SAFE IN ALL SETTINGS

National Center on Institutions and Alternatives

2020 Annual Report

Rising to the Challenges of COVID-19
A Letter From the CEO

In our 2019 Annual Report, our theme for the new year was “Building For The Future”. For the first nine months of this fiscal year, we did exactly that, opening a new Vocational Training Center in Charlotte, North Carolina, expanding our existing programs and adding new initiatives in our Compliance and Communications Departments. Then COVID-19 hit in early March of 2020, and we transitioned from a “building” mode into a “survival” mentality. For the first three months of this pandemic, our immediate tasks involved developing a pandemic emergency operation plan, securing scarce PPE gear (ordering thousands of masks, gloves, face shields, and cleaning solutions) and spending endless hours planning on how we could keep our programs open so services to our individuals could continue unabated.

I am pleased to say that we were successful in our efforts. By purchasing hundreds of chrome books and computer tablets and training our staff, students and individuals in virtual learning, we were able to keep the doors open in all NCIA programs. For some programs we did virtual instruction; in others we did a hybrid approach of computer-based instruction and on-site training. Our residential program never closed but pivoted to provide more home-based services. Our staff quickly transitioned into providing quality on-line and video presentations for our individuals as well as enhanced training on COVID protocols. In all, services to our over 1000 individuals never missed a beat!

None of this could have happened without an incredible leadership team, dedicated program directors and staff committed to our mission. As but one example, our newly hired Director of Compliance became our “Covid Czar”, and worked with our Communications Director in developing our “Safe In All Settings” procedures and protocols, which have been incredibly successful and became a model for our industry.

In June 2020, NCIA celebrated our 43rd Anniversary. It is humbling to think of all the people we have served over that time, and proud to know that even during a pandemic we did not abandon them. It shows the dedication, perseverance and teamwork of professionals who realize the value of working on behalf of those who have lived far too long in the shadows of our society.

I thank all of our supporters and partners who have helped us in this journey and we will continue to make you proud.

Herb Hoelter
Herb Hoelter
Chief Executive Officer
Adult Services

Over the past year, each department has had their own set of challenges. Our largest department, Adult Residential Services, led the charge as NCIA successfully navigated the pandemic and continued providing supports for all 47 of our homes. Within these homes we provide housing for 115 people with disabilities.

Following the recommendations from Governor Hogan and the Maryland Department of Health, NCIA closed our Career Development Center on March 16, 2020. However, NCIA was able to expand home-based alternative settings supports to provide day services for 40 people who were unable to attend our Career Development Center.

When the pandemic struck, our department adjusted without missing a beat. Delivery procedures for essentials were put into place, PPE was obtained, and every home was fully equipped with the necessary items to keep our individuals and our staff as safe as possible—Safe In All Settings—as seen on the cover of this annual report.

For information pertaining to the NCIA Adult Services Department or to enroll in a program, contact April Jensen at 443-780-1354 or ajensen@ncianet.org
Business Services

NCIA’s Business Services Department currently operates 18 contracts. While the COVID-19 pandemic has shuttered many social service agencies, we have continued to serve our individuals. In 2020, the Business Services Department won a $2.2 million contract to provide custodial services to the brand new Catonsville District Court Complex scheduled to open right when the pandemic surfaced. The team is now fully operational and providing services to the Courthouse, providing new jobs to people with disabilities.

Currently, we have 120 people with disabilities employed in a variety of jobs.

Within our contracts NCIA provides services to state and local government and the private sector in the following service areas:

- Custodial
- Total Facilities Management
- Landscaping
- Food Services
- Administrative Services
- Snow Removal

For information pertaining to the NCIA Business Services Department or to enroll in a program, contact Vanessa Harrison at 443-780-1423 or vharrison@ncianet.org
Herbert J. Hoelter Vocational Training Center

Our Vocational Training Centers have been thriving. During the pandemic, they operated both virtual and hybrid learning cohorts, adapting as various government regulations in Maryland and North Carolina changed. They successfully navigated those changes and we were able to train over 600 students this year. Our workforce institute and job developers have been equally inventive, maintaining a 60% employment rate in spite of COVID. Both Baltimore and Charlotte maintained over 80% participation in their remote and hybrid learning classes and we have continued to develop employment opportunities.

The populations served by the VTC include veterans, returning citizens, and the economically disadvantaged.

Our Vocational Programs Include:

* Automotive Mechanic Training * Culinary Training * CDL Class B License Training
* HVAC Training * Drone Certification

Things to come:

Recently, Truist Foundation has awarded NCIA a $2,799,596 grant to expand its Herbert J. Hoelter Vocational Training Center (VTC) into six cities over the next two years!

2021 openings include Raleigh, Philadelphia, Washington D.C. and more to come.

For information pertaining to the HJH VTC or to enroll in a program, contact Gary Antonino at 410-622-5082 or gantonino@ncianet.org
Youth in Transition School

Our Youth in Transition School team and staff were incredible in their efforts to reach out to our students, despite facing significant barriers. We provided chrome books for our students to learn virtually, our teachers developed creative virtual classrooms and teaching methods, we were able to conduct therapy sessions on-line and our behavioral outreach was non-stop. As a result, we were able to maintain (and even grow) enrollment at pre-pandemic levels.

The measurement of success is evident through the personal stories. While academics is always the focus, the herculean efforts to sustain connection during this time are the true stories of this year. YIT launched a full continuum of virtual services to include academic classes for 5 hours a day, behavioral support, social gathering times and clinical groups. Each student’s needs were considered and each plan truly embodied the mission of YIT, as individualized education plans are the cornerstone of the school.

For information pertaining to the NCIA Youth in Transition School contact
Angela Chambers 301-741-2079 or achambers@ncianet.org

Criminal Justice Services

Our Criminal Justice Services continued to provide sentencing mitigation reports, sentencing disparity analyses and other professional services to lawyers across the country. Once COVID-19 came upon us, travel ceased and Federal and State Courts closed, causing a major disruption in our work. Nevertheless, we continued working remotely, preparing for the eventual re-opening of the Courts.

Additionally, due to the rapid existence of the pandemic in Federal prisons, our criminal justice staff began preparing “compasionate release” requests for medically vulnerable inmates. Following a change in Federal procedures, if an inmate was denied compassionate release by the Federal Bureau of Prisons, that inmate could then take the request to the sentencing Judge. These motions all required documentation of medical records as well as any programs in which the inmate participated. NCIA was able to prepare numerous applications to assist inmates in obtaining early release.
Fiscal Year 2020

Financial Summary

Balance Sheet Summary

Annual Report 2020
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