

Living Our Best Life

2020

ANNUAL REPORT

Our Mission

Encourage an atmosphere of innovation that supports a diversified group of individuals with disabilities to become one with the community by providing housing, vocational training, employment, medical services, personal care, and recreational activities in a professional, dignified, and respectful environment.

Our Vision

Inspiring individuals with disabilities to create independent paths that result in choice and opportunities that promote Living in a Free Environment.

Our Values

- Innovation – thought leaders
- Customer Service driven
- Self-Determination
- Value fresh new perspective -how do we get better
- Diversity
- Educational goals – learning environment – staff retention
- Servant leadership
- Trust
- Initiative
- Willingness to go above and beyond
- Genuine – Authentic

Board of Directors

Susan Phillips

Avalon Brandt, J.D.

Calvin Anderson, Jr.

Trena Pettit

Ruth Tayman

Stephen Raegan

Larry Philipps

Paul Klein (Board President)

Message from the Executive Director



Dear Friends,

I am pleased to report to you that L.I.F.E. has continued to thrive, despite the numerous challenges that 2020 brought to us. These challenges included a pandemic that impacted lives, programs, finances, and the way we do business.

I will begin to talk about the impact that it had on the lives of all of us, whether you are an employee, in services, family or one of our internal or external stakeholders. I thank the individuals in service for making so many lifestyle changes, staying home, quarantining and missing your families and friends. You truly made and continue to make huge sacrifices.....and for that, I thank you! Our workforce performed beyond reproach, you endured quarantines, sacrificed your families, and stayed focused on keeping everyone safe. I have never been so proud of a team! Thank you all for choosing us as your employer.

During these trying times, we have supported individuals in getting jobs, revamped our service delivery practices in vocational and adult medical day by using more technology and going more to a self-directed management structure.

We have remained financially solvent during this time and believe that we as an organization are positioning ourselves to opening new lines of business.

As we move into 2021, I am extremely encouraged by what I've seen from our incredible staff, the individuals we support, family members, friends, and our Board of Directors. This agency will remain steadfast and innovative in its approach to deliver person-centered planning and will continue to strive to be one of the leaders in the industry.

Sincerely yours,



Haywood W. Evans, Jr.
Executive Director

Message from the Board of Directors

Dear Friends,

I received a message from Haywood asking to share my story about my connection with LIFE, about being on the Board of Directors, and my motivation for my philanthropic contributions. Let me begin by sharing a little bit about my brother's life experiences.

I can honestly say that before my brother Richard became a client at LIFE, Inc. he had many difficult experiences. Even though my mother tried just about everything she knew to make him happy and well adjusted, the homes he was placed in only made him less happy. My mother and I tried other home care programs and even a catholic school to try and get my brother the help he needed. Somewhere along the way my brother became agitated, confused and even aggressive to the point he had to be treated at the psychiatric department of Sinai Hospital. This took a great toll on my mother and me and especially my brother.

I do not know the circumstances that brought my mother to L.I.F.E., Inc., but I can tell you it was the best decision she could have ever made concerning my brother. Even though we still had some growing pains in the first few years, once Richard was at LIFE, Inc., we started to see that he was becoming more and more relaxed within the LIFE community. In the past several years I have seen a tremendous improvement in Richard's ability to communicate with people. He also seems to be well adjusted and peaceful. I attribute this to the caretakers he has had, especially from Janice Byrd and Pam Peace.

So naturally, when Tom Noto asked me to be on the Board of Directors of L.I.F.E., Inc., I jumped at the chance. My financial contributions to LIFE are not only out of love for my brother but also for the work LIFE does for all of those they serve. I will be forever grateful for how they care, not just for my brother, but for all their clients. Being a member of the Board allows me to become more and more involved with the LIFE personnel and to see the amazing progress LIFE is making under Haywood Evans' leadership. The innovative ongoing programs LIFE has, such as the Adult Medical Day Care, and the initiatives LIFE employs to get their clients involved in and out of the community ensures that my contributions are not made in vain. I will continue to support LIFE and hopefully see more and more people improve their quality of life because of the work being done by LIFE, Inc.

Kindest regards,



J. Paul Klein
President, Board of Directors



2020 HIGHLIGHTS

Life at Home

March 16, 2020 was the beginning of change for L.I.F.E. Inc. due to COVID 19. The pandemic caused what we knew as fun and normal, to come to a standstill. Unfortunately, the closing of Adult Medical Day Programs, and Vocational Employment brought our usual meaningful activities to a sudden end.

The Community Living team knew this would be detrimental to the health of our Individuals because routines are extremely important. The community living team collectively began to brainstorm to aid in the wellbeing of our individuals. These ideas would allow everyone to engage in meaningful, fun, and exciting activities from home. A weekly activity schedule was created from our ideas and sent out to each home. After successfully engaging in the weekly activities, the individuals expressed how much they enjoyed the new approach. Pictures that spoke thousands of words were taken to show that L.I.F.E. still exists even during COVID. We proudly invite you to experience L.I.F.E. COVID style.

OUR RESIDENTS

The ladies at Kennebunk are continually active and energetic almost every day. Normally the ladies have a busy schedule, but sometimes it may be altered depending on what is planned during the week. A typical day includes meal preparation, community walks, math and reading activities, and something special like Zumba or a spa day.

DOUGLAS

Douglas was infected by a virus remarkably like Covid19. He ended up in Shock Trauma and experienced renal failure and was placed on dialysis. He was receiving dialysis three times a week and he was not able to ambulate without assistance. Through it all, Douglas was determined to rise above his challenges. When Douglas came to LIFE years ago, he was afraid to come outside or step off a curb. Jarvis was instrumental at that time in helping Douglas overcome his fears.

Today, he is dialysis free, receiving occupational therapy and is recovering and wearing a big smile.





Our individuals and the staff that support them have been creative as they plan activities and engage each other to fill all the new time they have at home as restaurants, concerts, barbershops/salons, and entertainment venues have closed.

Ice cream socials, spa days, pizza parties, Zumba, and outings to the park kept everyone engaged and safe.



Good health and safe spaces have been at the top of our list of priorities. Access to personal protective equipment (PPE), electrostatic cleaning of homes and facilities, and flu shots all contribute to keeping our individuals safe at home.

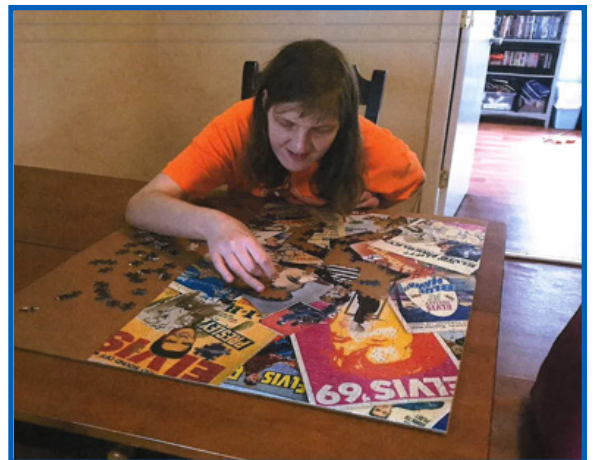
Flu shots are always a good idea for our individuals. Influenza can be devastating to those we serve who sometimes have underlying conditions.

VOCATIONAL SERVICES PROGRAM SUCCESS STORIES

Our vocational program is not your average program because we are so much more than employment. We take the time to look at the needs of everyone to see what we can do more of to help them achieve their goals outside of employment. Yes, we are smaller than others, but that is what makes us so special. Our size allows us to provide one on one sessions with the individuals that we serve. Instead of looking at them as a number it allows us to look at them as a person with needs and as a department we go out of our way to help those we serve in every way possible to achieve all their desired goals and outcomes, and not just employment.

EMILY W.

Emily joined LIFE Inc. two years ago in hopes of finding a job in the plumbing industry. This would prove to be a difficult journey for her because plumbing is a male dominated industry. We spent a lot of time going from one business to the next looking for a foot in the door. Emily started to get discouraged about finding a job, but she was adamant that this is what she wanted to do. Nearly a year passed, and we were still unable to secure a plumbing position for Emily. In November of 2019, Emily was offered a Plumbing assistant position with Boothe's Heating and Air in St. Mary's County. The manager stated that he kept Emily's resume on file from a previous walk-in follow up we did with his company. Emily has been employed for almost a year and is close to obtaining her official license in plumbing. She is excited about her future in the plumbing industry and very thankful for the help that LIFE Inc. provided.



HOWARD

Employed since 2010

Howard is employed as a Courtesy Clerk at the Giant supermarket. Despite the cognitive challenges he faces each day, Howard offers the brightest smile and is known as a very hard worker. Although his main job is gathering all the shopping carts from the parking lot and returning them to the front of the store, Howard always finds time to help others. Customers at his Giant sometimes ask for him by name to assist them to their cars. He often escorts the elderly and disabled to their vehicles with their groceries. When Howard hears a request for a clean-up over the intercom, he quickly responds with a mop, broom, and slippery floor warning signs. His supervisors and his company rely on him to keep the customers safe and the aisles free of dangerous debris. When you ask Howard about his job, his pride is evident when he says with enthusiasm, "I love my job!"

(HOWARD CONT)

LIFE has provided support to Howard since June 2009 when the program began. Howard transitioned to LIFE from the Rosewood Center. Howard is supported by a job coach that helps him learn new tasks when needed, facilitates communication between his residential support team and Giant supervisors, as well as performs a weekly drop in at work. Howard is reliable, punctual, and driven. He always has a positive attitude and whenever he is out sick, his coworkers are sure to let the job coach know how much of a good worker he is, and they can't wait for him to get back to work.

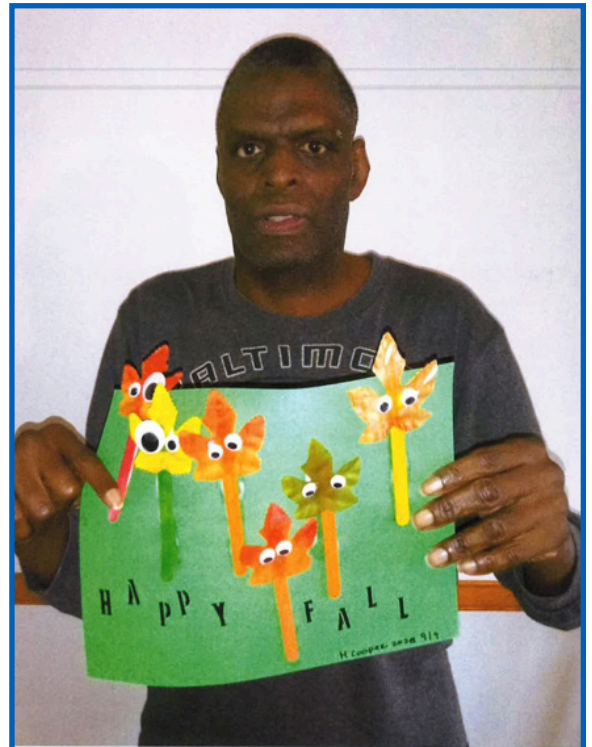
His steady employment has made a positive difference in his life and he continues to learn work and language skills through his job. Howard loves his position at Giant and is excited to continue working there for many years to come.

DEXTER B.

Dexter is a hardworking, intelligent, and loving young man. Dexter's previous employment started off well, but after a couple of years his work environment began to deteriorate. It finally came to light that not only did his manager take advantage of Dexter's dedication, but she was also verbally abusive.

This was unacceptable to us and we fought for justice on Dexter's behalf, petitioning the corporate office to investigate and act. We assisted Dexter with a smooth transition out of the job and quickly began the job development process for him. We were able to place him in a much healthier and supportive work environment. The transition could not have been smoother. In fact, Dexter is making more money now than he was at his previous job.

Dexter has been happily employed since May 2019.

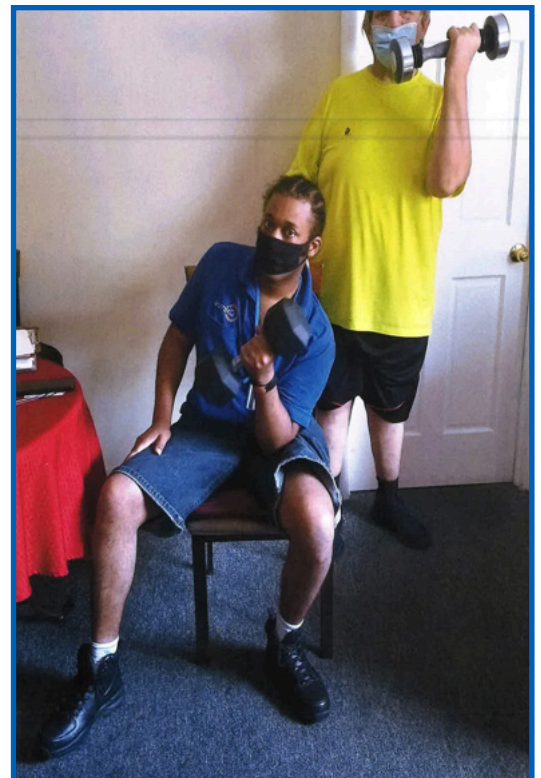


PAULETTE W.

Paulette has been in our program since July 2011. Ms. Willis transferred from Charles County to LIFE, Inc. in Baltimore so that she could be closer to her 3 kids who lived with their father. She has dual services with us, both residential and vocational. Paulette came to LIFE, Inc. with specific goals. First to be closer to her kids, second to be gainfully employed, third to get her own place, and finally to learn how to read and spell. During her time here in our vocational program Paulette has accomplished all 3 goals, gainful employment with Goodwill, reuniting with her kids and now grandkids, and one that we are most proud of her ability to read and spell. Not all of this was an easy journey for Ms. Willis. It took several months for her to get her first job was with AMC movie theater. She held a position there for 5 years but was laid off in Feb 2019. This did not stop Paulette from achieving her goals nor did it stop her team from advocating and pushing to help her with maintaining her dreams of being gainfully employed in the community. With a lot of hard work and dedication she was employed with Goodwill where she has been employed for over a year. I must say this has been quite a ride working with Paulette but one we did not mind taking.

MENTORING PROGRAM

Our vocational program started a mentoring program a few years ago to give back to those we support daily. We started to see that a lot of our individuals don't get a lot of support or have someone that they feel comfortable talking to which gave us the idea of becoming mentors. We created "girls, chats, and chews" and the same for the guys. We take time out of the day once a week and separate the guys and ladies so that they can discuss topics of their choosing. This allowed them to share freely and build trusting relationships, which at times would help us learn how to help each person individually. We found this to be something that they look forward to because they did not get this attention from home.



MEET OUR TEAM

Jarvis Alexander

I was hired at L.I.F.E. Inc. in 2004 as a residential counselor working on the weekend. I had no idea that sixteen years later I would still be here. I had absolutely no experience working with people with disabilities. I said, "this is the perfect opportunity to learn something new." The home where I worked had total care individuals in wheelchairs that the staff had to care for. I didn't understand why God had me doing this kind of work, but little did I know, he was trying to humble me.

I went from house manager to Live in manager about 5 months later. I stayed in that position for about a year and then I was promoted to lead supervisor. By this time, I was very much invested in making this the field of my life's work. I started to learn everything I could about people with disabilities. I am not just open minded, I'm willing to take some classes to help me understand even more. L.I.F.E. Inc. sent me to school to get my certificate in human service. I am going to school in the morning and working in the afternoon 3pm to 11pm with two homes to manage. This is where things started to become even more clear to me about my journey with God. I knew this was where he wanted me to be and try as best I can to make life for the people I serve as close to normal as I could.

L.I.F.E. Inc. opened an Adult Medical Day Program in 2007 and asked me if I would be the Transportation Director. I told them yes. I am driving for the Day Program in the morning and working in the units at night. The Day Program when it first opened, only had 5 people to pick up and take home and, in a year, there were 64. There were also six buses four wheelchair vans, five other vehicles to include 30 vehicles. I have the duty to maintain these vehicles in all facets. I also provide transportation for our Residential Program and Vocational Program as well.

In 2017 I was promoted to Director of Facilities and Transportation. I have taken each promotion with the idea that I want to make a difference for the people I serve. I also wanted the people I work with to know that I will go that extra mile with them and for them to make life better for humanity. I love my job today and I also love the person GOD has molded me into, so I thank every person whose path I have crossed since taking this job sixteen years ago. I would like to thank my team of co-workers for their ear when I needed one and the understanding, patience, tolerance, leadership, most of all commitment to stay the course. Thanks to GOD and L.I.F.E. Inc., I have a life worth living today.

Lynn Hudnall

In October 2019, I had the pleasure of interviewing with the Community Living team at L.I.F.E. Inc. Although nervous during this time, I knew it was time for change. After working in the human service sector for a total of 18 years, I longed for an opportunity to grow. After a successful interview I was offered the position of Community Living Coordinator.

Although I had much experience as a House Manager with skills of a coordinator, this was my opportunity to prove that the Community Living team had made a good choice. I am proud to say that my story is not my story alone. I work with two of the most supportive people I've ever worked with. I am continually pushed to do my best daily. I have created amazing relationships with all those we serve, family members, House Managers, and staff. These are the best years of my career. I look forward to getting up and showing up for our residents every day.

Shawan Murchison

My name is Shawan Murchison. I became an employee of L.I.F.E. Inc. November 2006. I began as a Residential Counselor working with *adults with intellectual disabilities*. I never worked with this population so I had doubts, I stumbled, I fell, and I was scared to death, but I knew I wanted to give the individuals I was working with the best lives they could possibly have.

Throughout my tenure at L.I.F.E., my motivation and determination lead my growth in multiple areas of service throughout the organization – learning new skills and growing in the love of the work over the years.

Between 2007 and 2020 I have filled many roles, including house manager, where I was responsible for the health and safety of four individuals and supervised three staff. Later as a medical runner I picked up individuals and took them to medical appointments and acted as their advocates. As my career progressed, I worked at the Adult Medical Day Care program assisting staff and individuals and worked with the transportation unit.

The change came for me when I began working as the Lead Supervisor for two houses, then on call Administrator, Program Coordinator, and Assistant Director where I was learning all aspects of the operation of L.I.F.E. Inc., but specifically the care and management of the individuals in our care and the homes where they live.

Lastly, on August 22, 2020, I became the Community Living Director. When the Chief Operating Officer (COO), offered me the position, at that moment, I was speechless. Tears began to fall from my eyes because I didn't think the position was going to be offered to me. I needed confirmation, so I said to the COO, "really"? she said "Yes, I'm making you an offer!"

I hope I can give back to them as much as they give to me which is priceless.

And by the way, I am drawing attention to myself and getting in the spotlight, but I could not pass up the opportunity to tell you that YES, I truly LOVE MY JOB!"

I am truly blessed to be part of this movement of helping adults with intellectual disabilities succeed. It inspires me, as do all for my personal family, to keep me on my feet. I have been in this field for almost 15 years now and every day I have seen struggles being conquered by every individual that I have served. My encouragement to every individual here at L.I.F.E. is that our PAST cannot dictate who we will become in the FUTURE!



L.I.F.E. BY THE NUMBERS

Community Living

Provides homes for
75 individuals

Adult Medical Day Care

Provides medical services
and personal support for
64 individuals

Vocational Training

Provides employment and
support services for 66
individuals

21 LIFE, Inc. residences
provide safe supervised
homes for individuals in
the community

22 individuals we serve
maintain full time
employment

A SPECIAL
Thank You
TO OUR DONORS

Gifts of \$4,000 or more

Prudential Financial Services of America

***Gifts between \$2,500
and \$3,999***

Andreas Dailey

***Gifts between \$1,000
and \$2499***

Paul Klein
Frederick Currie
Enterprise Fleet Management

Gifts up to \$999

Andrey Neely
Samuel Anzalone



OUR FINANCIAL POSITION

Statements of Financial Position

June 30, 2020

Current Assets:

Cash and cash equivalents	\$ 1,179,076
Restricted cash	306,583
Accounts receivable, net	404,609
Prepaid expenses	119,649
Total current assets	<u>2,009,917</u>

Property and Equipment:

Buildings and improvements	5,289,876
Automobiles	318,601
Office and other equipment	171,735
Furniture and fixtures	195,117
Total	5,975,329

Less accumulated depreciation	<u>3,617,789</u>
	2,357,540

Land	<u>662,818</u>
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Net property and equipment	<u>3,020,358</u>
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Other Assets:

Deposits	18,670
Investments	1,112,732
Investment in SPAN	5,000
Total other assets	<u>1,136,402</u>

Total Assets	<u>\$ 6,166,677</u>
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Liabilities and Net Assets

Current Liabilities:

Line of credit -	\$ 300,000
Accounts payable	67,235
Accrued expenses	250,958
Client cash fund liability	306,583
Due to MDH, net -	12,801
Notes payable - current portion	32,212
Mortgages payable - current portion	148,411
PPP loan payable - current portion	<u>561,008 -</u>

Total current liabilities 1,366,407

Long-Term Liabilities:

Notes payable - noncurrent portion	244,585
Mortgages payable - noncurrent portion	1,139,716
PPP loan payable - noncurrent portion	<u>709,769 -</u>

Total long-term liabilities 2,094,070

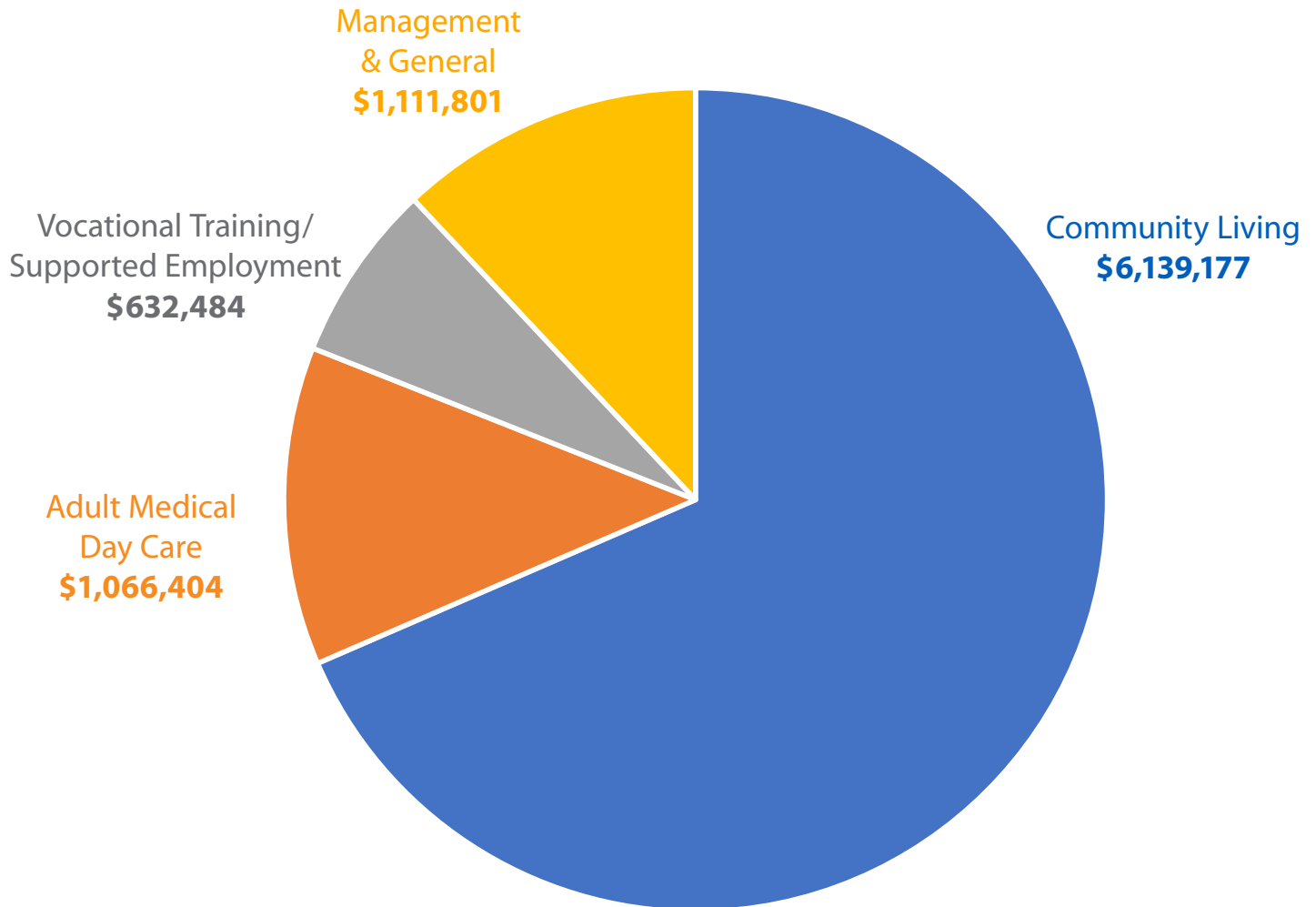
Total liabilities 3,460,477

Net Assets - Without Donor Restrictions 2,706,200

Total Liabilities and Net Assets \$ 6,166,677

How Your Support Works

Your Support At Work



Community Living \$6,139,177 69%

Adult Medical Day Care \$1,066,404 12%

Vocational Training/Supported Employment \$632,484 7%

Management & General \$1,111,801 12%

Eighty-eight (88) cents of every dollar you give goes directly to provide programs and services for the individuals we serve.

Visit our website at: www.lifeinc.org



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