

2016 ANNUAL REPORT



Boley
CENTERS

"COMPASSION IS THE WISH TO SEE OTHERS FREE FROM SUFFERING." - DALAI LAMA

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Dear Friends,

As we set out to recap the year that has passed, there are primary themes that come to our minds and have often been included in these messages — lack of funding, the growing needs of our clients, the importance of collaboration, the successes we have witnessed and our unwavering commitment to the care of the people we serve. One aspect of our industry that we don't highlight quite enough though, is the compassion of the men and women who are out on the frontline each day, serving our clients, going above and beyond - the people we have the pleasure of calling our staff. They show up each day believing they can make a difference, and not just because their job is a financial means to an end for them, but because they truly believe it. They work with our clients to initiate and advocate, to give them a chance when others won't and to encourage them to keep reaching amidst challenges and setbacks. Above all else, their compassion drives them to want the best, to be the best themselves and to help others do the same!

So this annual report is dedicated to our staff. The staff who have the unique opportunity to help bring someone off the street and into housing and a job, the staff who supervise clients in our group homes, working to teach daily living skills and offer support, and the staff who are pounding the pavement to help our youth and adults find jobs in the community. In this report you will read about Tina Coscarelli who has worked at Boley Centers for more than 35 years, exhibiting compassion and concern for the people she assists. In the lower left corner of this page, you will see the face of Curtis Anderson who celebrated 35 years of service to Boley Centers last year. Tina and Curtis are just two of the many who so loyally serve our clients.

We could not do the good work we do day in and day out without the heart and soul of our agency. We could not continue to expand our services and program reach without the dedication of our staff who, so often, take on new demands and who continue to work through difficult circumstances, with less and less support and resources. Our hats are off to each and every one of them. They are our backbone and we would not be where we are today without them!

With our enduring gratitude,

2016 Employee Recognitions

Agency Employee of the Year
Diane Washington

Supervisor of the Year
Barbara Bishop

Esther Thorpe
Team Spirit Award
Carolyn Allen

Unsung Hero Award
Jeri Flanagan



Loretta Ross
Chairman of the Board



Gary MacMath
President/CEO

Pictured on the front cover, clockwise from the top left: Mastry Apartments, Staff Recognition Dinner, Martin Lott receiving the Mary R. Koenig Founders Award at the Angels Brunch and Summer Youth Internship Program participants with Mayor Rick Kriseman at the 3rd Annual Mayors' 49th Street Cleanup. Below: Curtis Anderson.



2015/2016 Community Outreach

- Throughout the year, more than 3,000 people were served through Boley Centers' programs and services including:
 - 429 adults who received outpatient medical services.
 - 229 adults who received supported employment services.
 - 197 adults who received Life Enhancement services.
 - 349 youth who obtained summer and after-school jobs.
 - 156 Veterans who received Homeless Veterans Reintegration Program (HVRP) services, including 123 who obtained community-based employment.
 - 164 new people obtained permanent supported housing services.
 - 318 new people who received permanent supported homeless housing services.
 - 116 adults who received outpatient counseling services.
 - 130 adults who received supported living services.
 - 95 people who were taken off the street and housed through Boley Centers' Homeless Outreach Services.
- Provided a range of housing options, with another 115 on the horizon, including 394 vouchers, 293 permanent housing units, 243 permanent homeless housing units, 88 units of permanent supported housing for Veterans, 55 group home beds, 28 Veteran beds and 45 Safe Haven beds, 20 of which are for Veterans.

Bringing Honor to a Man Named Charles

For more than 35 years, Tina Coscarelli has been a fearless and tireless advocate for our clients. She has met a lot of people who have needed help and whether they received that in the form of a caring ear, an encouraging word, a teacher, a defender or someone to draw the line – they were all lucky to have Tina on their side. On Tina's watch, our clients know fair, but tough love.

Charles was one of the lucky ones to be on the receiving end of Tina's care. A Veteran of the United States Army, he found his way to the streets after blowing through massive amounts of money and hitting rock bottom. His father had been a General in the military and Charles, an only child, followed in his footsteps, joining the service himself. After being honorably discharged, Charles returned to his parents' home in California where he took care of his ailing mother. His father had already passed away so upon her death, Charles' family was all but gone. He had always been in the mode of taking care of others. When he finally had the chance to worry about no one but himself, he jumped right into that "me" mode, living excessively and losing almost everything.

Tina came to interview Charles for a permanent supported housing unit at Twin Brooks while he was living at the agency's Morningside Safe Haven for Veterans who have been homeless. He moved in to his apartment at Twin Brooks in 2011. Charles did not have income or benefits and turned to panhandling to support his alcohol addiction. He knew better but was known to test the limits. Invariably, Tina would appropriately push back. She knew he had suffered great loss in his life, was battling severe depression and suffering from alcoholism and, because of this, she walked a fine line between granting him leeway and pressing him to get back on his feet.

Charles was smart – he loved astronomy – and loved to read the Farmer's Almanac. He could be charming and was often seen doing things to help others. So when he became quite ill late last year, ending up in the hospital, Tina couldn't help but visit him each day, knowing that she was all that he had. He was at the end and Tina knew it but she also inherently knew that Charles needed permission to let go and allow his body to move on.

After he passed away, Tina learned that his body had been released to the county contracted funeral home for people who are indigent or who go unclaimed. Charles had designated Tina as his next of kin before he passed away, something that honored Tina but came with a weight of responsibility. She struggled knowing that Charles would be buried in the least memorable way - that his body would be given nothing more than a pauper's burial.

Tina fought for him to have a proper military burial. She called office after office of the Veterans Administration, both local and federal, and everywhere in between. The more resistance she experienced, the harder she fought until finally, she found an open door which turned out to be a red carpet.

On November 23, 2016, Minister James Knight presided over a service for Charles Hoskins before an intimate group of staff, a few fellow clients and a host of volunteer Veterans at Sarasota National Cemetery. Tina was struck by the representation of all lines of the military, the Knights of Columbus color guard and all of the volunteers who showed up to honor Charles and help bring his life respectful closure. Taps was played and a line of cars and motorcycles drove in procession to the grave site where Charles would be laid to rest, complete with a headstone that Tina was able to pick out.

At the heart of this story is the fact that Charles once had a life – he was a life. He was more than someone who was homeless, an alcoholic or someone who was mentally ill. He served his country, took care of his parents, was a husband for a short while (his wife passed away leaving him a widow), was kind to others – he was a human being.

It's a funny thing about Charles – he always had the attitude that he could get whatever he wanted and so often, he did. Tina jokes about the fact that even in his death, he was spoiled and got his way! Tina never gave up the fight though, and was rewarded tenfold with Charles' funeral, where he was honored for his service and gratified for the human being that he was. At the conclusion of the memorial program, a uniformed serviceman marched over to Tina where he presented her with the flag and saluted her in honor of the man named Charles (see picture at right).



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.

CHOICE • WELLNESS • INTEGRATION

Thank you to our donors who have so generously supported us throughout the year!

Nancy Ammon
Lorraine Apperson
Richard and Nancy Back
Joann Barger
Virginia Battaglia
Raymond Bauer
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Diane Howe Boudwin
Brighton Foundation Trust
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Sue Froid
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Judy Gallizzi

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Edie Spies
SPYC Birthday Club
Stanley LTC Pharmacy
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Mary Margaret Winning
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2016 Community Benefit

- Served as one of three deployment centers for the annual Point in Time (PIT) homeless count in Pinellas County.
- Opened Mastry Apartments, providing eight units of permanent supported housing for formerly homeless Veteran families.
- Hosted two Tim Howard School of Goalkeeping Keeper's camps for young goalkeepers from around the world, with the proceeds benefitting Boley Centers.
- Students participating in the agency's Summer Youth Internship Program (SYIP) volunteered their time to participate in the 3rd Annual Mayors' 49th Street Cleanup.
- Assisted with assessing the needs and eligibility of families displaced by the closing of the Mosley Motel in St. Petersburg and successfully relocated 13 of the 15 families.
- Staff were presented the Sunshine Ambassador Award from the City of St. Petersburg's City Council for their effort and dedication to screening and placing the residents who were living at the now demolished Mosley Hotel in St. Petersburg.
- Staff served roughly 250 clients and their family members at the agency's annual Thanksgiving Feast.
- Collected food items to assemble 15 food baskets for families in need at Thanksgiving and five food baskets, including toys for the children, at Christmas.
- Hosted Boley Centers' 34th Annual Jingle Bell Run for roughly 3,000 people in the Tampa Bay area. Proceeds from this event benefit permanent supported housing for individuals and families who have been chronically homeless.

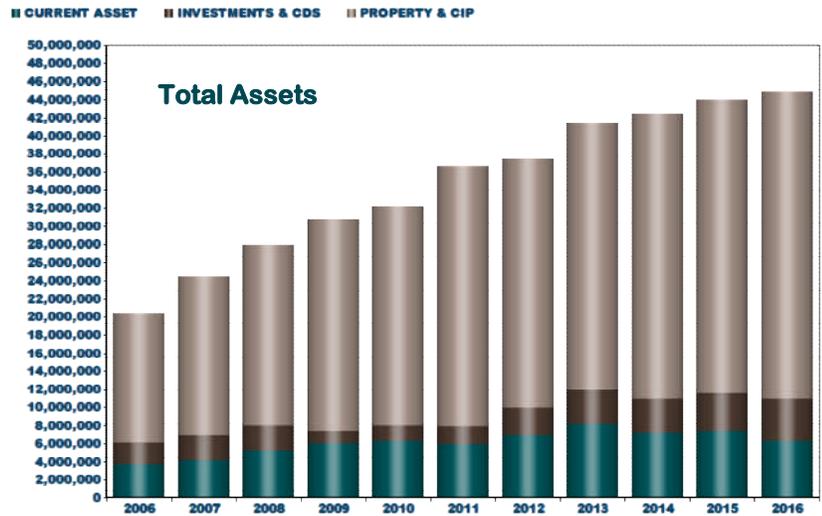
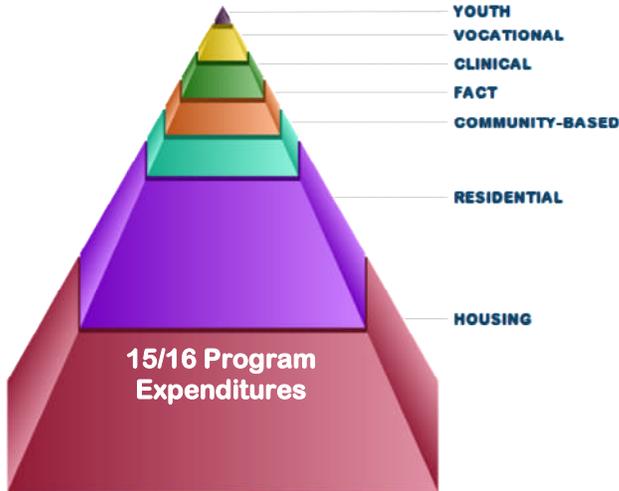
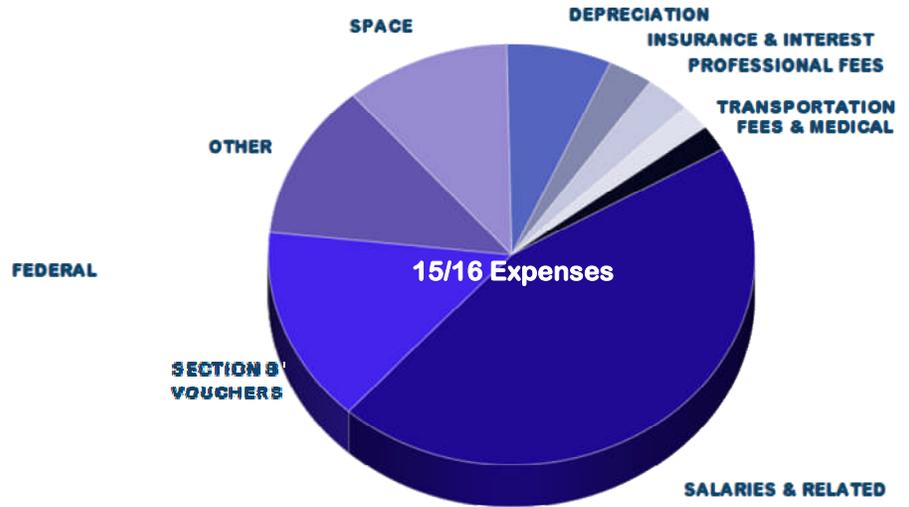
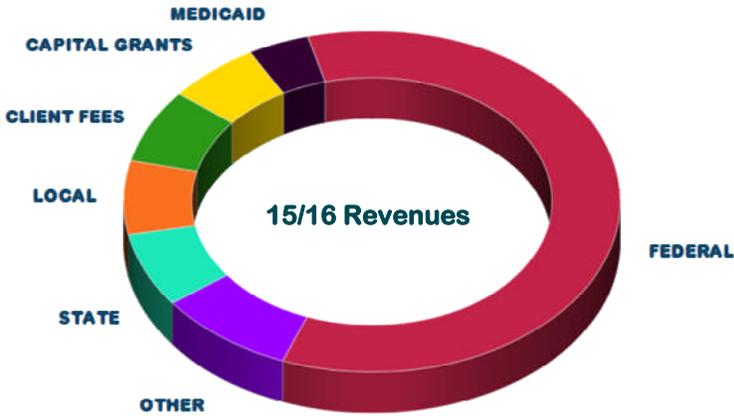
With funding from the Juvenile Welfare Board of Pinellas County (JWB), we were able to expand our Youth Employment Program to provide services in 2016 to serve an additional 150 youth. The funding provides for year-round part-time employment opportunities, case management, counseling and mentoring services all with the goal of increasing their success of staying in school, earning higher GPAs and decreasing behavioral issues. The target areas Midtown/Child's Park, Lealman, Highpoint, North Greenwood and East Tarpon. Since its inception, the program has expanded to include the Ridgcrest area as well.

Fiscal Year 2015/2016

- Increase in net assets: \$ 1,007,975
- Total assets: \$ 44,878,115
- Total revenues: \$ 19,317,670
- Administrative expenses as a percent of total expenses: 9%

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, Juvenile Welfare Board, Pinellas Community Foundation, Pinellas County, St. Anthony's Health Care, St. Vincent de Paul, Suncoast Center, 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.



"I felt honored that they thought of me because these things don't happen to me. My other bike was stolen while I was at school and now I'm blessed having another one to help me get to school and a good lock to keep it safe."
- Gregory

The Gift of Mobility x10

Boley Centers was very fortunate to be on the receiving end of a very generous donation of 10 Trek bicycles—five male and five female, complete with helmets, baskets and locks. With the assistance of program staff, the agency identified ten very deserving (and excited!) clients to distribute the bikes to. The bikes will be used by their new owners to make the journey to work and school simpler and to assist in their recovery.

So, can a bike really make a difference in someone's life? Absolutely! While bikes are owned by many as a means of exercise or recreation, for those who are struggling to make ends meet and trying to hold a job down or get to school, a bicycle can make a world of difference. Public transportation is readily available, that is true, but maneuvering our bus system and relying on the routes and schedules can make holding a regular job, getting to a scheduled class or meeting appointments a real challenge. A bicycle is simple to operate, easy to maintain, doesn't require gasoline and let's face it, it gets you where you want to go a lot quicker than taking a bus or walking! From the bottom of our hearts, as well as those of our clients, we thank our donor for the generosity, kindness and forward thinking!



Top Left: Duval Park Apartments; Top Right: Boley Angels Shrimp Boil and Wine Tasting at the Koenig Center; Bottom Left: Boley Angels Shrimp Boil Serving Line and Bottom Right: Boley Centers' 34th Annual Jingle Bell Run.

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