



Live. Work. Flourish.

2013 YEAR IN REVIEW: TRANSITIONING TO A BRIGHT FUTURE



2013 Year in Review Master Planning: Metaphor for the Future



Last year was truly a momentous year for Providence Place: we adopted a new name, expanding our opportunities to serve more people in new and different ways; we re-affirmed our focus on serving women, children and young adults with disabilities; we formally launched Ectropia and its vision of collaboration for community betterment; we completed the renovation of the housing for our partner, Volunteers of America Texas (VOATX) LIGHT program, almost doubling its capacity. We also began serious work on master planning for our campus.

Ectropia is Collaboration, Creativity and Community

A stepchild third program at Providence Place for many years, Ectropia came into its own in 2013 with its new name and emphasis on expanded collaborations. Our annual goal was to serve 575 people and the actual number served was 595.

The Food Bank's culinary program housed in our cafeteria kitchen since 2006 has expanded through Ectropia and the 2012 cafeteria renovation and modernizing of its kitchen. Our CHI students who graduate from this training program are wonderfully equipped to take on entry-level, paying positions in food services. Ectropia is also the parent of our Horticulture Training Center (HTC), which has generated enormous response and enthusiasm from students, and indeed everyone at Providence Place.

HTC Manager Robert Kwiatkowski's lush green vegetable garden last summer and fall brought students out in droves to apply for the limited spots in each class. They tended to plants, weeded and watered beds and harvested crops for our kitchen, learning how to cook them, as well.

We bottled and sold spices under our own Good Reasons label and in the fall, our students, again taking ownership, helped build a chicken coop and grew a delivery of day-old chicks into laying hens. Both the garden and the poultry effort clearly offer therapeutic benefit, too.

Ectropia also brought activity to our Women's Center when Travis Park United Methodist Church leased a large, four-bedroomed apartment as a transitional home, Deborah's House. Originally serving women veterans, the program now includes women recovering from substance abuse and/or emotional trauma looking for paying jobs or in training to qualify them for work. As with the women in the VOATX residence, those living at Deborah's House are welcome to join our vocational training programs, participate in Bible study and become active members of the Providence Place community.

We're also very proud of our three-year relationship with the Center for Medical Humanities & Ethics at the UT Health Science Center San Antonio. Health professions students visit to implement a program of health literacy that covers hygiene and nutrition,

communication with health providers, medication management and physical fitness.

Firsts in 2013 Built Pride and Attention

We had many firsts this year:

- A monthly Star Achievers award to recognize Center for Higher Independence (CHI) students for overcoming difficulties, cooperating with others and paying attention to studies and deadlines.
- Our first quarterly pancake breakfast as part of our new outreach effort to lay and clergy church leaders to share the range of our services.
- A mobile app so people, especially young people excited about our programs, can donate on the fly through Mogiv, a digital giving platform.
- Impact3, our wellness program for body, mind and spirit that promotes health and well-being among the entire Providence Place community.

Action Adoption Outreach Broadened

In Action Adoption, we worked to attract new birth mothers and, for the first time, used street banners all over San Antonio to promote our services. It resulted in many inquiries from Hispanic and African-American audiences, groups often difficult to interest in adoption.

We maintained contact with birth mothers who elected to parent their babies to help them with difficulties they encounter and let them know that open adoption is still an option. As a result, we have placed several toddlers into loving families, with their birth mothers happy in the knowledge of a continuing relationship with their child rather than being permanently separated by the State foster care system.

Lyndee Buttery, our new Team Lead, examined our service delivery to birth mothers, and we now divide adoption duties between two professionals: a case worker who helps birth moms develop their life plan and an adoption counselor who focuses on creating the



Left: CHI horticulture training students dote on their chickens. Right: Jennifer Alvarez has fun learning about healthy eating.

adoption plan. This year, we served 128 teens and young women exploring adoption and enrolled 28 as birth moms. In all, we placed 19 babies and children with loving adoptive families.

CHI Emphasizes Cross Training and Communication

This year, we had our largest graduating class – 25 young men and women moving on to lives of far greater independence than they ever imagined.

Our Center for Higher Independence is positioning for strength, with some essential reorganization reflecting the broadening of work-training opportunities. In a way, it’s like taking a step back to regroup before taking two or three steps forward. We now have an integrated team of six focused in specific areas – residential services, education and training, admissions and recruiting, Horticulture Training Center, the Oasis Home and overall assessment.

We emphasize communication among the CHI team and with students in order to help those having the most difficulty. We do more cross training and use generalists trained across different areas to ensure nothing falls through the cracks. Finally, reporting is simpler and with DARS’* approval, we use fewer check boxes and more narrative to individualize each student’s progress.

Our Master Planning – Glimpsing the Future

Our new master plan speaks to the future – opportunities to expand and enhance our facilities and site for the next 10 years, and beyond.

In the Executive Summary of our master planning document, our architects note "the service mission of Providence Place is based on the idea of Ectropia, a combination of the words, Ectropy and Utopia and expressed as: energy = collaboration + creativity + community, an intuitive axiom that recognizes the advantage of coordinating multiple interests for their maximum benefit."

My greatest dream and hope for Providence Place is that the changes and growth the plan describes will continue to be a participatory process, where our residents, partners, volunteers, Board and Providence Place team contribute to re-shaping our campus as a place where people live, work and flourish.

I also envision a future of partnering in collaboration on a growing number of services based on future needs and guided by our core philosophy of service to women, children and young adults with disabilities. This may mean pre-K through high school education dedicated to special-needs young people. It may mean an aging-in-place residence for people with disabilities. Or it may mean an on-campus incubator where nonprofits come together to generate new ideas and creative, forward-thinking solutions. These are not envisioned as new Providence Place programs, but rather collaborative partnerships with a school or senior-living entity. Our Ectropia partners, including San Antonio Food Bank, VOATX LIGHT, and Deborah’s House are examples of working in collaboration to share resources and expertise.

In my mind, this defines Providence Place – serving more women, children and young people with disabilities in need and, at the same time, creating a vibrant community where people who have lived on the fringes and felt excluded are welcomed home.

I would be remiss were I not to mention my gratitude for our leadership team, which we rounded out last year with the addition of Regina Murphy, CHI Director, and Terry Levine-Trevino, Director of Development. They joined me and Judith Bell, Chief Operating Officer, and Carol Williams, our Chaplain.

I am blessed to have such a wealth of experience, talent and creativity working with me daily, as I am equally to have a strong, dedicated board and advisory board, partners that astonish me with their creativity and commitment, volunteers who return every year to help improve our campus, and people like you whose generosity humbles me.

To each of you, please accept my gratitude and heartfelt appreciation. Providence Place would not – could not – be where it is today without your generosity. Together we will move forward with many more years of continued collaboration.

Jennifer Sample

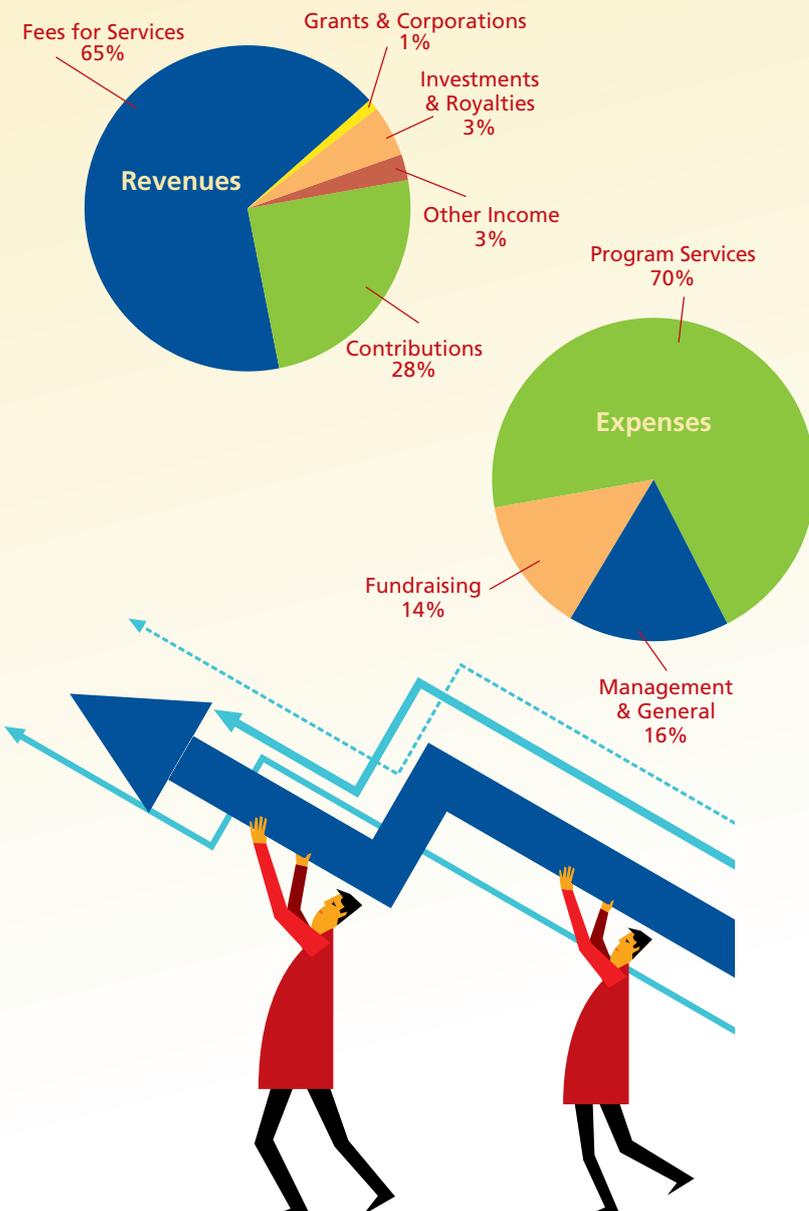
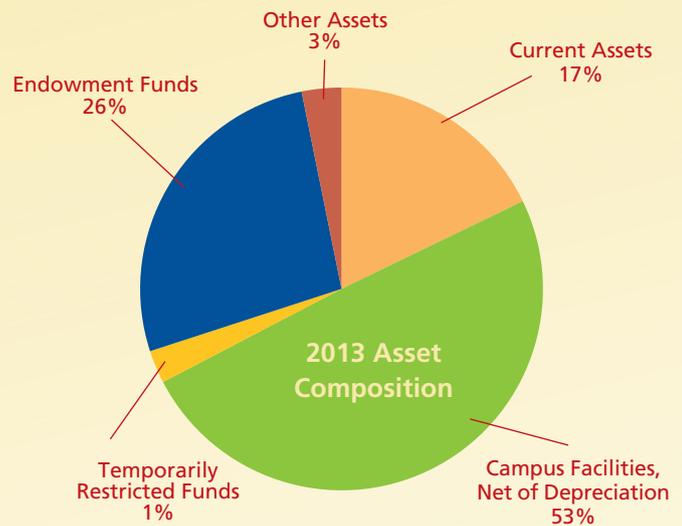
Jennifer Sample, President & CEO

*Department of Assistive & Rehabilitative Services

Summary of Operations for Year Ended December 31, 2013

	2013	2012
Operating Revenues	\$4,083,604	\$4,313,880
Operating Expenses	3,759,317	3,775,104
Non-operating Income (Expenses)	828,181	846,082
Interest and Depreciation	391,816	348,035
Change in Net Assets	\$760,652	\$1,036, 823
Current Assets	\$2,140,581	\$2,097,605
Campus Facilities, Net of Depreciation	6,574,042	5,827,532
Temporarily Restricted Funds	95,363	311,480
Endowment Funds	3,263,418	3,155,909
Other Assets ¹	374,832	374,832
Total Assets	\$12,448,236	\$11,767,358
Current Liabilities	465,925	\$477,268
Long-Term Debt	439,241	507,672
Net Assets	\$11,543,070	\$10,782,418

(1) Includes Medicaid contract rights



2013 Donations² Church Donations by Conference

Texas	\$56,536
Southwest	85,621
Northwest Texas	32,567
North Texas	27,349
Central Texas	18,732
New Mexico	8,928
Rio Grande	1,234
Church Total	\$230,967
Individual Gifts/Board	768,863
Foundations/Corporations	46,000
Bequests	117,588
Total Donations	\$1,163,418

Sources of Revenues

Contributions	\$1,117,418	28.1%
Fees for Services	2,590,268	65.1%
Grants and Corporations	46,000	1.2%
Investments and Royalties	102,884	2.6%
Other Income	120,905	3.0%
Total Revenues³	\$3,977,475	100.0%

Expenses

Program Services	\$2,622,066	70.3%
Management and General	601,524	16.1%
Fundraising	508,551	13.6%
Total Expenses²	\$3,732,141	100.0%

(2) Providence Place does not receive apportionments

(3) Includes \$113,583 Revenues & Expenses for Capital Campaign

Our Stories: Conquering Mountains Together



Goal-oriented, Michelle McGuire is on the Road to Success

At 23 and a Center for Higher Independence (CHI) graduate, Michelle McGuire is doing more than she could have imagined a few years ago. Her skills acquired at CHI have resulted in two jobs and she loves the freedom they give her. Since graduation, she has lived in the Oasis Home, a transitional group home on the Providence Place campus.

"The Oasis Home has given me time to save for an apartment," she said, "but I'm ready to move out and use all my skills."

Raised in Fredericksburg, Texas, Michelle was diagnosed young with Asperger's Syndrome. She liked to be on her own and spent her time reading and designing. Very close to and still very dependent on her family, she had known she lacked the work and social skills she needed. When her Department of Assistive and Rehabilitative Services (DARS) counselor recommended CHI, she and her family drove to San Antonio.

"I saw the students doing things on their own, just as I wanted to," she recalled recently. Though she knew CHI life would require her to move outside her comfort zone, she was very excited to be accepted. She would eventually relax, but "I was very anxious my first week," she admitted.

As she grew to know the students and CHI team members who took a genuine interest in her, Michelle came out of her shell for the first time ever. She became more sociable and formed new friendships. She also learned a whole new range of life skills – getting around town on the bus, personal hygiene, money management. Best of all, her time in the Work Training Center (WTC) helped prepare her for paid employment.

"The WTC showed me how to behave in a workplace and taught me discipline," she said. "I'd never thought about that before."

Especially valuable were the mock interviews and her job coach's guidance with applications and building a resume. After volunteering at the YMCA for a year, she accepted a permanent part-time position, filing and doing computer work. Determined to be fully productive, she soon found another part-time position – as a cashier at Krispy Kreme.

Newly confident, she's now ready for the next step – finding an apartment and putting into practice the many life skills she's learned. She's also set on an eventual career in graphic design, and most people are betting she'll reach – and surpass – this goal.

Graduate Michelle McGuire



Adoption Means Hope for a Better Life for Little Elijah

This is a story of hope renewed. It's the story of a little boy born with severe medical problems and the life ahead of him with the help he needs and a family to support him. It's the story of what adoption truly means.

In the wintry days of November 2013, Samantha Guzman lay in a hospital bed after giving birth to her second son not a full year after the birth of her first. She felt desperate. She and her husband, Braulio, were in shock about their baby's unanticipated medical problems. Even worse was the frightening news the adoption agency they'd been working with for months – they knew they could not afford another child – was backtracking fast. She blamed herself for not having had any pre-natal care.

When the urgent call came into Providence Place, the adoption team was spread out all over the state, so two senior executives sped over to Methodist Hospital to meet with the baby's parents. Hearing the little boy was diagnosed with schizencephaly and an absent corpus callosum, they learned little Elijah would need immediate occupational therapy just to learn to swallow, let alone develop in other ways.

Enter Mary Pringle, a social worker and experienced advocate for children with special needs in Florida. She had already adopted eight children with disabilities and agreed to take little Eli. Despite a solution that eased their panic, it was wrenching for Samantha. Deep down, though, she and Braulio knew it was best.

Today, the little boy – now Julian – is flourishing at eight months. Therapy is helping his development though Mary knows he will have enduring limitations. Yet she is serene about his future. Her other children, ranging in age from 6 to their late teens, are accomplished – one even playing the flute – and with help from trained assistants in her home, all succeeding beyond expectations. Individual attention is helping these children with enormous disabilities know they can achieve.

"There are a lot of things happening because these kids are being given opportunities, and opportunities are what we want," she said.

For Samantha and Braulio, time is helping heal their grief. Samantha's sense of guilt is waning and she plans to tell her son, Miguel, when he is older about his brother, dreaming some day of having them meet.

"We know it is the very best for him," she said. "Mary will care for him, love him."



Adoptive mother Mary Pringle and birth mother Samantha Guzman cuddle little Elijah.



Left: Horticulture students focus on their plants. Right: Volunteers from CHI and the community help build a new wall at the outdoor basketball court.



GIVING GOD'S CHILDREN
A FAITH, A FAMILY, A FUTURE™

Ready for a Future of Higher Independence with Many Options

Tall and slim, Alicia Poarch walked toward the bus terminal recently after a day at the Center for Higher Independence (CHI) at Providence Place. She had a spring in her step and was clearly excited about her life in San Antonio, where she had recently moved from Georgia.

She had reunited with her family who had moved to Texas from South Carolina after her mother had accepted a position at Lackland Air Force Base. Alicia lives at home with her two younger sisters and her daughter and attends CHI, which she learned about through her DARS* counselor. Her confidence is growing each day.

Now a year into the program, she hopes to graduate in late 2014. She's already completed a number of the courses and says she has gone from self-described "quiet and shy" to increasing her social skills and learning to work with others as a team. She credits the San Antonio Food Bank culinary training program at Providence Place for her understanding of teamwork.

"We had to decide among ourselves each morning who would do what – who would do the rice, or prepare the fruit, or cut the meat," she said. "It was our responsibility to share the work and decide."

In culinary training, she learned about preparing food, storing and refrigerating it, as well as serving food. She learned how to clean and use appliances and became friends with the other students. She smiled when she mentioned her friends.

"We were a team in class," she said. "When things went wrong – and they did go wrong – we never blamed one person, we shared the blame. That was nice and I like the friends I've made."

She's currently fine-tuning her clerical capabilities and working with instructors on job-search skills and job readiness to prepare for a successful move into the working world. She became animated talking about using the computer to seek out open positions, filling out applications and describing the coaches who had helped her build her resume and work with her on interview skills.

"The coaches take us to our interviews, and everything we learn is useful in looking for a job," she said.

While she hasn't yet applied for horticulture training, it's clearly an avenue that sparks her interest. She is enthusiastic about the range of training options available to her at Providence Place, much broader than classes she had taken before. American Sign Language is next on her list of skills she would like to master. She once worked in a fast-food restaurant preparing milk shakes, but with the training she has done at CHI, she is confident she has more to offer.

"It just wasn't very broad where I was before," she said. "Now I think I could apply for positions in senior living places, schools, in a cafeteria or as a kitchen helper. Even a server – I'd like that." Alicia Poarch is well on her way to achieving her dreams.



Second from left, Alicia Poarch poses with her culinary training colleagues in a light moment after class.

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- Regina Murphy, CHI Director
- Carol Williams, Chaplain
- Mia Buentello, Development Officer
- Lyndee Buttery, Action Adoption Team Lead
- Philip Garza, Development & Community Relations Officer
- Ashley Lopez, Marketing Specialist
- Carol Trevino, Development Coordinator

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*Department of Assistive and Rehabilitative Services