



Melwood[®]

FISCAL YEAR 2018 ANNUAL REPORT

Our Year in a Snapshot

At Melwood, we believe anything is possible when people are able to pursue their potential. We're proud that after all these years, our strong commitment to people remains a part of our DNA. This Impact Report aims to show our stakeholders (the people we serve, their families and caregivers, customers, employees, and lawmakers) what it means to be an organization committed to inspiring people of differing abilities. We aim to empower our participants to break barriers, pursue careers of their choosing, and enjoy meaningful community inclusion.

Our Mission

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

Our Vision

A world where people of differing abilities are fully included.

Our Commitment to People

Our first priority is to assist people of differing abilities to create full and meaningful lives of their own choosing. We recognize and value our employees' achievements. We discuss how their responsibilities fit into Melwood's success, provide them with the skills and resources they need, assess their performance fairly, and celebrate their outstanding contributions.

Our Core Values



Our Impact

Vocational Support Services

We provide individualized job placement and support services to adults of differing abilities and injured veterans through our Vocational Support Services program. Highly-trained staff provide one-on-one support to every Melwood employee of differing abilities so they can achieve their employment goals and transform their lives by experiencing personal development, career growth, community integration, and financial independence. We support employees of various differing abilities, including, but not limited to, those with intellectual and developmental challenges. Melwood currently employs more than 1,600 workers - nearly 1,000 of whom are people of differing abilities - while offering job placement, job training, life skills for independence, and support services to nearly 2,600 people each year in DC, Maryland, and Virginia.

Vehicle Donations Management Services

Since 1998, Melwood has operated one of the most successful vehicle donation programs on the East Coast, processing approximately 200,000 vehicle donations. When a vehicle, boat, RV, or camper is donated to Melwood, it is auctioned and all proceeds received from auction sales support the creation of jobs, programs, services, and organizational sustainability. In Fiscal Year 2018 (FY18), Melwood raised nearly \$2.8M from its vehicle donation program and received over 4,000 vehicles from the following states:

California
Colorado
Connecticut
Delaware
District of Columbia
Florida
Georgia
Hawaii
Idaho

Illinois
Kentucky
Maine
Maryland
Massachusetts
Michigan
Missouri
Nevada
New Jersey

New York
North Carolina
Pennsylvania
South Carolina
Tennessee
Texas
Virginia
West Virginia
Wisconsin

In addition to our own vehicle donation program, Melwood provides management services to over 500 charities across the nation for their vehicle donation programs. Client organizations include: The Arc of the United States, Susan G. Komen for the Cure, Rotary, Boy Scouts of America, National Capital Area Council, United Cerebral Palsy, Meals on Wheels Association of America, and Easter Seals.

Our Programs

Community-Based Services

In FY18, our Community Services Division provided home and community-based support services to more than 1,000 individuals of differing abilities and their families. Programs offered include:

Career Exploration and Development

- Professional Development Training
- Pathways
- Pre-Employment Transition Services
- Workforce Solutions

Employee Support Services

- Supported Employment (AbilityOne Contracts)
- Supported Employment (Community Partner External Jobs)

Community Support Services

- Day Habilitation
- Community Development Services
- Personal Support Services

Wraparound Services

- Camp Accomplish
- Horticultural Therapy Program
- Access Adventures
- Equestrian Program

Recreation Programs

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. In the summer of FY18 alone, our signature program, Camp Accomplish, hosted nearly 450 campers.

Throughout the year, the Melwood Recreation Center operates four core programs: Camp Accomplish, an inclusive camp for kids of all abilities; Access Adventures, an assisted travel program for adults of differing abilities; the Equestrian Program, offering general horsemanship lessons and trail riding activities to riders of all ages and abilities; and the Retreat Center, featuring customizable rentals and retreats to make any special event memorable.

Melwood Veterans Services, LLC

Melwood Veterans Services, LLC (MVS) is run by veterans for veterans. The program caters to the growing population of veterans and active duty military living with post-traumatic stress, mild traumatic brain injury, survivors of military sexual trauma, and other service-related traumas.

Operation Tohidu® - a program under the MVS umbrella- is an experiential and educational retreat for injured veterans and active duty military personnel. It is designed to promote comradeship, self-awareness, and self-management of symptoms, as well as the ability to lead a more fulfilling life. Tohidu is a Cherokee word meaning "peace of mind, body, and spirit." Each Operation Tohidu® retreat focuses on confidence-building, outdoor activities, education, and group discussion in a relaxed, positive environment to empower participants in overcoming obstacles to their recovery and supporting successful reintegration into their homes and communities.

The VetsReady2Work (VR2W) Program assists veterans and wounded warriors with their professional development while transitioning from the military to civilian sector. Our team at Melwood specializes in identifying skill sets received during military tenure to help the veteran population gain meaningful employment.

Our Programs

Business Services

Business Services is comprised of the following departments: Contracts Administration & Procurement, Facilities Management Services, Safety & Risk Management, and Quality. The Business Services Division provides support, management, manpower, training, equipment, supplies, quality control oversight, and world class services to Melwood's federal and commercial contracts across the DMV. Each department is strategically structured to achieve Melwood's mission and promote a brand of excellence. Melwood employees work across more than 60 federal contract sites, 200 private employer sites, and five Melwood campuses in the greater Washington area.

The departments within Business Services work in tandem to grow first-rate partnerships, enabling the critical work of providing employment opportunities for people of differing abilities.



Consolidated Statements of Activities • Year Ended June 30, 2018 (In Thousands)			
Support and Revenue		Program Expenses	
Monetary contributions	\$393	Employment services	\$72,712
Donated items	\$2,799	Community services	\$10,711
Government and private grants	\$923	Therapeutic services	\$1,262
Contract revenue	\$88,583	Veterans services	\$1,302
Sales revenue	\$11	Total Program Expenses	\$85,987
Service fees	\$11,474	Supporting Services	
Other gains, losses, & misc	\$669	Management and general	\$15,145
		Fundraising	\$3,456
		Total Supporting Services	\$18,601
Total Support and Revenue	\$104,852	Total Expenses	\$104,588

FY18 Milestones

Business Services Successes

- Melwood acquired Linden Resources on July 1, 2017, and throughout the fiscal year, Linden contracts and operations have merged seamlessly into Melwood.
- Melwood won an AbilityOne Janitorial Services contract for the Joint Warfare Analysis Center, JWAC, in Dahlgren, VA.
- Melwood won a Defense Advanced Research Projects Agency (DARPA) Mailroom & Supply Operations AbilityOne contract. Both JWAC and DARPA require people with security clearances.
- Melwood won an AbilityOne Contract for Mailroom & Fulfillment Services at the U.S. Bureau of Engraving and Printing.

Melwood Veterans Services, LLC

In FY18, Melwood Veterans Services served 119 veterans, service members, and spouses over the course of 12 retreats at the Melwood Recreation Center in Nanjemoy, MD.



Linden Acquisition

In FY18 Melwood made an exciting addition to the Melwood family by acquiring Linden Resources in Arlington, VA. 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.

As a fellow nonprofit AbilityOne organization, Linden provided meaningful employment opportunities and innovative services for people of differing abilities in Northern Virginia.



Impact You Can See

Ability Awards

The 2017 Melwood Ability Awards Celebration & Benefit recognized distinguished leaders and organizations in the Washington metropolitan area that have positively impacted the lives of people of differing abilities in the areas of advocacy, social impact, core values, leadership, and lifetime achievement.

Program Features

- *Featured Speaker*
Rob Jones, celebrated veteran, double-amputee and athlete
- *Emcee*
Peggy Fox, three-time Emmy Award-winning journalist

Melwood's 2017 Ability Award Recipients

- *Research & Innovation Award Recipient*
George Washington University Autism and Neurodevelopmental Disorders Institute, Washington, D.C.
Dr. Kevin Pelphrey, Director
Nelson and Michele Carbonell, Founding Donors
- *Corporate Leadership Award Recipient*
CVS Health
Charnetia Young, Advisor, Workforce Initiatives - Pharmacy Services
- *Lifetime Achievement Award Recipient*
Linda Chandler, President & CEO, Linden Resources, Arlington, VA
- *Community Impact Award Recipient*
Don Thompson, Owner, Don's Café, Hyattsville, MD



Community in Action Day

Melwood's inaugural Community in Action Day celebrated National Safety Month on Saturday, June 30, 2018. The free, annual event is an interactive day of fun and learning designed to highlight the critical importance of improving the health and safety of the community, especially for people of differing abilities.



FY18 Board of Directors

Melwood Board of Directors

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THANK YOU FY18 DONORS!

Many thanks to all of our FY18 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!

- Cari DeSantis
President & CEO, Melwood