



Chimes
DEEDS NOT WORDS

2010 ANNUAL REPORT



Terry Allen Perl
Chief Executive Officer



Martin S. Lampner
President



Patrick J. Bagley
Chairperson

Dear Friends

This year we have worked diligently to assure you that Chimes is well positioned to build on its strong foundation in order to move forward in response to the ever increasing needs of thousands of people who turn to us each day for education, support and employment. Our theme – honoring the past, embracing the present, investing boldly in the future – highlights the fact that we remain ready to meet the challenges before us. The board of directors and senior management have successfully completed a major transition in leadership that will assure services are available to children, adults and senior citizens who need them now and in the years to come.

Throughout the years, we stressed the importance of measuring performance in order to enhance outcomes for the people with disabilities we serve. We strongly believe in the adage, “you can’t manage what you don’t measure.” Over time we have been able to identify trends and relationships that have helped us improve outcomes for people with disabilities, their families, our staff, and the communities we serve. This year’s annual report clearly demonstrates the effectiveness of our approach.

As we say goodbye to retiring chief executive officer Terry Allen Perl, we express the appreciation of all the people served, their families, staff and volunteers for four decades of commitment and service. Fiscal year 2010 is a stellar example of the positive outcomes Chimes has created for people with disabilities under his leadership. We are pleased and excited that long time Chimes executive Martin Lampner will succeed Terry as president and CEO. The board unanimously voted for and believes that Marty is the right choice to build on Chimes past accomplishments and to write the next chapter of our organization’s history.

More than 3,500 professionals from all disciplines successfully helped 17,000 people with a wide range of needs. These efforts are augmented by scores of volunteer leaders and supporters who are recognized in this report. To all who have contributed to our most successful year ever, we express our sincere thanks. Your continued investment in Chimes is essential to assure a positive future for those who need our assistance.

Sincerely,

Terry Allen Perl

Martin S. Lampner

Patrick J. Bagley



ANNUAL PERFORMANCE REPORT

Fiscal Year 2010 (July 1, 2009 - June 30, 2010)

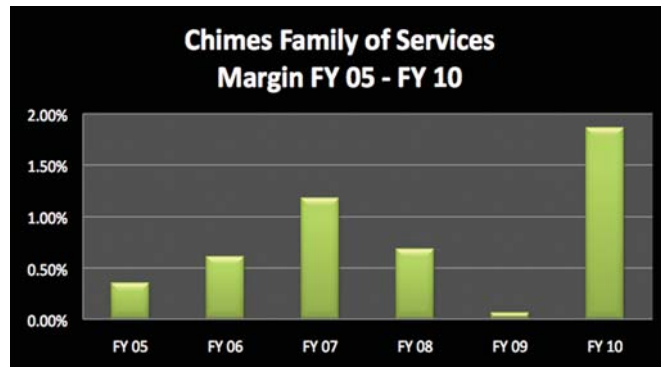
At Chimes we believe you cannot manage what you don't measure. To help assure results, Chimes utilizes a performance management system which imports metric measures to monitor organizational performance. Goals are assigned to one of the three domains: finance, services and workforce; and examined according to three criteria: efficiency, effectiveness and satisfaction.

Many of the goals are interdependent within and across domains. For example, to successfully operate within budget demands that the entity meet its income projection by assuring that targets for the utilization of services are met. In order to meet utilization targets, the entity must have sufficient referrals to fill vacancies. The entity must also track its admissions and discharges to monitor utilization.

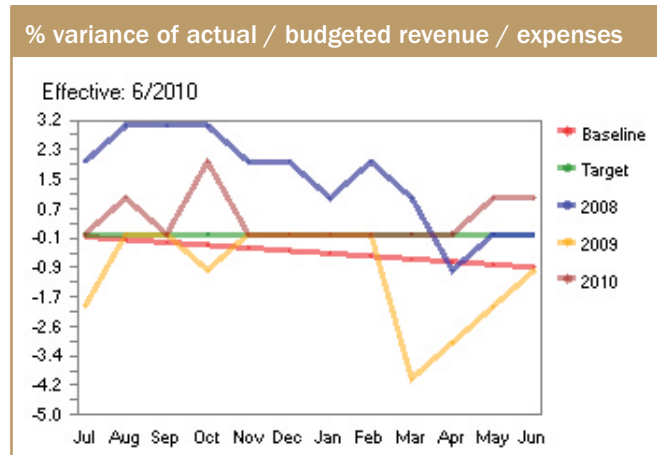
This report will highlight some of the key goals and the progress we have achieved.

Finance Metrics

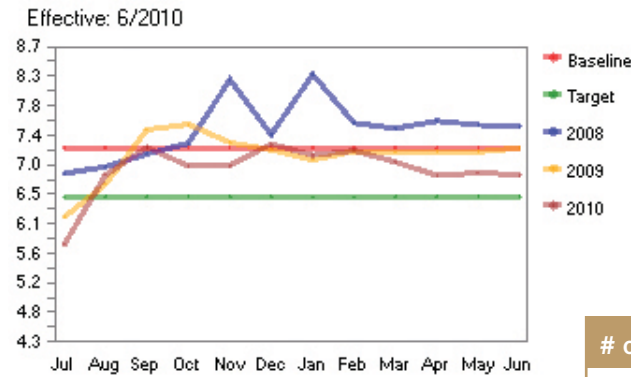
As was the case for many other not for profits, Chimes Family of Services was challenged two years ago (FY 2009) and did not meet all of our fiscal targets. Through a coordinated effort and hard work of the staff, Chimes negated that loss and emerged with the strongest position ever in FY 2010. The old adage, "no margin, no mission" continues to ring true for all not for profit organizations including Chimes Family of Services. The 2% margin this year exceeded the target of 1.5% by 0.5%. This is exceptional performance in light of the fact that last year's margin was 0.06%!



Operating within budget is a key responsibility for each manager and is tracked at all levels. This data is then consolidated for Chimes Family of Services. Fiscal years FY 2008 and FY 2009 were volatile due to the economy as well as federal, state and local funding reductions. There was significant improvement in FY 2010 with the organization exceeding the target by 1%. Successfully operating within budget assures that Chimes will have the resources necessary to sustain the organization in the future.



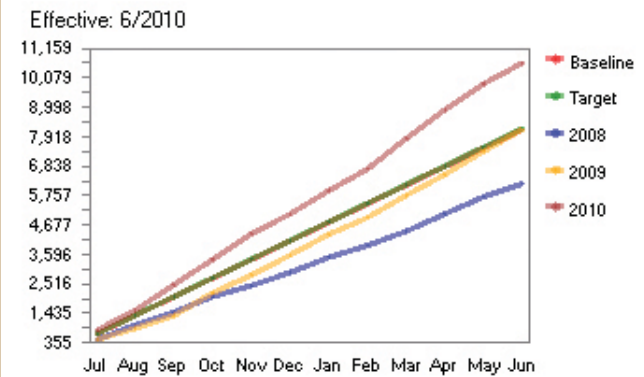
% OT and temp labor cost / total labor cost



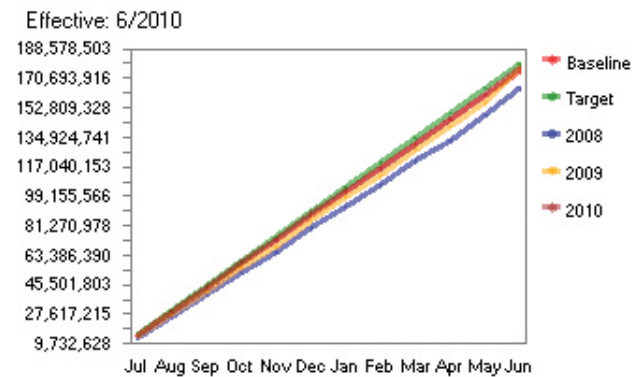
The supports we provide are labor intensive. Personnel costs represent 75-80% of the overall budget. Effectively managing our workforce is a critical competency throughout Chimes Family of Services. Though the organization did not meet the aggressive target set for the year, there has been significant improvement throughout the past three years. (See graph to the left)

We track the number of referrals as one gauge of funder satisfaction as well as predict demand for services. An increase in referrals correlates with an increase in admissions to the various programs, which drives revenue. (Graph to the right)

of Referrals



Revenue



As a whole, Chimes Family of Services revenue increased in FY 2010 as compared to FY 2009, but did not meet target due to funding reductions at the federal, state and local levels and the closure of DSNJ in New Jersey. Holcomb's revenue increased by 8% compared to the prior year.

Holcomb received several grants to expand services in Chester County, PA during FY 2010.





Services Metrics

We believe maintaining the health and safety of those we serve is a prerequisite of providing quality services. The frequency of medication errors, injuries, behavioral incidents and emergency room visits is compared to the number of client days for each physical location where services are offered.

Consideration of the needs of the individual receiving services must be taken into consideration as we analyze the data. For example, individuals at Curtis Hall, a licensed senior assisted living center, have a greater frequency of emergency room visits due to medical conditions associated with aging.

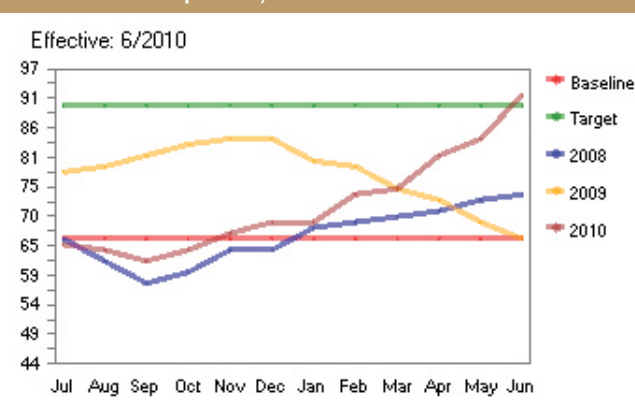
“Deeds not Words” is more than a motto at Chimes. We track the timely completion of various services to help those we support develop to their maximum potential. There has been considerable progress with this metric during the past year due to better coordination.

Contract work provides opportunities for people participating in facility based work centers to earn their paychecks. Our contracts range from packaging and fabrication to recycling sugar and assembling bulk mailings. The downturn in the economy in FY 2009 resulted in fewer contracts for the work centers. In FY 2010, there was a significant increase in the quantity and variety of contracts.

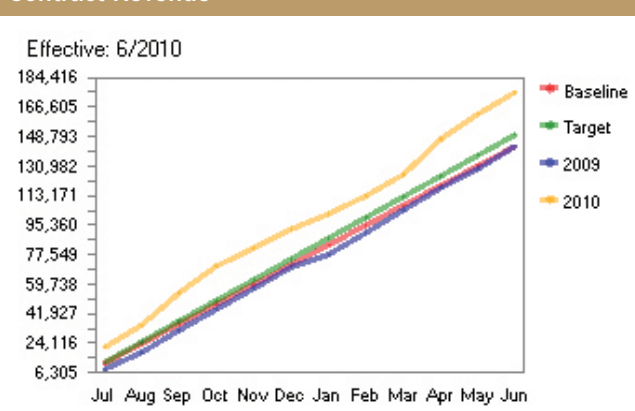
Also of note: Across Chimes Family of Services, admissions exceeded discharges during FY 2010 (10,087 admissions compared to 9,402 discharges.)

Chimes DC continues to exceed the target of 75% of hours worked by people with disabilities year after year.

Services completed / # Services Due



Contract Revenue



Workforce Metrics

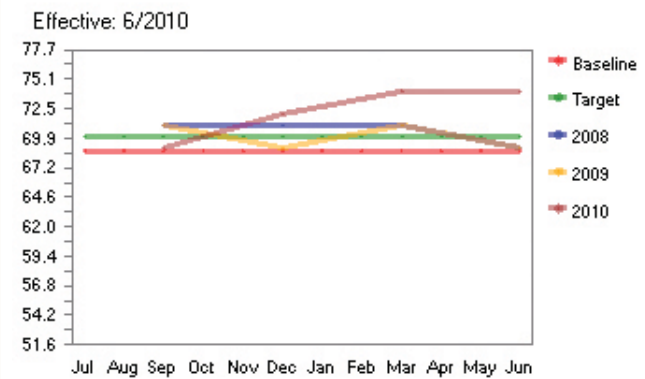
Because what we do is so labor intensive, the quality of services offered through Chimes heavily depends on the commitment and training of our direct support professionals. Chimes strives to recruit and retain the best workforce possible everywhere we work. We worked hard to increase the tenure of direct support professionals during FY 2010. Chimes Delaware had the highest percentage of staff with 83% of the staff employed for a year or more.

In FY 2008, we noted an increase in turnover among mid-level managers. Responses from our employee satisfaction survey identified opportunities to mitigate this issue by providing additional training and resources for middle managers. The intervention worked and turnover was significantly reduced the following year which enhanced the quality of services. The amount of turnover has continued to improve during FY 2010.

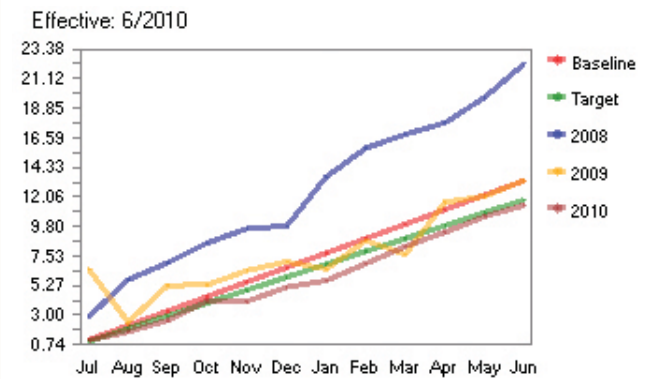
Chimes tracks the number of employees who completed mandatory trainings on time. During FY 2010, nearly 100% of staff were trained on time. The number of internal promotions and the number of professional development plans implemented are tracked as measures of effectiveness of staff development opportunities.

Additionally, Chimes Family of Services successfully initiated the Succession and Talent Management Plan across all subsidiaries. Multiple training sessions and discussions were held with staff to review the elements of the Succession and Talent Management Plans. Each Chief Operating Officer developed an initial emergency continuity plan which is revised annually. Key positions were identified and plans to create bench strength were instituted. Staff members with high potential and an interest in growing and learning were involved in developing their own professional development plans. Talent Management Plans are reviewed quarterly at the subsidiary level and annually across Chimes Family of Services.

DSP Employed > yr / # DSP Positions

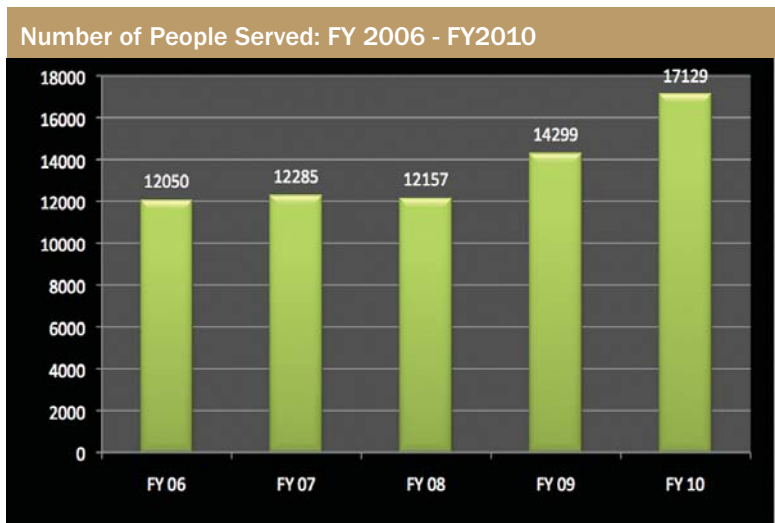


% Turnover Exempt Staff



Despite the economic challenges, Chimes Family of Services has touched more lives than ever before. **Holcomb Behavioral Health Services** was awarded multiple contracts for expansion of services in Chester County and opened two new offices for drug and alcohol addiction services.

Chimes Delaware acquired eight new single family homes to provide more appropriate and comfortable environments for people who were living in some older apartments. Barbara Rash, a board member and one of the individuals who moved from one of those apartments to a new home, shared with the Chimes Delaware Board of Directors how happy she was with the move.



“I feel safe now and the home is just beautiful. There are more choices of activities and friends to share good times.”

— Barbara Rash





Chimes Maryland engaged in a major realignment of residential services to assure that people receiving services were most effectively supported within the fiscal resources available.

Chimes Maryland has also expanded the work opportunities for people served in vocational services with the opening of the Saw Mill Café in September 2010 and Three Bells Café in November 2010. Denny Moody, the new Chief Operating Officer for Chimes Maryland, assumed his responsibilities on September 1, 2010.



Chimes Virginia collaborated with the Knights of Columbus to purchase an eighth home and opened it during the fall of 2010. Chimes Virginia continues to promote its services through the lecture series on various issues related to community services and supports for people with disabilities.



Chimes DC continues to offer more jobs for people with disabilities at Aberdeen Proving Ground with the expansion of its contract to provide base-wide services. The number of people with disabilities who are employed through Chimes DC increased reversing a two year decline. Despite the numerous federal and state cutbacks, Chimes DC has expanded the number of jobs and increased its revenue by securing additional work through the expansion of current contracts.

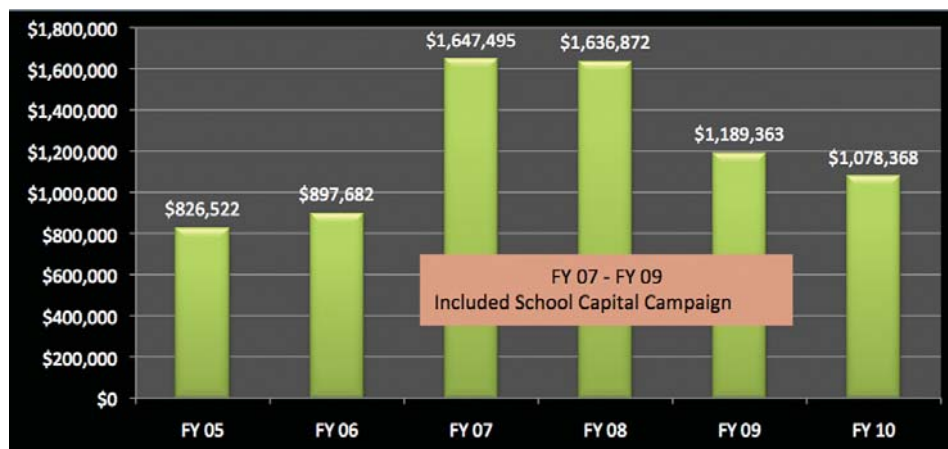


Chimes DC crews worked around the clock to clear the M&T Bank Stadium after a surprise snowstorm in December to have the stadium ready for the game!

Chimes Family of Services FY 10 Metrics Report

Organizational Driver:	Financial and Fund Raising Objectives*	Baseline	Target	Status
Performance Objectives				
Operates within Budget		-1%	0%	1%
Manage Labor - Reduce Overtime & Temp Labor		7.20%	6.47%	6.80%
Increase Revenue*	\$174,899,334		\$179,598,575	\$178,751,263
Margin		-0.25%	1%	2.05%
Funds Raised (see chart for historical perspective)	\$1,189,363		\$1,225,044	\$1,078,368
* Before eliminations, based on metrics not audit				
Organizational Driver:	Utilization of Services	Baseline	Target	Status
Performance Objectives				
Utilization - Physical Capacity		92.49%	95.00%	92.59%
Utilization - Program Capacity		91.66%	95%	95.18%
Referrals		8,193	8,224	10,631
Organizational Driver:	Delivering Quality Services	Baseline	Target	Status
Performance Objectives				
Satisfaction Survey - Families		80.58%	88.64%	82.21%
Satisfaction Survey - People Served		81.45%	87.01%	89.48%
Elliot Score for BWI		72%	70%	72%
Organizational Driver:	Regulatory Compliance	Baseline	Target	Status
Performance Objectives				
Number of Hours Worked by People with Disabilities		80.43%	70%	79.33%
Med Errors		0.03%	0.00%	0.02%
Organizational Driver:	Recruitment and Retention Targets	Baseline	Target	Status
Performance Objectives				
DSP Tenure		69%	70%	74%
Turnover - Non-exempt		37.47%	33.59%	33.12%
Turnover - Exempt		13.32%	11.85%	11.42%

The Board of Directors receives regular metrics reports to provide information about performance. Chimes Family of Services identified eight organizational drivers. Metrics are aligned with five or more of those drivers.



Philanthropic support in FY 2010 had declined when compared to the prior year. However, once adjusted for the School Capital Campaign, support was in line with prior years.



Tribute to Chimes Israel

In 1990, the Ministry of Labor and Social Affairs invited Chimes to visit Israel to identify opportunities for a partnership to serve people with intellectual disabilities. The following year, Chimes Israel began providing services in Tel Aviv.

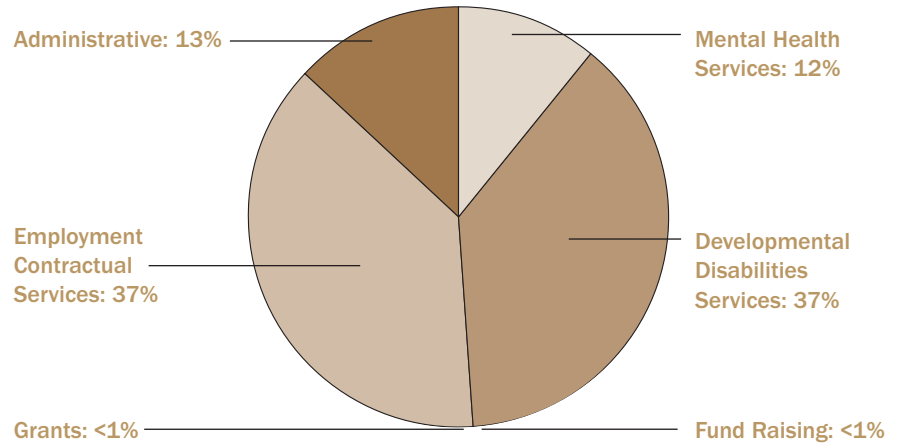
Today, Chimes Israel supports more than 800 people with disabilities with annual revenue of more than \$6.8 million.

Chimes Israel's accomplishments include:

- Operating the first day program for adults in the Tel Aviv area using a habilitation model. This has become the standard for the whole country.
- Opening the first comprehensive full day program for infants with developmental disabilities in the Tel Aviv area. This model has been replicated throughout Israel by Chimes and others.
- Introduction of the interdisciplinary team model and individual habilitation planning system to Israel. Individual Program Plans are now required throughout the country.
- Introduction of formal vocational diagnostic systems to Israel.
- Fostered legislation allowing people with mental retardation the right to live in group homes in communities without special permits or variances.
- Chimes Israel is the first program for people with mental retardation to receive ISO certification.
- Chimes Israel is serving Jewish, Muslim, and Christian clients in integrated programs.

2010 EXPENSES

\$152,891,356

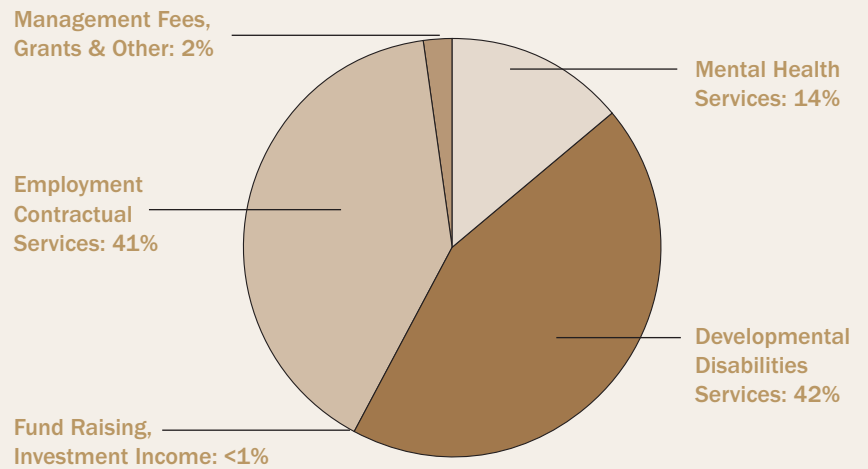


Administrative Expenses: \$19,782,472

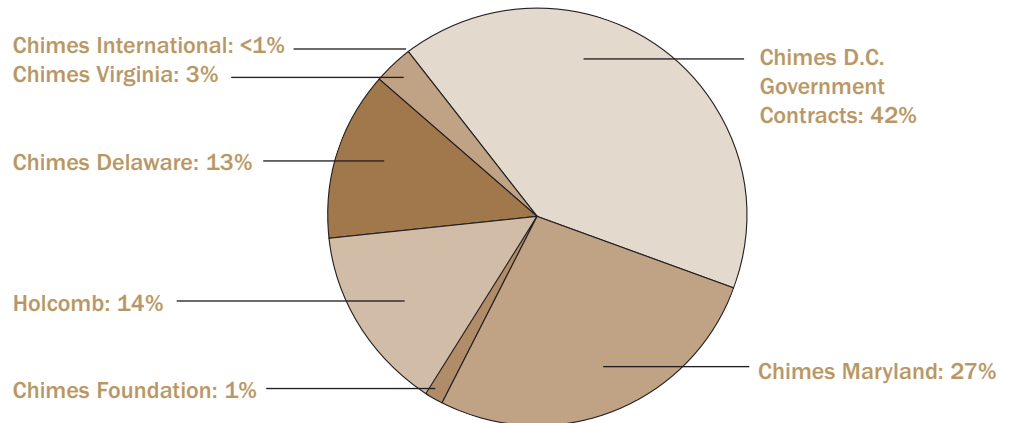
Fund Raising Expenses: \$166,871

2010 INCOME

\$156,096,390



2010 INCOME BY SOURCE



NET ASSETS: \$21,254,800

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, 2009 and June 30, 2010.

Key:

PSG – Pace Setting Gift

CC – Chairman's Circle

HFS – Hall of Fame Sponsor

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

AmSan, HFS, CC

Mrs. Alice L. Hall

Mr. Gordon Stark

\$25,000 - \$49,999

Anonymous, HFS, CC

Benefits Consulting Group, HFS, CC

Offit Kurman, HFS, CC

SPECIAL FUNDS

The Woodruff T. George Memorial Fund

The Ina and Norman Lampner 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 19th Annual Hall of Fame event as we honored Theodore A. Offit, Esq., Managing Principal, Offit Kurman, for his contributions to the community on Saturday, November 14, 2009 at the Hyatt Regency in Baltimore.

RING MASTER - PRESENTING SPONSOR

Offit Kurman, PSG, CC

BIG TOPS - DIAMOND SPONSOR (\$50,000 ABOVE)

AmSan, PSG, CC

BIG CATS – PLATINUM SPONSOR (\$25,000 - \$49,999)

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LION TAMERS – BRONZE SPONSORS (\$5,000 - \$7,499)

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MEDIA SPONSORS

The Daily Record

The Ed Norris Show

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THE EXECUTIVE COUNCIL

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 \$5,000 or more. 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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BENEFACTOR (\$500 - \$1,499)

Frances Bacon, founder of Chimes in 1947, dedicated her life to the education and development of children with intellectual disabilities. 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
Mr. and Mrs. Bryan Akman
Ms. Karen Angel
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Mr. and Mrs. Darren Wolberg
Mr. and Mrs. Lawrence J. Yumkas

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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Ahavath Achim Congregation
Mr. and Mrs. Steven P. Alms
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Mr. and Mrs. M. Richard Wyman

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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.

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Anthony Garza
Contracts Administrator

Orrick Jones
Contracts Administrator

Sharon Pardo
Contracts Administrator

George Rineer
Contracts Administrator

Tammy Simpson
Contracts Administrator

CHIMES MARYLAND

Dennis Moody
Chief Operating Officer

Michael R. Baum, Ph.D.
Director, Clinical Services

Scott D. Cochran, R.N.
Director, Nursing & Health Care Services

Marlene Hall
Acting Director, Residential Services

Andrea Jones
Director, Quality Assurance

Pamela Ledsome
Director, Vocational Services

Sandra Mock Myers
Director, Human Resource Management

Valerie Petty
Director, Individualized Family Services

Mary B. Schaefer
Principal, Chimes School

Lolitta Weaver, R.N.
Director, Curtis Hall Senior Assisted
Living Services

Afreka Dickerson
Deputy Director, Community Support
& Behavior Support

CHIMES DELAWARE

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Chief Operating Officer

Sheila F. Friedman
Director, Human Resources and Training

Richele Lawson, R.N.
Director, Health Services

John Mahon
Director, Vocational Services

Lois Meszaros, Ph.D.
Director, Behavioral/Case Management

Ivy Boardley
Acting Director, Residential Services

Kirk Smith
Director, Quality Enhancement

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Chief Operating Officer

Cyndi Belshaw
Assistant Residential Director, Potomac

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.
Chief Compliance Officer

Gerry Clark
Regional Director, Delaware &
Philadelphia Counties

Kelly Colfer
Director, Lehigh and Northampton Counties

Karen DiFabio
Director, Facilities and Purchasing

John Markey, Psy.D.
Regional Director, Berks and Chester Counties

Howard Isenberg
Director, Open Door & Family Services
Association

Leslie Lipson
Director, Crisis Services

Beth Mingey
Director, Prevention & Education Services

Patricia M. Poppert
Director, Developmental Disabilities Services

Robert R. Ruth
Vice President of Finance

Libby Stipceвич
Director, Human Resources

Betsy Warner
Director, Clinical Support Services

CHIMES ISRAEL

Jorge Zimmermann
Executive Director

Michael Salem
Director, Administration

Vered Carsenti
Director of Programs

Havatzet 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

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4815 Seton Drive
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410.358.6400
1.800.CHIMES1
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Chimes B-351 (North Court)
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Washington, D.C. 20407
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Fax 202.408.0761

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Naval Support Activity
700 Robbins Avenue
Philadelphia, Pennsylvania 19111
215.722.6325
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Residential & Support Services

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Chimes School

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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 Services

Work Services, Liberty Club – West, Supported Employment
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

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1.800.9CHIMES
Fax 302.452.3407

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165 Commerce Way
Dover, Delaware 19904
302.730.0747
Fax 302.730.4345

Millsboro

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

CHIMES VIRGINIA & POTOMAC REGION

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Fairfax, Virginia 22030
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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 Prevention Services

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

Developmental Disabilities 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
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 Fax 302.654.4130

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Achikam

Yehudit and Meir Rubanenکو Campus
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The Aliza Begin Day Habilitation Center

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Ariel Vocational Center

7 Mishol Hazayit
 Ariel, Israel 44837
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 Fax 011.972.3.906.0624

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 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

Or 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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Past recipient of 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