

# 2020 YEAR IN REVIEW



# Contents

Opening Letter .....	1
Donors and Community Partnerships .....	2
Our Mission and Vision .....	3
Our Accomplishments .....	4
Our Customers .....	6
Awards .....	8
Stories .....	10
2019 Financials.....	13
Strategic Goals 2021 .....	14
Employ, Empower: Achieve .....	16

On The Cover: Team members at our Patrick Space Force Base Custodial Services Contract are among the 464 BAC employees serving federal customers on one of our 14 AbilityOne contracts who wear red on Fridays to Remember Everyone Deployed and honor US troops across the world for their service.

# Opening Letter

Like most of the world, our look back at fiscal year 2020 is dominated by the impacts of the COVID-19 pandemic on our contracts, customers, programs and participants. Through the uncertainty, anxiety and turmoil we all faced during this time, Team BAC continued to focus on the one thing that drives each of us: our mission.

The challenges of FY20 were beyond anything we could have imagined as a team. However, helping grow the personal success of individuals with disabilities while maintaining the health and safety of our participants, employees and stakeholders remained at the heart of every decision we made this year.

Through the commitment and flexibility of our employees, volunteers, donors, funders and supporters, we realized so many triumphs. Our employees and participants showed a resiliency and spirit that was absolutely inspirational. Nearly 400 essential personnel with significant disabilities continued to serve our federal AbilityOne customers, helping our military and government continue to function. Other teams kept rest areas along I-75 open so Florida's supply chain of goods could continue to flow and our shipments of critical PPE aided organizations across the state. Still others found ways ahead when traditional service provision had to evolve quickly.

We ended the year with a strong financial standing, while we balanced impacts to long term growth on some of our contracts and services. We face a very difficult year ahead. Our traditional funding sources continue to feel the impacts of COVID-19, and our contract and service model continues to face various threats. Our leadership team are well aware of these challenges and are hard at work creating solutions and paths forward for those we serve.

Moving ahead, we will specifically focus on evolving our services, from the way we create work opportunities to the way our training programs operate. We will transition away from the use of the DOL 14c certificate, which previously provided for piece rate work options. We will drive forward even more options for intensive training and support for veterans and individuals with significant disabilities who wish to work and help secure jobs opportunities in high demand industries such as information technology.

Thank you for the part you played in making the stories you'll find in this report possible. We move forward into the coming fiscal year with a renewed commitment to growth of our mission, assisting those with unique abilities in finding their path to personal success.



**Amar Patel**  
President & CEO



**Michael Rogero**  
Board Chair

## BAC Board of Directors

**Michael Rogero**  
Board Chair

**Ellen Brown**

**Michael Green**

**Kamen Jenkins**

**Cindy Kane**

**Paula Just**

**Troy Lotane**

**Trudy McCarthy**

**Brett Miller**

**Jason Miller**

**Debra Pavlakos**

**Diane Payne**

**Travis Proctor**

**Rob Sands**

**Patricia Tellechea**

**Mary Jane Watson**



# Donors and Community Partnerships

The following individuals and community organizations provided support to BAC throughout the year. Their generous donations of treasure, time and talent helped us in significant ways!

Delores Abraham	Trudy and Russ McCarthy	Artemis - The IT Company
David and Judith Alexander	Susan and Dan McGrath	AVCON, Inc. of Orlando
Linda Alexander	Mary Melendez	Bansbach Easylift
Angelica Alvarez	Brett J. Miller	Bellus Insurance Services
Mary Jane Atwood	Jason Miller	Brevard Board of County Commissioners
Rebecca Atwood	Julie Miller	Brevard Cultural Alliance
Sue Bassett	Scott Morgan	C&S Companies of Orlando
Brian and Jenna Beck	Peggy Nolan	Carr, Riggs & Ingram
Donald Blair	John and Judith Nostrand	CPAs and Advisors
Richard Blake	Melissa Orth	Coastal Life Properties
Margaret Boggess	Amar and Megan Patel	Coummunity Foundation for Brevard
Dorothy Boles	John and Debra Pavlakos	DSK Law
Linda Brandt and Bill Ronat	Diane Payne	Eleanor Baird Kristensen Foundation
David and Ellen Brown	Mary Jo Pecoraro	Embraer Foundation, Inc.
Michael and Cornelia Cadore	Henry R. Poletto	Florida Health Care Plans
Cecile Cardone	Christopher Price	Florida Power and Light
James and Cathy Chell	Travis Proctor	FordHarrison LLP
Phillip and Rachel Coxwell	John and Mary Lou Riker	FrogBones
Carol Denning	Michael and Carol Rogero	Gimex USA
Gwen DiBiase	Dennis Rohne	Health First
Heidi Dougherty	Nancy Ross	jCARES
Christine Doyon	James Rudolph	Jon's Fine Jewelry
Eric Emerick	Mariann Sampieri	Knights of Columbus - Council 6125
Susan Frank	Don and Jennifer Samuels	Livingston Foundation
In Memory of Vilma Frausini	Robert and Deborah Sands	Lotane and Associates, P.A.
Debbie Fry	Julia Savage	Margaret R. Binz Foundation
Melissa Gilmore	Maggie Schmitt	McGriff Insurance Services
Keri Goff	David and Linda Spain	ME Construction
Robert and Jenene Gramolini	Charlene Spangler	NextEra Energy
Michael and Rebecca Green	Betty Lou Steen-Clarke	PFS Foundation
Tonia Groff	Darcy Stefano	Pilot Club of Titusville
William J. Heiselman	Julie Story	Rock Paper Simple
Sharon Hoats	Patricia Tellechea	Schlenker's Automotive Repair
Judy Houser	Melody Thomas	South Brevard Society for Human Resource Management
Jerome and Josephine Hughes	Pearce Vazquez	Southeast Petro
Rich Hurtado	Andy and Donna Vega	Southern Janitor Supply
Michael Jayne	Sherree Warga	Space Coast Pilot Club
Kamen and Heather Jenkins	Gerald and Mary Jane Watson	The Viera Company, Inc.
Mandee Jones	Gail Whelchel	United Way of Brevard
Sarah Jones	David and Cynthia Wickham	Visit Space Coast
Paula and Randy Just	Don, Chevyoune and Michaela Wood	W & J Construction Corp.
Richard and Cindy Kane	Fadia Youssef	
Ken and Mary Kerce	Diana Zeller	
Jim and Michele LaHam	ADI Contracting, LLC	
Troy and Lisa Lotane	AFLAC/Paul Deininger	
Judi Maiorani	Community Foundation for Brevard	
Peter Mannino		
Sandi Mayo		

*We have made every effort to ensure this list is accurate. However, please accept our sincere apologies if an error has occurred on our part.*

# Our Mission

To provide persons with disabilities

**INNOVATIVE SERVICES**

**& OPPORTUNITIES**

to achieve personal success.

## Values

### Client Centered

Put the needs of those we serve first.

### Excellence

Provide the highest quality service through the dedicated effort of every team member.

### Respect

Treat all individuals, from the people we work with to those we serve, with dignity; setting an example for the community we live in.

### Integrity

Adhere to the highest standards of professionalism, moral and ethical responsibility, worthy of the trust our clients and their families place in us.

### Innovation

Embrace change and enhance the lives of those we serve through our team's creative ideas and unique talents.

## Vision

We strive to create a society in which all persons with disabilities are valued contributors in the workforce and community and where:

- Students transition successfully from high school to higher education or the workforce;
- Adults acquire skills and opportunities to live and work independently;
- Educational programs are provided so that our clients can understand and maximize the use of available resources;
- Customers and stakeholders experience service excellence and results;
- We are a recognized authority on disabilities and disability awareness.

## Our Accomplishments

926 

Virtual Learning Videos Created

4,294

INDIVIDUALS WITH  
DISABILITIES SERVED

5  NEW PRODUCTION  
CONTRACTS

3,923

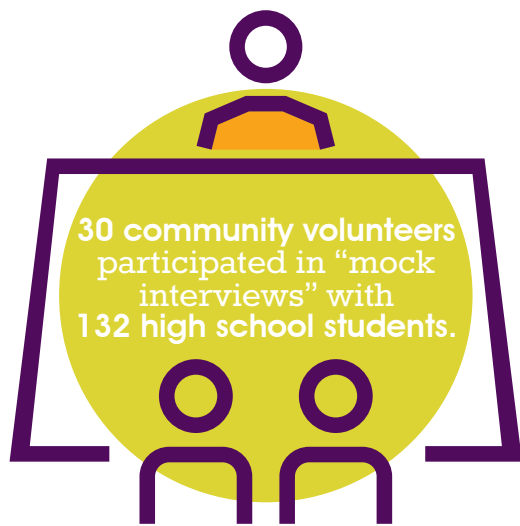
HOURS OF VOLUNTEER SERVICE

3,881

PARTICIPANTS  
ACCESSED  
VIRTUAL LESSONS

21   
DREAMS BROUGHT  
TO LIFE  
THROUGH THE  
**DREAM  
WISH  
WONDER** 

program to make  
*client's wishes come true.*



30 community volunteers participated in "mock interviews" with 132 high school students.



SOCIAL ETIQUETTE



COOKING

**155** people with significant disabilities participated in Adult Day Training Classes.



COMPUTERS



BUDGETING



ART

## #powerofBAC

**665** people with disabilities who want to work received Work Incentives Planning and Assistance

**457** employment placements for individuals with disabilities.

**37** adults with differing abilities participated in the Industry Readiness Training Program.

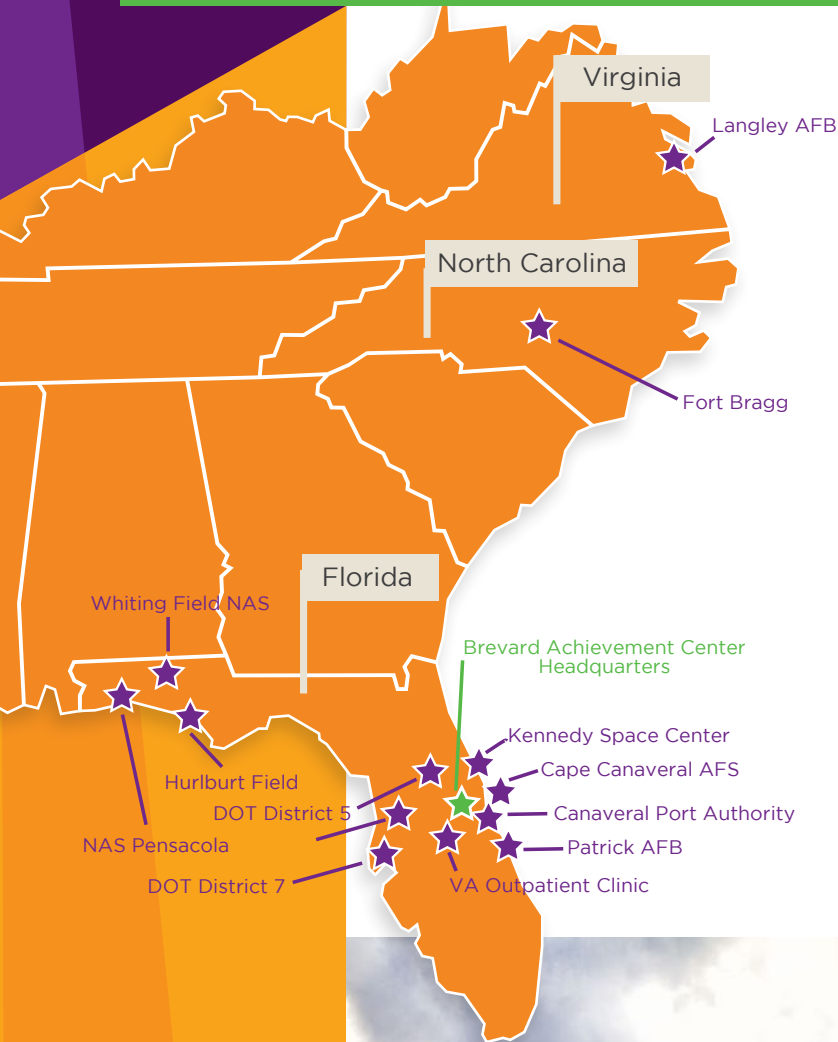
**833** HIGH SCHOOL STUDENTS assisted through the PACE program

**77** ARTISTS WITH DISABILITIES CREATED WORKS IN VARIOUS MEDIUMS THAT WERE THEN DISPLAYED OR SOLD IN NINE VENUES ACROSS BREVARD.



STUDENTS PARTICIPATED IN THE BAC Arts Festival at the Zoo.

# Our Customers



Employment contracts acquired through the federal AbilityOne program, state and commercial partners provided training and employment opportunities to a workforce of more than 600 persons with disabilities. Services for our team members on these contracts include vocational training, evaluations and assessments, job placement and supports, and benefits planning to assist individuals in maintaining integrated employment and growing their careers.



Kennedy Space Center Crew



## BAC works diligently to decrease the spread of Covid-19 for Florida travelers

BAC employees working on FDOT contracts enhanced their workload while maintaining rest stops along I-75 and I-4 in Marion, Hillsborough, Pasco, Sumter and Seminole counties. The COVID-19 cleaning and disinfecting protocols put into place ensure travelers a sanitary environment to repose. By keeping the rest areas manned without interruption, the transport of critical PPE supplies throughout Florida remains continuous and provides protection beyond our highways.



Jeffery Lowe, Department of Transportation, Seminole County



## New Custodial Services Offered at Hurlburt Field

We launched our new custodial services contract at Hurlburt Field near Pensacola on May 1st and the team hit the ground running while taking on the added responsibilities associated with COVID-19. About 30 new employees will join our existing commissary team already serving our Air Force customer on the base.



# Awards

## Patrick Air Force Base Riverside Dining Hall Wins Hennessy Award

The Hennessy Trophy is an annual award presented to Air Force installations with the best Food Service Programs in the Air Force. Winners are selected based on their display and execution of excellence in Management Effectiveness, Force Readiness Support, Food Quality and Production, Employee and Customer Relations, Training, and Safety Awareness. This year marks the 64th anniversary of the Hennessy Trophy competition.

“The Hennessy evaluators relayed that all bases evaluated were excellent and competed well! Each did an outstanding job and represented their installation with distinction.

It is my distinct pleasure to announce the winners of the 2020 Air Force John L. Hennessy Food Service Excellence Award. Region 1 (EAST) Winner: Patrick AFB FL, 45th Space Wing, AFSPC

Congratulations to the winners of the 2020 Air Force Hennessy Trophy Awards. Your Airmen’s hard work, dedication, and determination to be the best has resulted in you being recognized as having the best Food Service Program for your region in the Air Force!”

- Colonel Donna L. Turner, Commander, Air Force Services Center







## RESPECT of Florida Awards!

BAC's Production Team was recently recognized as the 2020 Employment Center of the Year by RESPECT of Florida, for outstanding performance in the production of commodities which provides employment to Floridians with disabilities.

The award honors excellence in product quality, timely delivery and prompt service. BAC is one of over 100 non-profit agencies within the state of Florida offering employment and training opportunities to persons with significant disabilities, including delivering products and services to local and state government agencies.

Our Production facility focuses on providing intensive training and customized employment options, with the support of our Employment Trainers, for individuals who may not yet have the skills to work in other settings, such as at our AbilityOne contract sites or other community-based jobs.

After the onset of COVID-19, our production team focused largely on delivering critical personal protection equipment to the Florida Department of Health through our RESPECT of Florida contract.

In addition to this incredible honor, Lily Kindred, one of our Adult Day Training participants who also works in Production, was named RESPECT of FL Employee of the Year. This recognition celebrates employment achievement – which is truly the heart of the missions of both RESPECT of Florida and BAC.

“During her 5 years at BAC, Lily has continued to exceed her productivity goals and has expanded her product knowledge. She embodies the desire to work and efforts to succeed that are the hallmarks of an Employee of the Year,” said RESPECT of Florida representative, Rebekah Small, when presenting the Employee of the Year award.



# Stories

## Production Facility Provides Critical PPE

The BAC production team ramped up after the onset of COVID-19 to bring on new permanent positions for individuals with significant disabilities to facilitate the need for PPE across the state. Working with RESPECT of Florida, BAC employees were able to provide critical PPE supplies to the Florida Health Department.



## Terrance Takes on Tallahassee!

Team BAC traveled to the Florida Capitol in February to share stories and seek funding support for critical services from our Delegation. Terrance Edgecombe was our self-advocate. He was joined by his sister and guardian Angel, and staff members Amar Patel and Susan McGrath. The team met with nine legislators over two days.

For Terrance, BAC has helped him grow his skills and follow his interests. He most enjoys working in Production, doing work that fits his unique skill set. Angel shared that Terrance's participation with BAC has been critical to her. "I work full time. Knowing Terrance is safe and being productive at BAC means I can keep my job, which I obviously have to do as head of our household," she said.



Our team asked for support to fund our training programs. Senator Wright and Representative Plasencia sponsored the ask and Terrance worked hard to seek buy-in from each of the other representatives.

"Self-advocacy is the most critical way we can illustrate the importance of BAC programs," said Patel, BAC President & CEO. "When our elected officials spend time talking with our participants, they have a better understanding of just how critical programs like ours are. They are even more inspired to fight for the funding we need."

In June, we learned Terrance's hard work paid off. Amid significant budget impacts due to COVID-19, our request was fully funded, providing \$199,714 in critical employment training services!



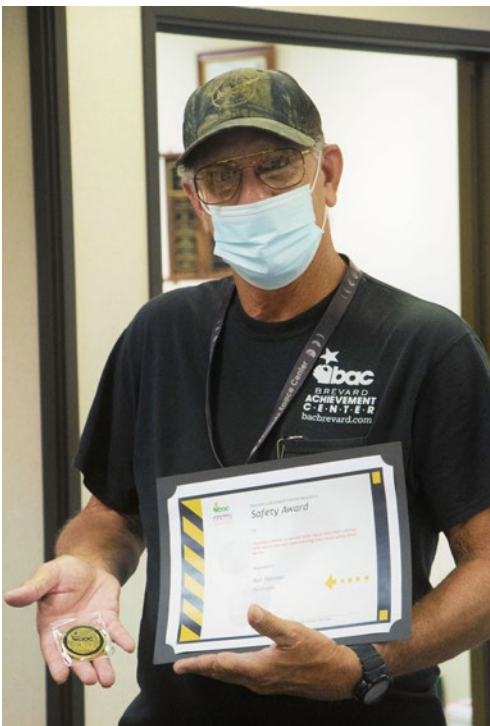
## VA Hospital looks to BAC to keep up with COVID-19 Needs

BAC employees working to keep up with the housekeeping needs for our customer, the VA Hospital, found themselves serving as front line workers to help stop the spread of COVID-19. Additional services and protocols were put into place to keep all staff, employees, and patients safe throughout the pandemic.



## Cloth Face Covers to the Rescue

Members of the ADT staff made over 1,000 face coverings for our employees to use as part of our COVID-19 precautions. We were able to also share with two other non-profits in the Brevard area: Brevard Family Partnership and Candlelighters of Brevard to help keep their participants, staff and volunteers safe.



## Tiger Coin Program Lunched!

In the spirit of the military's "Commander's Coin" and the "Tiger Team" concept that NASA made famous, BAC launched the Tiger Challenge Coin recognition program. The tiger represents inner strength and courage; it has been used for years by the military and NASA as a symbol of excellence or high performance. "Tiger Teams" are small groups of specialized, cross-functional employees brought together to solve a specific problem or critical issue. NASA's most famous Tiger Team was deployed during the Apollo 13 mission in 1970.

Through this program, BAC will honor employees or teams of employees who display excellence in their work, support of our core values, or commitment to solving a critical issue or challenge in a new, creative, more effective way. Each coin will be awarded "on-the-spot," based on merit and achievement as determined by our managers and will be followed by a bonus.



## Essential Personnel and Virtual Programs Keep BAC Services Strong During COVID

Our Adult Day Training, Industry Readiness Training, BAC Arts, Practical Application of Career Exploration and our Summer Camps all quickly moved to providing virtual content once in-person options were closed because of COVID-19. We have received a lot of positive feedback from participants, caregivers, teachers and community members, including viewers from Europe!

In late August our Adult Day Training Program welcomed back two phases of participants to in-person programming, growing participation to 32 people since COVID forced its closure in March.

Not only are returning participants focusing on building life skills and other empowerment classes, they also are focusing on building employability skills, taking part in virtual job shadow experiences and growing the many soft skills all employees need.

Along with shifting gears to provide meaningful education to our participants, nearly 400 employees with significant disabilities continued to serve our federal customers every day as essential personnel on our AbilityOne contract sites. These individuals are providing critical support to our nation's active-duty military, veterans, and the space program. #AlwaysEssential

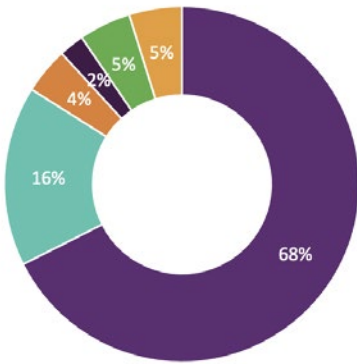


## Dream, Wish, and Wonder Program

Julie and Andy are both huge country music fans. They were treated to a fun night starting with dinner out at favorite restaurant Outback Steakhouse, complete with massive desserts. Chaperones Susan McGrath and Don Samuels were impressed with the sheer volume of food Andy finished! They moved on to the BIG event of night - a fantastic concert by country artist Clay Walker with support from Jenna Paulette at the King Center in Melbourne. Each was even treated to a CD to remember the night! Though Julie's favorite artist is Dierks Bentley, she was very happy to have had the experience with Clay, who also has MS. She found it very interesting that he tours, runs a ranch and has 4 children, all while raising money for his MS foundation.

# 2020 Financials

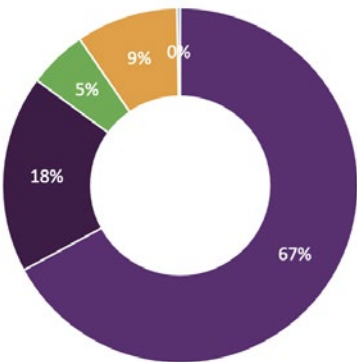
## REVENUE



- Ability One
- Respect of Florida, Products and Services
- Vocational Rehabilitation
- APD / Habilitation Svcs.
- BACE, LLC
- Other

Ability One	68%	\$21,677,050
Respect of Florida, Products and Services	16%	\$5,251,717
Vocational Rehabilitation	4%	\$1,353,617
APD / Habilitation Services	2%	\$733,942
BACE, LLC	5%	\$1,519,933
Other	5%	\$1,541,389
<b>TOTAL REVENUE</b>	<b>100%</b>	<b>\$32,077,648</b>

## EXPENSES



- Employment Contracts
- Rehabilitation Services
- Employment - BACE, LLC
- Management & General
- Fundraising

Employment Contracts	67%	\$21,013,409
Rehabilitation Services	18%	\$5,630,024
Employment - BACE, LLC	5%	\$1,675,233
Management & General	9%	\$2,907,194
Fundraising	0.01%	\$89,344
<b>TOTAL EXPENSES</b>	<b>100%</b>	<b>\$31,315,204</b>

## TOTAL LIABILITIES & NET ASSETS

Total Assets	\$120,344,278
Total Liabilities	\$2,493,650
Total Net Assets	\$17,850,628
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$20,344,278</b>



# Strategic Goals 2021

## Employ

Prepare job seekers and facilitate the best employment fit, so those we serve may have the pride and independence that comes with self-sufficiency. We will make a significant positive impact on the unemployment rate for those we serve, enabling their participation in all aspects of our communities.

### Aspirational Goal

Double employment for individuals with disabilities: Placements to 400 total and hours of work created to 952,478.

## Empower Independence

Persons with disabilities deserve to be empowered to live a fulfilling life. We provide high-quality services that support the “whole person,” not just sustaining life but living it more fully, maximizing the independence of our participants.

### Aspirational Goal

Serve 2,600 individuals per year in empowerment programing so they can maximize their independence.

Stephanie Sweeting, BAC Production for SwiftPaws







Richard Patterson, Riverside Dining

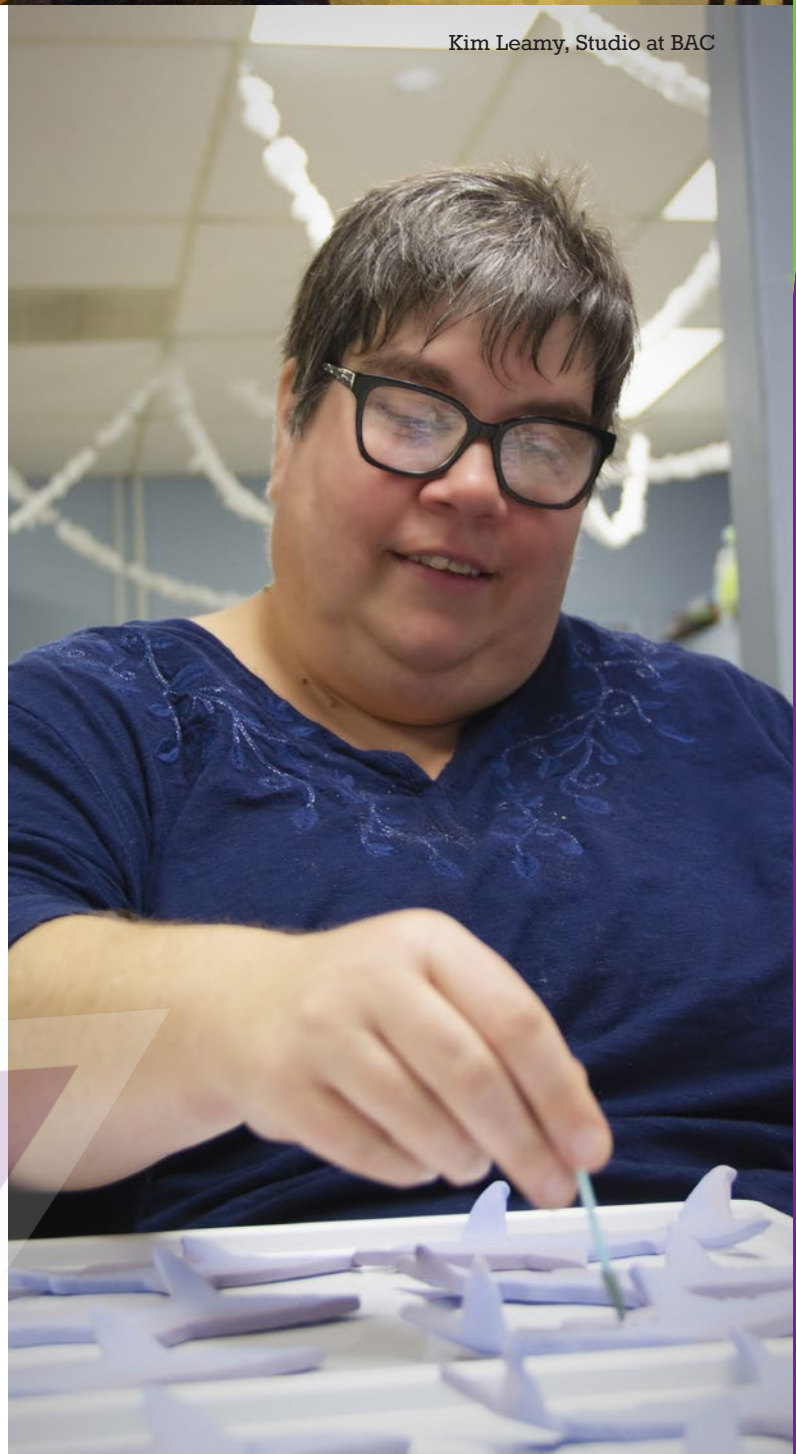
Kim Leamy, Studio at BAC

## Achieve Operational Effectiveness

To assure our growth trajectory and longevity, we will continue to achieve excellence through effective service provision, continuously improve business processes, maintain a focused business development process, grow and develop our valued workforce and more effectively engage with our community stakeholders.

### Aspirational Goal

Through a competitive and effective service offering, increase revenue to \$40M, by winning new customers (contracts, donors and grants), giving us the resources to fulfill our employment and empowerment goals.





# Employ, Empower: Achieve

## 3rd Annual Employ, Empower: Achieve (E2A) Community Awards A Huge Hit!

Through partnerships with our Community Champions and federal customers, in the past year Brevard Achievement Center has supported nearly 1,200 individuals with disabilities and veterans in accessing jobs and other employment opportunities.

As part of National Disability Employment Awareness Month, the following awards were given at this year's ceremony:



### Employ, Empower Award

2019 Honoree: Lotane & Associates, P.A. — Recognizes organizations that create work opportunities in the community for people with disabilities.

### Moving Forward Award

2019 Honoree: South Brevard Society for Human Resource Management — Recognizes individuals and/or organizations that have made special efforts to assist people with disabilities in gaining new skills or improving access to employment opportunities.

### Believe and Achieve Award

2019 Honoree: Eric Emerick — Recognizes individuals with disabilities who have made significant personal strides in achieving success in work and/or life.

## BAC's "Color in Motion" Arts Festival

### Influences over 1,000 Exceptional Education Students

The Brevard Zoo was full of excitement as more than 300 volunteers and over 1,000 students from Exceptional Education classes around the county took over with colorful art activities for the 32nd Annual Brevard Achievement Center Arts Festival.

This year's theme "Color in Motion" showcased the arts with 10 stations located around our beautiful Brevard Zoo. Stations were hosted by Brevard Public Schools, the Brevard Zoo, Eastern Florida State College, the Greater Viera Women's Club, Rockledge Knights of Columbus, and Brevard Achievement Center's resident artist Mary Moon.

Students had the opportunity to let their creativity thrive in activities from decorating pinwheels, creating colorful ribbon dancers, participating in a drum circle and other arts and crafts.

In the weeks leading up to the three day festival, artist Mary Moon visited with each participating classroom to create Class Flags that were displayed throughout the event.

This annual arts festival could not take place without the help of our volunteers, sponsors and the Brevard Zoo staff. We thank you all for helping Brevard Achievement Center empower our youth to succeed in school and their communities by engaging in quality arts experiences.





# Thank You!

## Your support helps individuals with disabilities achieve personal success!

The commitment of BAC's founders, parents, dedicated staff and numerous volunteers has played a critical role in the formation of its quality programs and services offered to over 4,000 people annually.

This legacy of service and commitment is instilled in the organization and is seen each day in the many ways BAC serves our participants, business partners and families... and ultimately our mission.





