Letter from our President & CEO

In the world of delivering services to persons with disabilities, we’ve learned that in order to provide the best services we need to look at the unique needs of each individual. No two people are alike and that is true for all the people we serve.

We are making strides in our efforts to provide a broad continuum of service offerings and residential options for persons with disabilities. In some cases, larger congregate settings are more effective for the well-being of those we serve while in other cases, more individualized one on one delivery of service is appropriate.

Through a unique partnership with the Tidewater chapter of the Association of General Contractors we were able to renovate a single family home on our property on Cedar Road in Chesapeake, creating a state of the art residential home that offers the latest accommodations for persons with disabilities.

We are expanding our geographic service areas and this year we completed renovations on a property in Portsmouth adjacent to IC Norcom High School. A retiring physician donated his medical office building which we have converted into a location for community employment services and future location for day support activities.

We took over four federal contracts from another non-profit including laundry for the US Marines at Camp Lejeune in North Carolina. Our laundry associates take pride in the work they do in supporting the men and women in service to our country.

We launched Warrior Bridge, a new initiative designed to provide a bridge to employment for veterans who have a disability or other impediment to employment after leaving the military.

2016 has been a year of positive financial growth but also significant changes in several of our divisions. Management, staff and direct labor employees are all doing more to be more efficient and proficient and as a result we have seen gains in our financial stability, yet the demand for our services far outweighs our capacity so we must continue to grow in order to help more people.

There is much uncertainty in the ways the federal government regulates and mandates how service can be provided. We are working hard to prepare for changes and meet our mission needs in every way possible for as many people as we can.

It is normal to think of the people we serve as being dependent on the services we provide, but in reality as humans we are all interdependent. Every person needs others regardless of their ability. Our challenge is to find ways to help others find purpose in their lives.

We are very mindful of being good stewards of the funds we receive either through donation, charitable bequest or by purchase at our business divisions. We encourage you to find your way to help.

As proud as we are of our growth and as happy as we are to highlight our programs, it is the people of Eggleston that are the real highlight. Our employees, staff, board members and associates are all doing their best to improve the lives of the people we serve and to make our community a better place.

Sincerely,

Paul J. Atkinson
PRESIDENT AND CHIEF EXECUTIVE OFFICER

Dennis Bailey
SENIOR VICE PRESIDENT/CHIEF FINANCIAL OFFICER

Chris Haagland
VICE PRESIDENT OF GOVERNMENT CONTRACTS

Thomas L. Redmond
VICE PRESIDENT MARKETING AND DEVELOPMENT

Michael Godwin
VICE PRESIDENT HUMAN RESOURCES

Fenton Priest III
VICE PRESIDENT BUSINESS OPERATIONS

Michelle Flynn
VICE PRESIDENT OF DAY SERVICES

2016 BOARD OF DIRECTORS

BOARD CHAIR
Susan Craft

VICE CHAIR
Dennis Wance

SECRETARY
Joe Wadsworth

TREASURER
Charles Steinman

DIRECTORS
Philip L. Russo, Jr.
Jennifer Anders
J.D. Sanders
Fiesta Martin
Dave Belote
Brian Dunford
Kenneth Lampert
Frank Urban
Michael Sterling
Betsy Mason

DIRECTOR EMERITUS
Ted Baker
C. Arthur Robinson II

MISSION
Creating education training & employment opportunities

VISION
Eggleston envisions a community which values the abilities of all persons and endeavors to improve quality of life at home, work and at play

VALUES
Integrity, Choice, Empowerment and Quality

QUALITY STATEMENT
Excellence in Action
I’m Reggie

“I’ve always loved cars. I also love coming to work at the Eggleston Automotive Center. I’m part of the team that’s in charge of getting donated cars ready to be auctioned. I like my co-workers at the EAC. I like teaching them things I know about taking care of cars, and I really like learning what they know. I especially like making sure the cars are clean and shiny, inside and out – even down to the nuts and bolts – so their new owners can be as proud of them as I am.”

Many people know Eggleston through our radio commercials inviting listeners to donate cars – and these listeners are responding! Last year, more than a thousand cars were donated to the Eggleston Automotive Center.

Reggie Cray is one of the many individuals with disabilities who work on these cars, cleaning, fixing and preparing them to be sold at our twice monthly auctions. Not only are these donated automobiles a smart buy for those who purchase them, they also provide a source of revenue that helps Eggleston sustain existing programs for people with disabilities, and generate new and innovative programs.

The Eggleston Automotive Center staff also manages the fleet of large trucks that serve our commercial operations, like our laundry and shredding services. And new this year, the Eggleston Automotive Center is a fully certified Virginia Inspection Station, and now provides mechanical auto repair for the public.
Eggleston’s Linen Service is one of our largest contract operations, washing and processing approximately eight million pounds of laundry each year. We serve every branch of the military, and have recently acquired a new contract from the Marine Base at Camp LeJeune. In fact, we’ve had to expand to three shifts, and have added weekend shifts when necessary to accommodate the increasing demand. Whenever the call goes out for weekend work, Nick is the first to volunteer.

“I’ve been working in the Eggleston laundry service for more than 20 years. I feel a lot of pride that we handle laundry for the men and women in the Armed Services of the United States who are defending our country. All of us feel proud of doing this civic duty. I try to smile at everybody I work with, because I like it here so much. I usually ride the bus, but I also like to walk to work, even in rain and snow, and I’m never late. I am especially proud to be the 2016 Eggleston Employee of the Year!”

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At age 94, Harry McCoy isn’t ready to slow down. A retired Norfolk attorney and member of the Norfolk Rotary Club, Mr. McCoy has fond and very sharp memories of Mrs. Eggleston. He has maintained a scrapbook of photos of Mrs. Eggleston from the 1930’s. “Mr. and Mrs. Eggleston were like family to me,” recalls Mr. McCoy. “My parents were very close with Aubrey and Louise Eggleston and I called her “Aunt Louise.” We lived across the street and I remember the good things Mrs. Eggleston was doing many years before she became involved with the Tidewater Vocational Center which they later renamed Eggleston in her honor.”

To hear Mr. McCoy’s remembrances of Louise W. Eggleston, visit: www.egglestonservices.org/harrymccoy.mp3
Encompassing a variety of services, our **Business Fulfillment** staff provides training and support for individuals with disabilities that can enable them to complete critical assignments like mass mailings, packing give-away bags for conferences and business meetings, weighing and packaging bulk items for distribution, or other large jobs requiring accurate assembly.

During the past year, our **Business Development** Associates were entrusted by the Dollar Tree Corporation with the mailing of a vital policy statement – to every Dollar Tree store in the United States. Our associates also completed a bulk repackaging project for Carolina Nail. Devising a formula to weigh the nails, our associates assembled boxes of 100 units for shipping to retailers in a more efficient process that saved hours of labor and achieved excellent results for our customer.

“**I’m Denise**

“**When you entrust your job to Eggleston, you’re giving meaningful work to individuals like Denise and Chawnique. We welcome challenging projects – we can get the job done accurately and on time.”**

— Jerry Archer,
Business Fulfillment Manager

“I love my job here. This is my third position at Eggleston. I worked in food service at the Naval Station Galley and in the laundry before coming to the Business Fulfillment Center. I work alongside my brother Terrance. He’s a good brother, and when I was in the hospital recently, he took vacation time to come see me every day. My friends, family and work are most important to me.”

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“I work in Business Fulfillment. My job is important, because I assemble the die cut cardboard pieces that protect furniture when it’s packed and shipped. I’m a very independent woman: I have my own apartment, and I appreciate when things are nice. Even though I can’t see my work, it gives me such a feeling of pride to know that what I do is helping other people have nice things, too.”

— Chawnique
I’m Jonathan

“Thanks to Eggleston, I have a job in the radio traffic division of the Sinclair Broadcast Group. I’m an affidavit clerk, which means I do data entry regarding the delivery of commercials across six local radio stations. It’s great work!”

Through our Community Employment arm, Eggleston places people with disabilities in jobs with local companies who want competent employees and are willing to give these workers a chance. Our job coaches work directly with these companies to ensure the individuals we place can handle their specific job requirements, and they’re available to follow up with the employees as needed.
Food Service is one of our greatest success stories – and proof positive that we can provide long-term stable employees with meaningful work and benefits, while providing a valuable product and service to the community. We entered into our first Food Services contract in 1990 with what was then Portsmouth Naval Hospital – now Naval Medical Center Portsmouth – and we still work with them. Part of what we do is assemble food trays for patients, making sure that each tray complies with the individual patient’s dietary restrictions. In recent years our food operations team at the Naval Station Galley was honored with the Edward F. Ney Award for food service excellence, which was established in 1958 to recognize the best general messes in the United States Navy. During the past year, we added Naval Station Oceana to our list of clients. For all of our Food Service clients, we serve meals, provide bussing and clean up and other custodial work to these galleys. During this fiscal year, Food Service revenue exceeded four million dollars.

“I’m Robert

“The men and women of our military work in rain, snow, or whatever the weather, and we feel a duty to make sure they have hot meals while they’re serving the country.”

Dedication is the rule, not the exception for our food service staff. When one of the recent hurricanes caused major flash flooding, Supervisor Robert Anders waded through knee deep water to open the galley for the Marines at Camp Allen.
I’m Joey

“I used to work at a Bakery, but what I really love is design. Now that I work in the Embroidery and Screen Printing division of Eggleston, I have the chance to learn even more about designing. We have new graphics software that I think will help us expand our services to help even more people. Right now we embroider custom hats, bags, shirts, caps and more for some local schools and sports teams, and even for the fire and police departments.”

Our Custom Embroidery and Screen Printing Division specializes in delivering high quality work and strives for complete customer satisfaction.

Eggleston participants were asked to perform in the Black Light Puppet Theatre, a special project of the Virginia Stage Company.
At the *Eggleston Garden Center* located next to the Virginia Zoo, we sell plants, flags, garden decorations and much more. During the holidays we are also known for having beautiful, large Christmas trees, poinsettias and wreaths, and we love helping customers pick out the perfect ones for their homes. On some weekends we have special sales and master gardening classes. We help people make their homes even more beautiful with our plants and flowers – many grown and nurtured by our associates at the greenhouses behind the Zoo.

Eggleston Landscaping Services provides training and employment for persons with disabilities who enjoy working outdoors, beautifying and maintaining grounds. We offer full service landscaping for both commercial and residential clients.
I’m Ashley

“I love animals! I even have a dog of my own where I live, at Hope House. At Let’s Go, Eggleston’s Pet Care, everyone loves animals as much as I do. We feel a real strong bond with them. So we walk them in the park, give them baths, groom them, and generally just play with them and keep them company while their owners are at work or away. We also carry some gourmet pet food, toys, collars and tags that their owners can buy.”

I’m Jaiden

“I’ve been working in Eggleston’s Document Shredding division for five years now, helping our Customer Service Representatives. We pick up papers that need to be shredded, load them onto our trucks, unload them at the shredding building. I know all of our customers, and I can save our drivers time because I know where every customer keeps the bins. We serve individuals and businesses like law firms, public schools, nonprofit organizations and even the Internal Revenue Service – so we have to be sure our work is secure.”
I’m David

(Pictured in upper left of this photo) “I live in the Sawyer House at the Sarah Bonwell Hudgins campus in Hampton. It’s always been my dream to be a DJ. With some help from our house manager Shamika Deese, I’m closer than ever to realizing that dream. Shamika’s son Jerel has a lot of musical equipment. We practice together almost every week, and he’s helping me get even better. I am hoping for some gigs now, and it’s the greatest feeling in the world to bring music into people’s lives!”

The Sarah Bonwell Hudgins Campus encompasses 40 acres in Hampton, dedicated to serving people with disabilities. The campus includes four residential group homes, an apartment facility, a learning building, classrooms, and a gymnasium, all owned by the Sarah Bonwell Hudgins Foundation.

Eggleston maintains and administers all programs on campus, including residential services, day support and leisure activities. We also provide employment services that include a gear assembly production contract for Ryson Corporation and operate a secure shredding facility (our most well-known client is the Internal Revenue Service).

I’m Joseph

“I like coming to Civitan Acres now: I was a little uncomfortable at first, because I only liked being with my parents—but now, I’ve made friends and I have learned a lot of good things, like when and how to wash my hands. And I can change the station on the radio to get better music!”

Originally built by the Civitan Club of Norfolk, Civitan Acres is a 14-acre property on Cedar Road in Chesapeake which includes a main facilities building and five free-standing cabins as well as a newly built residential home. The property has a swimming pool that has special lifts to accommodate those with mobility issues and a baseball field. The field is often used by the Challenger League, a youth baseball league for children with disabilities.

Civitan Acres is a place where participants with more significant needs are supported in a safe, secure and caring environment by a specially trained staff to monitor activities. For individuals on the autism spectrum and/or with Asperger’s syndrome, as well as other intellectual disabilities, there is a dedicated room offering the Snoezelen therapeutic regime, which features controlled multisensory stimulation. Each summer the property hosts a seven week overnight summer camp program that allows participants to make new friends while family members at home get a needed break from providing care.
In 2016 we welcomed Tim Giles to the Eggleston family as Program Manager for Warrior Bridge, our newly established service that serves as a bridge between veterans suffering from disabilities and meaningful, satisfying employment. These disabilities can be physical, intellectual or psychological – or a combination of all. They are the specific disabilities that often accompany military service. Under Tim’s direction, Warrior Bridge will provide employment rehabilitation services, from resume writing to job searches, from developing networking skills to navigating the various veteran benefits programs.

Tim Giles retired from the U.S. Navy as a Chief Religious Program Specialist, after serving 24 years. “I know the military culture,” he says, “and I know what these vets are going through. I like being around them, and am thrilled to be able to serve them via the Warrior Bridge.”

Beacon House

Located in Virginia Beach, the Beacon House serves individuals who have acquired brain injuries, either by vehicle accidents or other traumatic injuries – some through violence, some from service-related incidents, and all debilitating. Based on the Clubhouse model, the Beacon House offers friendship, camaraderie, social interaction and the chance to relearn vocational and life skills to its members. We are extremely proud of our Safe Driving Seminars, in which one or more of our members visit public school driver’s ed classes to talk openly and honestly about their experiences as victims of driving-related brain injury. These brave members deliver profound messages in real time, demonstrating as no other method can the consequences of inattentive and dangerous driving.

David, Larry and Alan spoke to drivers education students at Frank W. Cox High School and stressed the importance of making good choices and the potential consequences of bad decisions.

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Helping the community for over 60 years

Eggleston does far more for the military than processing laundry and serving meals. We also provide **Mailroom and Custodial Services**. At the Joint Expeditionary Base at Little Creek-Fort Story, Eggleston personnel maintain several buildings, keeping them clean, in order and safe, including several restricted access facilities. We’ve recently expanded our service, and even provide these services for the Navy Seals – a unique source of pride for our team.

For the **Army Corps of Engineers**, Eggleston provides a host of essential mailroom services – sorting, delivering and processing letter mail and packages, often learning and utilizing vendor Internet databases.

These services demonstrate the value our long-term federal customers place on the work Eggleston performs, and reflect the trust we have gained by providing reliable, high quality products and services.

**Looking for Services?**

Know someone looking for services? Our **Disability Services** staff links individuals with disabilities with opportunities for ways to enrich their lives. We offer a variety of services including day support, prevocational training and paid employment. We work with individuals, their families and our partner agencies and referral sources to find suitable placements. For more information contact our Disability Services manager at 757-858-8011.

I’m Alan. You may have seen my picture on the side of one of the Eggleston trucks. I am so proud of being able to represent Eggleston in this way. I work in the Ingleside Road office, where my custodial responsibilities make it possible for staff members and associates to perform their duties in cleanliness and comfort. Everybody here works very hard, and sometimes they need to take a break – so I started a “lunch club.” I invite people to take a few minutes while they eat to talk about all sorts of things. We all enjoy getting to know each other better!

Chris Hoagland, Vice President of Government Contracts won the East Region Management Excellence Award by the National Council of SourceAmerica Employers (NCSE) and was presented his award at the 2016 national AbilityOne conference.
2016 YEAR IN REVIEW

Succeeding Together

158 people placed into jobs in the community

1,004 people served

$2.5 million in wages paid to people with disabilities

30 individuals provided with residential services

186 Civitan Acres summer campers

Associate of the Year
Grayson Lavee
Tanners Creek Day Program

Employee of the Year
Nick White
Laundry Services

President’s Award
Tara Bartone
Tanner’s Creek Day Support

2016 EMPLOYEE AWARD WINNERS
Financial Results
(YEAR ENDING JUNE 30, 2016)

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<th>UNRESTRICTED REVENUE</th>
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<th>2015</th>
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<td>Donated Thrift Store Items</td>
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<td>Unrestricted</td>
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</table>

Making a Difference

Generous donations make it possible for Eggleston to empower people and change the lives of more than 1,000 adults with intellectual disabilities each year in the Hampton Roads area. Since 1955, Eggleston’s programs and services have helped provide much needed support services, training and employment opportunities to individuals with disabilities. And with your help and financial support, we can do so much more! Did you know that…

- There are almost 150,000 persons with disabilities of working age in the Hampton Roads area?
- A recent demographic survey forecasts a 400% increase in persons with autism spectrum disorders in the next 10 years?
- With recent cutbacks in government contracts, we need your help now more than ever?

Eggleston has provided services to tens of thousands of people throughout the years, but it’s still not enough to meet the growing need in our area.

Please join us by making a gift today. Your generous donation will make a tremendous difference.

- **Donate online** at www.egglestonservices.org.
- **Donate by mail**
  Eggleston
  Attn. Donations
  1161 Ingleside Rd.
  Norfolk, VA 23502
- **Leave a gift in your will.**

The impact of your gift will:

- Help create new jobs and services for persons with disabilities.
- Provide future capital resources to meet a growing need.
- Continue the vital programs and services that are empowering people and changing lives – every day.

We’re grateful to our donors, who made such an impact in 2016. To inquire how you can help, contact Tom Redmond at redmond.tom@egglestonservices.org or call 757.431.7817.
Eggleston has been accredited by CARF for the following services:
Community Housing, Community Integration, Child and Youth Services, Job Development, Job Supporters, Job-site Training and Organizational Employment services.

Eggleston is a 501(c)(3) Not-for-profit Corporation