



Mission of Love Charities, Inc.

Helping People, Changing Lives

Annual Report—July 1, 2010-June 30, 2011

Celebrating 20 Years

Message From the Chair and President

On behalf of Mission of Love Charities, Inc., and our clients, we are pleased to share with you the Fiscal Year 2010 Annual Report. We hope the information about our substantial accomplishments will challenge you to become more involved in helping to ensure favorable outcomes for our programs and services and success for the underprivileged clients we humbly serve every day.

This year, MOLC marked 20 years of helping people and changing lives. Since the organization's inception, we have served 306,743 underprivileged and/or impoverished individuals and families throughout the Washington region. In 2010 alone, we served more than 12,000 individuals and their families by providing free furniture and/or clothing, counseling, job training, computer training and youth services.

We are grateful for our partnerships with Creative Options, The Arc, Maryland Community Connections, and New Visions. In our Basic Needs Program, we served 106 ex-offenders, 10 individuals with disabilities, 18 students, and assisted 276 individuals in housing counseling. In addition to those receiving goods and services, MOLC's Life Skills Program established a partnership with Giant Food, Inc., under which Giant agreed to interview clients for employment after graduation, participate with clients in class, and coach them on employment and career matters. We are seeking partnerships with other corporations and prospective employers with a presence in Maryland, the District of Columbia, and Virginia.

The overall success of MOLC and the service to its clients this past year is the result of hard work and collaboration between our devoted staff and Board. We are also grateful for the generosity of:

- Our Giving Partners — Council Members Karen R. Toles, Andrea C. Harrison, and Leslie E. Johnson, Ritchie Reclamation, and NV Ryan;
- Our Sharing Partners — The Washington Redskins;
- Caring Partners — Southern Management, Assurant, Lawrence Jackson, NAIMichael, and Pepco;
- Our Supporters — Evangel Cathedral and Gabriel J. Christian and Associates; and
- Countless community partners and individuals who shared their time and expertise.

Special thanks to key players in our 20th Anniversary Celebration and 7th Annual Lighting Pathways Humanitarian Awards Ceremony: Wayne K. Curry, master of ceremonies; Barbara Harrison, for serving five of the seven years as mistress of ceremonies; Vania McNeary Edwards, silent auction chair; Vanessa Bright, event planner; and all of those who ran ads in our program, contributed and purchased silent auction items, and purchased tickets.

This report would not have been possible without the incredible data collection and analysis conducted by staff and volunteers, including Kim Brown, Rachel Audi, Denise Robinson, Sheri Betts, Willie Parker, and Francine Flood.



*Dawn Quattlebaum
Chair*



*Dr. Douglas E. Edwards
Founder, President
and CEO*

About MOLC

Founded in 1991, Mission of Love Charities, Inc. (MOLC) is a 501(c)(3) health and human service organization dedicated to meeting the immediate basic human needs of the underprivileged and impoverished by providing free programs and services for short- and long-term stability. For 20 years, MOLC has provided critically needed services to more than 306,743 underprivileged and impoverished individuals and families throughout the Washington region.

Between July 1, 2010 and June 30, 2011, MOLC served 12,182 individuals and families in its four core programs, and provided 17,479 units of service to these clients shopping for good and services.

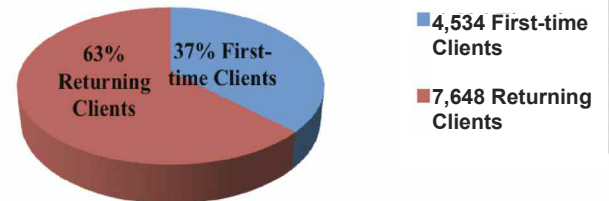
Units of service represent the number of trips made, including duplicate trips, for goods and services through MOLC's basic needs program. Of those served, 4,534 clients visited MOLC for the first time, and 7,648 were returning clients.

Most clients are adults ranging in age from 18 to 50 who live, or are homeless, in Maryland and who support themselves and their families. Approximately 70% of all clients are from Maryland, 25% from the District of Columbia, and 5% from Northern Virginia.

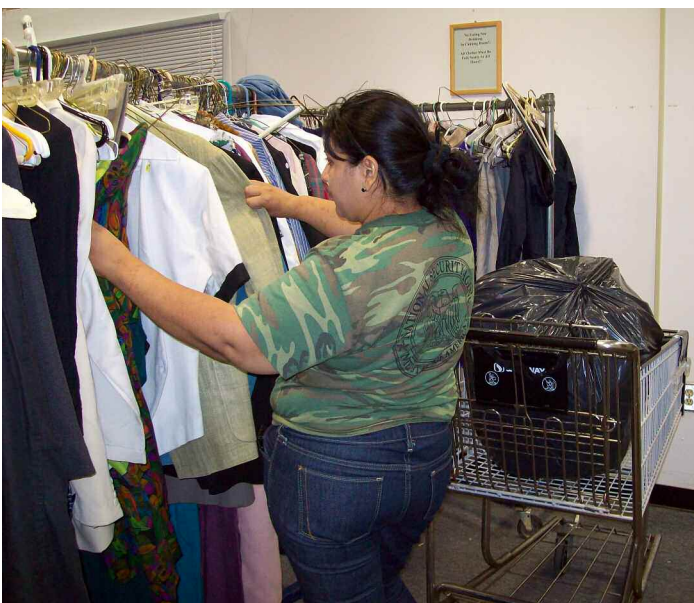
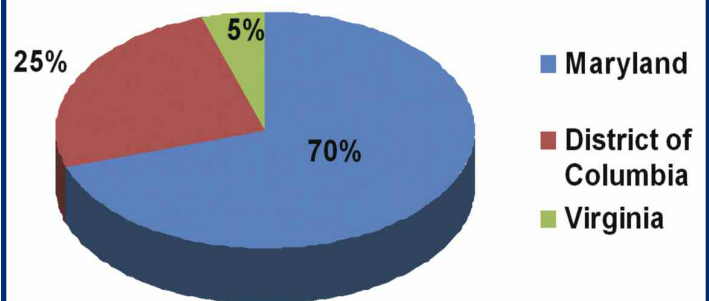
With a budget for FY2010 of \$1,281,294, MOLC spent an average of \$105 on each of 12,182 clients.

Total Clients Served by MOLC in FY2010:

12,182



Where Clients Live



MOLC client shops for clothing for her family.

Number of Clients Per Program

Basic Needs

First-time Clients 4,011

Returning Clients 7,582

Total Basic Needs 11,593

Life Skills 213

Youth Development 198

Seniors' Network 121

The Year in Review

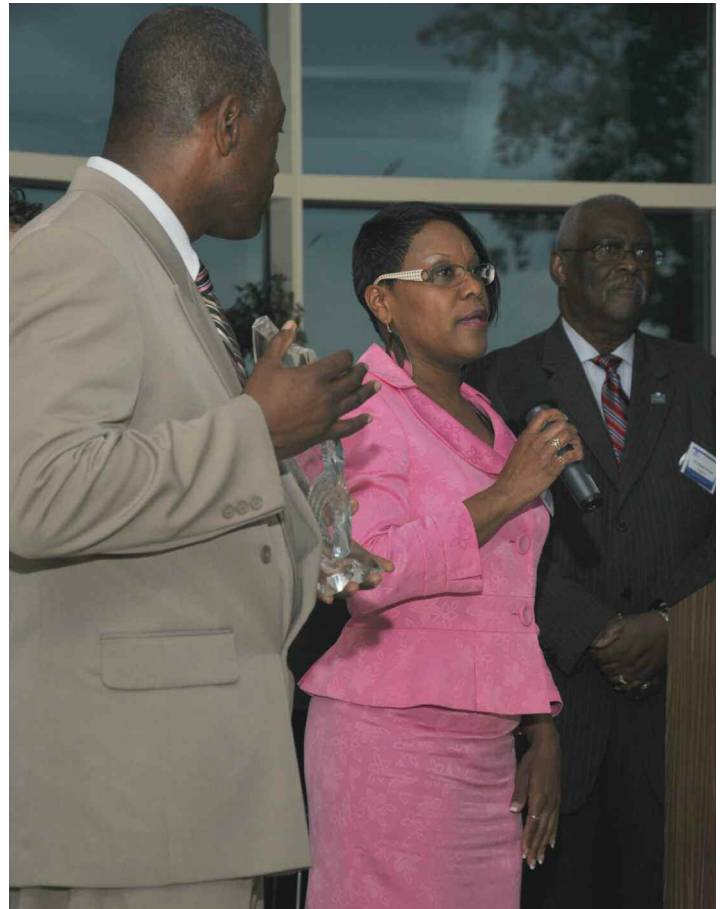
20th Anniversary Celebration

On May 19, 2011, Mission of Love Charities, Inc., celebrated 20 years of service to the underprivileged in the Washington region in conjunction with the annual Lighting Pathways Humanitarian Awards Ceremony. Lighting Pathways highlights both the gift and giving, which allows MOLC to fulfill its mission, and the unselfish contribution of Senator Decatur “Bucky” Trotter, for whom the Award was named, and who was MOLC’s board chair at the time of his death.

This year, the Decatur “Bucky” Trotter Humanitarian Award was presented to Dr. Douglas E. Edwards, founder, president and CEO of MOLC. In accepting the award, Dr. Edwards said, “Although I accept this award tonight, it does not belong to me, as I am only the vehicle that God has chosen to guide this organization; the award belongs to MOLC and its devoted staff. For that reason, he ask the staff to come forward as he presented the award to the “rightful owner, the Mission of Love Charities, Inc.”

The Candle of Service Award was presented to: Barbara Harrison, host of NBC News 4’s “Wednesday’s Child,” a program that has helped place more than 700 children with permanent loving families; and Arthur A. Turner, Jr., president of United Communities Against Poverty, a nonprofit dedicated to alleviating poverty, and president of the Coalition of Central Prince George’s County Community Organizations, a conglomeration of civic and homeowner associations that strives to improve quality of life for residents of Prince George’s County.

MOLC received a proclamation of support from the Prince George’s County Council and a citation



Don Hawkins and Denise Robinson accept award on behalf of MOLC from Dr. Edwards.

from the Maryland General Assembly’s Prince George’s County House delegation during the 20th Anniversary Celebration.



Left: Wayne Curry, Barbara Harrison, and MOLC Chair Dawn Quattlebaum. Right: Arthur Turner.



Operations Highlights

- On May 19, 2011, MOLC celebrated 20 years of service to more than 300,000 residents in the Washington Metropolitan region.
- From July 2010-June 2011, MOLC served 12,182 individuals and families in its four core programs, and provided 17,479 units of service to these clients shopping for good and services.
- With a budget of \$1,281,294, MOLC spent an average of \$105 on each client.
- MOLC received a Proclamation of Congratulations from the Prince George's County Council at its 20th Anniversary, from the Prince George's Council on May 19, 2011.
- MOLC received an Official Citation, from Maryland General Assembly on behalf of the Prince George's County House Delegation, May 19, 2011.
- MOLC was featured on WUSA-9 News "Friday Heroes," with Derek McGinty, who interviewed Dr. Douglas Edwards and Maryrose Lyles.



Scenes from "Friday's Heroes," with Derek McGinty, from left: McGinty interviews Dr. Edwards and Maryrose Lyles. Clients shop for clothing at the MOLC Warehouse.

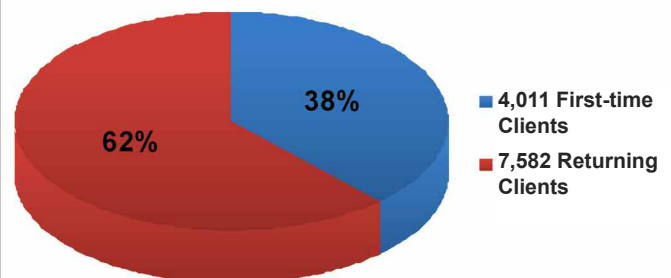
Basic Needs Program

For fiscal year 2010, the Basic Needs Program provided 17,479 units of service to 11,593 individuals and families with free furniture, clothing, food and counseling to individuals with incomes under \$21,000.00 (or \$28,000 for a family of four). Every week MOLC receives, stocks for distribution, and tracks hundreds of donations from the community, including furniture, clothing, and food. The donations are distributed to clients from the MOLC warehouse located in Capitol Heights, Maryland. The program also partners with two organizations to ship and follow free clothing to select areas of Africa.

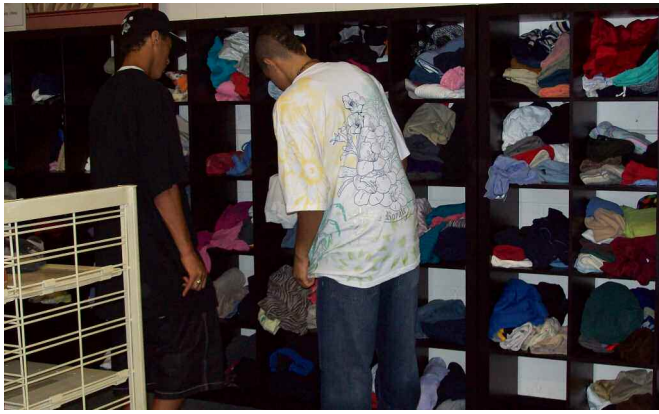
The Basic Needs Program offers clients free behavioral counseling; job training for volunteers, including ex-offenders; and housing counseling.

In FY2010 MOLC collaborated with Creative Options, The Arc of Prince George's County, the Prince George's County Department of Corrections, the Arlington County Department of Corrections, the

Total Clients Served in Basic Needs Program



Montgomery County Department of Corrections, Maryland Community Connections, and New Visions. Clients of these organizations provided volunteer services to MOLC, and MOLC provided them with job training in stocking, maintaining and operating the warehouse.



Clients in Basic Needs program select clothing.

MOLC also referred some Basic Needs clients to the Life Skills Program for long-term self-sufficiency training and job placement and to the Youth Development Program.

Program Accomplishments

Basic Needs

- Received and provided in-takes for 4,011 first-time clients (goal 4,000 clients) who received clothing, furniture, canned/dried food, and other items;
- Served 7,582 repeat clients who returned to shop for clothing, food, furniture, and household amenities, and were referred to other programs offered by MOLC.
- Provided more than 300 needy children with winter accessories collected during the Mitten Mixer
- Provided 283 families with Thanksgiving food baskets (surpassing 250 goal),
- Provided 279 children with Christmas toys (not reaching 300 goal),
- Distributed 251 Christmas baskets to families (surpassing 250 goal).

Behavioral Counseling

- Provided 1,065 counseling sessions to 175 individuals:
 - 710 sessions of individual and family counseling
 - 232 sessions of compulsive behavior counseling
 - 110 sessions of crisis counseling/suicide prevention
 - 13 support group meetings.

On-the-Job Training and Mentoring

- Received 134 clients, as volunteers, to receive job training in stocking, maintaining and

Basic Needs Program Highlights

- Served 4,011 first-time clients and 7,582 repeat clients for clothing, furniture, canned/dried food
- Provided 1,065 counseling sessions to 175 individuals
- Received 134 clients, including 106 ex-offenders, as volunteers, to receive job training in stocking, maintaining and operating the warehouse, and performing minor labor tasks
- Assisted 276 individuals (582 times, or units of service) in identifying affordable and available housing

operating the warehouse, and performing minor labor tasks.

- 10 clients with disabilities received on-the-job training
- 106 ex-offender clients (mostly young adults ages 14-30) received on-the-job training to perform required community service hours
- 18 high school clients received on-the-job training to fulfill high school work-study program requirements

Housing Counseling

- Assisted 276 individuals (582 times, or units of service) in identifying affordable and available housing in the Washington area.

Entering its 21st year of service to the community, MOLC has instituted a \$20.00 annual membership fee for free goods and services to no- and low-income residents in the Washington metropolitan area.



Children of Basic Needs Program received gifts from Santa during the Redskins Toy Drive.

Mitten Mixer Yields Warm Winter Accessories



William "Bill" and Dr. Betty Humphrey received the 2010 Founders Award during the annual Mitten Mixer.

MOLC's Mitten Mixer is an annual event, sponsored in part by the Washington Redskins, to collect hats, gloves, scarves and other winter accessories to keep children warm. This past winter, MOLC was able to provide more than 300 needy children and young adults with winter accessories.

A highlight of the event was the presentation of the Founder's Award to William "Bill" and Dr. Betty (posthumously) Humphrey, original MOLC board members. Established in 2009 in recognition of MOLC's founder, Dr. Douglas E. Edwards, the award is given to individuals or organizations who have contributed to a cause or causes championed by MOLC.



Basic Needs Success Story



Elisa Giron of Brentwood visits the MOLC Warehouse to provide for her family.

In 1999, MOLC client Elisa Giron immigrated to the United States from El Salvador and currently lives in Brentwood, Prince George's County with her husband and three children. With her husband working six days per week, Elisa cares for her home by visiting MOLC whenever she needs household items, clothing for school, books, and toys for her children.

"They're happy when I take toys (to them)," said Elisa. During the eight months that Elisa has been a client, she has received a dining room set, shoes, food, general clothing, and school uniforms. In the summer of 2011, Elisa found a school uniform for her daughter Elisa and told MOLC staff, "I had only one uniform and today I found two more."

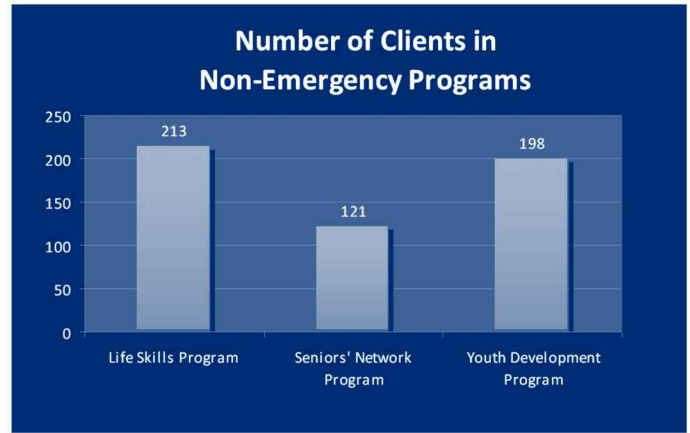
"The people are very, very good, very nice," she said, after she shopped in the MOLC clothing room. Elisa reports that her children love the clothing and are so grateful when she brings clothes home.

Elisa said that her oldest child, Joab, loves looking at the books from MOLC and translating them from English to Spanish. Now in the fourth grade, Joab enjoys helping his teacher at school interpret for children who do not speak English fluently.

Life Skills Program

The 2010-2011 Life Skills/Work Readiness Program (LS/WRP) consists of three elements: 1) coursework and training in life skills and job readiness, 2) career placement, and 3) mentoring. In 18 days of in-class training over three months, participants take six classes on life skills (from healthy relationships to attitude and change management), six classes in work readiness (from employability skills to customer service skills), and six classes in Job Search Skills (from resume writing to building wealth and mock interviews).

During the spring 2011 program, Giant representatives joined the participants in class, speaking to them regarding employment and career opportunities in general, and also prospectively with Giant. After coursework, MOLC collaborates with employers to place participants in interview opportunities, and follows the participant through



mentoring, both while the participant is on-the-job and as a lifetime member of the MOLC Alumni Association. These services are successful because there is a comprehensive system in place to develop self-esteem, set stretch goals, reward participants, and transform their thinking and behaviors.

The entire Life Skills/Work Readiness Program is designed to teach candidates to Have HEART, which stands for the following:

Help: MOLC provides help with basic needs to individuals that suffer from homelessness, personal tragedies, financial crisis and many other issues.

Esteem: MOLC believes that self-esteem is the cornerstone of confidence and begins the cycle of creating self-sufficiency.

Advance: As we teach individuals life skills and work readiness concepts, we identify specific areas of growth and challenge participants with stretch goals to ensure they advance their lives.

Reward: We give certificates as rewards which are milestones that participants can collect to show proof of their advancement and evidence of a changing life.

Transform: Our goal is to transform the thinking of our clients so they are confident, positive and self-sufficient — ultimately giving back to help others. In essence, we believe a renewed mind translates into renewed behavior.



MOLC Chair Dawn Quattlebaum and Life Skills Program Director Sheri Betts present certificate to Life Skills Program participant Robert Stoddard.



Linda Williams (second from left) and Leticia Bottom (sixth from left) received training as home health aids and got jobs in their field.

Life Skills Success Story



Edward Black, who started in the Basic Needs Program and is now employed full time with Giant, is honored for his achievements in the Life Skills Program.

“Invite change, instead of just accepting it,” says Edward Black, MOLC Life Skills/Work Readiness Program graduate who exemplifies the teaching of the Life Skills/Work Readiness Program. Edward was the valedictorian of the class, since he attended all 18 classes and was always there on time and ready to work. He walked up to seven miles in one day to attend the class every Monday and Wednesday. During graduation ceremonies, he was given a trophy for perfect attendance for completing his candidate-run community service project (Have HEART), and for completing his Stretch Goal. The Community Service project, coordinated by the LS/WRP cohort, consisted of giving shoes to homeless individuals and families in the community. Edward also achieved his Stretch Goal which was tailored to each candidate. LS/WRP participants were given an assignment that would significantly enhance their lives. Some were encouraged to achieve their GED and others wrote essays about personal challenges they faced. Edward was challenged by public speaking so he was asked to read a speech written by Martin Luther King with feeling and emotion in front of the class. He did an excellent job with the speech and was applauded by the facilitators and his peers. Edward secured a job with Giant within 30 days of graduating from the program, and is pursuing a career with them to assist him in achieving stability. Edward is an example of excellence and changed his life after participating in the Life Skills/Work Readiness Program. We are proud of his outstanding discipline and consistency.

Youth Development Program

The Youth Development Program offers three main programs: work readiness training, financial management training, and family development events and classes for families of youth, ages 10-16. In FY2010, the Youth Development Program hosted its first annual Back to School Picnic, which was a huge success.

The vision of the Youth Development Program is that at-risk youth and young adults ages 10-16 would experience positive development opportunities, life guidance, and skills training. The program is devoted to helping youth and young adults improve self-esteem, develop socialization skills, take on leadership roles, and stay in school. Workshops may include Time Management, Financial Literacy,

Youth Development Program Highlights

- 147 units of service to youth ages 10-16
- Hosted 1st Annual Back to School Picnic
- Provided backpacks/school supply packages to 77 youth at Back to School Picnic
- Provided two financial literacy training classes in conjunction with MasterCard
- Provided two movie nights

Computer Skills, and Know Your Legal Rights. In addition, MOLC Movie Nights are always well attended.



Spin art was a popular activity at the Back to School Picnic.



Youth enjoy dunking at the picnic.

Seniors' Network Program

The Seniors' Network Program provides free beginners computer training and continuing computer training (advanced training) for individuals ages 60 and older. Since the program's inception in 2006, it has graduated 120 clients in computer training.

To support quality of life and healthy lifestyles of the older population in the Washington region, the Seniors' Network Program provides networking, fellowship events, and field trips for individuals ages 60 and older who are in the MOLC Alumni Association and who are new to MOLC.

Finally, the Seniors' Network Program facilitates a driver-training program with AARP, and encourages graduates of the computer training courses to join the MOLC Alumni Association.

Seniors' Network Program Highlights

- 57 seniors ages 60 years and older enrolled Beginners Computer Training
- 67 seniors ages 60 years and older enrolled in Continuing (Computer Training)
- Seniors' Network Program offered the following field trips and social networking opportunities in FY2010:
 - "I Am America" exhibit at National Geographic Museum
 - TGIF Program at John Wesley AME Zion Church
 - St. Michael's and Cambridge, MD
 - Baltimore's Reginald Lewis Museum



Seniors' Network Program participants



Seniors at Annual Reach-Out Cook-Out

Seniors' Network Program – A Family Affair

Since the fall 2010, a family of three has received services at the Seniors' Network Program, also known as the MOLC Computer Training and Socialization Program for Seniors. Siblings Anita Stevenson, Gwendolyn Marshall, and Lyle Stevenson took the Basic Computer Training class in the fall of 2010, and progressed to the Continuing Computer Training course in the spring of 2011. In the fall of 2011, they are enrolled for the second-level course of the Continuing Computer Training.

"They are very active in their community and proud to use their computer skills with various senior community organizations they participate in, as well as for their personal use," stated Francine Flood, director of the Seniors' Network Program. The three siblings travel with family frequently and assist in planning family reunions and trips — formatting, designing and distributing reunion flyers, letters, itineraries and information.

The three compete and poke fun with each other in the training program, and the sisters are lovingly protective of their brother, to the point that he is "just down-right spoiled by them," the sisters say. Their fellow classmates are amused and have a laugh at their occasional antics.

In addition to participating in the computer classes, Anita, Gwendolyn, and Lyle have attended four bus trips over the past year with the Seniors' Network Program, and participate in the Annual MOLC "Senior Reach-Out Cook-Out," which has become a reunion for all of MOLC's current students and alumni. Anita, Lyle and Gwendolyn have been a source of inspiration and fun to the MOLC Computer Training Program family. They are a true example of "A Family Affair."

MOLC Board and Staff

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