



resolve & resilience

2010 ANNUAL REPORT



ST. JOHN'S COMMUNITY SERVICES

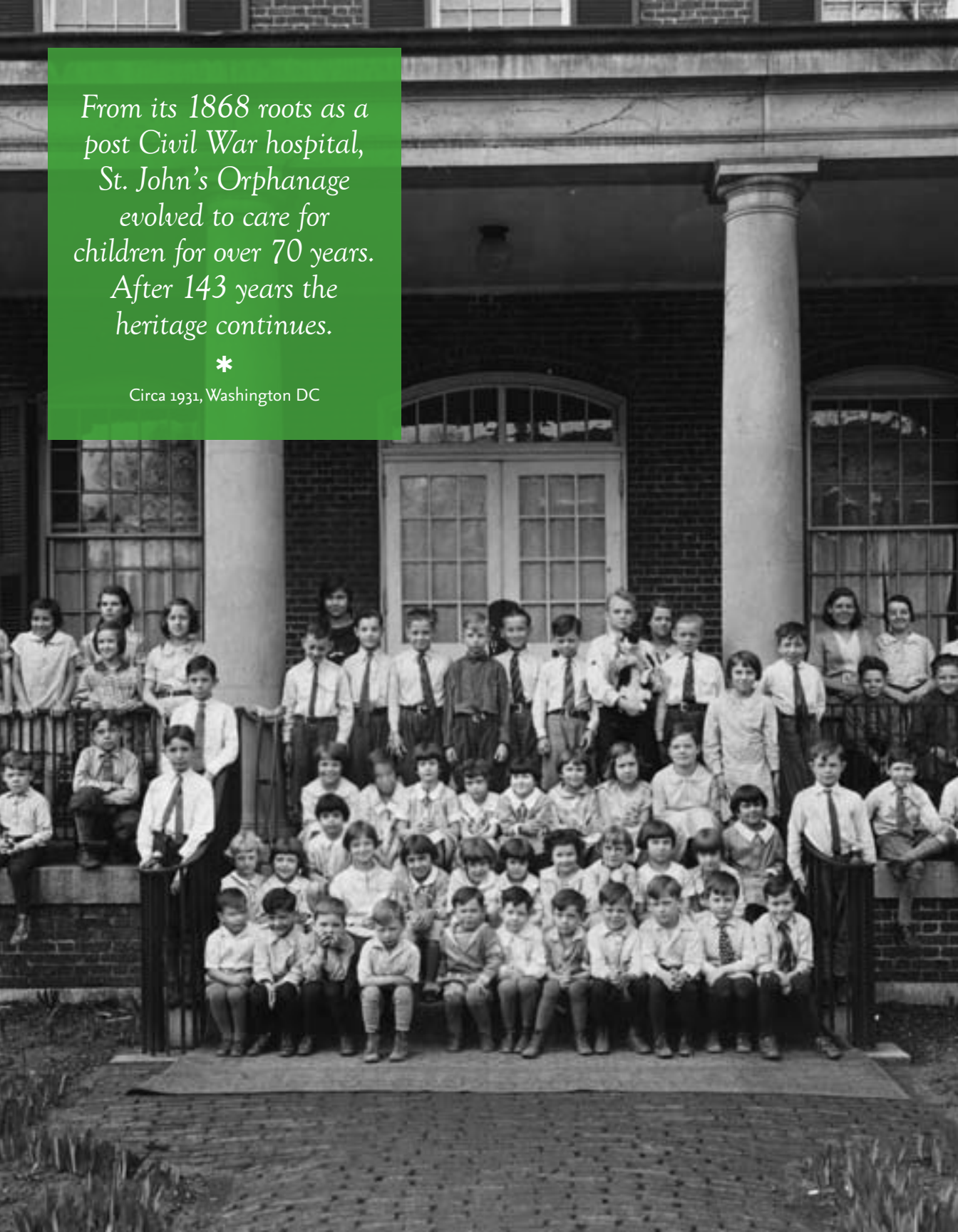
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advancing
community support
& opportunities for
people living with
disabilities

From its 1868 roots as a post Civil War hospital, St. John's Orphanage evolved to care for children for over 70 years. After 143 years the heritage continues.



Circa 1931, Washington DC



Dear St. John's Family Members,



No one needs a reminder of the turbulent times we've encountered and that are expected to continue for some time to come. But St. John's Community Services is not new to facing adversity and change. In fact, we've always understood that during the difficult times we don't hunker down, but to the contrary, we search for new innovative ways to increase our efficiencies and enhance the quality of our services. And then we emerge stronger and positioned to do even greater work.

Not only has our forthright stance earned us the rightful acclaim for our work, but we have continued our historical inheritance to survive and flourish even while other human service providers have retreated or discontinued services. In 2010 we supported more people with significantly less government support while instituting new systems and services, and expanded outreach and advocacy activities. In effect, we did more with less and while doing so received the highest certification and accreditation standards agency-wide.

This Annual Report reflects the Resolve and Resilience that continues to move us forward so that people with disabilities may claim a greater portion of their given rights for equality, justice and opportunity. Thanks to each of you for making this journey possible. We couldn't do it without you.

Sincerely,

Thomas F. Wilds
President & CEO

Mark J. Gold
Chairman, Board of Trustees



Year of Resolve & Resilience

St. John's Community Services (SJCS) has epitomized resolve and resilience, always responding to changing times and community needs. In the face of the continued government funding cutbacks, SJCS worked harder in FY 2010 to streamline services, embrace technology and achieve the highest quality service standards.

Across the agency, SJCS applied the highest quality standards and systems.

- Therap, a state-of-the-art centralized data management system piloted in DC, will be implemented in all states in FY2011.
- CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation was granted to VA (the 4th 3-year term) and to PA and TN (each for the 1st time).
- DC received high standards ratings from DC's Department of Disability Services review and will be preparing for the CARF survey in the coming year.

CARF is the gold standard, and SJCS will soon have agency-wide accreditation and reaffirmation of the high standards we set for ourselves. We apply these standards by building infrastructure, assuring quality systems, updating policies/procedures and implementing individualized, community-based services.

The organization provides residential services in attractive, well-maintained homes. The décor reflects the personalities of each person residing in the home. (TN)



CARF

Following are some of the state highlights attesting to our resolve and resilience.

SJCS-DC * Community Living Services supported 71 people (a 10% increase), primarily in centrally located apartments accessible to community resources. Employment Services added referrals from DC's Rehabilitation Services Administration for people seeking full-time jobs. Education Services increased to 32 students, ages 4 to 22, in five classrooms within the DC Public Schools. A Project Search grant enabled SJCS-DC, in partnership with DC's Developmental Disabilities Services and DC Public Schools, to support 8 high school students develop skills to transition from school to work.

SJCS-VA * While facing major state budget cuts, SJCS-VA sustained the nearly 35 people supported in homes, while another 11 people received In-Home Services to enable them to remain in their own home or in the home of a family member. Through staff outreach in the community, a greater number of people either chose to volunteer with nonprofit agencies or attained paid employment. Many new referrals from the Department of Rehabilitative Services led to employment placements.

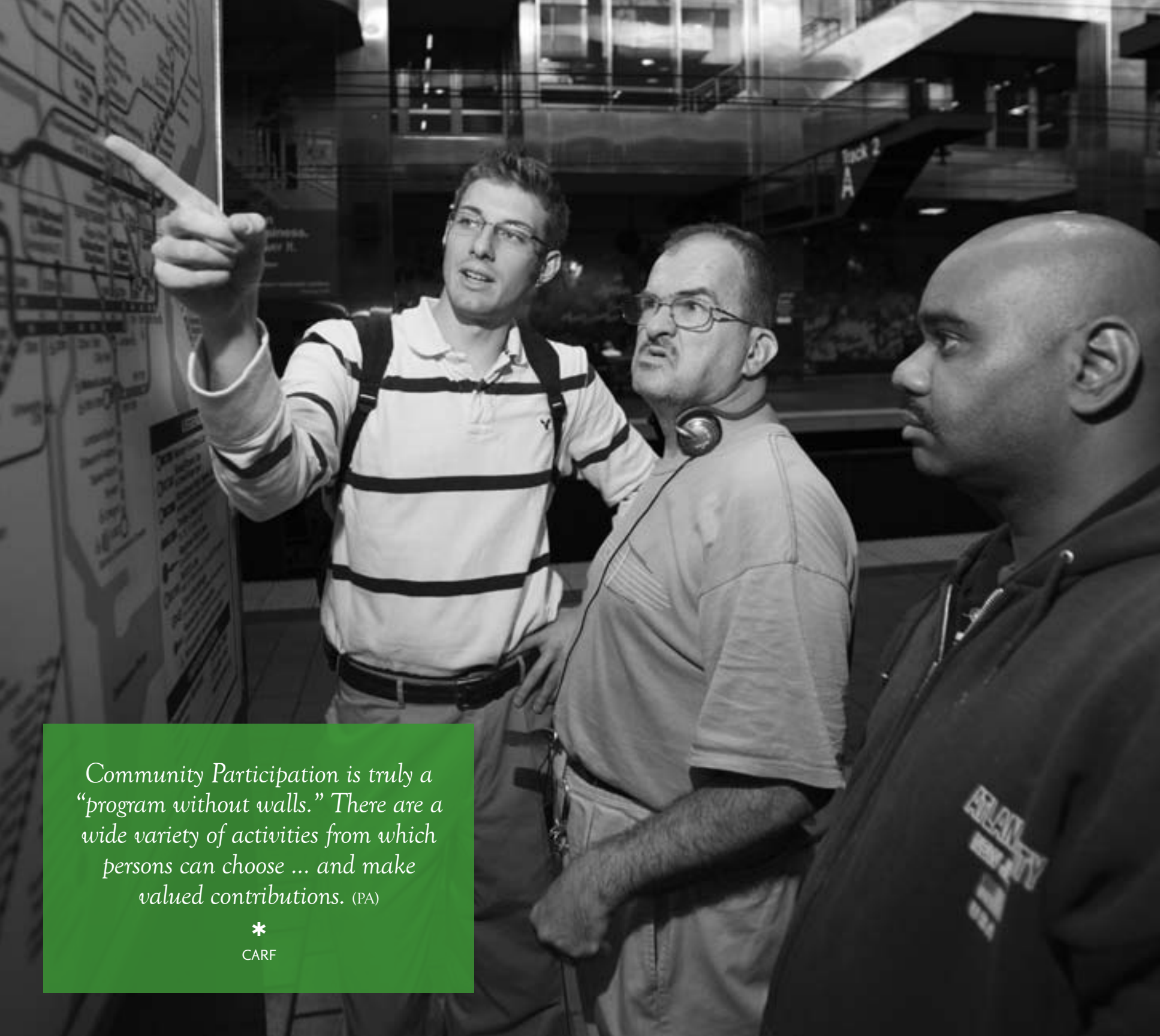
SJCS-TN * Due to a number of financial and programmatic challenges created by the state government, 2010 was notable for sustaining individualized services. Census figures for the major services were slightly down, though

new outreach to youth transitioning from schools to the community and adults seeking employment indicate new potential growth ahead. The SJCS-TN Board of Directors conducted the first successful state volunteer fundraising event, the "Swinging for a Cause" golf tournament at the renowned Mirimichi Golf Course.

SJCS-PA * Integrating adult day activities in the community with Employment Services resulted in a 10% growth in the number of people supported. By using Community Participation as either a "stand-alone" or "wrap-around" service with employment, people volunteered and/or worked in various new settings and organizations. A new contract for job placement from the Office of Vocational Rehabilitation increased referrals to SJCS.

In all states, SJCS advocacy efforts expanded. From attending rallies at statehouses in Harrisburg and Richmond to meeting legislators in Nashville and testifying at DC's Human Services Committee, SJCS staff, individuals and families had an impact on budget and service deliberations. SJCS remained a key player in all states through its leadership roles with state provider associations—vaACCSESS (VA), TNCO (TN), Coalition of Providers (DC) and PAR (PA).





The Faces of SJCS

Above all, SJCS is about the people with disabilities and their families who we are privileged to support. All of the systems, business practices and policies and procedures that we put into place are done with only one thing in mind—providing quality services to the people we support. We are grateful to the individuals and their family members who have chosen to be part of the St. John’s family.

Following are a few of their stories. While each person is unique, his or her story reflects some universal characteristics of all people, not just those with disabilities supported by SJCS. Each individual aspires to become stronger, more accomplished and to give back to others. And in so doing, they attain a sense of pride, greater independence and a meaningful place in their chosen community. We recognize and applaud their accomplishments, and the SJCS staff members and community partners who assist in creating opportunities for them.

Community Participation is truly a “program without walls.” There are a wide variety of activities from which persons can choose ... and make valued contributions. (PA)



CARF

Jason's Story (TN) * As a boy in Kansas City, Jason was not able to walk, communicate or care for himself. At seven, a breakthrough occurred when his parents found a water walking program at a local YMCA. Jason's parents watched their son transform in the water. He lost weight and gained balance, coordination and strength. After moving to Memphis, his parents searched for an agency to support Jason water walk but to no avail; that is until they found St. John's. "It's a leap of faith to leave your child with others," says Jason's father, "but St. John's does a good job." Now SJCS staff member Zelma works with Jason at the Bickford Center pool twice a week. Once unable to walk or communicate, Jason now eagerly awaits each pool visit and also participates in the Special Olympics and Taekwondo to keep up his strength and well-being.



Patricia's Story (VA) * Patricia grew up in a large family of eight brothers and sisters. For the past 10 years, she has worked three days a week at her job in packaging and labeling. She is proud of her job: "I'm happy there, and I can't wait for my 15 and 20 [anniversary] years." Patricia has lived in an SJCS group home for two years, and her room is decorated with an interior designer's eye. She loves working with fabrics and hopes to someday go to design school. "Patricia is a passionate person, warm and strong willed. I love that about her," says Binta, SJCS Residential Team Leader. Patricia enjoys movies, watching TV (especially Rachel Ray), shopping for hats, and helping her roommates when needed. Even with her busy schedule, Patricia still has time to go to dinner with her boyfriend whom she met at work.



Jack's Story (PA) * Although Jack has full hearing ability, he learned American Sign Language through a series of courses at a local community center. It has become his communication choice. When Jack joined SJCS-PA in July 2010 he wanted to find a job working with people with hearing impairments. With SJCS staff support, Jack is developing his employment skills while volunteering with The Germantown Deaf Ministries Fellowship newsletter. "I look forward to finding a job teaching sign language to deaf people so they can communicate better," says Jack. His other interests include music, especially Billy Joel, cross-word puzzles and watching sports. Jack uses the public bus system to travel between his home and community activities. SJCS Program Coordinator Melinda says, "Jack is a wonderful person who brings so much joy and spontaneity to St. John's; he's a lot of fun and a great support to other people."

Abril's Story (DC) * Abril, a 20-year-old young woman, has been with SJCS' education services since she was three years old. At the time, she could not speak. According to her mother, "SJCS has been a positive force; I'm happy with the progress Abril has made." Now in high school, Abril's favorite subjects are reading, math and social studies, with a keen interest in politics and African American culture. Her SJCS teacher, Salif, says "Abril is very dedicated to her studies, and she demonstrates sound critical thinking skills." With support from SJCS, Abril attends a general education class in social studies. In addition, she volunteers at the Anacostia Library and goes on field trips to use and learn about public resources. "I feel great about my education," says Abril. "When I graduate, I want to be more independent, study business and someday open my own business."



Planning for Tomorrow

Once again at a critical juncture, SJCS embarked on a strategic planning process in 2010 that will culminate in the Fall of 2011 and set the organization's course for the next three to five years. As in the past, we will seek internal and external information and develop a course of action that is responsive to our time and existing community needs. We will then build on our core competencies to potentially address new circumstances and meet the needs of new populations.

This strategic planning process has been a vital element to St. John's ability to change, to adapt and to flourish. Indeed, this same process led to a dramatic turn in the 1950's when the Board closed the 70 year old St. John's orphanage and opened the St. John's Child Development Center, the first alternative to the state institution in the District of Columbia for students with disabilities. This vision extended into the modern era with the first community employment services in DC in the late 1980's; core mission changes including the elimination of all facilities and the implementation of entirely community-based services in the 1990's; and the diversification of services and expansion into Virginia, Tennessee, and Pennsylvania.

Resolve and Resilience has been best demonstrated by the St. John's family members. As this Report attests, anticipating and

overcoming difficult times is not new to SJCS. It's part of our history; it's part of our DNA.

- Our dedicated SJCS staff provides opportunities for people to make choices and participate in community life. Their commitment was validated throughout the CARF accreditation process.
- The people we support and their families rely upon SJCS to assure that their daily needs are met and long-term aspirations realized.
- SJCS Board members give tirelessly of themselves because they believe in our calling and want to be an integral part of our mission.
- Our donors—individuals, foundations, corporations, the Founders Board of SJCS, business partners—provide that something extra that strengthens and sustains us. Their generosity reminds us that together we can make a difference in people's lives.
- The Founders Board of SJCS not only carries on its historic fundraising activities (e.g., Spring Party, Antique Show, Annual Appeal), but give personally to the well-being of children and adults in DC.

And our communities become stronger as they embrace the notion that by taking responsibility for each other they truly define the nature of "community."



Everyone involved with SJCS “walk their talk” by evidencing a strong commitment to person-centered services and to the community. (VA)

*
CARF



Individuals are supported with opportunities for personal growth ... and supported to freely express choice and preference and to try new things. (DC)



DDS Certification

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St. John's Community Services is honored to salute these individuals, foundations, corporations and agencies for their generosity during fiscal year 2010 (October 1, 2009-September 30, 2010). Your commitment to support crucial services has enhanced the lives of children and adults with disabilities. We recognize that there are many organizations deserving of your support, and we are extremely grateful for your decision to be a member of the St. John's family. *If there are any errors or omissions in this listing, please accept our apologies and inform us by calling our development office at 1-800-869-3393.*

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Mr. David P. Bennett
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District of Columbia College Access
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Edwin Watts Golf
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Enterprise Fleet Management
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Feld Entertainment Inc.
First South Bank
Fox and Hound
FSB Insurance
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Greater DC Cares
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I-Spy Security Camera Solutions
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Organizations that partner with SJCS provide opportunities for people with disabilities to learn new skills, gain employment, volunteer with a non-profit agency, and participate in recreational and cultural activities.

District of Columbia

Airmen's Soldiers Home
 A "OK" Cleaning Company
 Bread for the City
 Capital Area Community Food Bank
 CBL Health Care Center
 CVS
 Department of Interior
 Detailz Fine Cars
 Environmental Protection Agency
 Federal Bureau of Investigation
 Food & Friends
 Fort Lincoln Cultural Center
 Genevieve H. Johnson Senior Day Care Program
 HSC Pediatric Center
 J.B. Johnson Center
 Library of Congress
 Lisner-Louis-Dickson-Hurt Home
 Little Rascals Doggy Day Center
 Macy's Department Store
 Potomac Annex
 Rock Creek Horse Stable
 Ross Department Store
 Stoddard Baptist Church
 Therapeutic Recreational Center
 Turkey Thicket Recreation Center
 U.S. District Court, Washington, D.C.
 Veteran's Medical Center
 Washington Center for the Aging
 Washington Nursing Facility

Pennsylvania

Action Aids
 Aid for Friends
 Baker's Industry
 Brightside Academy
 Broad Street Ministry

Checkers Restaurant
 Cosimo's Pizza
 Country Club Diner
 Dollar Tree
 The Fresh Grocers
 Garden Run
 Germantown Deaf Ministries Fellowship
 Gift of Life
 MANNA-Metropolitan Area Neighborhood Nutrition Alliance
 Marshall's
 North Tec, LLC
 Our Lady of Port Richmond
 PAWS-Philadelphia Animal Welfare Society
 Project Home
 Resources for Human Development
 Sears
 Staples
 St. John's Hospice
 St. Timothy's Episcopal Church
 Taco Bell
 Temple University
 T. J. Maxx
 Walmart
 Weaver's Way

Tennessee

Bartlett Library
 Bert Ferguson Community Center
 Bickford Center
 Jackson Salvation Army
 Jackson YMCA
 Kroger
 Madison County Animal Shelter
 Madison County Library
 Memphis Division of Rehabilitation Services
 Memphis Literacy Council

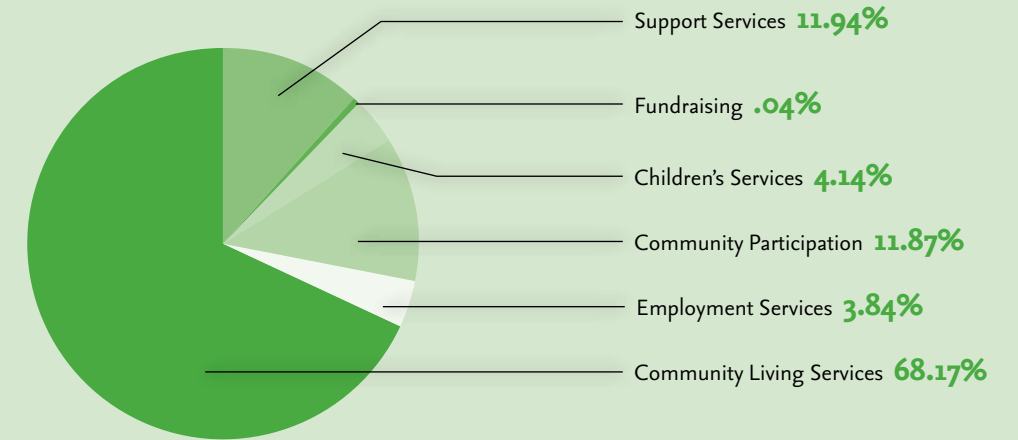
MIFA- Metropolitan Interfaith Association
 West TN Division of Rehabilitation Services

Virginia

Bob Evans
 The Church of Pentecostal, USA
 Commonwealth Care Center
 Dogtopia
 Earth Sangha, Inc.
 Ebenezer Presbyterian Church
 Fairfax Community Church
 Fairfax Regional Library
 Food and Friends
 Franklin Farms
 Giant
 Groveton Baptist Church
 Harris Teeter
 King Street Cats
 Meals on Wheels
 NOVA Ventral
 Our Daily Bread, Inc.
 Patrick Henry Library
 Rising Hope United Methodist Mission Church
 Ross
 Safeway
 Tyson- Pimmitt Regional Library
 The Church of Pentecostal
 YWCA National Capital Area
 Thomas Jefferson Library
 USGS Goodwill of Greater Washington
 Walmart

PROGRAM OPERATIONS

Expenses by Programs



Revenue and Expenses by Corporation	Revenue*	Expenses*
SJCS (Home Office)	2.9	3.1
District of Columbia	14.8	13.6
Virginia	5.9	5.1
Tennessee	5.1	4.8
Pennsylvania	0.9	0.6
Foundation	0.4	0.1

*In millions



United Way #8615
 CFC # 16687

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www.sjcs.org



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