



ANNUAL
REPORT
2020



Why **We Serve**

Mission

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

Vision

A world where people with disabilities are fully included.

Core Values



RESPECT: We value one another by listening when someone is speaking, using polite language, and showing consideration for the perspectives, abilities and achievements of others, even when we disagree.



HONESTY: We believe in fairness and sincerity. All communications and interactions are grounded in integrity and truthfulness.



DEDICATION: We are committed to bringing our best selves to Melwood. We pledge to be dependable, accountable, and present. We promise to be open to change.



QUALITY: We take pride in what we do by following the rules, working safely, and reporting mistakes so that they can be corrected.



INCLUSIVITY: We all win when everyone is included and participates. We embrace all differences and respect all backgrounds, all talents, and all capabilities.



TEAMWORK: We work together to achieve our mission. We do our part to make the whole group successful.



COMPASSION: We extend kindness and understanding to everyone we meet. We are concerned about the well-being of others.



INNOVATION: We make every effort to identify and create opportunities to improve. We take the risks necessary to meet challenges with creative solutions. We are always reviewing, evaluating, and making changes to achieve our goals.

From the Desk of **Larysa Kautz**, Melwood's **New President and CEO**

Dear Melwood Family,

“Adapt and Overcome” These words were more than Melwood’s motto this year, they were our call to action. As Melwood’s new President and CEO, I couldn’t be prouder of how swiftly our teams adapted to the challenges COVID-19 presented – to not just the people we serve, but also to our ability to serve them.

As programs around the nation started shutting down, we developed and deployed virtual community and day services, went on to create programs like Camp-in-a-Box and organized food and plant donations.

Melwood’s work this year ensured that people with disabilities didn’t have to be alone just because they couldn’t leave their homes – that children who couldn’t go to school or see their friends had an opportunity to experience camp from their living room – and that people who couldn’t work could still eat.

At the same time, hundreds of Melwood contract employees showed up to work every day to help on the front lines by ensuring that some of the country’s most critical buildings were clean and sanitized so our federal workforce could focus on the business of the nation.

Even with all the challenges this year, we’ve stayed dedicated to our mission and continued to innovate programs and partnerships. From winning an HHS workforce innovation grant with our partner KPMG, to pivoting our Operation Tohidu® program to a virtual format, we will always “adapt and overcome” to serve the people who rely on us and to continue striving for a more inclusive world.



Larysa Kautz,
President & CEO of Melwood

We Are Melwood

At Melwood we strive to create an inclusive world where everyone can live, work & play together.

In 2020:

- Melwood served nearly 2,500 people through our training programs, veteran services, inclusive camp experiences, and day services.
- Melwood employed more than 1,600 people, nearly 1,000 of whom have disabilities.
- Melwood provided 169 job placements in the community.
- Melwood served 190 veterans.
- Melwood served nearly 200 transitioning youth.



**MELWOOD
RECREATION
CENTER**

9035 Ironsides Road,
Nanjemoy, MD 20662



**MELWOOD
NIKE
CENTER**

12705 Country Lane,
Waldorf, MD 20601

**MELWOOD
CAMPUSES**



**MELWOOD
HEADQUARTERS:
DOWER HOUSE**

5606 Dower House
Road, Upper Marlboro,
MD 20772

**MELWOOD
ARLINGTON**

750 S. 23RD STREET
ARLINGTON, VA 22202



**MELWOOD
TEMPLE
HILLS**

6001 Southgate Drive,
Temple Hills, MD
20785

Melwood Locations

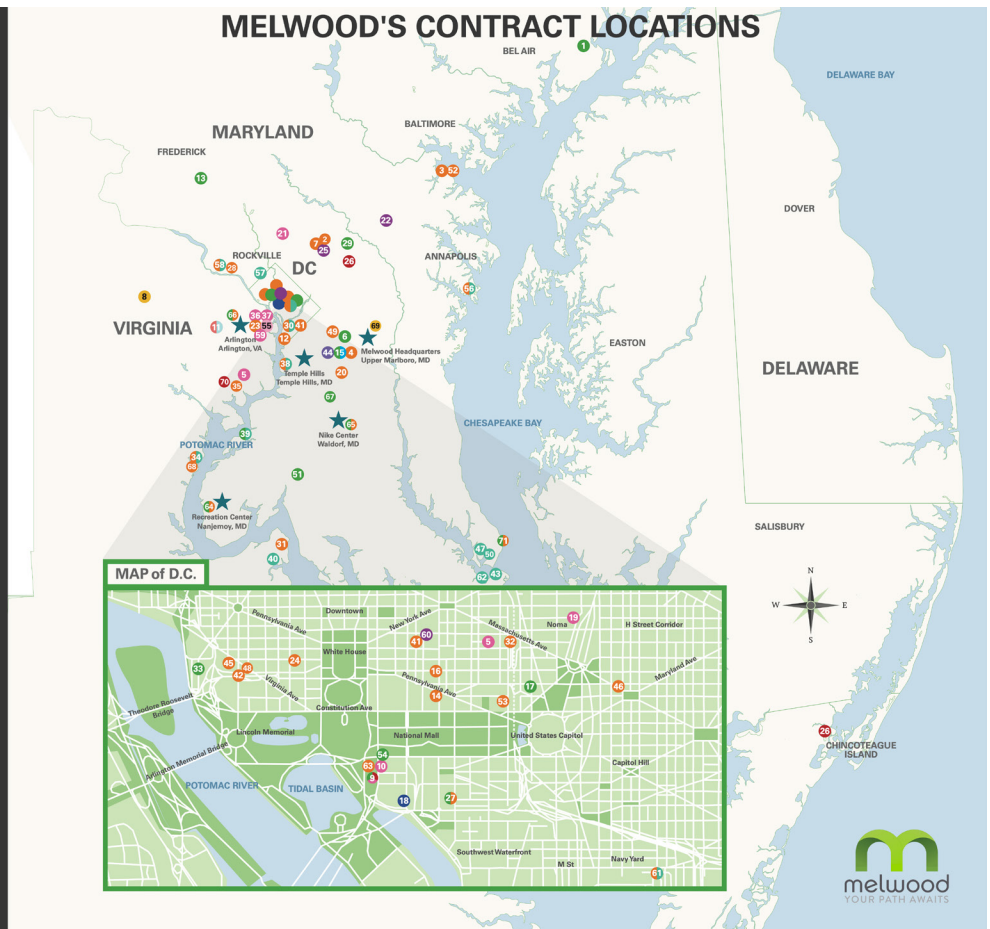
For more than 55 years, Melwood has been a leading voice for social change, and we are one of the largest employers of people with disabilities in the country. We provide our government and private employers with a high-performing and reliable workforce solution. In doing so, we hope to inspire our current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

60+
CONTRACT
SITES

1,600+
EMPLOYEES

NEARLY
1,000
EMPLOYEES
WITH
DISABILITIES

- 1 Aberdeen Proving Grounds (APG)
- 2 APHS (USDA)
- 3 Amaresco (Building 164 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 (DHQO)
- 12 Department of Energy - Naval Reactors Laboratory (DOE-NRL)
- 13 Department of Energy, HQ (DOE)
- 14 Department of Justice (DOJ)
- 15 Dover 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 (FGOM) US Army Garrison
- 23 Franconia (GSA)
- 24 General Services Administration Central Office Building (GSA, HQ)
- 25 George Washington Carver Center (GWCC)
- 26 Goddard Space Flight Center (NASA)
- 27 Housing and Urban Development (HUD)
- 28 Carderock (NDW)
- 29 James J. 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 Fort Belvoir/PEO Soldier
- 36 National Credit Union Administration (NCUA)
- 37 National Endowment 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 Tattlerk (Potomac Annex Bldg 1-5)
- 43 Putuxent 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 Potomac Annex E.C.S (GSA)
- 49 U.S. Census (GSA)
- 50 Solomons Island (NDW)
- 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 HQ)
- 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
- 61 Washington Navy Yard
- 62 Webster Field
- 63 Yates (GSA)
- 64 Jambol
- 65 Landscaping
- 66 Loading Dock
- 67 Mail/Fulfillment
- 68 Melwood Main Locations
- 69 Printing Services
- 70 Recycling
- 71 Reprographics
- 72 Total Facilities Management
- 73 Warehouse Fulfillment



Financials

Consolidated Statements of Activities • Year Ended June 30, 2020 (in Thousands)

Support and Revenue		Program Expenses	
Monetary contributions	\$317	Employment services	\$7,595
Donated items	\$2,407	Community services	\$12,580
Government and private grants	\$254	Therapeutic services	\$1,300
Contract revenue	\$93,309	Veterans services	\$1,275
Sales revenue	\$17	Total Program expenses	\$90,750
Service fees	\$9,458		
Other gains, losses, & misc.	\$344		
		Supporting Services	
		Management and general	\$12,596
		Fundraising	\$3,560
Total Support and Revenue	\$106,106	Total Expenses	\$106,906

Net Surplus	(\$800)
Gain on disposition	\$110
Net Assets	
Beginning	\$40,433
Ending	\$39,743



Innovation

New Lines of Business/Contracts

COVID-19 couldn't stop Melwood from growing! Here are a few of our newest contracts and lines of business.

- Melwood was selected by SourceAmerica to provide warehousing and fulfillment services to the Office of Community-Oriented Policing Services of the Department of Justice.
- Melwood partnered with Amazon's Alternative Workforce Supplier Program (AWSP) to Create Jobs for People with Disabilities.



Melwood **Leading the Way**

Melwood's dedication to creating a more inclusive world was on full display in FY20. Check out a few of the ways Melwood worked to innovate new programs, change laws and policies, and reshape our understanding of people with disabilities.

- In November 2019, Melwood partnered with the National Labor Relations Board to develop a federal employment model that will allow people with disabilities a chance to prove themselves while earning vital first-hand work experience in the federal environment.
- Former Melwood President and CEO Cari DeSantis testified on November 15, 2019 before the U.S. Commission on Civil Rights about the need to eliminate section 14(c) of the Fair Labor Standards Act which allows employers to pay subminimum wages, often around \$2.00/hour, to people with disabilities.
- Melwood Veterans Services was honored with the coveted Suffragette Vetty Award from the Academy of United States Veterans (AUSA) for helping female veterans and survivors of military sexual trauma (MST). Melwood's groundbreaking Operation Tohidu® retreats provide care, support, and empowerment for female veterans and those who have experienced MST.



Melwood **Leading the Way** (cont.)

- In February 2020, Melwood partnered with the Interior Design Program at Marymount University to host a Design-athon centered around embracing neurodiversity in the workplace. Teams comprised of academics, students, and people with disabilities competed in a series of design challenges aimed at finding new and innovative ways to create inclusive workplaces for people on the autism spectrum.
- Melwood partnered with KPMG for the Department of Health and Human Services (DHHS) prize competition to create more inclusive workforce pipelines in the private and public sectors. The KPMG/Melwood model based on the abilIT program beat out over 50 other competitors to be one of the five finalists for the next round of competition in 2021.
- MITRE chose Melwood as its Neurodiverse Federal Workforce Program Partner for a pilot program at the National Geospatial-Intelligence Agency to increase opportunities for neurodiverse talent. Melwood recruited candidates, designed and facilitated a training and interview program, and provided coaching and support to the externs throughout their six-month externship at the National Geospatial-Intelligence Agency.
- Senator Ben Cardin met with Operation Tohidu® participants and was impressed by the work of Melwood Veterans Services to serve injured veterans.



Melwood **Leading the Way** (cont.)

- Melwood hosted the **Second Annual Javits-Wagner-O'Day Legal & Policy (JWOD) Symposium** on October 17, 2019, at The George Washington University Law School which focused on the AbilityOne program. The event attracted policymakers, Hill staff, and other AbilityOne contractors who learned about developments in disability employment policy, government procurement goals, and the innovative programs that encourage neurodiversity hiring in the federal workforce.
- Melwood's **Right Talent, Right Now: Breaking Work Force Barriers Summit** was held right after the JWOD Symposium at George Washington University's Marvin Center. The event convened public and private employers, educators, HR professionals, parents of individuals with disabilities, and our own abil**IT** participants to discuss barriers to entry in the workforce and to explore opportunities to create a more inclusive workplace.



Serving **Our Community**

Melwood's Miracle on 23rd Street Ushers in Holiday Season for Crystal City Neighborhood

For more than 50 years, Miracle on 23rd Street has ushered in the holiday season for the Crystal City and Aurora Highlands neighborhoods and the time-honored tradition continued on Friday, December 6, 2019.

More than 400 neighbors and families from across the area kicked off the holiday season with Miracle's festive community tree lighting and pictures with Santa and Mrs. Claus. Melwood also announced a new partnership with the Arlington Food Assistance Center and collected canned goods to help families in the Arlington region.





Melwood Donates Food and Plants in Response to COVID-19

In the summer of 2020, Melwood donated over 7,000 vegetable and flowering plants grown by people with disabilities to area food banks, hospitals, nursing homes, and group homes to provide healthy food and cheer to our community amidst the COVID-19 pandemic. Melwood also partnered with Friendship Charities, Inc. for a food donation distribution in June 2020 at our headquarters in Upper Marlboro, MD.

Melwood in the News

- Melwood's Economic Impact Study (EIS) was featured in a July 2019 article in the [**Bay Area Reporter**](#).
 - The [**Maryland Independent**](#) covered Senator Ben Cardin's visit to Operation Tohidu® at the Melwood Recreation Center on August 23, 2019.
 - The [**Maryland Independent**](#) featured Philip Savoy in an article in recognition of National Disability Employment Awareness Month.
 - Melwood taped an episode of Great Day Washington at WUSA 9 with former CEO Cari DeSantis and Michelle Miranda, an injured veteran who found healing at Operation Tohidu®. The interviews and promos for the Melwood Day of Giving aired on December 16, 2019.
 - [**WJLA**](#) visited Melwood on March 20, 2020, to highlight Melwood's custodial crews who were on the front lines fighting the coronavirus as they disinfect and clean hundreds of federal offices in the Washington D.C. area.
 - [**The Washington Post**](#) featured Camp Accomplish in May 2020 about summer camp innovations in the midst of the pandemic.
 - [**AFSA**](#) featured Operation Tohidu® in their Spring 2020 edition.
 - SourceAmerica shared Melwood's donation efforts during the pandemic on June 26, 2020.
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COVID-19 Strikes and Melwood **Steps Up**

When COVID-19 struck, people with disabilities were particularly hard hit. Quarantine led to isolation from loved ones and support services. At the same time, unemployment rates for people with disabilities skyrocketed as they are often the last hired, and the first fired. To not miss a beat in providing services, Melwood stepped up and seamlessly pivoted to teleworking and virtual programming.

Melwood adapted to the new “COVID reality” as quickly as possible to fulfill our obligations to the people we serve and our federal customers.

- When day habilitation programs were suspended by the state, we quickly developed and deployed virtual programs, finding a way to serve those most in need in their own homes.
 - When Metro severely curtailed its hours of operation, we reassigned the drivers who would regularly shuttle our day participants to drive our contract workers to federal work sites.
 - When our injured veterans couldn't gather for Operation Tohidu®'s healing retreats, we brought the retreats to them. Within weeks of the state shutdown, Operation Tohidu® developed a virtual retreat program and outreach activities to the veterans we serve.
 - When Melwood's Camp Accomplish was suspended, Melwood pivoted to Camp-in-a-Box, which included fun virtual sessions complete with a flat “Ms. Julie” (Director of Camp Accomplish) that the kids could take on their adventures.
 - When we had to close classrooms to our abil**IT** participants, the trainers moved quickly to adapt the curriculum to a virtual experience and invested in “Google Classroom” to facilitate the transition.
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COVID-19 Strikes and Melwood **Steps Up** (cont.)

MELWOOD SALUTES OUR EMPLOYEES ON THE FRONTLINE FIGHTING THE SPREAD OF COVID-19



GIVE

Your donation will help hundreds by providing employment and training opportunities.



IMPACT

Support the creation of communities that include people of with disabilities in work, housing and recreation.



VISIT

Go to [Melwood.org](https://www.melwood.org) to see how you can support job creation to empower individuals with disabilities.

In 2020, Melwood pivoted its programs and services to a virtual format to adapt and overcome challenges. We ensured strict adherence to COVID-19 guidance from the CDC and the counties in which we operated. We put in place COVID restrictions on all of our campuses and pivoted employees who could perform their work offsite to telework.

However, there are many Melwood employees who cannot telework. Over 1000 Melwood employees serve on the front lines in the fight against COVID-19. They overcame metro limited service, fear of COVID-19 and its unknowns, and the challenges posed by the pandemic to their own families by showing up every day to clean, disinfect, and maintain some of the nation's most important federal buildings and military bases. The Melwood Workforce enabled our country's federal and military workforce to focus on the business of the nation.



2019 Enriching Lives Breakfast

A Thank You to all our 2019 Enriching Lives Breakfast Donors

The inaugural Enriching Lives Breakfast (ELB) featured inspiring stories of courage, perseverance, and triumph from Melwood's participants and employees and attracted over 120 attendees at the Crystal City Marriott in Arlington, VA. Thanks to the generosity of our Board, the Melwood Champions, the Senior and Executive Teams, and generous individual donors, we surpassed our goal and raised \$106,545.

ELB showcased the people we serve and their inspiring stories of dreaming big, overcoming challenges, and becoming Ambassadors to show others the way. Alongside them were the dedicated Melwood team members who believed in their dreams and supported them to achieve their goals.



Tribute to **Cari DeSantis**

The Melwood Board of Directors sincerely thanks Ms. DeSantis for her years of leadership and work on behalf of the people we serve.

This year marked the retirement of Melwood's President and CEO, Cari DeSantis, whose career spanned more than 35 years of servant leadership in health care, government, social services, and business management, including 10 years at the helm of our organization.



There can be no doubt that Melwood and the people we serve are better because of Cari's leadership.

- Soon after joining the organization, Cari led the Board and leadership team to question the organization's use of Section 14(c). Within no time, we eliminated subminimum wages for Melwood workers with disabilities and successfully advocated for the elimination of the practice throughout the State of Maryland.
- Under Cari's leadership, Melwood grew its revenues by nearly \$30 million dollars, increased our federal contract footprint to more than 60 locations, expanded our workforce to 1,600 employees - nearly 1,000 of whom are people with disabilities.
- Cari encouraged the creation of innovative programs like **abilIT**, which is now launching well-paying careers at employers like GDIT, KPMG and MITRE. Her leadership in this regard helped get Melwood recognized as an organization that provides thought leadership in advancing disability employment.
- Cari inspired our expansion to serve veterans. Today, our veterans' programming is revolutionizing the way we approach issues like military sexual trauma.
- Under Cari's direction, Melwood grew significantly in its thought leadership, education and advocacy initiatives.

One of Cari's favorite quotes from Thoreau is "(if) you have built castles in the air, your work need not be lost; that is where they should be. Now put the foundations under them." We are forever grateful that Cari challenged Melwood to build its castles in the air.

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