

eeggleston

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purpose



2019
COMMUNITY
IMPACT REPORT

RELATIONSHIPS RELATIONSHIPS RELATIONSHIPS RELATIONSHIP

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MANAGEMENT TEAM

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Neil P. McNulty

CHIEF FINANCIAL OFFICER
Ronald Fritch

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DIRECTORS EMERITUS
C. Arthur Robinson II,
Foundation Board Chair



A Letter from our
Chief Executive Officer

It is my great pleasure to welcome you to this *Community Impact Report for 2019*. As I reflect on the past year, I'm confident in our collective efforts and how we have enhanced the lives of many individuals through opportunities provided at Eggleston. The common theme of this report is *Purpose*, and how through *Relationships, Impact, and Growth* we can create *Purpose* in what we do. I believe those values and the standard we should set for meaningful Purpose is exemplified best by one of our former Board of Directors, Theodore "Teddy" Baker.

Teddy was an advocate for Eggleston for nearly 55 years. In fact, I once asked Teddy about his earliest memory of doing something to promote Eggleston, and he told me it was on November 22, 1963, the day President Kennedy was assassinated. Whether it is 11/22/63 or 9/11/01, life-changing moments often inspire *Purpose* in the face of tragedy, and for that we can find solace and hope out of what can be challenging times. For Teddy, that day was indeed the beginning of a life-long, special *Relationship* as an advocate, volunteer, and donor for Eggleston. He served twice as the Chairman of our Board during times of significant expansion. As a successful businessman, he brought his perspective to each opportunity. His strength was in evaluating the *Impact* of each *Growth* opportunity with a balance between his head and heart. In addition to Teddy's recruitment of Board members and business customers, he made *a purposeful choice to be among the first to leave a legacy gift to the Eggleston Foundation*.

Teddy's guidance will be missed, but his handprint is firmly evident in both the Eggleston you see today and the Eggleston of the future. As you look further at this Impact Report you will see the guiding hand of Teddy Baker and those he encouraged to join him in his life's journey, which was full of *Purpose*.

Sincerely,

Paul J. Atkinson

PEOPLE ARE OUR PURPOSE
2019 ANNUAL AWARD WINNERS

ASSOCIATES OF THE YEAR



Steven Consavo
Day Program Services, Tidewater Drive



Patrick Edwards
Residential Services, Howland House



Craig Lyons
Brain Injury Services, Beacon House

EMPLOYEE OF THE YEAR



Latonya Plummer
Food Service Worker,
Camp Elmore

VETERAN OF THE YEAR



Tom Redinger
Service Supervisor, EAC

PRESIDENT'S AWARD



Jeff Hoel
Supported Employment
Supervisor, EAC

PAUL J. ATKINSON SR.
LEADERSHIP AWARD



Dominique Pierce
Assistant Director of
Residential Services

SERVICE TENURE RECOGNITION

20 YEARS

Michael Boyd
Naval Station Galley
Tanya Brooking
Naval Medical Center
Portsmouth Galley

Luke Grossman
YMCA Laundry
Services
Antwan Thomas
JEB Little Creek
Custodial Services

25 YEARS

Michael Needham
Naval Station Galley
Shirley Phillips
Laundry Services

30 YEARS

Damien Sellers
Business Services
John Waff
Business Services

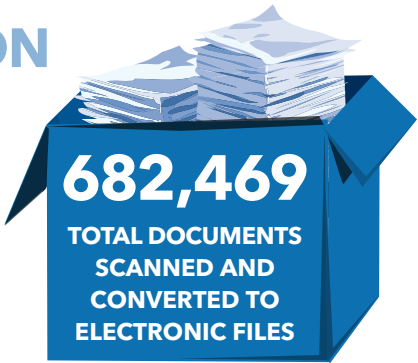
35 YEARS

Vernell Boone
Naval Medical Center
Portsmouth Galley
Michael Turner
Business Services

DOCUMENT SHREDDING & CONVERSION



Eggleston offers secure, state-of-the-art document shredding services, as well as affordable document conversion into easily stored, readily accessible industry-standard digital images. We have a range of options to accommodate all of our customer's unique needs and employ dozens of people through these programs.



RETAIL



The Eggleston Garden Center and Urban Farm strives to show the community what contributing to a healthier food system and environment looks like at any scale. The idea of farming anywhere and growing accessible food and native plants for communities is our mission. In addition, as we produce food and plants at Eggleston we can use our resources to support jobs and education for people of all abilities in the community.

LANDSCAPING

Our commercial landscaping capabilities grew extensively this past year thanks to a generous grant from KOVAR, a non-profit organization founded by the Virginia Knights of Columbus to support individuals with intellectual disabilities. We now have the ability to run three landscaping crews when needed and can take on larger commercial and higher acreage projects. This will allow us to continue to employ our existing crews and expand the number of people working for us in the future.



Best Thrift is a valued local partner of Eggleston. When you shop at Best Thrift you get the satisfaction of knowing you are getting great deals and supporting the local economy. Plus your shopping benefits those with disabilities living in your community. Dozens of Best Thrift employees are supported by Eggleston's Community Employment division and portions of the proceeds from Best Thrift sales go to support Eggleston.



EGGLESTON AUTO CENTER

Each month The Eggleston automotive center (EAC) prepares hundreds of donated cars for auction in our mechanic and detailing shop. These cars are auctioned off to the public every other Saturday year-round. We also do state inspections and minor maintenance work for the general public. Through our Car Donation programs we employ 32 people and provide fleet support and resources for other areas of the organization.



The EAC employs **32** people.



Special Audiences Night at the VA International Tattoo

Each year the EAC detailing team, including the manager, Jeff Hoel, attends the Virginia International Tattoo. This is a great opportunity for everyone to enjoy an evening out as friends. Eggleston strives to foster a work environment where social and personal support networks are created naturally and are maintained without staff coordination. This group has accomplished that and will continue to do things in the community as friends and colleagues.

EMBROIDERY

In September of 2019 the embroidery division invested in a brand new machine and made improvements to existing equipment in order to expand capabilities. This will allow us to take on larger projects for new and existing clients and employ more people.



Meet Trevor Lucas
A 2019 Top 40 Under 40 Winner!

Trevor is our program manager for our embroidery services and helps support multiple employees daily. He is a wonderfully talented artist and community activist. We are pleased to have his passion and knowledge supporting our efforts in the business division.

BUSINESS SERVICES

Eggleston supports Cox Communications as their sole East Coast vendor for the Cox Accessory Recovery Program.



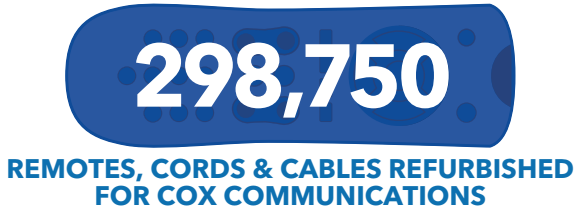
This partnership has allowed us to hire dozens of new team members, and provide career and work opportunities across the organization.

In addition to the Cox Accessory Recovery Program, our business services team also handles various assembly, kitting, packaging, inspection, testing, cleaning, bagging, labeling, and re-packing of bulk materials into ready-to-issue quantities for numerous Hampton Roads businesses.

2018-2019 Percent of Revenue by Total Service Unit



Government Services: 52.9% Business Services: 16% Day Services: 12.1% Residential Services: 8.6%
Administrative: 5.8% Retail: 1.4% Community Employment: 1.3% Brain Injury: .8% Staffing Services: .6%



RESIDENTIAL SERVICES

CURRENT
NUMBER OF
RESIDENTS:

34

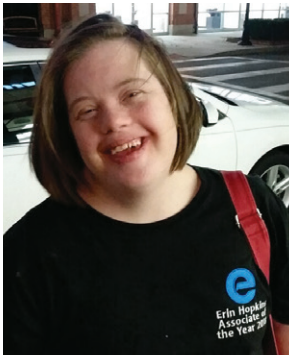
Over 15 of our residents have been with us a decade or more.

Eggleston provides residential community-based living options for individuals who have a primary diagnosis of intellectual disabilities. Our focus is to develop outcome areas consistent with **growth empowerment, achievement, and personal freedom!**

The advantage of selecting living options through Eggleston is that services are person centered, incorporating the individuals' dreams, wishes and talents. **The individuals supported have many opportunities to be active members in the community, creating more natural supports and lasting friendships.**

Eggleston currently provides three Residential Service options:

- Congregate Living (Group Home)
- In-Home Support
- Supportive Living

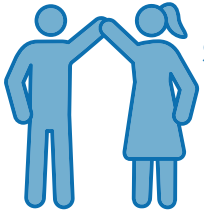
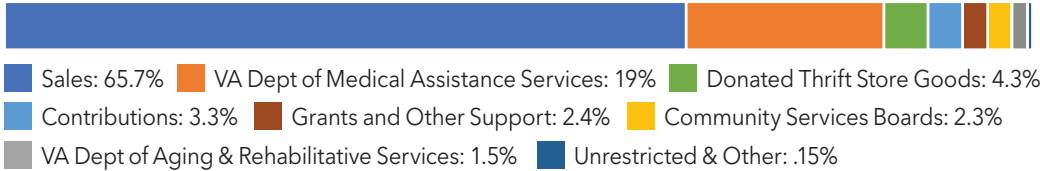


Meet Erin!

Favorite Sport: Swimming (She's a Special Olympics Gold Medalist!)
Favorite Food: Chicken Salad
Favorite Movie: Power Rangers
Favorite Color: Pink
Favorite Holiday: Christmas

Erin lives in an Eggleston Residential home and attends an Eggleston Day Program. **She became part of the Eggleston family in 2014 when she moved in and has been living her best life ever since.** When asked what she likes most about Eggleston, she replied, "It's a great place, and I love doing everything!" Erin says that she likes her housemates and that her dream is to make it big in Hollywood one day. At Eggleston, Erin has had many opportunities to shine, from being a guest on our radio show to throwing out the first pitch at a Norfolk Tides game, and even **being named our 2018 Associate of the Year.** Like all of the individuals we serve at Eggleston, Erin is an important member of our family.

2018-2019 Percent of Revenue by Funding Type



EGGLESTON
SERVED
985 ADULTS
WITH DISABILITIES
THIS YEAR.

DAY SUPPORT SERVICES



Eggleston Day Support Services are designed to offer individuals meaningful daily supports based on improving quality of life and enhancing independence. Eggleston promotes individuals' integration within their communities; offering more freedom and options to develop natural support systems and relationships. **All activities provided focus on growth in independence and self-actualization.** Services support the acquisition, retention, or improvement of self-help, socialization, community integration, employability, and adaptive skills where appropriate. **Day Support Services provides these opportunities at various ratios to more than 250 people both in the community and at our centers across the region.**

SUMMER CAMP

Summer Camp at Civitan Acres in Chesapeake has been a staple in the community for decades. Each year camp grows to meet the need of those we serve - adding weeks, activities, supports, staffing and more. This year camp served 182 campers over 7 weeks. Hear for yourself the impact just one week of summer camp can make on an individual:

*"[My camper] enjoyed the camp so much. We were looking through the scrapbook of pictures from the week he attended, and in every one of them, he has the biggest smile on his face. I wanted to express to everyone at Civitan, especially the counselors and staff, how much he enjoyed going to the camp. We had not heard of this kind of camp before this year, where the activities and services are catered to younger and older adults past the school age level who have disabilities. Because he is in his late 30's, but still has a mentality similar to an 8 year old's, it is difficult to find programs that are built around adults, but still give them activities and trips that cater to their young mindsets. **Now that we know about this camp, he will definitely be coming again next year.** It's all he has been talking about since he got back! Thank you again to the wonderful staff for all of the time, effort, and consideration you have put into this program. **We loved it and are truly grateful that you have it.**"*

- A Happy Parent



OF DAY SUPPORT
SERVICES DELIVERED



SUMMER
CAMPERS



Support Services Annual Revenue

Residential Services: \$2,450,897

Day Services: \$3,444,153

TIME SPENT IN THE COMMUNITY BY THE COMMUNITY ENGAGEMENT TEAM:

3,391 HOURS

FEDERAL AND COMMERCIAL PROGRAMS

Eggleston proudly supports all branches of our U.S. Military. In fact, for decades, we have worked with the Federal Government as well as local and regional businesses to provide contract services to the region and employ hundreds of people, including many veterans and their family members.



FOOD SERVICE

We provide food service for both the Navy and the Marines at more than eight locations across Hampton Roads. These programs employ over 145 people.



FOOD SERVICE
EMPLOYEES EARNED
PERFORMANCE
EXCELLENCE AWARDS



INDUSTRIAL LAUNDRY

Eggleston serves every branch of the military and other Federal and Corporate clients within our Commercial Laundry Facilities in Norfolk and Portsmouth. This division employs 83 people, is Healthcare Laundry Accreditation Council (HLAC) certified, and is a strong partner with Source America under the Ability One Program.



OF LAUNDRY PROCESSED

MAIL ROOM AND CUSTODIAL SERVICES

Eggleston provides mailroom services for the Mid-Atlantic Office of the Army Corps of Engineers and executes custodial services for the Navy SEAL Teams stationed at the Joint Expeditionary Base Little Creek-Fort Story. These unique opportunities provide jobs for 13 people in our community.

VOCATIONAL REHAB SERVICES

COMMUNITY EMPLOYMENT

Eggleston's staff of experienced Employment Specialists provide one-on-one job coaching to individuals who need support. They also help local employers hire these hard-working individuals. Hiring an employee through our community employment program can increase staff morale, production, and customer service.



Meet Charles

Charles Sharp, 28, has struggled with several disabilities and employment throughout his life. He was referred to Eggleston through DARS (Department for Aging and Rehabilitative Services). In January of 2018, Charles' Employment Specialists took him to an interview at the Quality Inn. With the help of our team, he earned a part-time position, and in six short months, was hired full-time.

Charles has maintained his job and recently moved into his own home. His Employment Specialist checks in often and provides supports as needed.

BRAIN INJURY SERVICES



The Beacon House is an ABI-style clubhouse serving adults who have become disabled as a result of an Acquired Brain Injury (ABI), stroke, or other debilitating brain injuries.

This rehabilitative environment is both therapeutic and educational. It provides opportunities to learn needed skills, gain and maintain friendships, interact with others, and have access to additional services like support groups and case management. Additionally, members go out into the community and share their life-changing stories at area high schools in hopes of reducing the number of Acquired Brain Injuries in local teens.

Our new case manager can work with anyone in the community with an ABI - not just Beacon House members!

LOCAL
COMMUNITY
EMPLOYMENT
PARTNERS:



BEACON HOUSE
DELIVERED ABI
PREVENTION
PRESENTATION TO



C3 PROVIDED
EMPLOYMENT
SERVICES TO



COLLABORATIVE COMMUNITY CONNECTIONS

Based out of Portsmouth, VA, our C3 program is dedicated to ensuring that vulnerable populations, specifically homeless individuals and those at imminent risk of homelessness have the opportunity for viable employment.



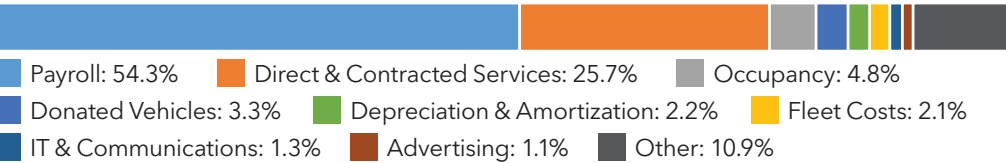
Left: Renisha Ricks, C3 Program Manager, and Paul Atkinson, CEO, attend the O2O community resource event put on by C3.

2018-2019 Percent of Expenses by Service Unit



OF SUPPORTED
EMPLOYMENT
SERVICES
DELIVERED

2018-2019 Percent of Expenses by Category



LAUNDRY



Top: New dryer in Norfolk.
Above: New tunnel washer.

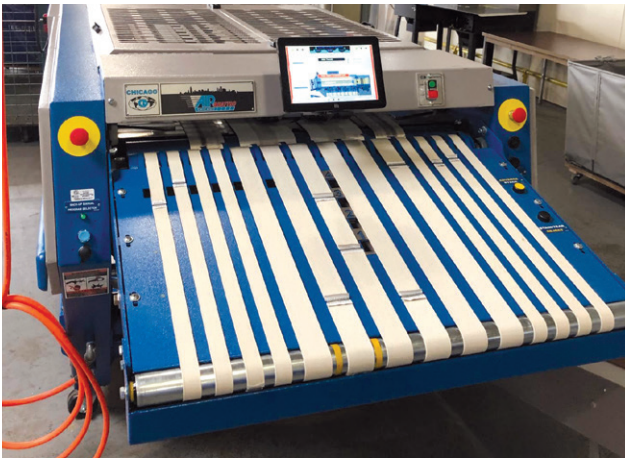
Major upgrades are underway for our commercial laundry in Norfolk and Portsmouth.

Thanks to our hard-working staff, financial support from the City of Portsmouth, and new business partners, like ServiceSource at Quantico in Northern VA, Eggleston is able to reinvest in its equipment and its people.

Highlights include:

- Opening of a 60, 000 sq. ft. plant in Portsmouth, which more than doubled our linen processing capacity resulting in a 20% increase in staffing.
- Purchased new equipment to include: two new dryers for our Norfolk plant, a shrink wrap machine for our Portsmouth site, and new folding machines for both locations.

As we grow, so does technology. To keep up with these advancements, and to support new work with Quantico, we are also bringing a computerized Radio Frequency Identification (RFID) tracking system online with plans to expand the use of this technology to other contracts.



Above: New RFID system.

LINK STAFFING



Link Staffing is a full-service staffing agency located in Norfolk. The Link team has decades of experience helping connect great employers and employees across the region. Link can staff professional, administrative, light industrial, and skilled trade positions for Norfolk, Virginia Beach, Newport News, and greater Hampton Roads businesses of every size. Link is working to support our programs and services by helping to place people within our company and in the community. The Link and Eggleston partnership has been a natural fit, and the opportunities to expand the number of people and businesses we support will continue to grow in the years to come.

RESIDENTIAL SERVICES



Above: Anna Street, our new residential home in Norfolk.

This year Eggleston's Residential Services has expanded to offer Supportive Living and In-Home Supports. We are adapting how we support our residents with more integrated and one on one experiences like trips to Disney World, Las Vegas, and Professional Sporting Events. In addition, Eggleston opened a newly licensed group-home in Norfolk. The house can support four individuals who utilize the support of a wheelchair. The home is fully renovated with an open floor plan and advanced technology. As appropriate, Eggleston will continue to look at other residential homes to manage as this is a growing need in the community.



Director of Residential Services Tasha Jones is a 2018 Top 40 under 40 Recipient.

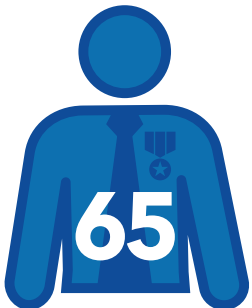
WARRIOR BRIDGE & VETERAN SERVICES



The Hampton Roads community has one of the fastest growing populations of veterans and transitioning military in the country. The Warrior Bridge program assists veterans with disabilities by connecting them to vital resources, services, and employment. This program uses a person-centered approach to promote self-sufficiency and is in a unique position to provide immediate employment to veterans through Eggleston's multiple businesses.



Eggleston is fortunate to have Timothy Giles, Veterans Services Manager and Program Manager for Warrior Bridge on our team. This year he was awarded the National Performance Excellence Award from Source America (ceremony pictured, left) as a result of his hiring efforts around veterans with disabilities. The award specifically highlights companies and people who perform outstanding support in recruiting, hiring and training veterans with disabilities. We thank Tim for his work helping to employ veterans and all persons with disabilities in Hampton Roads and look forward to him expanding these services in the coming year.



VETERANS SERVED THROUGH THE WARRIOR BRIDGE PROGRAM

COMMUNITY EMPLOYMENT

Community Employment has been rapidly expanding services this past year due to the increase in waiver associates seeking Employment First as an option. As such, we have added additional staff and invested our resources and time into growing this division. Community Employment has increased staffing by 40%, and we are now supporting close to 100 employees out in the local workforce.

Geographically we have grown as well, and are currently serving Hampton, Williamsburg and Newport News in addition to all of the Southside cities of Hampton Roads. Our relationships with local Community Service Boards (CSB's) and the Department of Aging and Rehabilitative Services (DARS) remain strong.

Maintaining relationships with dozens of local businesses and increasing our business partners has been essential to the growth of Community Employment. As we educate companies on the many benefits of hiring someone with a disability through Eggleston, we know our network of local companies wanting to work with us will expand.

This year we have developed relationships with the

following companies: Pollards Chicken, Dollar General, AGI, Cox Warehouse, YMCA Greenbrier, and Great Bridge, Whaaat The Snack Company, Roses, Walmart, and QDOBA.

We pride ourselves in working with anyone regardless of their disability. We believe that anyone who wants to work should be given a chance to do so. In the coming year our efforts will continue to expand both in the number of people we serve, the geographic regions we support and through the expansion of our local business partners.



Above: Some of our Community Employment Employees out at their jobs in the community! Far left: Carey Yates, Director of Vocational Rehabilitative Services. Near left: Kim Heath, Community Employment Manager

Empowered and Thriving, Thanks to YOU

We are grateful for all of our generous donors who make a difference in the lives of those Eggleston serves. Below is a list of donors whose financial gifts were \$10,000 and above:

1955 SOCIETY

Cumulative lifetime giving to the Annual Fund or Eggleston Foundation:

Individuals

Paul J. Atkinson
Billy and Beth Brock
James Corrigan
Susan Craft
Barbara O. Hodge
Harvey Lindsay, Jr.
Norman and Betsy Mason
Vines McPhatter
Dr. Earnest Aubrey Murden
C. Arthur Robinson, II
Mr. and Mrs. R.A. Sawyer
Bob and Eleanor Stanton
Grace Tazewell
Thomas Woodward, Jr.

Organizations

Civitan Club
Faith Wesleyan Church
Hampton Roads
Community Foundation
KOVAR: A Virginia Knights
of Columbus Charity
MANCON
Perkins Foundation
United Way of South
Hampton Roads
USAA Foundation
Vandeventer Black LLP
Webster Foundation

LEGACY SOCIETY

Donors contributing through a Will, Trust, or other planned gift:

Ted Baker*
Jerry Brittman
Louise Eggleston
Barbara O. Hodge
James and Ellen Parker
Mr. & Mrs. C. Arthur Robinson, II
Mr. & Mrs. R.A. Sawyer
Carol Stevenson

A SPECIAL ACKNOWLEDGEMENT:



**In loving memory of Theodore "Teddy" Baker whose 47 years of advocacy, service, and legacy to Eggleston lives on through his generosity.*

Building a strong foundation ...for another 65 years.

In 2020 Eggleston will celebrate its 65th Anniversary. Since 1955, Eggleston has changed lives for people with disabilities, and their families, in Hampton Roads by providing education, training and employment. Decades later, the need for Eggleston's services continues to grow, making it ever-more critical for Eggleston to respond and adapt to those we serve.

Please help us continue our Purpose

Donate today to support another 65 years of changing lives for people with disabilities. To learn more or to give online, visit egglestonservices.org/support-eggleston.

When you donate to Eggleston's Annual Fund or leave a bequest to The Eggleston Foundation you ensure that individuals with disabilities and their families receive the education, training, support, and care they deserve, now and for the foreseeable future.



The Eggleston OK5k and 1-Mile Run, Walk and Roll is the only major fundraising event held each year. Over 500 participants, spectators and volunteers come together for a fun-filled morning of games, prizes, music, food, silent auctions and of course a run, walk or roll to the finish line! Major sponsors make up a significant level of support for the event in addition to the participants. Wheelchair racers like Ainsley's Angel's and Team HOYT often come out as well with their teams. No other race in town is as ADA friendly as the OK5k. No matter your pace or abilities everyone is welcome. Keep an eye on the website for announcements about the 2020 OK5k soon.

We want you to come and join us for a fun and inspiring run, walk or roll!! Visit egglestonservices.org/ok5k to check out videos and photos and to learn about supporting the OK5K!

Email: ok5k@egglestonservices.org • Phone: 757-431-7817

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egglestonservices.org