outreach efforts comments that they had given up hope until the day "I talked with you, and you said that housing is a real possibility for ME!"

In the Foyer, a neighbor dreams of moving into an apartment soon and commits to having a grilled steak for their first cooked meal.

A member of the Resource Center expresses gratitude to work on achieving housing while not having to surrender their companion pet.

Still determining if the lights and heat will be on tonight because of the loss of a job and income, the Bush Family Refuge assists a family of four with resources, ensuring the children crawl into a warm bed and are comforted by their Dory the Fish night light.

Minvilla Manor provides a safe and community-focused housing opportunity for many who spent too many nights "sleeping with one eye open" and unsure of their next meal.

For every number, there is a name. For every name, there is story after story.

A couple of years later, the thrower of the canned soda reveals to his case manager the motive for doing so.

"I didn't intend to hit anyone. I am sorry that I did that. I didn't want you to forget about me."

Thank you for being a part of the Volunteer Ministry Center's efforts to ensure no one is forgotten.

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

Bruce Spangler

P.S. After seventeen years with Volunteer Ministry Center, I will have retired by the time you read this report. Thanks for the opportunity of having the best job of my life!

I am excited about the leadership that Chris Cowart, the new CEO, will be bringing to the organization. I hope you can talk or meet with him soon.

A Message from the Chairman of the Board



Hunter Purnell, VMC Board Chair

It is my privilege to get to share about the passing of the torch in our leadership at Volunteer Ministry Center.

On March 31st, Bruce Spangler retired from his position as CEO of VMC. I would like to take a moment to honor and thank Bruce for his years of service and leadership at VMC. Bruce came to VMC in 2006 as Chief Operations Officer and became CEO in 2015 and has served in that capacity ever since. During Bruce's time as CEO, he greatly expanded programs including street outreach and rapid re-housing, developed a low-barrier emergency overnight shelter and spearheaded the effort to open the newest VMC permanent supportive housing project, Caswell Manor. All this while growing both grant income and staff at VMC in order to prevent and end

homelessness. It has been an absolute honor to serve with Bruce over the years. On behalf of the board, the staff and our VMC neighbors Bruce served, we thank Bruce for his years of service.

Well, with every end there is a new beginning. When Bruce first let us know of his retirement a couple of years ago, the board began an exhaustive search for his replacement. We knew this person would have big shoes to fill, but it became very clear to us we had found our new CEO a few months ago after hearing of his experience and his passion and belief in the housing first approach. Chris Cowart was named VMC's CEO in February. Chris comes to us after serving as the General Counsel/Senior Director of Asset Management at the Knoxville Leadership Foundation. In his position, he helped to manage the agency's supporting work to empower low-income and at-risk individuals through multi and single-family housing operations as well as mentoring initiatives and workforce development. I hope you will join me in welcoming Chris to VMC.



Chris Cowart, VMC's new CEO

Chris is here because he believes along with all of our staff and board members in VMC's mission to end and prevent homelessness through compassion, accountability and results. However, VMC's programs, case management, and permanent supportive housing projects such as Caswell Manor could not happen without your ongoing support. Your time, talent and financial support allow VMC to continue to care for and serve our neighbors in need. For that I say thank you!

Gratefully,

Hunter Purnell

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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.



Resource Center Staff Gail Mullins and Todd Townsend manage daily activities of participants in the VMC Resource Center.

2022 Resource Center Statistics

64 People achieved housing... They joined the **1,160** who have been previously housed since 2007 for a total of **1,241**. Our housing retention rate is **93.5%** measured after one year of housing. The national average is **85%**.

The Bush Family Refuge

The Refuge serves individuals who are in crisis and who may be at risk of losing their housing. It also serves the homeless who need an assessment for services. Services provided include assistance with rent, utilities, transportation, prescriptions, birth certificates and state-issued identification, and CHAMP assessments. Volunteers assist with all aspects of the Refuge program. The focus of the Refuge is the prevention of homelessness and housing stabilization. Referrals to other service and agencies are made as appropriate.

2022 Bush Family Refuge Statistics

- **234** households received homeless prevention services.
- **1,215** households assisted and referred to the Knox Housing Assistance Program.
- **1,946** total individuals served.



Refuge volunteer Rick Jenkins listens with compassion to a neighbor requesting assistance.

The VMC Dental Clinic

Located at our main campus, the VMC Dental Clinic has been providing oral health care to individuals experiencing homelessness and the very low income of Knox County 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.

2022 Dental Clinic Statistics

- 756 patient visits.
- 1,511 procedures performed.
- 44 sets of dentures were provided.



Laurie has a big beautiful smile after receiving dentures from the VMC Dental Clinic.

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

2022 Minvilla Manor Statistics

69 residents lived in Minvilla Manor in 2022.



Minvilla Manor is home for 57 individuals who were formerly living on the streets of Knoxville.

to secure appropriate medical/behavioral services. Minvilla offers case management services on-site and twenty-four hour staffing. This ensures a high level of security for the residents. Social activities are also provided. Created from the remains of the former Fifth Avenue Motel, the rehabilitated Minvilla Manor has been placed on the National Register of Historic Places.

Street Outreach Services & The Foyer

Street outreach workers engage the most vulnerable 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-

2022 Street Outreach & Foyer Statistics

602 individuals engaged through Street Outreach. 122 individuals in overnight shelter at the Foyer.



Street Outreach Worker Dyril Higdon engages neighbors under the bridge.

focused emergency overnight shelter for the most vulnerable homeless who, for multiple reasons, are not accessing a traditional shelter. As an entrée to housing, the Foyer provides overnight accommodations for 30 people, paired with direct and indirect access to social services. Accommodations for companion pets are also provided at the Foyer.

Our Mission

“ Ending and preventing homelessness through compassion, accountability, and results. ”

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.

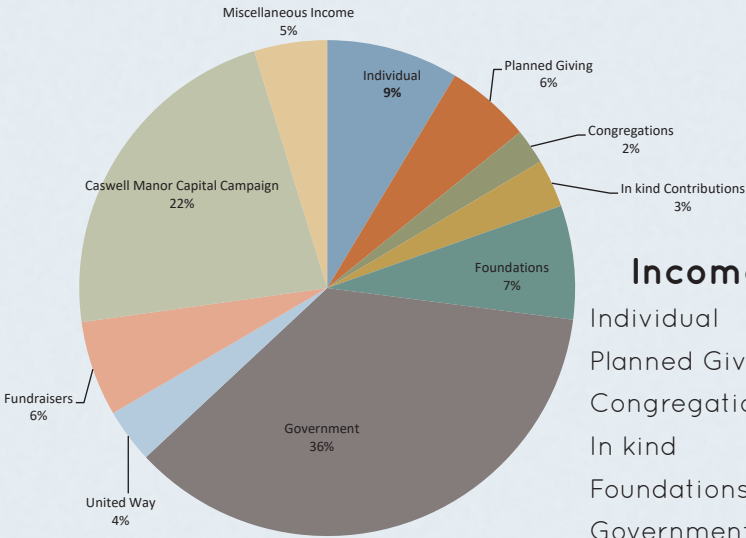
“ Our family first learned of the amazing work being done by Volunteer Ministry Center through our church, St. John’s Cathedral, over 20 years ago. Since then, we have developed a deep appreciation for the ministry of VMC and for the staff and case workers who actively engage with our most vulnerable neighbors in an effort to prevent and end homelessness. Time and again, we have seen how VMC’s housing first approach, delivered with respect, compassion, and accountability, can have a profound impact on the lives of individuals who are struggling with homelessness and other life challenges. We are honored to be able to support Volunteer Ministry Center and know they are careful stewards of the resources received as they carry out this critically important ministry in the Knoxville community. ”

- David and Jeanne Claire Jones



David Jones, former VMC Board Member, and Jeanne Claire Jones.

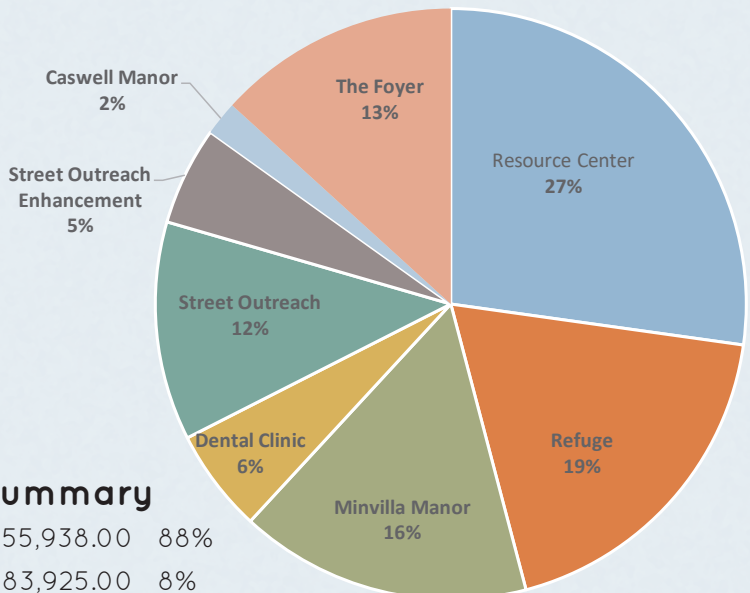
Our Financial *Year in Review*



Income Summary

Individual	437,871.18
Planned Giving	281,513.06
Congregations	116,761.37
In kind	159,592.76
Foundations	376,388.00
Government	1,827,549.77
United Way	179,662.25
Fundraisers	315,313.57
Caswell Manor Capital Campaign	1,138,673.84
Miscellaneous Income	241,464.09
Total Income	\$5,074,789.89

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



Expense Summary

Program	3,255,938.00	88%
Administrative	283,925.00	8%
Fundraising & Development	142,050.00	4%
Total	\$ 3,681,913.00	

2022 Highlights

2022 was a year of slowly transitioning out of the pandemic with continued altered operations; however, there were successes in all program areas. **209** individuals experiencing homelessness were engaged in a case management relationship through the Resource Center. **245** households received housing stabilization services through the Bush Family Refuge with an additional **1,215** households assisted with referrals to the Knox Housing Assistance Program. There were **1,511** dental procedures performed in the Dental Clinic. Street Outreach case workers engaged **563** individuals throughout the City of Knoxville. **122** of the most vulnerable homeless received nightly shelter at the Foyer. **69** residents at Minvilla Manor received housing support services. In addition, **64** individuals experiencing homelessness at the beginning of 2022 had a home at the end of 2022!

We have a home now!



A picture speaks a thousand words as does the huge smile on Maurice's face as he looks out over Knoxville from his new apartment. Home is where the heart is and Home is where Maurice is so grateful to be. Welcome Home, Maurice!



Glena happily stands in front of her apartment door as she now has a home to call her own - a safe place with doors that lock where she can heal and recover from the hardships of living on the streets. Welcome Home, Glena!



Charlie is all smiles showing the key to his new apartment and the beautiful view of Knoxville he can enjoy from his home. Charlie is thankful that he is no longer living in shelters or on the streets. Welcome Home, Charlie!



Patricia "Patty" holds the VMC Keychain with a key to her new apartment. With the help of Resource Center Director Andrea Dalton, Patty moved into Minvilla Manor and now has a home after numerous years of living on the streets and in shelters. Welcome Home, Patty!

There is No Place Like Home!

Caswell Manor – Opening in 2023!

The transformation of 1501 E. Fifth Ave. began in 2021, continued through 2022, and will be open and ready for occupancy in 2023. After a few delays due to supply chain issues, Caswell Manor is close to completion. The campus consists of two wings with 24 one-bedroom apartments connected by a center building for community space, dining, laundry, and support staff offices. Caswell Manor will provide 48 more units of permanent supportive housing with on-site case management for individuals experiencing chronic homelessness.



Rendering of Caswell Manor facility.



Billy Currier Legacy Society

In 2021 the Billy Currier Legacy Society was established with members committing to a Legacy Gift for the Volunteer Ministry Center. Through a Planned Gift, generous and forward thinking donors support the long term success of VMC. The Legacy Society provides a way for VMC to recognize and thank donors during their lifetimes for their legacy gifts.

Billy was a long-time resident with VMC. A few years before his passing in September 2020, Billy decided he needed a Will. He said he didn't have much, but what he did have he wanted to go to VMC. Billy was a kind and generous soul. To that point, he designated his remaining financial assets through his Last Will and Testament to come to VMC.



2022 Legacy Society Members

- Carole and Joe Ayres
- Pat and Jane Armstrong
- Susan Conway
- Jim and Nancy Friedrich
- Phillip and Jinny Furlong
- Robert and Carney Ivy
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- Rick and Becky Jenkins
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- Ragan Schriver
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- Marty Smith
- Neill Albers Townsend
- Linda Van Beke
- Ginny Weatherstone
- Craig and Sue Wisberg

With Gratitude — Our Donors

“ Homelessness is a severe social issue in Knoxville and throughout our nation. The Volunteer Ministry Center is dedicated to ending and preventing homelessness by providing permanent supportive housing and services to homeless individuals. I’m proud of what the VMC has done and is doing to resolve homeless issues for many individuals. But, the need is great and, unfortunately, much greater than the resources needed to attack and solve the problem. That’s why giving of our time, talent, and resources to VMC is critical to continue to solve homelessness one person at a time. ”



VMC Board Member
Jimmy G. Cheek

\$25,000 & Over

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VMC case managers Craig Ahern and Charli Jones not only work with neighbors to achieve housing, but also locate and move in furniture for their clients newly acquired homes.

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With Gratitude — Our Donors

“ The VMC is such a huge beacon of light and hope for the Knoxville community and plays an integral role in uplifting the spirits of those in need and empowering individuals in order for them to improve the quality of their lives. I’ve been honored to volunteer as a dentist at the VMC dental clinic for over 12 years now and it moves my heart every time I come serve because everyone is so grateful and appreciative of their experience and that makes it even more motivating to provide help to those in need. It’s a blessing to be able to give and support a great organization such as the VMC to help ensure it can continue to grow and better serve the community for years to come. ”



Former VMC Board Member and current dental clinic dentist, Dr. Martin Roberson.

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Our neighbors experiencing homelessness deserve housing rather than living in these conditions.



This placard is on the Welcome Wall of 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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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.

The photo on the front cover features a resident of Minvilla Manor.



VOLUNTEER MINISTRY CENTER

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Opening Doors for a Better Tomorrow



The Volunteer Ministry Center is grateful for the financial support provided by the Board of Directors and donors and supporters who are committed to ending and preventing homelessness!

The VMC Annual Report contains a list of all gifts received between January 1, 2022 to December 31, 2022. 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 (865) 524-3926 x229.

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