

Prepared  
for the *F*uture



2009 *Annual Report*

*Chimes*  
DEEDS NOT WORDS

*Dear Friends,*

*G*

George Bernard Shaw observed, “Life is no brief candle to me. It is a sort of splendid torch which I have got hold of for the moment, and I want to make it burn as brightly as possible before handing it on to future generations.”

We are constantly reminded that the work of Chimes never ends. Individuals with disabilities don't sign in and go home a few hours, days, or weeks later. Rather, Chimes children grow into Chimes adults and mature into Chimes senior citizens.

Today, more than 14,000 (and still counting!) individuals with disabilities depend on Chimes to provide a network of services to address a lifetime of needs. We are constantly aware that the torch that burns brightly today is, by necessity, always in readiness to be handed to future generations. It's a matter of staying the course over the course of time – be it the best of times or the worst of times.

This time last year we knew hard times were coming. Sure enough, they did, and Chimes was prepared.

At the beginning of 2009, Chimes rolled out an aggressive plan for strategic growth and dynamic change, meeting challenges head-on. The plan was backed by a strong balance sheet – itself the result of years of rigorous asset management plus a relentless, timeless focus on performance and accountability.

Chimes utilized the uncertain times as an opportunity to redesign or to transition out of activities which no longer made economic sense; failed to meet customer needs; or no longer sustained Chimes quest for excellence. As forecast early in 2009, the plan for long-term growth and sustainability was likely to incur both predictable and extraordinary short-term costs. That proved to be accurate. For the first time in 38 years, expenses exceeded income. On the upside, these expenses were one-time costs. Now we look



forward to 2010 with the understanding that hard times were utilized to lay the foundation for a new era of Chimes achievements. Chimes is prepared for the future.

As I write to you, I feel a great sense of gratitude. I realize that the torch of leadership will soon pass to new leaders. I appreciate the fact that so many of you have helped Chimes remain true to its philosophy and mission. Chimes is the embodiment of very special traditions and responsibilities. Chimes must always lead, setting the standard for the way society cares for children and adults with disabilities – a way that allows no compromises nor tolerates any shortcuts. Chimes is a one-of-a-kind organization that is our privilege and duty to sustain.

In closing, allow me to thank each of you for what you do in support of Chimes and the people we serve.

Sincerely,

A handwritten signature in blue ink, appearing to read "Terry Perl". The signature is fluid and cursive, written over a white background.

Terry Allen Perl  
President and CEO

# Chimes Maryland

*Creating new ways,  
better ways to serve  
people with disabilities ...*

*Doing the right thing and doing things right.*



*From left: Group Home in Stevenson, Maryland; COACH: Teaching Assistant Keisha Kirby works with Khori Harris.*

Chimes Maryland successfully negotiated supplemental funding for existing residential and day program participants. As a result, Chimes delivered enhanced services and supports – covering a wide spectrum of needs – for larger numbers of individuals.

Chimes Maryland implemented a new wage structure for direct support professionals. The plan provides incentives and rewards to individuals who are willing and capable of shouldering greater responsibilities in the care delivery process. In addition, the plan accounts for years of service and increased base salaries. The goal is to help ensure that current and future staff earn competitive, career-oriented wages – the key to attracting and retaining highly qualified staff.

Chimes Maryland assisted 34 people to transition from Medical Day Care to day services funded through Maryland's Developmental Disabilities Administration. This move has improved active treatment, allowing for greater focus on therapeutic support for individuals with multiple disabilities.

Chimes Maryland grew program participation by 20 people in residential services, 71 individuals in vocational/day programs, and increased enrollment by 12 students in the Chimes School.

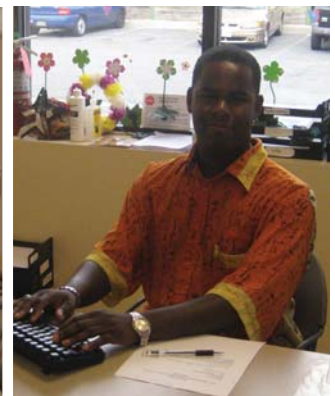
Chimes Maryland purchased and renovated four homes, three of them designated to serve individuals who moved into the community from the Rosewood State Residential Center.

Chimes Maryland created a Procurement and Placement Division within the Vocational Department to promote and obtain additional contracts for community-supported employment placements and volunteer work. In its first year, the initiative paid significant dividends. A number of new contracts were secured, including those with Morgan State University, Moveable Feasts and with large chains such as Safeway, Wal-Mart and Giant Food.

Chimes School implemented Chimes Opportunities for Autistic Children (COACH) to provide intense behavioral programming and supports for 11 students with autism. COACH was received enthusiastically by students and staff alike.

Chimes Maryland was accredited for the seventh consecutive period by the Commission on Accreditation of Rehabilitation Facilities (CARF).

*From left: Lois Garrett, Donald Kollman and Walter Smith of Curtis Hall having a good time; Student William White receiving congratulations on his Cardin Scholarship Award from Dori Flynn of MANSEF and Mark Greenberg of Villa Maria; Vocational participant, Jabar Lovette, is the receptionist at Liberty Club East.*





2009 Outstanding Direct Support Professional Award winner George Farren, helped Chimes Delaware achieve a 96% performance rating; pictured here (L to R) with Janette Austin, Chimes Residential Manager, Mrs. Green, parent of an individual served, and Conjetta Ferree, Chimes Residential Coordinator.

## Chimes Delaware

*Focusing on the future, keeping a sharp eye on the bottom line ... costs were controlled, services were expanded, the number of people served grew, new relationships were forged and older relationships were solidified.*

Chimes Delaware, in partnership with the State Division of Developmental Disabilities Services, purchased four homes to replace more costly rental apartments. This successful initiative enhanced the lives of people served and supported. Residents now enjoy greater privacy and personal independence while they benefit from new or enhanced opportunities for in-home activities.

Chimes Delaware grew set-aside contract sites to 17 and converted three pre-vocational program locations to "Enrichment Centers" – an alternative program to traditional vocational services.

Chimes Delaware placed 96 individuals into the Community Employment Program and launched a new Customized Community Employment program, starting with five participants. Community enrichment programming combines employment and in-depth community activities into a total package of lifestyle development activities and supports that are tailored to the individual capabilities and aspirations.

Chimes Delaware earned exceptional evaluations from state organizations that assess performance and services. A perfect score was achieved in vocational services and a score of 96% was awarded to residential services.

Chimes Delaware achieved a three-year accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) for the fifth time.

*Extensive Chimes Delaware Vocational Center renovations expanded services this year.*



# Chimes D.C.

*Short-term setbacks did not imperil long-term gains ... Job and revenue reductions at BWI were offset with new revenue and new opportunities developed through BRAC and at Ft. Bragg.*

Chimes D.C. employs more than 1,000 people with severe disabilities. Working in jobs that provide competitive wages, benefits – plus friendly, safe and stable work environments – these men and women grow, achieve, and live richer lives. Just one example tells an entire story of personal achievement: AbilityOne recognized Chimes employee Louis M. Miller as employee of the year at the Pentagon.

Chimes D.C., in collaboration with a community-based partner, has been awarded exclusive negotiating rights on a BRAC-related contract valued at approximately \$4.5 million. The work will be located in Harford County, Maryland. The contract calls for the employment of 120 individuals with disabilities (among others). Concurrently, Chimes D.C. is exploring how similarly innovative, entrepreneurial collaborations can generate additional opportunities, jobs and revenues. Chimes D.C. added its third contract at Ft. Bragg, North Carolina, increasing the total number of contracts to 38. The most recent venture will employ 20 people tasked with cleaning two elementary schools.

Chimes D.C. won exceptionally high Elliott scores for 2009 at the Baltimore-Washington International Thurgood Marshall Airport, where Chimes provides cleaning services. The 2009 results reflect the exceptionally high level of customer and passenger satisfaction that is reported as a result of Chimes commitment to excellence. Going beyond expectations is the rule – not the exception – for Chimes D.C.'s remarkable workforce.

Chimes D.C. entered the second year of an innovative cleaning contract with the Maryland Stadium Authority. In 2009, more than 500 individuals who have socio-economic or other barriers to employment had meaningful work experiences.



*From Top to Bottom: Spotless floors are important to Dawaine Owens at the Department of the Interior; Receiving Employee of the Year Award from Pentagon officials, Louis M. Miller, is pictured with Chimes Project Manager Butch Lumpkins; Darlene Daniels, who recently met President Obama, works at Social Security in Baltimore, Maryland; Tyrone Jones keeps the floors shined at the Department of Commerce.*



From left: Prestwick resident Judy Kuranda is assisted by House Manager, LaToya Varner; Cathy Wright of Mill Springs enjoys the pool.

## Chimes Virginia

*Placing an emphasis on community.*

Chimes Virginia accessed new, direct funding for day supports through Fairfax-Falls Church Community Services Board. The program turns the community into a postgraduate classroom where young men and women with disabilities, recent high school graduates, learn and practice life skills. The innovative programming teaches the “how-to’s” of making choices aimed at building independence and self-esteem.

Chimes Virginia expanded the Individualized Support Services Program into Louden County.

Chimes Virginia increased day program capacity by 30% in response to community needs.

Chimes Virginia hosted an 11-part lecture series throughout its service area themed “Reach Out - Teach-In.” Attended by parents, funding agents, community activists, and the general public, the lectures covered care and lifestyle issues, questions on treatment and wellness, plus channels and

techniques of communications. As a result, the Chimes brand is gaining recognition and increased stature all across the Chimes Virginia footprint.

Chimes Virginia was awarded its first accreditation — a full three years — by the Commission on Accreditation of Rehabilitation Facilities (CARF).



Tom Tracy resides at Southampton and enjoys a community outing.

# Chimes Holcomb

*Touching individuals in moments of great need; helping people to lead lives of hope and healing.*



*Holcomb's major contribution to the community this past year was the opening of the Valley Creek Recovery Center.*

# H

olcomb opened the Valley Creek Recovery Center, a full-spectrum, 10-bed crisis intervention facility in Chester County, Pennsylvania. The center is organized, staffed and operated around a holistic approach to crisis response and care. At Valley Creek, individuals experiencing a crisis get access to 365-day, 24/7 hotline counseling, mobile response teams, and, if necessary, residential facilities for those who may require the safety and security of an overnight stay.

Holcomb was awarded a major contract from the Chester County Department of Drug and Alcohol Services to provide substance abuse counseling and rehabilitation programming. Services include intensive out patient counseling, medication

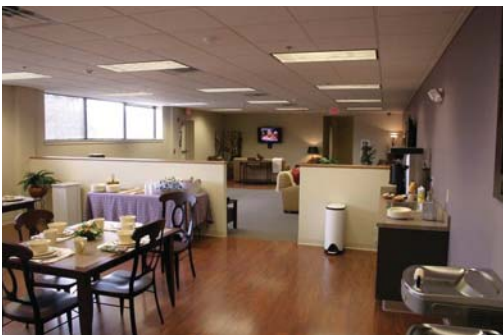
management, court services, plus DUI therapy. Over 150 participants are enrolled in the new program.

Holcomb was awarded a grant from the Pennsylvania Department of Health to expand services in Chester County so that more people receive counseling.

Holcomb acquired a 10,000-square-foot building in Kennett Square to house its new drug and alcohol program. Other services to be housed in the facility include wrap-around services for children, outpatient care for families and children, case management, and resource coordination services.

Holcomb has again earned the Joint Commission's Gold Seal of Approval in recognition of its superior level of service.

*From left: Great Room at Valley Creek Recovery Center; Celebrating the opening of the Valley Creek Recovery Center were (L-R) Karen DiFabio, Director of Facilities/Purchasing, Karen Holcomb, Board Member, Gary Entrekin, Administrator Chester County Dept. of MH/MR, Kathi Cozzone, Chester County Commission, (back) Bill DiFabio, Chief Operating Officer, Terrence Farrell, Chester County Commissioner, Duane Milne, Phd., Pennsylvania State Representative; Living Area at Valley Creek Recovery Center.*



# Chimes Prepared for the future.

## BOARD OF DIRECTORS

Chimes is very fortunate to have recruited 11 extraordinary individuals to join Chimes boards – men and women from all walks of life and professional backgrounds who are excited to serve and committed to Chimes never-ending quest for excellence.

In addition to seeking input and guidance from the boards, Chimes also seeks broad-based community input from its stakeholders and community leaders to help us shape our future course and aid in the decision-making process.



*New Chimes Board Members: 11 board members started serving in July. (pictured left to right) Arthur D. Smith, Ph.D., Alan Udoff, Ph.D., Dilip Paliath, Esq., Sean P. Quinn, Karen D. Weatherholtz, Dr. Barry Gordon, Renee Gordon, Dr. Joel M. Levy, C. David Ward (in front), William Drake (inset) (Not pictured - Patrick J. Bagley and Greta L. Engle)*

## STRATEGIC PLANNING

Chimes first long-range strategic plan was crafted in 1986. Since that time, Chimes has continued to update its five-year plan with annual reviews. The last strategic plan addressed the period from 2004 - 2009. Under the able stewardship of Stephen S. Kramer, Chairperson, Chimes reshaped itself into an even more dynamic and responsive leader in the field of human services. The strategic planning process includes valuable input from Chimes board members and partners, multiple stakeholders, and organizational leaders from within and outside the nonprofit sector. Naturally, the new strategic plan

revolves around the organization's mission – models of excellence with innovative, flexible and responsive solutions that are customer-focused and results-oriented in a dynamic, ever-changing environment.

Chimes current strategic plan also addresses the transition in leadership that will occur after 2010 when Terry Allen Perl, president and CEO, steps down after 40 years of record-setting service. When that time comes, Chimes will be prepared to pass the torch effectively and seamlessly to achieve the most efficient transition possible, ensuring that Chimes always leads in setting the standard for quality services, supports and employment for children and adults with disabilities.

## CHIMES PERFORMANCE MANAGEMENT SYSTEM

Two years in development, the Chimes Performance Management System (CPMS) was successfully pilot-tested and implemented in Chimes Maryland and Chimes International. CPMS is a new employee evaluation tool that aligns employee job performance and core competencies with Chimes goals and objectives. CPMS ensures that employees understand their roles in relation to Chimes mission, strategic plan, and the needs of the people we serve in order to produce the best possible outcomes. Developing and launching CPMS was a major undertaking that will benefit Chimes and the people we serve on a long-term basis.



*Pat Davis, Director of Information Systems Training, instructing a class on CPMS.*

*“Example is not  
the main thing in  
influencing others.  
It is the only thing.”*

*— Albert Schweitzer*

## TALENT MANAGEMENT

Chimes introduced talent management in a workshop in 2009. The need to institute best practices for talent management and leadership development throughout the organization was highlighted by Chimes strategic plan and established as a priority by the Board of Directors.

Each Chimes subsidiary is engaged in identifying key roles and developing profiles with defined competencies and accountabilities. Every chief operating officer is charged with the responsibility of identifying employees with proven track records of performance who are interested in acquiring new skills, expanding their roles, and assuming new responsibilities.

Chimes Family of Services is renewing its commitment to provide growth and development opportunities for employees who are committed to and have consistently performed above and beyond their current job responsibilities. The continued success of Chimes is dependent on our ability to support and develop the future leaders of the organization.

## EFFECTIVE COMMUNICATIONS KEEP CHIMES IN TOUCH

In late October, Chimes launched a complete redesign of the organization's Web site ([www.chimes.org](http://www.chimes.org)). The new Web site immediately received positive reviews from users. Pioneering new ground in Internet communications and content access for individuals with disabilities, the new Web site is built to create a special social network for the people we serve, their families, Chimes partners and supporters.

## CHIMES - ECO AWARD-WINNING PRACTICES

Chimes “keep it green” policy is at the forefront of all we do. Every e-mail includes a reminder to those with whom we communicate of the importance of sustaining our environment. On an action level, the conversion to hybrid vehicles, energy-efficient building systems, and the use of recycled materials underscore our commitment to eco-friendly policies and practices.

*A*t Chimes we believe that great enterprises are built by people united by a commitment to improve the lives of others. Those we serve are at the center of all we do. Their access to the supports and services vital to their success and well-being in the home, on the job, and in their communities is precisely what motivates our work.

Chimes has been blessed by committed volunteers such as Stephen S. Kramer, outgoing Chimes International board chairperson, and Patrick Bagley, the incoming chairperson of Chimes. Steve and Pat, and more than 70 other men and women who give generously of their time, talent and resources, challenge us to adhere to a deep sense of collective purpose, responsibility and accountability.

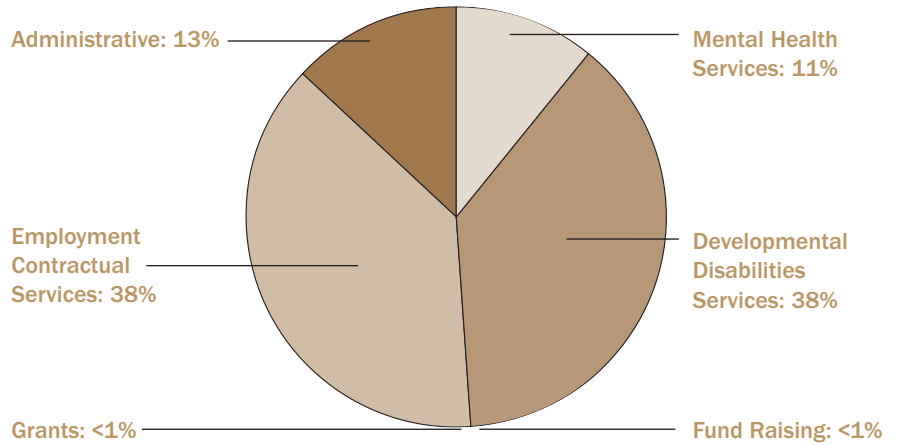
## OUR PLEDGE TO YOU:

- *We will always serve society's most vulnerable populations with compassion and respect.*
- *We will tirelessly endeavor to produce lasting value built on timeless values — day in and day out.*
- *We will develop talented people into a new generation of leaders who are inspired to work together for the greatest good possible.*
- *We will identify new revenue streams and hold expenses in check as we did throughout 2009.*
- *We will continue our persistent efforts to maintain a solid balance sheet as we did in years past.*
- *We will maintain a relentless focus on performance, excellence, and accountability to you — Chimes supporters.*

That's Chimes  
Prepared  
for the future.

## 2009 EXPENSES

\$157,361,668

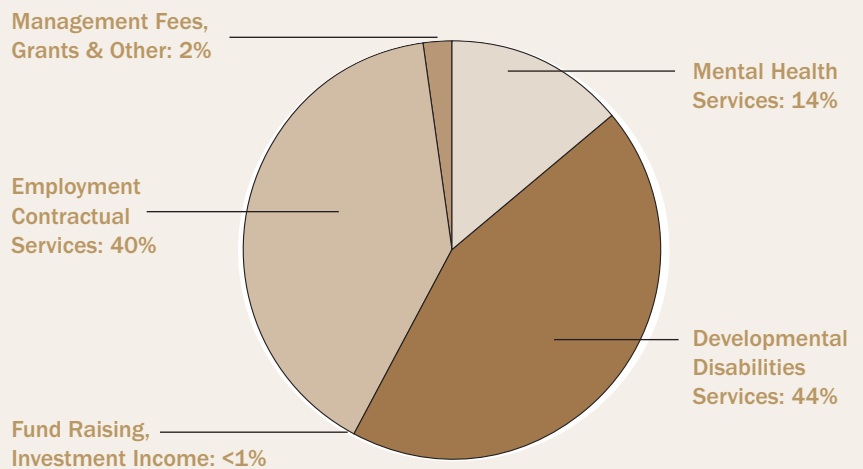


Administrative Expenses: \$20,449,125

Fund Raising Expenses: \$213,076

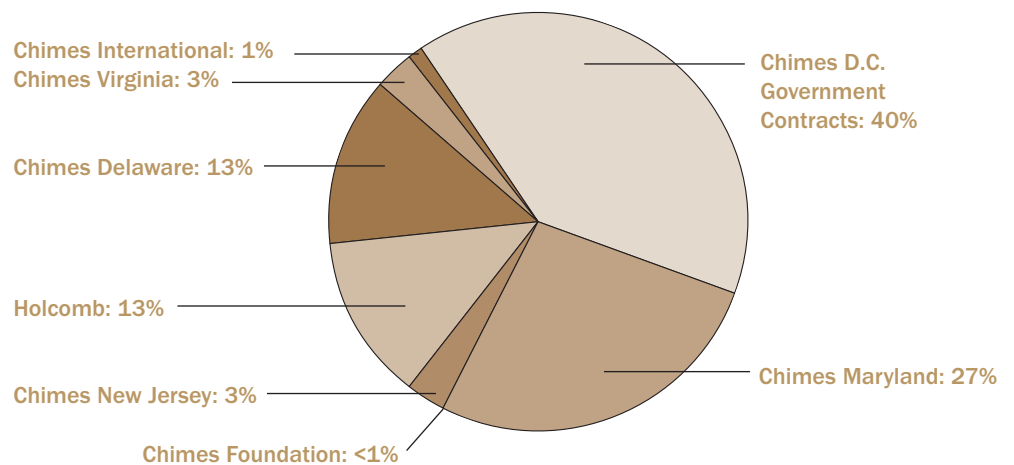
## 2009 INCOME

\$156,967,923



## 2009 INCOME

BY SOURCE



NET ASSETS: \$18,049,765

# Contributors



*Chimes and its subsidiaries thank the many individuals, businesses, organizations and foundations that generously support our work. Because our fiscal year runs July thru June, the listing on the following pages includes only those who contributed between July 1, 2008 and June 30, 2009.*

## PACE SETTING GIFTS

We gratefully recognize the following individuals, businesses, organizations, and foundations for their outstanding contributions that will ensure the viability of our mission now and in the future.

### \$50,000 and above

America's Pride, CC  
Correct Rx Pharmacy Services, HFS, CC

### \$25,000 - \$49,999

Anonymous, HFS, CC  
Mr. and Mrs. Robert J. Bavis, CC  
Benefits Consulting Group, HFS, CC  
The Estate of Margaret Harrington, CC  
Interline Brands dba AmSan, HFS, CC  
Offit Kurman, HFS, CC  
PNC Bank, HFS, CC

## SPECIAL FUNDS

The Woodruff T. George Memorial Fund  
Tamyse B. Parnella Fund  
The Mildred and Samuel Perl  
Memorial Fund  
The Harry and Jeanette Weinberg  
Future Fund

## THE HALL OF FAME

The following individuals, businesses, organizations, and foundations contributed to Chimes 18th Annual Hall Fame as we honored Dr. Ellen H. Yankellow, President and CEO of Correct Rx Pharmacy Services, Inc. for her contributions to the community on Saturday, November 1, 2008 at the Meyerhoff Symphony Hall.

### DIAMOND SPONSOR (\$50,000 AND ABOVE)

Correct Rx Pharmacy Services, Inc., PSG, CC

### PLATINUM SPONSORS (\$25,000 - \$49,999)

Benefits Consulting Group, PSG, CC  
Interline Brands dba AmSan, PSG, CC  
Offit Kurman, PSG, CC  
PNC Bank, PSG, CC

### GOLD SPONSORS (\$15,000 - \$24,999)

PSA Financial Center, Inc., CC  
Riggs, Counselman, Michaels & Downes  
with Human Services Benefits Company  
& Philadelphia Insurance Group, CC

### SILVER SPONSORS (\$10,000 - \$14,999)

Steve & Debra Alms and the Girls, CC  
America's Pride, CC  
Three's Company Carpet & Upholstery  
Cleaner, Inc., CC

## BRONZE SPONSORS (\$5,000 - \$9,999)

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## MEDIA SPONSORS

*The Baltimore Examiner*  
*The Baltimore Sun*  
*The Daily Record*  
The Ed Norris Show  
WBAL TV

## HALL OF FAME PATRONS

HTG Insurance Group  
Ober, Kaler, Grimes & Shriver  
Sylvan/Laureate Foundation

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*The Executive Council honors supporters of Chimes Family of Services who have made substantial personal commitments by joining the President's Council with their gifts of \$1,500 - \$4,999 or the Chairman's Circle with their gifts of at least \$5,000. Each spring members of the Executive Council gather together for a reception and special briefing from the Chairman of the Board and the President. (Contributions made by individuals qualifying for President's Council or Chairman's Circle DO NOT INCLUDE Hall of Fame ticket purchasers.)*

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Mr. and Mrs. Allan H. Weitzman  
Mr. Fred Wright

### BENEFACTOR (\$500 - \$1,499)

*Frances Bacon, founder of Chimes in 1947, dedicated her life to the education and development of children with mental retardation. Her spirit continues on through the generosity of the individuals, corporations, organizations, and foundations that support Chimes and its Family of Services.*

Acme Paper & Supply Co., Inc.  
Advance Business Systems  
American Legion Post #194  
Mr. and Mrs. Patrick Bagley  
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Boyd's Body Shop  
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Ms. Margaret Wisnom and Mr. Robert Cleary

### **PARTNERS (\$250-\$499)**

*Partners are unique in that their giving indicates that they believe in Chimes and its Family of Services missions and demonstrate their support through their charitable giving.*

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Anonymous  
Baltimore Community Foundation  
Ms. Gretchen Benchoff  
Dr. and Mrs. Bruce Bolten

Mr. and Mrs. Robert N. Bond  
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The Honorable Rochelle "Rikki" Spector  
Ms. Stephanie M. Washington  
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Ms. Sherri Weaver  
Mr. and Mrs. Harry Weitzman  
Mr. Richard Witte  
Mr. and Mrs. M. Richard Wyman

### **SPONSORS (\$100 - \$249)**

*Many new supporters to Chimes and its Family of Services enter at the sponsor giving level. These individuals help Chimes continue to be able to provide quality education, services, supports and employment for people with disabilities.*

Mr. and Mrs. Edward Albert  
Ms. Joyce Anderson  
Dr. Michael Baum  
Dr. Sharon Ben-meir  
Susan Berryman, Esq.  
Mr. and Mrs. John Bevilacqua  
Blue Cross And Blue Shield Of Delaware  
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Richele Lawson, R.N.  
*Director, Health Services*

John Mahon  
*Director, Vocational Services*

Lois Meszaros, Ph.D.  
*Director, Clinical and Special Projects*

Sheryl Reinstrom  
*Director, Residential Services*

Kirk Smith  
*Director, Quality Enhancement*

## **CHIMES VIRGINIA & POTOMAC REGION**

Edward M. Hartman, Ed.D.  
*Chief Operating Officer*

Cyndi Belshaw  
*Assistant Residential Director, Potomac*

Erica Hayes  
*Coordinator In-Home Support/Day Support Program*

Holly Rhodenhizer  
*Assistant Residential Director, Virginia*

Angela Young  
*Quality Assurance, Potomac*

## **HOLCOMB BEHAVIORAL HEALTH SYSTEMS**

William DiFabio  
*Chief Operating Officer*

Wendy Wait  
*Chief Financial Officer*

Roger Osmun, Ph.D.  
*Chief Clinical Officer*

Susan Berryman, Esq.  
*Director of Compliance*

Gerry Clark  
*Regional Director, Delaware & Philadelphia Counties*

Kelly Colfer  
*Director, Lehigh and Northampton Counties*

Karen DiFabio  
*Director, Facilities and Purchasing*

Roger Eppehimer  
*Regional Director, Berks and Chester Counties*

Howard Isenberg  
*Director, Open Door & Family Services Association*

Leslie Lipson  
*Director, Crisis Services*

Patricia M. Poppert  
*Director, Mental Retardation Services*

Robert R. Ruth  
*Vice President of Finance*

Libby Stipcevich  
*Director, Human Resources*

Betsy Warner  
*Director, Clinical Support Services*

## **CHIMES ISRAEL**

Alan A. Manheim, Ph.D.  
*Vice President*

Jorge Zimmermann  
*Executive Director*

Michael Salem  
*Director, Administration*

Vered Carsenti  
*Director of Programs*

Havatzelet Amrami  
*Director, Vocational Services*

Ravit Ashkenazi  
*Director, Shiluv Vocational Program*

Orly Balasha-Ilan  
*Director, Tel Aviv Enoch Extended School Day Clubs*

Yael Grouer  
*Director, The Holland Center for Babies and Infants*

Nadia Imbinadrov  
*Director, Tel Aviv Hatzori Extended School Day Clubs*

Alexandra Horenstein  
*Social Worker, Community Support Services*

Limor Ben Ishai  
*Director, Tel Aviv Kalisher Extended School Day Clubs*

Gila Krohn  
*Director, The Aliza Begin Day Habilitation Center*

Limor Meltzer  
*Director, Rosh Ha'ayin Center*

Lina Nasirath  
*Director, Taibeh Day Habilitation and Vocational Center*

Sophie Passok  
*Director, Ariel Vocational Center*

David Shavlev  
*Director, Kfar Saba Work Activity Center*

Chava Weingarten  
*Director, Sharon Region Day Habilitation*

Paula Malki  
*Director, Shaked Center for Babies and Infants*

Ruth Shimoni  
*Director, Modi'in Center for Babies and Infants*

## **FACILITIES AND LOCATIONS**

### **CHIMES INTERNATIONAL, LIMITED & CHIMES FOUNDATION CORPORATE OFFICES**

The Harry and Jeanette Weinberg Campus  
4815 Seton Drive  
Baltimore, Maryland 21215  
410.358.6400  
1.800.CHIMES1  
Fax 410.358.8546  
www.chimes.org

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410.358.8843  
1.800.CHIMES1  
Fax 410.358.0031

#### **District of Columbia**

Ariel Rios Federal Building  
Chimes B-351 (North Court)  
1200 Pennsylvania Avenue, N.W.  
Washington, D.C. 20407  
202.408.0821  
Fax 202.408.0761

#### **Pennsylvania**

Naval Support Activity  
700 Robbins Avenue  
Philadelphia, Pennsylvania 19111  
215.722.6325  
Fax 215.722.6086

### **CHIMES MARYLAND RESIDENTIAL & SUPPORT SERVICES**

The Harry and Jeanette Weinberg Campus  
4814 Seton Drive  
Baltimore, Maryland 21215  
410.358.6677  
1.800.CHIMES.1  
Fax 410.358.1747

#### **Chimes School**

4810 Seton Drive  
Baltimore, Maryland 21215  
410.358.8270  
Fax 410.358.8271

#### **Human Resource Management**

4814 Seton Drive  
Baltimore, Maryland 21215  
410.358.6677  
Fax 410.358.6165

#### **Vocational**

*Supported Employment,  
Work Services & Liberty Club - West*  
The Terry Allen Perl Center  
3630 Milford Mill Road  
Baltimore, Maryland 21244  
410.521.1555  
Fax 410.521.1505

#### *Liberty Club - East*

8515 Kelso Drive  
Baltimore, Maryland 21221  
410.358.8932  
Fax 410.686.6435

#### *Intervals Day Services*

The Cecil S. Fox Center  
The Harry and Jeanette Weinberg Campus  
4814 Seton Drive  
Baltimore, Maryland 21215  
410.358.6675  
Fax 410.358.1803

#### **Clinical Services**

The Terry Allen Perl Center  
3630 Milford Mill Road  
Baltimore, Maryland 21244  
410.521.1555  
Fax 410.521.1505

#### **Curtis Hall Senior Assisted Living Center**

1803 Thornbury Road  
Baltimore, Maryland 21209  
410.466.4407  
Fax 410.466.4406

### **CHIMES DELAWARE**

#### **Administrative Offices**

512 Interchange Boulevard  
Newark, Delaware 19711  
302.452.3400  
1.800.9CHIMES  
Fax 302.452.3407

#### **Dover**

165 Commerce Way  
Dover, Delaware 19904  
302.730.0747  
Fax 302.730.4345

#### **Millsboro**

26582 John J. Williams Highway  
Millsboro, Delaware 19966  
302.945.6844  
Fax 302.945.6845

### **CHIMES VIRGINIA & POTOMAC REGION**

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Fairfax, Virginia 22030  
703.267.6558  
1.888.CHIMES4  
Fax 703.267.9684

### **HOLCOMB BEHAVIORAL HEALTH SYSTEMS**

#### **Administrative Offices and Chester County**

835 Springdale Drive, Suite 100  
Exton, Pennsylvania 19341  
610.363.1488  
1.800.657.5989  
Fax 610.363.8273

#### **Valley Creek Crisis Center**

469 Creamery Way  
Exton, Pennsylvania 19341  
610.918.2100  
1.877.918.2100  
Fax 610.594.1664

#### **Berks County**

Rockland Professional Building  
1940 North 13th Street, Suite 248  
Reading, Pennsylvania 19604  
610.939.9999  
Fax 610.939.9996

#### **Cornerstone Clubhouse**

224 Hall Street  
Phoenixville, Pennsylvania 19460  
610.935.2290  
Fax 610.935.2393

#### **Delaware County**

225 South 69th Street  
Upper Darby, Pennsylvania 19082  
610.352.8943  
Fax 610.352.8880 or 610.352.5452

#### **Holcomb**

126 E. Baltimore Pike  
Gayley Square  
Media, Pennsylvania 19063  
484.444.0412  
Fax 484.444.0421

**Kennett Square - Clinical Home**

920 E. Baltimore Pike, Suite 200  
 Kennett Square, Pennsylvania 19348  
 610.388.7400  
 Fax 610.388.7407

**Lehigh County**

1405 North Cedar Crest Boulevard, Suite 105  
 Allentown, Pennsylvania 18104  
 610.435.4151  
 Fax 610.435.3044

**Mental Retardation Services**

835 Springdale Drive, Suite 100  
 Exton, Pennsylvania 19341  
 610.363.1488  
 Fax 610.363.8273

**Northampton County**

929 Northampton Street  
 Easton, Pennsylvania 18042  
 610.330.9862  
 Fax 610.330.2853

**SHIP Program**

540 Collings Avenue, Apt. A-119  
 Collingswood, New Jersey 08107  
 856.858.2616  
 Fax 856.858.1289

**FAMILY SERVICES ASSOCIATION**

718 Bridge Street  
 Elkton, Maryland 21921  
 410.398.4060  
 Fax 410.398.8893

**OPEN DOOR****Claymont**

3301 Green Street  
 Claymont, Delaware 19703  
 302.798.9555  
 Fax 302.798.9550

**Dover**

884B Walker Road  
 Dover, Delaware 19904  
 302.678.4911  
 Fax 302.678.4948

**Newark**

254 E. Main Street  
 Newark, Delaware 19711  
 302.731.1504  
 Fax 302.731.2720

**Seaford**

107 Pennsylvania Ave.  
 Seaford, DE 19973  
 302.629.7900  
 Fax 302.629.7954

**Wilmington**

2400 W. 4th Street  
 Wilmington, Delaware 19805  
 302.654.1816  
 Fax 302.654.4130

**CHIMES ISRAEL****Executive Offices**

Yehudit and Meir Rubanenکو Campus  
 13 Ha'arad Street  
 Tel Aviv, Israel 69710  
 011.972.3.644.2427  
 Fax 011.972.3.647.4047

**Achikam**

Yehudit and Meir Rubanenکو Campus  
 13 Ha'arad Street  
 Tel Aviv, Israel 69710  
 011.972.3.644.5227 or 5228  
 Fax 011.972.3.644.5229

**After School Clubs**

Yehudit and Meir Rubanenکو Campus  
 13 Ha'arad Street  
 Tel Aviv, Israel 69710  
 011.972.3.644.5227 or 5228  
 Fax 011.972.3.647.4047

**The Aliza Begin Day Habilitation Center**

Yehudit and Meir Rubanenکو Campus  
 13 Ha'arad Street  
 Tel Aviv, Israel 69710  
 011.972.3.647.3988  
 Fax 011.972.3.644.5229

**Ariel Vocational Center**

7 Mishol Hazayit  
 Ariel, Israel 44837  
 011.972.3.906.1674  
 Fax 011.972.3.906.0624

**Community Support Services**

Yehudit and Meir Rubanenکو Campus  
 13 Ha'arad Street  
 Tel Aviv, Israel 69710  
 011.972.3.644.2427  
 Fax 011.972.3.647.4047

**The Holland Center for Babies and Infants**

16 Aristo Street  
 Jaffa, Israel 68069  
 011.972.3.657.1374  
 Fax 011.972.3.657.1375

**Kfar Saba Work Services Center**

7 Homovil Street  
 Kfar Saba, Israel 44424  
 011.972.9.765.6500  
 Fax 011.972.9.765.5997

**Modi'in Center for Babies and Infants**

49 Nahal Zohar Street  
 Modi'in, Israel 71704  
 011.972.8.975.1522  
 Fax 011.972.8.926.4098

**Rosh Ha'ayin Center for People with Disabilities**

9 Hamelacha Street  
 Rosh Ha'ayin, Israel 48091  
 011.972.77.200.6527  
 Fax: 011.972.77.200.6529

**The Shaked Center for Babies and Infants**

21 Haplugot Street  
 Ashkelon, Israel 78669  
 011.972.77.300.2698  
 Fax 011.972.77.757.0539

**Sharon Region Day Habilitation**

Rehov Bar Ilan 1  
 Herzliya, Israel 46787  
 011.972.9.950.0934  
 Fax 011.972.9.950.0934

**Shiluv Vocational Program**

Yehudit and Meir Rubanenکو Campus  
 13 Ha'arad Street  
 Tel Aviv, Israel 69710  
 011.972.3.644.2427  
 Fax 011.972.3.647.4047

**Taybeh Work Services Center**

P.O. Box 5469  
 Taybeh, Israel 40400  
 011.972.9.799.6295  
 Fax 011.972.9.799.6293

*Chimes Family of Services utilizes state relay services for communication with individuals with hearing impairments. Please dial 711.*



## *Mission Statement*

### **CHIMES FAMILY OF SERVICES**

Chimes Family of Services are models of excellence with innovative, flexible, and responsive solutions that are customer focused and results oriented.

Chimes, its affiliates, and related organizations are acknowledged as international leaders in providing services, supports, and employment for people with disabilities. Basic to Chimes system of service is the active involvement of the people served, their families, and advocates. Equally critical is a well-trained, dedicated staff and responsive Boards of Directors who are committed to excellence in providing Chimes services. Fundamental to all of Chimes activities is the maintenance of the highest quality and integrity.

Chimes organizations are as follows: Chimes International, Limited; Chimes District of Columbia; Chimes Maryland; Intervals; Chimes Delaware; Chimes Virginia; Holcomb Behavioral Health Systems; Chimes Developmental Services of New Jersey; Family Services Association; Open Door; Chimes Israel; and Chimes Foundation.

### **CHIMES INTERNATIONAL, LIMITED**

Chimes International, Limited will lead, coordinate, and support the efforts of each affiliate, individually and collectively, to adapt to constantly changing customer needs while maintaining high quality, cost-effective services and supports in order to access all available professional, public and private resources, and funding streams.

### **CHIMES FOUNDATION, INCORPORATED**

Chimes Foundation will provide ongoing financial support for programs and services which enhance the quality of life for people with disabilities. In addition, the efforts of the Chimes Foundation will enhance the image of Chimes Family of Services by strategically positioning these organizations among their various publics for the purpose of securing on-going support.

## *Philosophy*

The philosophy which guides Chimes is based on the belief that every person has the right to develop to his or her fullest potential. Chimes provides the skills and support to assist each person with disabilities toward achievement of his or her aspirations and goals. The Agency recognizes the uniqueness of each person and promotes feelings of human dignity, a sense of self worth, and the right to make informed choices.

Programs and services are developed and provided for each person with special needs utilizing an interdisciplinary approach. Individualized supports and services are implemented in a manner which is culturally normative, age appropriate, and which focuses on individual strengths, needs, abilities, interests and desires. To facilitate implementation, services are provided to each person in the most integrated setting that is available which is appropriate to his or her needs.

## *Vision*

People with disabilities will have the opportunities and resources, regardless of disability, to pursue their choices, desires, and dreams. As respected and valued members of society, each individual is supported in realizing his or her personal goals, becoming an active participant in his or her community, and having a social network that extends beyond the organization providing services.

Chimes will be the employer of choice in our industry. The staff is the single most important factor in achieving models of excellence for people with disabilities. Staff are provided the necessary resources—financial, educational, and emotional—to encourage their personal development as future leaders in the field.

Technology will be incorporated to maximize efficiency, effectiveness, and operational performance in all aspects of our organization.



**Corporate Offices**

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The 2006 U.S. Senate Productivity Award  
Maryland's Most Prestigious Award for  
Organizational Performance Excellence



Chimes International, Ltd.  
Meets Extensive Standards of America's  
Most Experienced Charity Evaluator