



# 2019

## ANNUAL REPORT

# WE ARE MELWOOD

At Melwood, we believe the world is a better place when every person is given the opportunity to participate, succeed, and contribute to our society. Melwood offers job readiness, training, placement, and retention support to help people of differing abilities, including injured veterans, find and keep work in their local communities.

Since 1963, Melwood has been a leading employer and advocate for people of differing abilities. We are constantly innovating to promote acceptance and inclusion of people of differing abilities in society and especially in the workforce.

Our 1,600 employees – nearly 1,000 of whom are of differing abilities and injured veterans – work at more than 60 federal contract sites and military installations throughout Maryland, Virginia, and Washington, D.C.

We help another 250 people each year find and retain work in private businesses in their communities. Our inclusive recreational programs welcome children and young adults to day and overnight camps, equestrian activities, and educational opportunities.

We also provide employment services to injured veterans and host healing retreats for those living with post-traumatic stress, brain injury, military sexual trauma, and other service-related traumas.

Melwood challenges the outdated perceptions of people of differing abilities and fosters new ways of thinking, collaborating, and working inclusively. We are proof that people of differing abilities can be a reliable and high performing segment of the workforce.

**\$51M+**  
**WAGES PAID**

**NEARLY**  
**2,600**  
**PEOPLE SERVED**

**250**  
**JOBS SUPPORTED IN**  
**THE PRIVATE SECTOR**

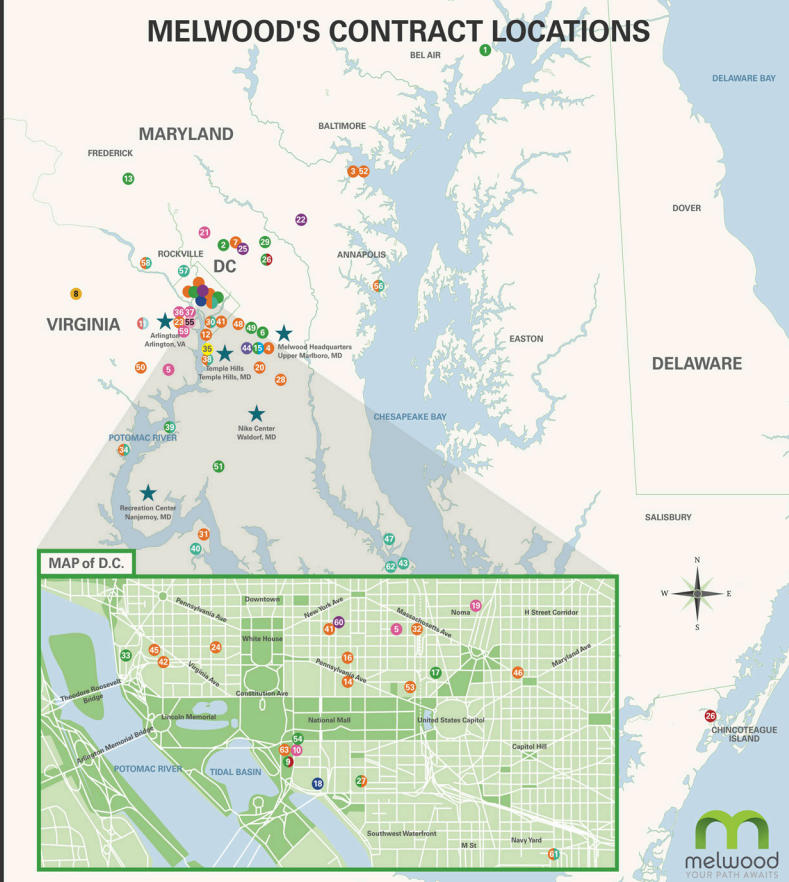


# MELWOOD LOCATIONS

For more than 55 years, Melwood has been a leading voice for social change and we are now one of the largest employers of people of differing abilities in the country. We provide our government and private employers with a high-performing and reliable workforce solution. In doing so, we hope to inspire our current and future partners to take bold steps to create an inclusive and competitively integrated workforce.

- ★ **MELWOOD HEADQUARTERS - DOWER HOUSE**  
5606 DOWER HOUSE ROAD, UPPER MARLBORO, MD 20772
- ★ **MELWOOD RECREATION CENTER**  
9035 IRONSIDES ROAD, NANJEMOY, MD 20662
- ★ **MELWOOD NIKE CENTER**  
12705 COUNTRY LANE, WALDORF, MD 20601
- ★ **MELWOOD ARLINGTON**  
750 S. 23RD STREET, ARLINGTON, VA 22202
- ★ **MELWOOD TEMPLE HILLS**  
6001 SOUTHGATE DRIVE, TEMPLE HILLS, MD 20785

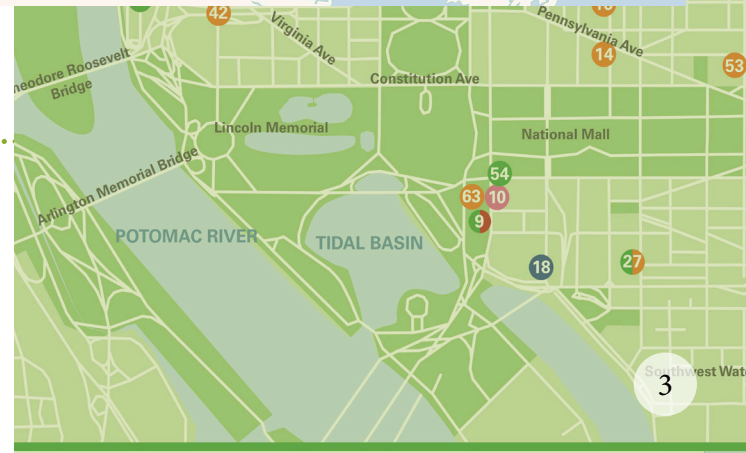
- 1 Aberdeen Proving Grounds (APG)
  - 2 Adelphi Laboratory Center (ALC)
  - 3 Annapolis Building 154 at Coast Guard
  - 4 Andrews Air Force Base - AAFB (Subcontract to Chimes)
  - 5 Army Corps of Engineers (ACE I and ACE II)
  - 6 Army Reserve Center (ARC)
  - 7 Beltsville Agricultural Research Center (USDA / BARC)
  - 8 Bureau of Alcohol, Tobacco, Firearms, and Explosives
  - 9 Bureau of Engraving and Printing (BEP)
  - 10 Defense Advanced Research Projects Agency (DARPA)
  - 11 Defense Health Headquarters (DHHQ)
  - 12 Department of Energy - Naval Reactors Laboratory (DOE - NRL)
  - 13 Department of Energy, HQ (DOE)
  - 14 Department of Justice (DOJ)
  - 15 Dower House Campus
  - 16 Federal Bureau of Investigation (FBI)
  - 17 Federal Bureau of Prisons (FBOP)
  - 18 Federal Communications Commission Contracts & Purchasing Center (FCC)
  - 19 Federal Energy Regulatory Commission (FERC)
  - 20 Federal Law Enforcement Training Center (FLETC)
  - 21 Food and Drug Administration (FDA)
  - 22 Fort George G. Meade (FGWM) US Army Garrison
  - 23 Franconia (GSA)
  - 24 General Services Administration Control Office Building (GSA, HO)
  - 25 George Washington Carver Center (GWCC)
  - 26 Goddard Space Flight Center (NASA)
  - 27 Housing and Urban Development (HUD)
  - 28 International Association of Firefighters (IAFF) Center of Excellence
  - 29 James A. Rowley Training Center (USSS)
  - 30 Joint Base Anacostia-Bolling
  - 31 Joint Warfare Analysis Center (JWAC)
  - 32 Judiciary Square (GSA)
  - 33 Kennedy Center
  - 34 Marine Corps Base Quantico
  - 35 MGM National Harbor
  - 36 National Credit Union Administration (NCUA)
  - 37 National Environment for Humanities (NEH)
  - 38 Naval Research Laboratories
  - 39 Naval Support Facility Indian Head (Indianhead/Stumpneck)
  - 40 Naval Surface Warfare Center Dahlgren
  - 41 New Executive Office Building/ Remote Delivery Site (NEOB/RDS) / GSA
  - 42 NWE (Palomares Annex Bldg 1-5)
  - 43 Patuxent River Naval Air Station
  - 44 Peace Corps
  - 45 Potomac Annex - Navy Hill Complex (GSA)
  - 46 Senate Employee Child Care Center / Architect of the Capitol
  - 47 Solomons Annex
  - 48 Suitland Records Center (GSA)
  - 49 Suitland Policing and Guard Booth (GSA)
  - 50 TMO Construction
  - 51 Town of La Plata
  - 52 United States Coast Guard (USCG) - Cutters, Curtis Bay
  - 53 United States Courthouse (USCH) / GSA
  - 54 United States Department of Agriculture Headquarters Building (USDA HO)
  - 55 United States Department of State
  - 56 United States Naval Academy (USNA)
  - 57 US Naval Observatory
  - 58 US Naval Surface Warfare Center (Carderock)
  - 59 United States Patent and Trademark Office
  - 60 United States Secret Service Headquarters (USSS) (GSA)
  - 61 Washington Navy Yard
  - 62 Webster Field
  - 63 Yates (GSA)
- Administrative Services
  - Custodial
  - Document Conversion
  - Embroidery Services
  - Horticulture
  - Janitorial
  - Landscaping
  - Loading Dock
  - Maintenance
  - Melwood Main Locations
  - Printing Services
  - Recycling
  - Reprographics
  - Total Facilities Management
  - Warehouse Fulfillment



**60+**  
CONTRACT SITES

**1,600+**  
EMPLOYEES

**NEARLY  
1,000**  
EMPLOYEES OF  
DIFFERING ABILITIES



# MELWOOD AT-A-GLANCE

## OUR VISION

A world where people of differing abilities are fully included.

## OUR MISSION

Melwood advocates for and empowers people of differing abilities to transform their own lives through unique opportunities to work and play in the community.

## CORE SERVICES

We provide employment, job training, life skills improvement, supportive and recreational services.

## BUSINESS SERVICES

Melwood is proud to be one of the largest nonprofit employers of people of differing abilities in the United States. Our employees work at federal, state, and local government agencies, and at private employers in DC, MD, and VA.

- Melwood employs more than 1,600 people, nearly 1,000 of whom are people of differing abilities.




- As an AbilityOne contractor, Melwood provides services at over 60 federal contract sites in the Greater Washington area.
- Melwood is expanding services to provide training for high-demand jobs in information technology and skilled trades.

## WORKFORCE SOLUTIONS




At Melwood, we help people of differing abilities build valuable work skills and gain the confidence needed to chart their own career paths. When our workforce is provided the training and support necessary to find and retain jobs, they consistently provide quality services to our customers. Workforce diversity and inclusion generate positive corporate outcomes such as greater productivity, increased profits, economic growth, and increased employee morale. We provide:

- Professional Development and Training
- Job Exploration and Wraparound Career Development
- Supported Employment with Retention Services

## SERVICES OFFERED

-  Custodial
-  Call Center
-  Fulfillment, Warehousing, and Packaging

-  Total Facilities Management
-  Landscaping and Horticultural
-  Mail Room, Staffing, and Administrative Services

-  Information Technology
-  Embroidery
-  Recycling



# FY2019 FINANCIALS

<b>Consolidated Statements of Activities • Year Ended June 30, 2019 (In Thousands)</b>			
<b>Support and Revenue</b>			<b>Program Expenses</b>
Monetary contributions	\$384		Employment services \$76,671
Donated items	\$2,442		Community services \$11,183
Government and private grants	\$286		Therapeutic services \$1,354
Contract revenue	\$95,694		Veterans services \$1,241
Sales revenue	\$20		Total Program Expenses \$90,449
Service fees	\$11,065		
Other gains, losses, & misc	\$1,194		<b>Supporting Services</b>
			Management and general \$15,930
			Fundraising \$3,998
<b>Total Support and Revenue</b>	<b>\$111,085</b>		<b>Total Expenses \$110,377</b>

<b>Net Surplus</b>	<b>\$708</b>
<b>Net Assets</b>	
Beginning	\$39,725
<b>Ending</b>	<b>\$40,433</b>

# A NEW PATH FOR MELWOOD

Melwood's brand refresh was designed to reflect our commitment to serving people of differing abilities and advocating for a more inclusive society. Our goal was to modernize Melwood's public image while refocusing our messaging on providing new pathways to success for those we serve.



## Melwood Previously Known for:

- Car Donations
- Jobs in Janitorial and Groundskeeping
- Only for people of differing abilities

## Now Known for:

- Our work to create a more inclusive society
- Innovative career paths and training opportunities for people of differing abilities and injured veterans
- Programs that connect people of differing abilities with their communities and foster inclusion at every level
- A major supporter of injured veterans with a focus on providing healing retreats and employment training

## TODAY'S MELWOOD IS EMPOWERING THE FUTURE BY

- Providing new paths to "Jobs of the Future" and "In-Demand" career opportunities to fit each person's skills and interests.
- Advocating for new laws to protect and advance the rights of people of differing abilities.
- Serving as a voice for people of differing abilities in the press and to the public.
- Walking the "walk" for our 1,600 employees.



# FY19 MILESTONES

## LINDEN ACQUISITION – INTEGRATION PHASE

- Melwood acquired Linden Resources in July 2017 and the integration was complete in the summer of 2018. As a result, Melwood became one of the largest nonprofit organizations in the Washington metropolitan area focused on creating jobs and delivering services to people of differing abilities.

## AWARDS



- **Melwood was selected as one of DC-LIVE's Red Hot Nonprofits and were recognized at an event on June 5, 2019.**
- **Cari DeSantis, President and CEO, was chosen as one of the Washington Business Journal's Nonprofit Leaders at the CEO and C-Suite Awards Ceremony on December 5, 2018. She was featured in a corresponding spread in the Washington Business Journal.**



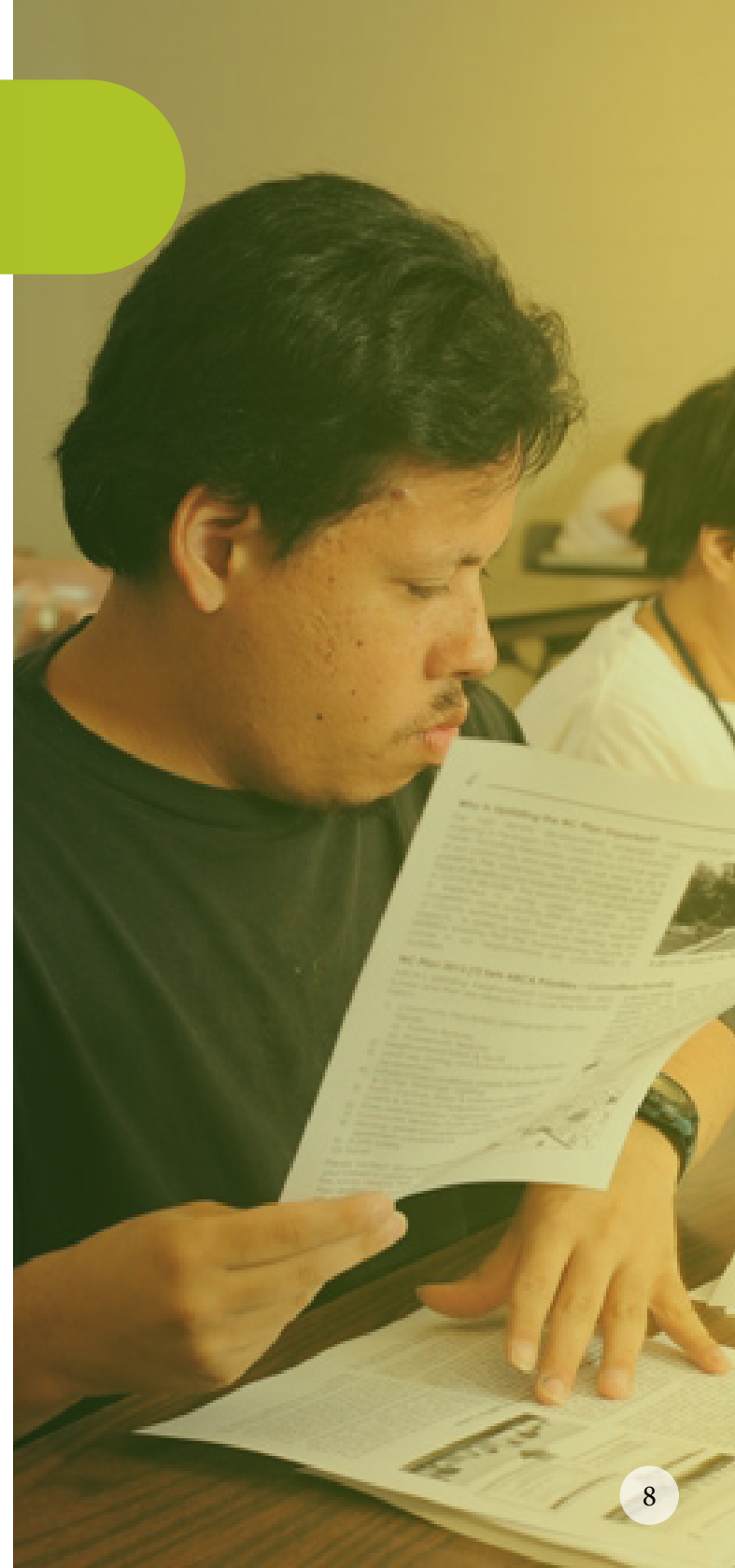
# FY19 MILESTONES (CONT'D)

## THE 2019 GOVERNMENT SHUTDOWN

The longest U.S. government shutdown in history lasted from December 22, 2018 until January 25, 2019. About 200 Melwood employees were furloughed as a result, but Melwood supported furloughed employees by disbursing financial assistance and offering support from our Talent Acquisition team.

## BUSINESS SERVICES SUCCESSES

- Melwood started its partnership with Amazon to provide support to its Alternative Workforce Supplier Program (AWSP), a new staffing program tailored to meet the needs of a nontraditional workforce, beginning with people of differing abilities. Melwood provided Amazon with end-to-end sourcing and placement services for approximately 24 warehouse associate positions at locations throughout the DC metropolitan area.
- Melwood was selected by SourceAmerica for an “Administrative Services” opportunity with the Defense Threat Reduction Agency (DTRA). Additionally, Melwood was selected by SourceAmerica for a Department of Justice (DOJ) Warehouse & Fulfillment contract.
- Melwood was awarded a Custodial Contract at Fort Belvoir and a Commercial Fulfillment Services Contract with Virginia Hospital Center.
- Melwood was awarded a landscaping opportunity at the Cheltenham Youth Detention Center.





# EVENTS

## SOURCEAMERICA GRASSROOTS CONFERENCE

- In June, Melwood joined 50 other AbilityOne Nonprofit Agencies at the 2019 SourceAmerica Grassroots Conference held in Washington, DC. The Conference is designed to train NPAs, family members, and self-advocates about current issues that are important to the AbilityOne Program while providing self-advocates with tools to effectively advocate for the Program. Melwood met with eight congressional offices representing Melwood's geographic footprint. The Melwood team included, Shirley Foote, a custodial worker at HUD as Melwood's self-advocate this year.

## MELWOOD CHAMPIONS GOLF TOURNAMENT

- Under the leadership of Founder and former CEO, Earl Copus, the Melwood Champions organized a sold-out golf tournament at the Lake Presidential Golf Club on May 4, 2019. The proceeds for the event benefited Melwood Veterans Services. Melwood Champions are past board members and significant donors who are committed to "opening doors" for Melwood.

## 2018 JAVITS-WAGNER-O'DAY LEGAL SYMPOSIUM

- Melwood hosted the inaugural JWOD Symposium along with the George Washington University School of Law. Many attended the event to discuss the legal complexities, challenges, and triumphs of the U.S. AbilityOne Program. The JWOD Symposium attracted presidential appointees, federal appointees, policy makers, executives from disability related organizations, and the top federal contracting attorneys in the country.



**People of differing abilities represent one of the most promising and readily available entry-level information technology workforce pipelines in the nation. In the next 10 years, 500,000 young people on the autism spectrum will enter the job market<sup>1</sup>. According to the Autism Institute, two-thirds of young people with autism are unemployed.**

## **WHAT DO EMPLOYERS HAVE TO GAIN BY EMBRACING NEURODIVERSITY?**

Study after study shows that employers who hire people of differing abilities benefit from increased employee engagement, reduced turnover, and improved attendance rates.

Many people on the autism spectrum have unique abilities that could be an advantage for this type of work. These abilities include:

- Visual and systematic thinking
- Meticulous attention to detail
- An affinity for repetitive tasks

1: "AutismSpeaks" ([www.Autismspeaks.org/autism-facts-and-figures](http://www.Autismspeaks.org/autism-facts-and-figures))

## **WHAT IF ADOPTING THE MELWOOD MODEL RESULTED IN OUTSTANDING EMPLOYEES AND A STRONGER BOTTOM LINE?**

Since 1996, the Work Opportunity Tax Credit (WOTC) has helped millions of Americans find jobs and produced over \$1 billion in tax savings to employers who hire people of differing abilities. Individuals of differing abilities also have a low turnover rate and their inclusion can distinguish a company with its clients and employees.

## **HOW CAN PARTNERING WITH MELWOOD HELP YOU TO GAIN A COMPETITIVE ADVANTAGE?**

Melwood's newest program, abilIT, is designed to help people of differing abilities and injured veterans enter the field of IT. In partnership with Cybrary, this training program consists of both technical training and professional and personal development. This wrap-around training is the cornerstone of Melwood's 55+ years of success. The program is designed to ensure that participants are equipped with both the technical knowhow and soft skills necessary to join and succeed on any project team.

# A+

- 85% of participants graduated the program.
- 73% of graduates took the CompTIA certification exam and 64% of them passed—a majority on their first attempt.
- 10% of graduates gained the confidence to enter college.
- About half of our graduates are interning or employed. This includes placements at organizations like US Department of State, GDIT, and KPMG.
- Participants self-reported increased confidence in their abilities to interview well, be part of a team, and do the job.
- Individual participants have earned as many as two certifications within 90 days of graduating the program.
- Graduates of the program have gained CompTIA A+, ITF, Network+, and Security+ certification; as well as Microsoft Office Specialist Certification.



# MELWOOD VETERANS SERVICES

## **SERVING THOSE WHO HAVE SERVED...**

Over the years, Melwood has supported hundreds of veterans in their efforts to overcome the physical, behavioral, and emotional challenges associated with post-traumatic stress, mild traumatic brain injury, and other service-related traumas, such as military sexual trauma and moral injury.

## **ABOUT MELWOOD VETERANS SERVICES, LLC (MVS)**

MVS is a nonprofit organization within the Melwood family of services. It grew out of the very successful Operation Tohidu® program, which was founded in 2014 as an experiential and healing retreat for veterans and service members. Our team is comprised of veterans and specialists who have direct experience with the issues at hand, either from their own military service or from relevant work in support of those who have served. MVS offers a variety of services to our nation's warfighters.

Through this organization, veterans seeking assistance with employment, career development, and community reintegration can find the resources and support they need to thrive both in their professional and personal lives.

## **VETSREADY2WORK (VR2W)**

Melwood's longstanding history of employing and training people with physical, behavioral, or other challenges revealed a gap in employment-related services for wounded warfighters in the community.

The VetsReady2Work (VR2W) Program assists veterans from Operation Tohidu® with professional development, employment, education, and other resources. Our team at Melwood specializes in adapting the valuable skills soldiers learn in the military to civilian workforce applications in order to provide meaningful and lasting employment.



# MELWOOD VETERANS SERVICES (CONT'D)

## OPERATION TOHIDU®

“Tohidu” is a Cherokee word meaning peace of mind, body, and spirit. This philosophy of healing the whole person is the basis for the Operation Tohidu® healing retreat for veterans which focuses on confidence-building, outdoor activities, and group discussion in a relaxed, positive environment. The retreat utilizes proven techniques for the self-management of symptoms, stressors, and responses. Operation Tohidu® works with veterans of all service eras and their families to confront sources of trauma and to reframe past experiences. MVS’s approach promotes a transition in mindset towards post-traumatic growth. The team specializes in serving veterans and service members afflicted by moral injury or those who have survived sexual trauma, as well as serving those affected by combat stress and traumatic brain injuries. Operation Tohidu® retreats are held from September to May at Melwood’s 108-acre recreation center in Nanjemoy, Maryland.



**FY19**

In FY19, Melwood Veterans Services served 160 veterans, service members, and spouses at over 14 Operation Tohidu® retreats.

# RECREATION CENTER

Nestled in the serenity of Southern Maryland, Melwood's Retreat and Recreation Center includes:

- Camp Accomplish: An inclusive summer camp for kids of differing and typical abilities
- Access Adventures: A travel program for adults of differing abilities
- The Melwood Equestrian Program: The stables at the recreation center offer therapeutic and general horsemanship lessons to youth and adults
- Melwood Veterans Service's Operation Tohidu®: An experiential healing retreat for injured veterans

Anchored by our philosophy of inclusion, the Melwood Recreation Center hosts activities year-round designed for people of all abilities. A key component to fulfilling our mission is the support we provide to children, youth, and adults through enriching recreational activities.

Camp Accomplish continues to see growth of registrants and of the percentage of campers of differing and typical abilities.

In FY19, Camp Accomplish hosted nearly 300 campers of differing and typical abilities and introduced a new "Farm-to-Table Season Eating" program, which teaches children how to grow and cook their own healthy meals.

Recreation Center programs allow each individual to explore new activities in order to achieve personal success according to their individual preferences. The Melwood Retreat & Recreation Center can also be rented for group activities, team building, and special events.



# FY19 BOARD OF DIRECTORS

## MELWOOD BOARD OF DIRECTORS

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# THANK YOU FY19 DONORS

Many thanks to all of our FY19 individual, foundation, and corporate supporters. We are proud that you share our values, vision, and ambition and have chosen to take this journey with Melwood. Every one of your acts of generosity in support of Melwood's work brings us a step closer to our shared vision of a world where people of differing abilities are fully included. Thank you!

