

# Boley CENTERS

IMPROVISE · ADAPT · OVERCOME



2020 IMPACT REPORT 

# A Tale of Boley Centers and COVID-19

Dear Friends,

The year 2020 was going to be a big one for Boley, and it was, but certainly not in the way that we had planned. We began with a fantastic Black History Celebration for our clients and staff that was put on by our Diversity Committee, followed by the 62nd Annual Queen of Hearts Ball where Boley Centers was honored as one of two charitable recipients. The year marked our 50th Anniversary of service to vulnerable populations in our community and we were poised to host celebrations throughout the year, both in the community and internally. And then came COVID.

We were completely taken off guard by the virus, especially by its magnitude and duration. We struggled with how best to continue serving our clients while following safety protocols, using technology (and in some cases, not), spent time trying to acquire safety equipment for our staff, were forced to cancel or postpone agency events and celebrations and, let us not forget, how we expanded our vocabularies to include new words and phrases that we won't soon forget (social-distancing, ppe, flatten the curve, pivot, unprecedented, we're all in this together, out of an abundance of caution, new normal and Zoom - did we forget any?). Borrowed from Clint Eastwood's performance in Heartbreak Ridge, our new motto became: **Improvise, Adapt & Overcome.**

Out of the murk of COVID came the triumph and resilience of our staff who worked together to continue caring for our clients, who showed tremendous growth themselves, as they patiently adapted to the world of virtual contact and support. We experienced compassion from members of the community who reached out to provide food and supplies, collaborated with other service providers in new ways and experienced our most generous year of donations.

Our housing development remained strong as we completed construction on Phase II of the Ranch at Pinellas Park and Phase III at the Sally Poynter Preserves. We broke ground on Evergreen Village, demolished our aging Butterfly Grove property to prepare for new construction and purchased new land for Whispering Pines and Founder's Point which are now in the pipeline for development. We managed to pull off a virtual staff awards event with record attendance and a virtual Jingle Bell Run which included entertainment from some of our longtime course bands.

We really have ***all been in this together*** and as we figure out our ***new normal*** in our now ***socially-distanced*** world, we will never forget our capacity to improvise, adapt & overcome, the support of our community and the compassion of our staff. We look forward to brighter days and future celebrations but for now, ***out of an abundance of caution***, we are not planning on throwing away our masks or letting down our guard. Rather, we are planning on continuing to serve those people in our community who are most in need, using whatever resources we have, to help ensure brighter days ahead for all of us.

With gratitude and optimism,



*Rutland Bussey, Board Chair*



*Gary MacMath, President/CEO*

*Pictured on the front clockwise from the top:  
Phase 3 of the Sally Poynter Preserves, Board  
Chairman; Rutland Bussey honoring Gary MacMath  
for his 40 years of service to Boley during a Zoom  
Board Meeting and Evergreen Village Apartments.*



# Pre-Covid



# Faces & places of Boley



Pictured at the top and the bottom: 2020 Black History Celebration. Pictured in the Center: 62nd Annual Queen of Hearts Ball.

# Who is Boley Centers?



Households who  
have been homeless



Youth

Who we serve...



Adults with  
mental disabilities



Veterans

## What we do:

- Americans with Disabilities Act Consulting & Technical Assistance
- Employment, Evaluation and Follow-Along Services
- Florida Assertive Community Treatment (FACT) Team
- Housing Voucher Programs
- Job Support Program
- Life Enhancement Activities Program (LEAP)
- Outpatient Counseling
- Permanent Supported Housing
- Psychiatric Care
- Safe Havens
- Specialized Group Homes & Enhanced Community Residences
- Supported Housing & Supported Living Services
- Transitional Housing for Homeless Veterans
- Vocational & Support Services for Veterans
- Youth Employment Program

## Who we helped in 2020

Thanks to the generous support of our funders and community donors, more than **2,305** people in need were served through Boley Centers last year.

- Prior to COVID, telehealth services had not been a practice of Boley Centers. When it became evident that in-person services could no longer take place, we mobilized an intricate electronic structure and provided crash skills training in Zoom to ensure that our staff were able to maintain the appropriate supports and therapies for the individuals we serve. While it was not ideal, staff provided a total of **31,445** telehealth services; 98% over video and 2% telephonically.
- **317** adults received Outpatient Medical and Counseling Services.
- **254** adults received Employment Services.
- **64** adults received Life Enhancement Activities Program services.
- **385** youth were served through our Youth Employment Programs, including **198** youth who were placed into employment and **74** who obtained permanent placement. Of the **68** seniors who participated in the program, **63** graduated from high school.
- **346** Veterans received Veterans Integration Assistance, including **147** who obtained competitive employment.
- **91** people who were living on the street moved into housing through Boley Centers' Homeless Outreach.
- **235** adults received Supported Housing and Supported Living Services.
- Provided a range of housing options, with **76** new units in various stages of development, **389** housing vouchers, **360** permanent housing units, **308** permanent homeless housing units, **53** group home beds, **13** transitional beds for Veterans and **45** Safe Haven beds for individuals, including **20** for Veterans.

*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.*



## 19/20 Program Expenditures



## Fiscal Year 2019/2020

- Decrease in net assets: \$(1,925,440)
- Total assets: \$ 54,356,377
- Total revenues: \$ 19,478,058
- Administrative expenses as a percent of total expenses: 8.98%

## 19/20 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, Department of Justice & Consumer Services, Florida Department of Children & Families, Florida Department of Education, Florida Department of Elder Affairs, Florida Department of Transportation, Florida Housing Finance Corporation, Home Depot Foundation, Housing Finance Authority of Pinellas County, Juvenile Welfare Board, Pinellas Community Foundation, Pinellas County, Pinellas County Health & Human Services, Pinellas County Community Development, Pinellas County Housing Authority, St. Anthony's Hospital/Baycare, St. Petersburg Housing Authority, St. Vincent de Paul, Syracuse University, U.S. Department of Housing & Urban Development (HUD), U.S. Department of Labor, U.S. Department of Transportation and U.S. Department of Veterans Affairs*

Thank you to our donors who so generously supported us last year!

During a time when so much was uncertain, we felt the love and support from the community in a remarkable way.

While we are always grateful for donations, those we received last year really left us feeling that the work we do is known, understood and appreciated.

And we felt the love and support at our thrift store too. Even with being closed for a few months because of the pandemic, we saw more than **35,000 shoppers** at our registers and received **31,247 donations** through our drive-thru, equaling **141 tons** of donated goods.

We thank all of you for believing in us with your gifts and for honoring and memorializing people in a way that gives back to vulnerable populations in our community.



Absolutely Amazing Refinishing, Inc.

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Elizabeth Adams <sup>M15</sup>

Robert & Ellen Adams

Bonita Agan

All Phase Security

Mary Wyatt Allen

Cheryl Altman

American Freight

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Ryan Bailey <sup>M13</sup>

Marsha Baker

Alexander Baker

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Segolene Balling

Jillian Bades

Marilyn Barber <sup>H3</sup>

Elaine Baxter <sup>M15</sup>

Bayfront Central Inc.

Beasley Family

Andre Beaudry

Keisha Bell

Benevity Community Impact Fund

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Sarah Bodnar <sup>M15</sup>

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Annette Braun

LaRee Brock, <sup>M5</sup>

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Kent Dicken

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Anne Ekstrand <sup>M3</sup>

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Florida Police Chiefs Assoc. <sup>M13</sup>

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Cynthia Gramberg <sup>M13</sup>

Kathleen Guckenberger <sup>M13</sup>

Crystal Guillory

Lloyd & Susan Haak <sup>M15</sup>

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 Kona Ice of Southwest Pinellas, LLC  
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 C. Marilyn Latus  
 Gay Lazur  
 Martha Lenderman <sup>M13</sup>  
 Lorenz & Luz Lochner <sup>H5</sup>  
 Martin Lott  
 Lynne MacMath  
 Gary & Marcy MacMath <sup>M1, M4, M7, M13 & M14</sup>  
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 Kevin Marrone  
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 Maureen Shettle <sup>M15</sup>  
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 Debbi Young  
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**Please accept our apologies for any names that we have unintentionally missed.**

## Donation Notes

M1	<i>In Memory of Nancy Bell Adamo</i>	H1	<i>In Honor of Boley Staff and Volunteers</i>
M2	<i>In Memory of Russell James Budd</i>	H2	<i>In Honor of Kathy Cunningham</i>
M3	<i>In Memory of Paul Ekstrand</i>	H3	<i>In Honor of Jeff Francis</i>
M4	<i>In Memory of Doug Erdman</i>	H4	<i>In Honor of Rachel Gelbmann</i>
M5	<i>In Memory of Marge Fast</i>	H5	<i>In Honor of Nick Sayles</i>
M6	<i>In Memory of David Hopper</i>	H6	<i>In Honor of Vanessa</i>
M7	<i>In Memory of Gerry (Jerry) Howe</i>	H7	<i>In Honor of Daphne Williams</i>
M8	<i>In Memory of JP Knutson</i>		
M9	<i>In Memory of Mary Koenig</i>		
M10	<i>In Memory of Marilyn</i>		
M11	<i>In Memory of Celma N. &amp; D. Eugene Mastry</i>		
M12	<i>In Memory of Robert Pitts</i>		
M13	<i>In Memory of Gretta Bellas Sewell</i>		
M14	<i>In Memory of Andy Shaver</i>		
M15	<i>In Memory of John F. Shettle, Jr.</i>		
M16	<i>In Memory of Elizabeth "Tootie" Thompson</i>		
M17	<i>In Memory of Mary Wheeler</i>		

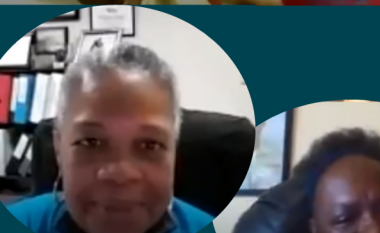
Thank  
 you



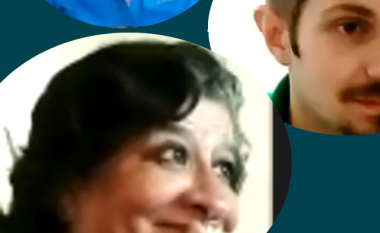
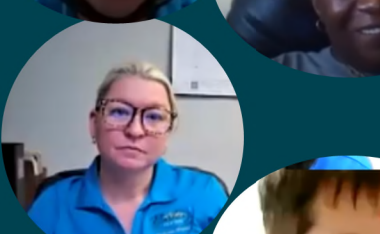
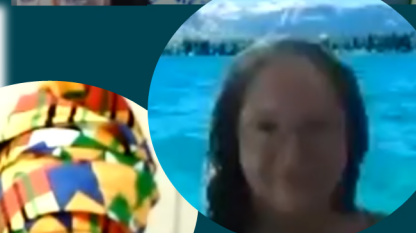
# And then along came Covid...



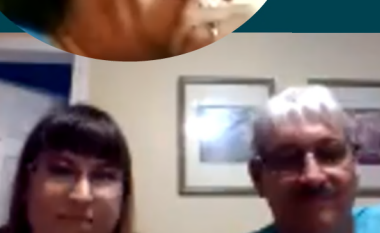
During last year's virtual Staff Recognition event, we drew record attendance! We successfully hosted a two and a half hour event where we provided Grub Hub vouchers for everyone to order in for lunch, we presented our CEO Gary MacMath the Visionary award in honor of his 40th Anniversary at Boley Centers and welcomed Martha Lenderman as our esteemed and surprise guest who paid tribute to him. We surprised our COO Kevin Marrone with a special Presidential award, recognized our own COVID heroes among our staff and of course, announced all of the year's traditional award winners. While we know that all of our staff members are exceptional, the following were recognized for their top-notch work:



- Departmental Employees of the Year**  
Accounting - Kristine McCormick  
Administrative - Luz Nolasco-Warfield  
Day Services - Allison Booth  
FACT - Theresa Morese  
Housing - Brenda Peters  
Homeless Services - Angela Achim,  
Sharon Heaven & Michelle Krieger  
Residential/Supported Housing - Crystal Gipson,  
Vickie Newsome & Tavan Thomas  
Supported Living - Johnnie Scott-Boller  
Support Services - Preston Hicks  
Employment & Youth Services - David Creighton,  
Valerie Davis Jones & Sandra Flowers  
YNS - Tanika Threats



- Esther Thorp (Employee Choice) - William Flaxman**  
**Supervisor of the Year - Elizabeth Tolli**  
**Employee of the Year - Theresa Morese**



# Congratulations!





In 2020, we recognized our long-term staff members who celebrated their five, ten, 15, 20 and 40-Year Anniversaries!

## 5 YEARS

Allison Booth  
Crystal Gipson  
Angela Godwin  
Twana Grooms  
Carlos Mendez  
Vickie Newsome  
James Robinson  
Shirley Robinson  
Bernard Roof  
Tammy Russell

## 10 YEARS

Tom Eckman  
Angela Levak

## 15 YEARS

Freddy Villarreal  
Ruby Loggins

## 20 YEARS

Cheryl Coveduck  
Kristine McCormick

## 40 YEARS!



**Gary MacMath**  
President & CEO



**Jeri Flanagan**  
VP of Development



**Special thanks to all of our sponsors and donors!**

**Platinum**

- W3

**Gold**

- RSM US

**Silver**

- Centennial Bank
- New Leaf Property Maintenance
- Sabal Trust
- Vickstrom Engineering
- WCC Business Solutions
- W.R. Mickey Carpet Brokers

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# Thank you Santa's Angels




• WE ARE GRATEFUL FOR YOUR KINDNESS •



Santa's Angels ([www.santasangels.org](http://www.santasangels.org)) exists to provide holiday joy to deserving children within Pinellas County. This grassroots organization was born out of the kindness of a few local families who provided generous gifts for a local family in need at Christmas. The work continues more than 20 years later and is driven by the big hearts of the volunteers who operate the program. For the past ten years, Boley Centers' Family Services Manager, Helen Howe, has been working closely with Santa's Angels to ensure that the more than 40 families she serves have food and gifts at the holidays.

This past year was no exception and despite the pandemic, the Santa's Angels delivered in a big way with 60 food boxes, 19 produce bags, 19 hams, six bicycles and a tricycle for the families served through Boley Centers' Supported Housing Family Program. Nancy Tangredi is one of the many members who also gives to Boley Centers on her own. She and her real estate associates at Coldwell Banker St. Pete Beach also purchased, wrapped and delivered gifts for all of the children who are in the family housing program.

Boley Centers continues to be grateful for all of the love and support we receive from the community. So much of what we receive helps us to provide the meaningful touches that the traditional funding we receive simply does not provide for. Thank you Santa's Angels, Nancy Tangredi and Coldwell Banker St. Pete Beach for helping to make a difference in the lives of vulnerable individuals who are in need. 



445 31st St. N.  
St. Petersburg, FL 33713

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800.273.8255

1-855-55-BOLEY-CARES  
26539



Boley Centers' eligible programs have been accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) since 1989.