

# Boley

## CENTERS



*\*\*Picture descriptions on opposite side.*



**BUILDING HOPE, IMPROVING RECOVERY**

**2013 ANNUAL REPORT**

Dear Friends,

We began 44 years ago as a humble half-way house for men called Boley Manor. Boley was founded on the simple belief that we could serve people who have a mental illness in the community effectively; that state mental hospitals were not the answer. In time we changed our name a time or two and added ancillary services such as vocational programming, day treatment, life skills training, supported living, group homes and much needed permanent supported housing to help people in recovery enhance their independence and improve their quality of life. These programs and services have been our cornerstone and are vital components of our continuum of care as we assist individuals on their path to recovery.

We have been successful in helping people and that success has often been quiet. Our style is not boastful and we have never been in need of accolades. We are in the business of improving lives and the work we do -- the work performed by our staff each and every day -- is often tiring and hard but *always* rewarding when a life is made better!

With dramatic changes in our economy that have negatively impacted our local community and limited the care our consumers receive, we intuitively know we must form alliances with like entities who share our mission of helping people to remain independent and well. Call it partnering, aligning, collaborating or simply joining together -- we are doing a whole lot more of that these days. Together we share the hope that the core needs of our consumers are more easily met, service delivery is improved and ultimately, more people are being helped and in a much more efficient way. We have worked on numerous fronts to combine our resources with strong partners who have shared expertise or more often, an expertise which complements our own. Here are a few examples of our efforts:

- We began working with the South Pinellas County Society of St. Vincent de Paul's Supportive Services for Veteran Families Program, helping unemployed Veterans and their adult family members to access employment opportunities. This collaboration combines resources to help Veterans gain employment and find permanent housing.
- In conjunction with the Homeless Emergency Project (HEP), we are providing the Homeless Veterans Reintegration Program (HVRP). This program aims to get Veterans who have been chronically homeless into suitable housing with appropriate supports, and gainfully employed.
- In a joint money-saving venture between Operation PAR and Boley Centers, we now share administrative services such as Human Resources, IT, QI, Maintenance Services and Accounting.
- Boley Centers is collaborating with a handful of local agencies to create the Bayside Health Campus with five locations strategically placed in the highest poverty areas within the County. Collaborating agencies include Pinellas County Health & Human Services, Pinellas County Health Department, All Children's Hospital, Baycare, Juvenile Welfare Board and Suncoast Centers, all of whom comprise the operating Board of Directors of the new Bayside Health Campuses. Our role will be to provide supported housing and vocational services. The campuses will be one-stop medical clinics for residents who are homeless and have low income.
- We have joined Baycare Behavioral Health Alliance, a strategic alliance with seven other agencies, which is intended to foster a more comprehensive network of care. We feel that this is critical for individuals experiencing behavioral health problems. These agencies include Baycare Behavioral Health, HEP, Fairwinds Treatment Center, Northside Mental Health Center, Operation PAR, Suncoast Center and Tri-County Human Services. The vision of this strategic alliance is to:
  - Efficiently coordinate post-acute environment to optimize patient-centered care.
  - Address both the fee-for-service and future population health management models.
  - Continuously improve the quality of services for our customers.
  - Position and organize the alliance to easily integrate with other elements of the continuum of care.
  - Eliminate duplication and create efficiencies to reduce indirect costs, and direct more resources to patient care, maintaining local community-based operations.

We continue to work hard to maintain our core services for adults with major mental illnesses. Simultaneous to this, we persist in our expansion of housing for people who have mental illnesses, people who are homeless, and people who are disadvantaged. This spring we will open 14 units of permanent supported housing for people who have a mental illness at our newly built Sunset Point Apartments. We were recently funded to build additional units at our Broadwater Apartments which should break ground this summer and ultimately provide ten additional units of permanent supported housing for people who are chronically homeless.

One other vital partnership we cannot overlook is the one we share with our loyal community donors. We value your role on our team and your shared interest in helping to improve the lives of the people we serve! In this vein, we have included a donation remittance envelope with this report. Please consider making a donation which will directly benefit (only 9% of our revenue is used for administrative expenses!) the programs and services we provide for the men, women and children we serve including displaced Veterans, people who are chronically homeless and individuals with chronic mental illness.

With gratitude,



*Sandy Incorvia*

Sandy Incorvia  
Chairman of the Board



*Gary MacMath*

Gary MacMath  
President/CEO

## Board of Directors

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Sandy Incorvia

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### PRESIDENT/CEO

Gary MacMath

### CHIEF OPERATING OFFICER

Miriam Nordlinger

## People Served

During fiscal year 2012/2013, over 2,300 people were served, including:

- 1,050 individuals and families resided within Boley Centers' managed housing and voucher programs, including 496 people who were homeless.
- Supported Housing services were provided to more than 150 consumers.
- Our Life Enhancement Activities Program served 136 consumers, with 79 new admissions and 63 discharges.
- 405 homeless Veterans were reached through Boley Centers' Homeless Veterans Reintegration Program (HVRP). One hundred and one were enrolled in the HVRP program and the other 304 were referred for housing, homeless services, medical treatment and other needs.
- A combination of 743 adults and youth were served through Boley Centers Employment Program.
  - This included 115 young adults who were placed into internship positions through the agency's Summer Youth Intern Program (SYIP) which resulted in 25 permanent positions. Ninety-eight percent of the interns opened checking/savings accounts and each intern earned an average of \$2,337 in a ten-week period.
  - Forty-three young adults were placed through the agency's new Year-Round Youth Program.



**Boley Centers' Mission** is to enrich the lives of people in recovery by providing the highest quality treatment, rehabilitation, employment and housing services.

**Boley Centers' Vision** is to set the standard as an innovative leader for the services we provide.

**Boley Centers Values** respect, trust and ethics in all our relationships.



Ronald has been a resident of Boley Centers' Dave Miller Apartments since 2003. He has actively worked with the agency's Supported Housing

and Vocational staff since that time as well. He continues to work tirelessly with staff at whatever skill set or job he's been assigned. He maintains good communication skills and strong work ethics. Ronald has maintained good physical and mental health and has not been hospitalized for his mental illness for years. That in and of itself is a huge success for many people who live with mental illnesses!

With the assistance of Supported Housing Staff and his Job Coach, Ronald has maintained his part-time employment as a dishwasher for over a year. He finds pleasure in working and having something meaningful to do. Ronald recently reported to staff that Boley has done wonders for his self-esteem and that because of this, he is a better person.



*Pictured Left - Gary MacMath, Kevin Marrone & Terry Sprockett.*

*Pictured Right - Gary MacMath, Lisa Heil, Linda Wait & Miriam Nordlinger.*



## Employee Recognitions

P.J. Martin - *Agency Employee of the Year*  
Lisa Heil & Linda Wait - *Supervisors of the Year*  
Kevin Marrone - *Esther Thorpe Team Spirit Award*

### Longevity Awards

Sandy Anderson, *30 Year Employee*  
Alice Flowers, *25 Year Employee*  
Patricia Jones, *25 Year Employee*  
Luz Warfield, *25 Year Employee*



Marlene has lived at Boley Centers' Markus Mittermayr Group Home since 2012. Before coming to Boley, Marlene tried living with her family but found that difficult. She also spent time in a mental health hospital. In just a short amount of time Marlene acclimated to the program at Markus Mittermayr and began to climb upward with her recovery.

Marlene has the added challenge of being hearing impaired (she was born without the ability to hear). As a result of this, she had often felt isolated from her family and society. Shortly after arriving, the agency was able to get her set up with much needed tools & equipment to help her to more easily communicate with her family and to assist her in connecting with others in the community. This technology has allowed her to pursue her desire to study the bible with leaders from her church and slowly, more and more doors have opened.

Marlene is warm, caring and always willing to work hard at her program in order to gain independence and increase self-sufficiency. Living with her disability in her birthplace of Jamaica, Marlene lacked adequate supports which led her to struggle financially. In order to take care of her children and herself, she began braiding hair and selling items such as peanuts and corn on the streets for small change. Now that she has come to Boley Centers, she has remained hospital free and lives a life of wellness as she increases her independence. In fact, Marlene has been able to return to school to improve her basic skills and now hopes to apply

to cosmetology school to become a licensed stylist.

She has learned to turn obstacles into opportunities, many of which have resulted in positive outcomes. Marlene reminds us that a willingness to accept assistance, to work hard on recovery and personal goals along with advocacy can reap positive rewards and a greater sense of empowerment. Marlene will soon be married and will be moving into a rented home with her husband. This is something she has wanted for some time... congratulations Marlene!

## Community Benefit & Outreach

- Boley Centers continues to be the Florida affiliate for the Southeast Americans with Disabilities Act (ADA) Center under a contract with Syracuse University's Burton Blatt Institute. In this role, staff have provided consultation to numerous businesses and municipal government entities to aid them in compliance with the ADA. In addition, training is provided to individuals with disabilities to help them understand their rights under the law.
- Under the direction of Boley Centers' Director of Training, the agency participated in two Crisis Intervention Training (CIT) sessions in Pinellas County during the year, helping to educate approximately 60 law enforcement officers on how to properly respond to calls involving individuals who are in crisis and have a mental illness.
- Boley Centers served Thanksgiving Dinner to 350 consumers and their families.
- The agency and staff provided food baskets for seven needy families at Thanksgiving and four more at Christmas. In addition to this, the Housing Department staff gave two baskets with food and clothing to two needy families and gifts to seven families!
- Boley Centers held its 31st Annual Jingle Bell Run with more than 3,000 people in attendance.
- In an effort to remain current and active with a wide variety of needs and issues faced by the many people we serve, Boley staff hold active memberships in many community, state and national organizations. These include - American Counseling Association, Central Florida Behavioral Health Network, City of St. Petersburg Green Committee, Committee to Advocate for Persons with Impairments, Florida ADA Leadership Network, Florida Building Code Commission, Florida Mental Health Counselor Association, Florida Supportive Housing Coalition, Mental Health Coalition, Neighborhood Lending Partners of West Florida, Pinellas County Grants Collaborative, Pinellas County Homeless Leadership Board, Pinellas Non-Profit HR Committee, St. Petersburg Chamber of Commerce and West Coast Integrated Network.

## ***Thank you to the following community supporters who donated to Boley Centers in memory of the person named:***

*Virginia Battaglia, in memory of Jane Misiewicz*  
*Virginia Battaglia, in memory of Deanna Battaglia*  
*Stephen & Adele Bongiovanni, in memory of Andrew Shaver*  
*Dorothy Brown, in memory of Craig Brown*  
*Edward Naborowski & Ann Coleman,*  
*in memory of Andrew Shaver*  
*Kathy Cunningham, in memory of Doug Erdman*  
*Marguerite Dawson, in memory of Edward & Georgette Mastry*  
*Grace Erdman, in memory of Doug Erdman*  
*Grace Erdman, in memory of Doug & Harry Erdman*  
*Luanne Frolick, in memory of Minnie Anderson*  
*Patricia Hart, in memory of Henry R. Hart*  
*Lynne Hensley, in memory of Nancy Durstein*

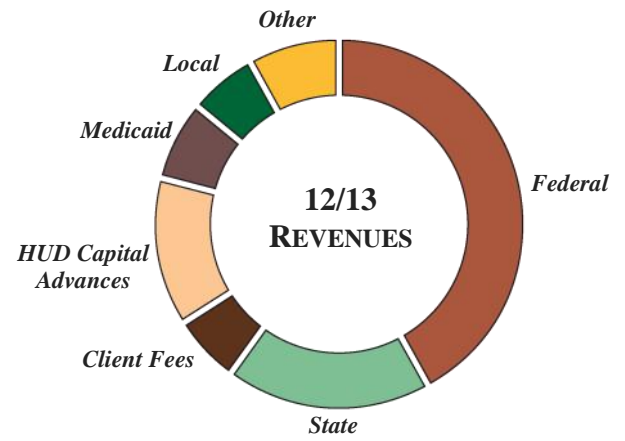
*Noreen Hodges, in memory of Randy Wedding*  
*Helen Howe, in memory of Andrew Shaver*  
*James W. Jacob, in memory of Andrew Shaver*  
*Ernest & Yvonne Keel, in memory of Gina Merchant*  
*Gary MacMath, in memory of Andrew Shaver*  
*Addison & Juanita McGarrity, in memory of David Hopper*  
*Coy & Alice Merchant, in memory of Gina Merchant*  
*Marcia Miller, in memory of Andrew Shaver*  
*Connie Smith & Naomi O'Reilly, in memory of Andrew Shaver*  
*John & Leverne Puskar, in memory of Gina Merchant*  
*Dave & Nancy Rosevear, in memory of Andrew Shaver*  
*C. Leigh and Ruth Shaver, in memory of Andrew Shaver*  
*Athina and Georgios Smalios, in memory of Andrew Shaver*  
*Barbara A. Vernooy, in memory of Andrew Shaver*

## Fiscal Year 2011/2012

- Increase in net assets: \$ 2,247,546
- Total assets: \$ 41,481,143
- Total revenues: \$ 20,363,107
- Administrative expenses as a percent of total expenses: 9.14%

## Funding Sources

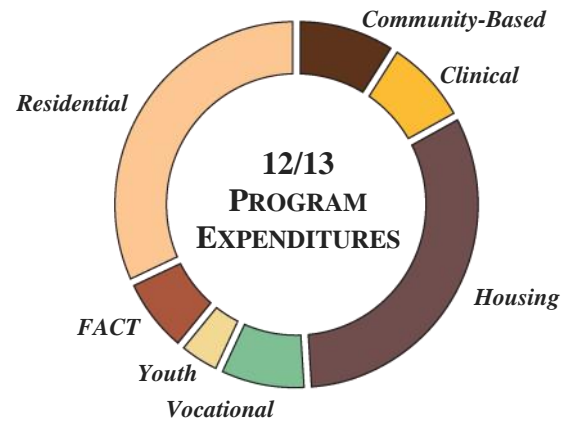
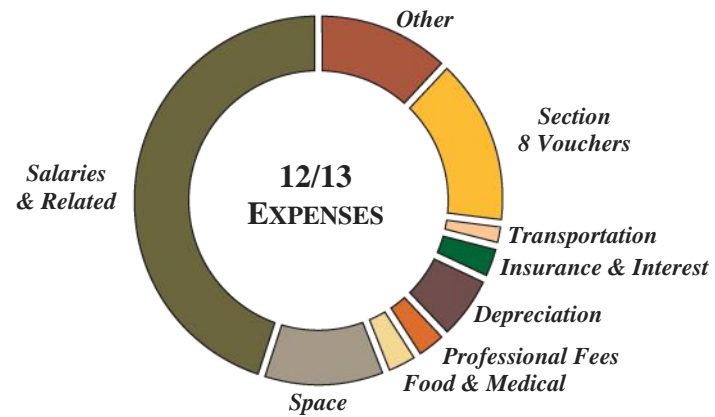
Boley Centers is funded in part under agreements with the Agency for Health Care Administration, Bessie Boley Foundation, Boley Angels, Boley Foundation, Central Florida Behavioral Health Network, City of St. Petersburg, City of Tampa, Florida Department of Children & Families, Florida Department of Education, Florida Department of Elder Affairs, Florida Department of Transportation, Florida Health Partners, Inc., Pinellas Community Foundation, Pinellas County, Pinellas County Homeless Leadership Board, St. Anthony's Health Care, U.S. Department of Housing & Urban Development (HUD), U.S. Department of Labor, U.S. Department of Transportation & U.S. Department of Veterans Affairs.



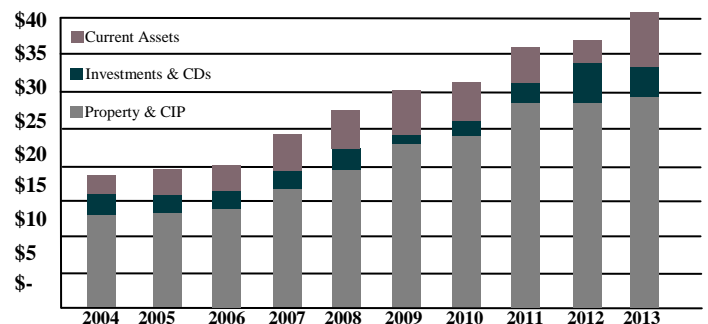
## Thank you to our generous donors!

Susan Alexander  
Mutual of America  
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Richard and Nancy Back  
Synovus Bank  
Judy E. Bell  
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Joan Van Middlesworth  
Dennie Wainwright  
Elizabeth Wall  
Vance & Marsha Wegner  
CJ and Robert Weinstein



## TOTAL ASSETS





*Pictured Above -  
Boley Angels at Wine & Cheese.  
Pictured Above Right - Paul Misiewicz  
at the Paul Misiewicz Apartments Grand  
Opening & Dedication Ceremony.*



*Pictured to Left - Newly-built Paul  
Misiewicz Apartments, nine units of  
permanent supported housing for  
individuals with mental  
disabilities and low income.*



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