



# IN-REVIEW

12747 Old Bridge Road, Ocean City, Maryland

Fall Issue 2011



## OUR MISSION

**DIAKONIA** is dedicated to building a foundation for those in crisis to maintain dignity and respect without homelessness while providing hope and *enhancing their quality of LIFE.*

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DIAKONIA'S Main House located on Old Bridge Road in West Ocean City offers services 24 / 7 / 365

**D**IAKONIA was originally established by the Mennonite church in 1972. In 1984, it became a separate, 501(c)(3) non-denominational organization. Diakonia operates two buildings in West Ocean City, Maryland where it provides emergency and transitional housing, emergency food services and counseling and assistance for its guests.

**But we're more than just a shelter. . . DIAKONIA attempts to address the root causes of homelessness through a variety of programs and initiatives.**

For those who are in danger of becoming homeless or find themselves homeless for whatever reason, Diakonia offers counseling, guidance and assistance in accessing a wide variety of support programs and, where necessary and appropriate, financial assistance for certain housing-related costs. Our trained and dedicated staff provides counseling and support in addressing the issues.

For those who are ready to leave Diakonia and move to permanent housing, we provide assistance in making the transition as well as continued support.



Transitional Housing Facilities at Diakonia

Our Food Pantry provides assistance to hundreds of needy families every month, while providing an avenue to ensure continued access to the counseling and support they need.



Help for Today. . . Hope for Tomorrow

Visit us at:  
[www.diakoniaoc.org](http://www.diakoniaoc.org)

One of the most Frequently Asked Questions. . .

**“What does Diakonia mean?”**

**The Answer:** Four simple words that change peoples’ lives. . .

**“In Service to Others!”**

**DIAKONIA**

**\*as of September 1, 2011**

**BOARD OF DIRECTORS**

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**CONTACT US: 410-213-0923**

**A Message from the Executive Director . . .**

Diakonia has a great sense of anticipation and increased enthusiasm! The reason? *We’re preparing to celebrate the 40th Anniversary of Diakonia in July, 2012!* An amazing accomplishment with the ups and downs of our economy over the years. We have not only to kept our doors open but have expanded and changed our services to meet the needs of our community. No easy task for any organization but particularly a non-profit. But we couldn’t do it alone!

Diakonia receives support from individuals, local civic organizations, churches, foundations and the United Way of the Lower Eastern Shore. We receive much needed support from the state and local governments and work closely with the local faith community to coordinate benefits and ensure they reach those in need.

We collaborate with the Worcester County Department of Health and Social Services, as well as local and regional voluntary organizations to help provide necessary services to our guests. And we rely heavily on the generosity of our many volunteers who offer their services to help others!

As we approach our 40th Anniversary we do so by *Honoring Our Past and Celebrating the Future of Diakonia!* We will continue to build on the foundation of these 40th years expanding and changing to meet current needs.

One of our recent changes is related to our housing facilities. Through review of data compiled by our staff

and that of other community organizations, we have determined that best use of our limited housing resources is to focus on Women, Children and Families. While we will continue to provide services and limited housing to Men, we believe the change will provide the most supportive and productive environment for those identified as having the greatest need. Diakonia gathers and analyzes data on a regular basis in order to maximize the benefits for those in need with the limited and ever-changing resources available.



Claudia Nagle  
Executive Director

**STATISTICS**  
**June 2010– July 2011**

<b>FOOD PANTRY</b>		
People	#Households	Food Bags
4,698	1,472	11,126
<b>SHELTER</b>		
Bed Nights	Guests	Guests achieving Permanent Housing
11,565	185	44%
<b>HOMELESS PREVENTION and RAPID RE-HOUSING (HPRP)</b>		
Persons Served = 241		
Households Served = 91		

*We extend our sincere gratitude and appreciation to all for the enormous support we receive from our Community!* **Your continued support of those in need has enabled Diakonia to provide services for 40 years and allows us to continue our efforts . . .**

**“IN SERVICE TO OTHERS”!**  
\* \* \* \* \*

**The True Measure of Success**

A Personal Story from one of Guests detailing the life-changing effects the collaborative efforts of the Community have had on her life. Statistics reflect the use of resources . . . The actual impact of resources is measured by the changes in the lives of those we help.

**For the Full Story....see Page 3**

# COMMUNITY SPOTLIGHT

By Dana Rosenfeld

Our spotlight is shining on Patricia, one of our long-term Guests, for her incredible journey through life's obstacles to successful transition!

Patty was like many who struggle in life as unexpected events come into our lives. All too often these events bring the even more difficult unexpected results due to poor decisions, lack of resources and denial. Patty was no different. When faced with difficulties she didn't know how to handle she made bad decisions and often just chose to ignore.

"I had no self-esteem left. I was a mess. I wanted to sleep," says Patricia.

One bad choice led to another. Until the day came when she was given the choice to come to Diakonia. Patricia considers this the choice that changed her life!

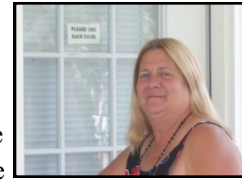
As a Guest at Diakonia Patty found the caring environment that she'd been missing. She was guided by the staff to the resources she needed. Patty learned the skills that allowed her to help herself, and through these accomplishments she gained self-esteem.

**"I know who I am now."**

- Patricia

"My case worker, Lauren, helped me get insurance and a job," say Patricia.

And now Patricia is giving back! Most days she can be found at Diakonia's Main Office sorting donations and talking with other Guests, making them feel at home. She is a great example for them and more importantly for her husband. Patty is now



using the skills she learned from her time at Diakonia to help her husband as he battles cancer.

We shine the spotlight on Patricia as a true success story. . . She is confident in herself and the life skills she's learned. Diakonia gave her the time and resources to find herself again, to be happy and content with life. Patricia is now preparing to leave Diakonia . . . And into a home of her own!

"I know who I am now," she says, "Diakonia has given me so much!"

Patricia hopes to some day return to school to become a social worker to give back what was given to her.

***Congratulations Patty! It's been our pleasure to support you through your journey!***

## The HEART of DIAKONIA . . . Our VOLUNTEERS

While Diakonia recognizes and appreciates the hardworking members of our Staff and Board, we are truly grateful for the many dedicated VOLUNTEERS who so generously give their time and expertise to help those in need. Your dedication and commitment to our Guests are the HEART of our services!

It's truly your Gift of Time that enables Diakonia to continue our efforts and has such a positive effect on the lives of others. . . those who often feel alone and helpless—without direction. . . find a true sense of HOME at Diakonia because of your kind and caring ways. You reach out to them, support them and make them feel they are not alone! ***Just look at the hours you've given this year!***

MONTH		Total Volunteer Hours
July	2010	737
August	2010	823
September	2010	692
October	2010	1,057
November	2010	963
December	2010	1,133
January	2011	1,165
February	2011	1,223
March	2011	1,264
April	2011	1,293
May	2011	764
June	2011	863



***For An Amazing Total of . . . 11, 977 Hours!***

The Staff and Board Members extend our sincere gratitude to all of our volunteers who have served Diakonia over the last 40 years! We know you genuinely care. . . that comes through in all you do. We want you to know we recognize the wonderful work you do to support us. ***We couldn't do it without YOU!***

## OUR DONORS

### *The Kindness of Strangers*

Our Sincere Thanks to the many members of our community who have so generously supported Diakonia! You are the lifeline of our organization, particularly with today's economy. As more of our citizens find themselves in need of our services, we hope you'll continue to support our efforts.

Whether yours is a monetary donation, clothing, food, or volunteering your time and talents—ALL are vital to Diakonia! With your help we will continue to expand our support within the community, extending our hand and honoring our commitment of service to others.

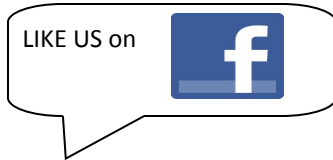
**With Gratitude and Appreciation . . .**

*Diakonia's Board, Staff, & Guests*



Help for Today... Hope for Tomorrow  
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## The Face of Homelessness... It's Not What You Think

When people think of the homeless unfortunately their first thought is usually a male, who is an alcoholic, drug addict or just plain lazy. That's the stereotype -and it contributes to the stigma associated with being homeless.

According to the National Alliance to End Homelessness only 17% of the homeless population falls within that stereotypical category. The growing number of homeless individuals and families are those who have experienced unexpected events... an illness, job loss or change in the family situation such as death or divorce resulting in the loss of their home or inability to pay rent. Some have jobs, many are families with children striving to find a way to provide food and shelter. The stigma associated with homelessness often times keeps them from accessing the resources available. They don't want to be seen as lazy or addicted... unable to provide and care for themselves and their families.

**The result.**...especially in vacation areas such as Ocean City that are focused on tourism and fun...the homeless fade

from view... into their cars, in basements and attics of family or friends... or into the woods. There are homeless communities within the wooded areas around the country.

Ocean City is no different. Visitors and even residents of the Ocean City area are under the impression that we don't have a need for homeless prevention and services. They don't see people sleeping on sidewalks or in doorways as you do in larger cities. But they couldn't be more wrong. We have individuals and families in our community who desperately need support as they face homelessness. Just because you don't see them doesn't mean the needs don't exist!

Diakonia has been serving the needs of those within our community for almost 40 years. The need is definitely there and is growing in today's economy!

The face of homelessness has changed... it could be your friend, co-worker or even your family. We're here to help 24/7 each and every day of the year!

\* SOURCE: National Alliance to end Homelessness

## Newsletter Information or Comments? CONTACT

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## SPECIAL THANKS to our Sponsors for this Issue...


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## INTERESTED in Sponsoring an Issue? Contact Diakonia at 410-213-0923

## WANT TO BECOME INVOLVED? Contact

Susan Blaney, Volunteer Coordinator  
 410-213-0923



**Thrift Shop**  
 (410) 213-0923  
 Store Hours: Wed, Thurs, Friday 10am - 4pm  
 Saturday 9am - 1pm

**ALL DONATIONS ARE TAX DEDUCTIBLE!**

**Directions:** On Rt. 611, 3/4 mile from Rt. 50, second strip mall on the left. Before Sunset Avenue and beside Henry's Bait and Tackle Shop.