



DIDLAKE
Incorporated

Friends & Family



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It Just Makes Good Sense

Local Businessman Shares His Success With the Community

A practical sort of person, Guy Hinkler knows that if a business wants to get involved in community service, “there are tons of things out there.” But finding the right “things” can often be challenging.

Hinkler, President of V2 Systems, a technology services company based in Manassas, found it was his friend and Chamber of Commerce colleague, Didlake President Rex Parr who led him to The Didlake Foundation. “I had been hearing Rex talk about Didlake for years,” says Hinkler, a former mechanic who began his computer business out of a farmhouse basement more than 10 years ago after an automobile computer sparked his interest in the technology.

Today V2 Systems is a leading information technology outsourcing firm, providing cost-effective IT infrastructure solutions for small and mid-sized businesses throughout the Washington, D.C. metro region.

As his business took off and Hinkler hired more local workers and subcontractors, he says he felt the urge to not only become a successful corporate presence: “I wanted to make sure we were good corporate citizens as well,” he says.

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They Also Serve

The behind-the-battlefield scenes at the Personnel Division of the Army National Guard Readiness Center in Arlington, VA, boast many hardworking heroes. Four of them were honored recently for their valuable work.

Stacey Steiner, Tommy Trinh, Jim Heckel and Larry Burke – all Didlake employees – found themselves front and center in attention at a St. Patrick’s Day Town Hall celebration hosted by the center on March 17. The four honored were among nearly 25 Didlake employees who work there in round-the clock shifts — Steiner and Trinh are on duty during the day, Heckel and Burke work nights.

The tough work at the center, which processes personnel records, became even tougher with the mobilization of more than 350,000 Army National Guard soldiers deployed to duty in Iraq, Afghanistan, Kosovo and on Homeland Security duty. With many of these soldiers wounded, the records work has become even more critical in supporting the military personnel and

their families.

This added burden has been made lighter by the hard work and cheerfulness for which the four Didlake employees were cited. “The way that they work helps us have an easier job, and

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Guy Hinkler, President of V2 Systems (right) presents Rex Parr, President & CEO of Didlake with a \$1,000 check for The Didlake Foundation. Mr. Hinkler and his company have stepped up to the plate as a Community Partner helping The Didlake Foundation build a long-term care program for people with disabilities.

A Look Inside

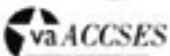
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Letter from the President & CEO



Rex Parr

Once upon a time, the state of Virginia paid for virtually all the services used by people with cognitive disabilities. Unfortunately, those services were typically provided in huge institutions that evolved into little more than warehouses for human beings.

In the 1960s, lawsuits forced states to abandon institutions as an acceptable treatment option.

Virginia stopped admitting new residents, and returned thousands of people from institutions to their home communities, promising families that if they kept a disabled family member at home, the state would provide community-based services to help manage the burden. In the early 1970s, federal law created Special Education for all handicapped children and Virginia created Community Services Boards to oversee local services for adults.

Then the state cut back on funding. Local governments tried to step in, only to find out how expensive services could be. Virginia applied for Medicaid Waivers to get the federal government to pay for half the cost of services. They applied for those waivers in 1990. The feds agreed. Then the recession of the early 90s hit. Virginia froze reimbursement

rates for Medicaid Waiver services and refused to add service slots for those on waiting lists.

However, decreased funding for these programs was only a symptom of a greater problem. By 2004, Virginia was in danger of losing key parts of its infrastructure and its ability to deliver core services to all its citizens as well as its coveted AAA bond rating.

Two Prince William/Manassas/Manassas Park legislators recognized the symptoms and provided critical leadership in raising new money to address the needs of the Commonwealth. Senator Charles J. Colgan, a senior member of the Senate Finance Committee, and Delegate Harry J. Parrish, Chairman of the House Finance Committee, were instrumental in getting an acceptable budget before the legislature.

A coalition of like-minded legislators from both political parties approved a budget, revised the state's antiquated tax structure and increased state spending on core services by almost \$2 billion over the biennium. Those funds will, among other things, provide more teachers for public schools, give raises to public safety personnel, hold down tuition at public colleges and universities, and provide critical services urgently needed by hundreds of citizens with mental disabilities.

We owe a debt of gratitude to Senator Colgan, Delegate Parrish, and all those legislators who bravely voted for the compromise budget ultimately approved by the General Assembly.

Rex Parr
President & CEO

A Fond Farewell

On March 12, a large crowd gathered at the Montclair Country Club to honor two of Prince William County's finest citizens – Jim and Geordie Morris. The event celebrated Jim's retirement as Didlake's Vice President of Corporate Development, and Geordie's retirement from her business, Morris Marketing.

Buck Waters, a member of The Didlake Foundation's Board of Directors and past Chairman of the Prince William Regional Chamber of Commerce served as Master of Ceremonies while a parade of speakers rose to deliver their tributes, celebrating the long list of accomplishments and contributions that mark the Morris's many years in Prince William County.

The couple was presented with a number of gifts, but perhaps the greatest tribute was the more than \$3,000 contributed to

The Race Against Time

When necessary social reforms of the sixties ended routine institutionalization of people with development disabilities, there also came the assurance of government support —programs and networks of caregivers would spring up, fed by a rich and generous society. In this society, people with disabilities would be integrated into the social fabric, which in turn would sustain and encourage them to lead fuller, more productive lives outside of institutional walls. Many of these ideals and promises proved empty or were simply forgotten.

Today an entire generation of those who have been reared at home ages along with their parents. And while parental commitment is unfailing, life is not. In the coming years, caregivers will die and, in many cases, their death will mean that adult children with disabilities lose much of the economic and emotional support on which they depend.

For these families, planning for the future is a race against time.

The Didlake Foundation has come to life in order to help with many of these problems.

The Foundation intends to stimulate creative ideas, innovative programs and community support, to tackle

the tough issues of long-term care for the mentally disabled.

Since 1965, Didlake has pioneered efforts to help people earn paychecks instead of disability checks, while serving the community by offering a variety of professional services and a cadre of dependable, enthusiastic workers.

Now it is time to begin planning for the future of these workers and their families.

In the coming months and years, The Didlake Foundation will work to bridge the gap

between what the government is willing to provide and the growing need for assistance. With Didlake's proven track record and support from the community it serves, a network of help and security can be created.

That's a win-win situation for everyone. ❖

The Didlake Foundation aims to tackle the tough issues of long-term care for people with disabilities.

The Didlake Foundation seeks your help to build its long-term care program for people with disabilities. To get involved, call Betty Dean at 703-361-4195 or email bdean@didlake.com

The Didlake Foundation by attendees in their honor. Shortly after the event Jim and Geordie retired to Charleston, SC, near their daughter and granddaughter. It was there, among family and friends, that Geordie Morris finally lost her long battle with cancer.

Geordie will be remembered by all who knew her as a gracious and kind lady who faced every challenge with a smile. We extend our condolences to Jim, her husband of nearly fifty years,

their two children and the rest of the family. Geordie Morris will be sorely missed. ❖



Geordie and Jim Morris

*I*t Just Makes Good Sense

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He also wanted to do more than just write a check. He wanted to be involved and active in the life and outreach of the organizations he served.

That urge led him to become involved in many community organizations. With his success, Hinkler also became a popular speaker at local high schools where he talked passionately about his own early struggles in school and the “career essentials” he believes were critical to his success: Goals, Growth, Plan,

Commitment, Persistence, Opportunities, Integrity, Adaptability, and Strategies.

Hinkler says that although it was Rex Parr who opened the door to The Didlake Foundation and its potential, it was the mission of the Foundation and the work of Didlake that has convinced him to make the commitment to become a Community Partner.

“What I admire is the work ethic of the people Didlake serves,” Hinkler says. “They want to work. They want to be independent. But they also need support and help. We need to find ways to help them when they lose the family support they’ve depended on for much of their lives.”

This past Chamber of Commerce Member of the Year plans to help find ways to ensure continued support for the disabled community served by Didlake. He also hopes his work will inspire others to reach out to their community in the spirit of service. “I want people to see that you can get involved, it can be fun and it can do a lot of good,” he says. “It just makes good sense.” ❖

*T*hey Also Serve

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it also is a good example that inspires us to work at our duties as carefully as they do” says Major Avery Leider, Action Officer for the Division.

Leider rose from her seat when Division Chief Colonel Reginald Geary called out Stacey Steiner’s name during the ceremony. “I always stand up so Stacey can vacuum under my desk, so when I stood up when she was recognized, it was just another way I stood up for Stacey.”

For another of the honorees, the event held a special, even patriotic meaning. Asked why he’s always so happy, Tommy Trinh, born in Vietnam, responds: “I am from Vietnam. I am happy because five years ago, I became an American citizen.”

The work of the Didlake employees is never lost on their colleagues at the center. Sergeant Major Tom McNamara recalls the careful work of Jim Heckel every time he uses the center gym, which Heckel meticulously cleans. For his part,

Heckel takes special note of McNamara’s military ribbons – especially the Legion of Merit, which Heckel immediately recognized.

Sergeant Major Frances Burke, who works at the Division, had a special reason for enjoying

the celebration: Her son Larry was being honored. Burke loves telling those who see Larry at work “Larry is my son. He does a good job!”

Colonel Geary praised all four of the Didlake employees for doing a good job and for their service to the nation in a time of extraordinary need. He compared their contributions to work that goes on behind the scenes of a movie or play. “The movie or play can’t happen without the people that you don’t see keeping things going and making sure all the details are being looked after.”

Looking after the details with dedication and a happy face, this handful of workers is helping make a tough time a lot easier for many others who serve their country both here and overseas. ❖

“The way these Didlake employees work inspires us to work at our duties as carefully as they do.”- Major Avery Leider

Measuring Our Progress

The staff at Didlake works hard every day to further our mission of creating opportunities that enrich the lives of people with disabilities. There are many ways to measure our success: a smile on the face of a consumer who has learned a new skill, or the feedback from an employer who says the person he hired through Didlake is his most dependable employee.

One of our most important measures is how those we support rate their satisfaction with our services. Consumer satisfaction is one component of Didlake's Outcomes Measurement System – an information management system that tracks our progress “by the numbers” through surveys and other measures.

Survey Question	Percent of consumers who Agree or Strongly Agree
I work or participate at a place I choose	100%
I feel involved w/ the decision-making regarding my plan and services	100%
My supervisor treats me with respect	100%
I am presented with opportunities to learn new skills in my current position	100%
There is plenty of work here for me to do	97%
The service that I am receiving is helpful	100%
I interact with other employees at my site	98%
I am satisfied with my wages/stipend	95%
I would recommend this service to a friend	100%
My supervisor listens to my concerns	100%

Recently consumers in Didlake's Community Inclusion Program completed a survey to measure their

satisfaction. We're pleased to share the results with you. As you can see by the table on the left, satisfaction is very high indeed.

Didlake staff and Board members use the Outcomes Measurement System to monitor and improve our programs and services. Future editions of *Friends and Family* will feature more results from this system – and all of the information is available to stakeholders upon request.

For more information on the Outcomes Measurement System or recent results, contact John Craig, Vice President of Rehabilitative

Services at 703-361-4195. ❖

Speaking for Ourselves Staff Members Advocate for Services for the Disabled

The icy chills Virginia's citizens felt during the winter of 2004 weren't all due to the weather. As legislators fought to an impasse over the state's budget, state agencies and local governments were frozen in their tracks.

A group of Didlake employees decided the time had come to speak up about urgently needed services for Virginians with disabilities. Taking time out of their personal schedules, they traveled to participate in the Coalition for Mentally Disabled Citizens of Virginia Rally in Richmond.

The day started with a rally outside the General Assembly building. Next, our advocates made personal visits to

Senators' and Delegates' offices, before proceeding to the General Assembly budget hearing to listen to presentations on the importance of funding for programs that support people with disabilities.

The long and chilly day ended with a warm stop at Cracker Barrel on the way home. In recognition of these efforts, Didlake President and CEO Rex Parr later presented each member of the delegation with a letter of appreciation and a special Didlake shirt.

The Rally in Richmond is only one of many advocacy

Advocate:
1) A person who argues for a cause; supporter or defender.
2) A person who pleads on another's behalf.

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Speaking for Ourselves

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activities that Didlake employees have participated in recently. We speak for ourselves to ensure that those who represent us in our government know how to do so. Whether turning out for Board of Supervisors meetings, attending public hearings or waving placards supporting Delegate Parrish's budget proposal, Didlake staff members are active citizens in our democracy. ❖



These Didlake employees traveled to Richmond to educate State Senators and Delegates about needed services for Virginians with mental disabilities.

Top Row: Wayne Wirick, Lois Kines, Tenika Alves, Robin Tyler

Bottom Row: Sissy Murphy, Kathy Weaver, Michael Porch and Michael Motsch



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