



2013

Report to the Community

Celebrating 50 years of Service to People with Differing Abilities in the Greater Washington Region.
Employment | Job Training | Supportive Services | Life Skill Improvement | Recreation

 **VISION**

A world where people with differing abilities are fully included.

 **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.

 **CORE SERVICES**

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



Photo: In 1963 a group of parents and community supporters pitched an army surplus tent on a plot of undeveloped land and founded Melwood

LETTER FROM THE BOARD CHAIR



In 2013, the Board of Directors took two important steps forward to continue building on the dreams and vision of our founders. First, the Board completed a comprehensive, nationwide executive search resulting in the appointment of Cari DeSantis as President and Chief Executive Officer. Cari brings a wealth of leadership and human services experience from the corporate,

government, and non-profit sectors. We welcome Cari to Melwood and are energized by her partnership with the Board. Together, we embarked on our second priority for the year, dreaming big about the future of Melwood and developing a strategic plan to chart the path to get there. We affirmed our vision and mission, establishing goals and strategies that will enhance the future for Melwood and the people we serve.

It has been an honor to serve as Chair of the Melwood Board of Directors during this time of transition. This is an exciting time! During the next five years, as we implement our strategic plan, you will see Melwood growing opportunities and transforming lives like never before. We will build on the remarkable legacy of our founders, those pioneering parents and early supporters, to advance their mission; while continually working toward our vision of a world where people with differing abilities are fully included.

Sincerely,

Donald A. Donahue, Jr., DHed, MBA, FACHE
Chair, Melwood Board of Directors

BOARD OF DIRECTORS

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Cari DeSantis

NEW TEAM, NEW VISION



Welcome to our 2013 Report to the Community. In this report, you will find many moving stories of the people and programs that have made Melwood the vibrant, thriving service organization that it is today. I had the honor of joining Melwood earlier this year and am proud of the rich legacy on which we will build for the future.

In 2013, Melwood celebrated 50 years of service to people with differing abilities in the Greater Washington DC Metropolitan Area and throughout eastern Maryland. From 1963, when a small group of parents worked to enhance the quality of life for their adult children with intellectual challenges, Melwood grew into this amazing non-profit organization that offers job training, life skills improvement, supportive and recreational services, and jobs—lots of jobs!

Today, Melwood is one of the largest employers of people with differing abilities in the Northeast United States. Providing services to over 40 federal contract sites, on military bases, in secure facilities, and at public sites like the Kennedy Center, we provide good jobs for people with intellectual, cognitive, behavioral, emotional, and physical challenges. These talented employees—over 760 this year—work

alongside hundreds of typically abled workers to offer excellent service in grounds keeping and landscaping, custodial care, recycling, and total facilities management. We train and place hundreds more people with differing abilities in community-based jobs according to their own interests and choice. Imagine what those early founders of Melwood would think to know that, a half century later, their dream helped thousands of people with differing abilities join the American workforce and build an American dream of their own.

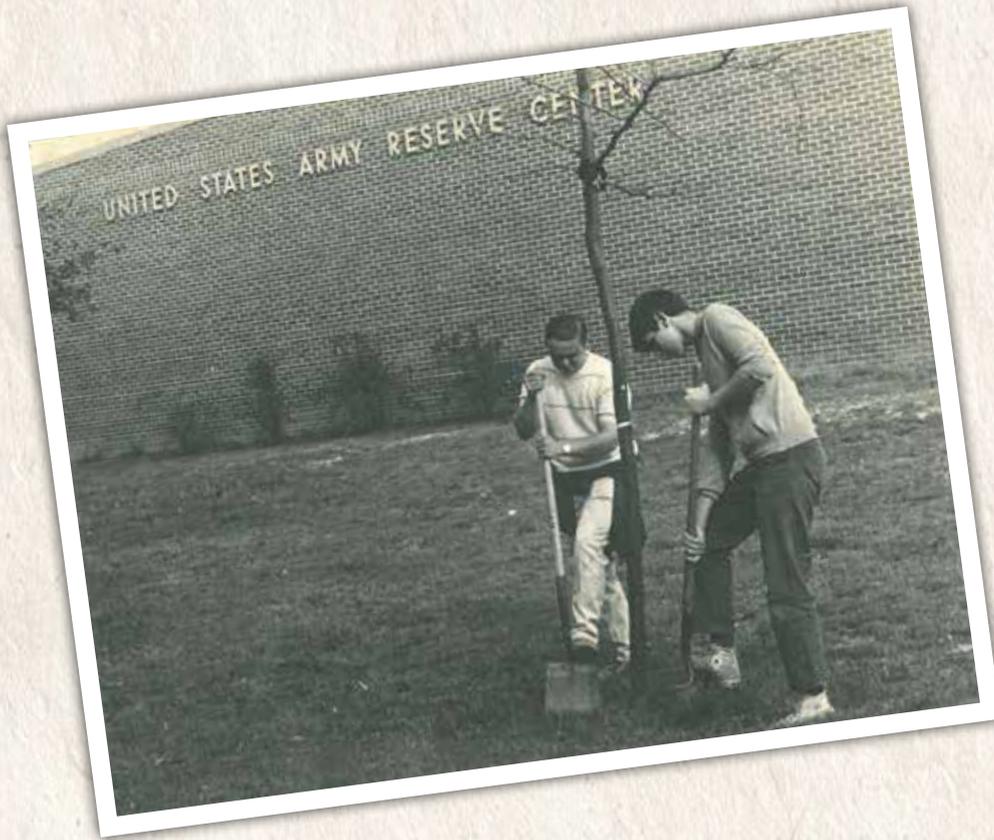
This is the Melwood that I've come to know. We work hard. We help each other. We dream big. We envision a world where people with differing abilities are fully included, and we work every day to make that vision a reality.

As we move into the next fifty years of providing opportunities for people with differing abilities, I am confident that our path will be forged with the same commitment to innovation and inclusion that has been the Melwood legacy from the start. This pivotal year is an exciting time for Melwood. We hope you will join us on our journey to the future.

Sincerely,

Cari DeSantis
President & CEO, Melwood

MELWOOD'S FIRST CONTRACT



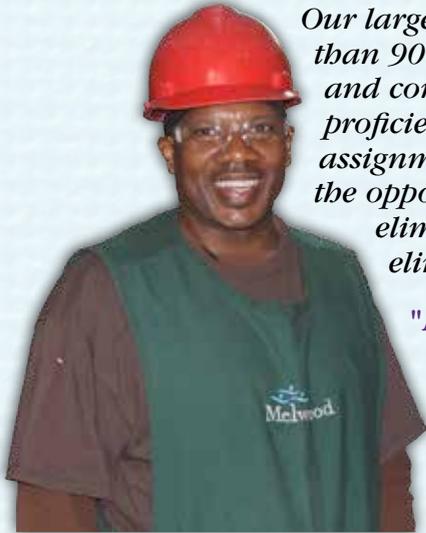
In 1971, the United States Congress amended the Wagner-O'Day Act to provide employment opportunities for people with severe disabilities through federal contracts with government agencies. Melwood was very fortunate to be one of the first organizations to qualify for the JWOD program, landing our first grounds maintenance contract in 1975 with the US Army Reserve. From there the contracts just kept coming, and before we knew it, Melwood had become a million dollar organization providing jobs, supportive services and recreation for more than 100 people with differing abilities. Today, Melwood employs 768 people with differing abilities at 43 contract sites in Maryland, D.C., and Virginia.

MEET GLENN

GLENN CREWS: CUSTODIAL

Our largest company division, the custodial services group, employs more than 900 people who clean over 20 million square feet of government and commercial office space. Each custodian is trained in 1-2 proficiencies, including all areas of eco-friendly cleaning, prior to task assignment. Not only does this deliver high quality performance results; the opportunity for guessing at the operation of an unfamiliar task is eliminated. Our belief is that successful custodial programs have eliminated the guess-work in daily processes.

"A Happy worker is a healthy and more productive worker"



Melwood's custodial team at the United States Coast Guard Curtis Bay Facility cleans many of the military vessels that dock at the Yard. The team is comprised of seasoned members of Melwood's

workforce. A large percentage of those working on the contract are military veterans with differing abilities. One of the veterans working on the team, Glenn Crews, is a lead worker and floor crew technician.

Melwood hired Glenn in May of 2011. Glenn has great respect for his place of work. He says he loves his job at Melwood and a happy worker is a healthy and more productive worker.



Melwood's President and CEO, Cari DeSantis, recently paid a visit to the Coast Guard.

During her

visit, Cari had the opportunity to meet several employees and observe their project: Cleaning the USCGC Seneca—a 270 ft. military vessel.

"The custodial team at the Coast Guard provides high quality custodial services in a very limited time-frame," said DeSantis. **"I was truly impressed by their leadership and work ethic."**

At Melwood's annual project manager's conference the custodial team was presented with the 2013 Quality Excellence Award and Contract Site of the Year for their quality service at the site.



MEET STEPHANIE

STEPHANIE BURCH: CUSTODIAL

"She likes trying different things and taking on new responsibilities."



Stephanie Burch came to Melwood as a custodial worker at the USDA's Beltsville Agricultural Research Center (BARC) six years ago. She is a leader on her team and her supervisor says that she is one of his most dependable employees. **"Stephanie is a good leader, she leads by example."** Says her supervisor James Spriggs. **"She likes trying different things, and taking on new responsibilities."** Stephanie received an award for being one of BARC's safety-conscious employees in 2012.



MEET CALVIN

CALVIN DAVIS: TFMS



Melwood has been selected by many of our customers as the "Vendor of Choice" for bundling, consolidation, and management of adjunct services to existing contracts. Our total facility management teams and our qualified subcontract partners use state-of-the-art equipment and technology, environmentally safe, Government-approved products, and proven management and scheduling methods. We utilize built-in quality control, competitive purchasing of supplies and equipment and ongoing development of staff and workers to deliver high quality service.

“Melwood is giving me the hands on experience I need to grow in my career.”

Calvin Davis is a Facilities Maintenance Worker on Melwood's US AbilityOne TFM contract at Fort George G. Meade. Calvin served 21 years in the Army as infantry E-7 SGT 1st class. During deployment in Iraq, Calvin was injured in the line of duty; he later received a medical discharge. When Calvin returned home from Iraq he was faced with the obstacle of re-entering the workforce. Calvin searched for employment for nearly a year with little help. A single father of three, Calvin eventually had to seek help from local area food banks to feed his children. Melwood hired Calvin in 2013 and is supporting him in pursuing his Maryland Stationary Engineers License. Calvin is now an advocate for Melwood, he hopes to help more wounded warriors find employment.



MEET JOSHUA

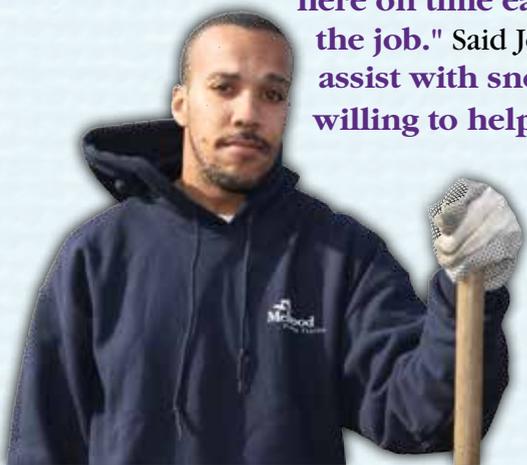
JOSHUA BEY: LANDSCAPE & HORTICULTURAL SERVICES

Melwood professionally landscapes approximately 7000 acres of government grounds, including some of the Nation's most prestigious landmarks. Many of the plant materials used by our customers come from Melwood's own greenhouses. We provide many aspects of ground services including turf maintenance, landscape design, and installation of plant materials and erosion control, to name a few. Our workers are specifically trained in their area of expertise. We enhance our dependability with integrated quality control, including ongoing staff development. Melwood crews at the Goddard Space Flight Center earned so many beautification awards from Prince George's County that their participation was officially retired in 2004 with the presentation of the County's "Golden Trowel Award."



"...no matter the time he is ready to go and willing to help."

Joshua is a landscaping and grounds worker on Melwood's contract with Goddard Space and Flight Center. He has been with the company for 5 years and is known as a hardworking and dependable employee. **"Joshua Bey is one of our best workers, he's here on time each day and will do whatever task is required to finish the job."** Said Joshua's supervisor Jerome Proctor. **"If I call him at 2 AM to assist with snow removal, no matter the time, he is ready to go and willing to help."**



MEET KENNETH

KENNETH ENGLAND: RECYCLING



Melwood's Qualified Recycling Program (QRP) is designed to reduce the National Capital Region's waste stream, prevent pollution, conserve material resources, and divert these resources into the recycling program. We coordinate with base commands to stage, transport, sort and process all recyclable materials for re-sale in accordance with federal, state and recycling guidelines. We comply with fire, safety and sanitation regulations at four Public Works Departments (PWD): PWD Washington, PWD South Potomac, PWD Patuxent River, and PWD Annapolis. Our staff perform and manage recycling services for 14 military bases

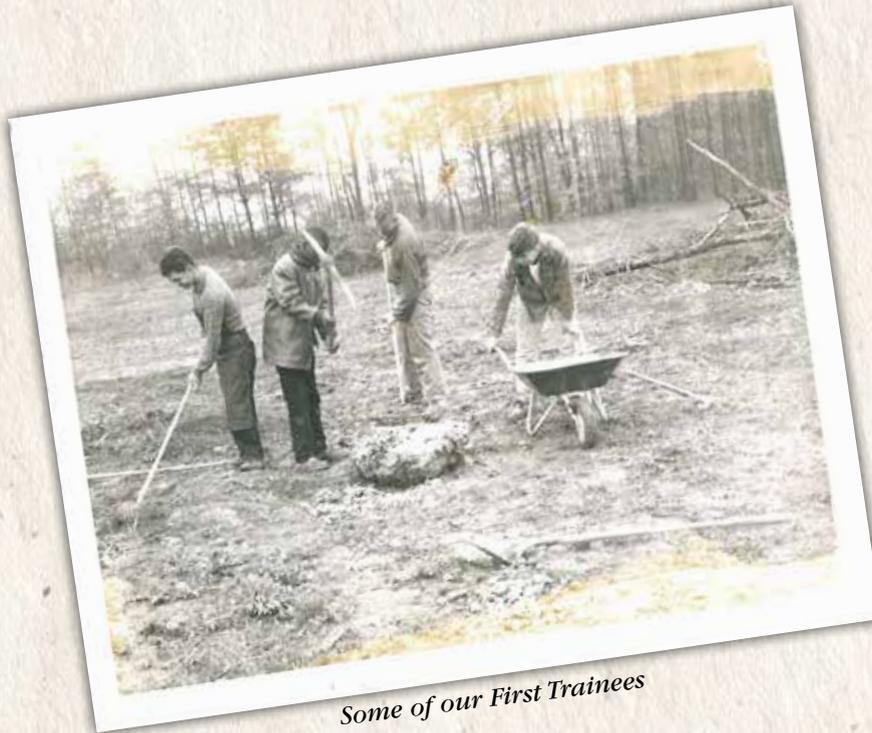
and 26 commands in the Greater Washington DC Metro area.

“He comes up with a lot of great ideas on how to improve efficiency.”

Kenneth joined Melwood's Recycling team as a Materials Handler/Driver at the US Naval Academy less than a year ago. Although Kenneth has been with the organization a short time he has already made a huge impact on quality assurance. **"Kenneth is a great employee, he's a self-starter and he comes up with a lot of great ideas on how to improve efficiency."** Said Kenneth's supervisor Rodney Johnson. **"I'm really glad to have him."**



HORTICULTURE HISTORY



Some of our First Trainees

Melwood launched its inaugural program, the Horticulture Rehabilitative Therapy Program, in 1963 with 6 young men. Year by year, step by step, a dedicated group of parents and community supporters built, literally with their own hands, the program to become an international model of social entrepreneurship. Thousands of plants were cultivated, over 60 varieties, right on Melwood's Dower House campus. Everything grown on campus, by our trainees, was sold to the public. Word quickly spread throughout the community and our customers soon began to solicit Melwood's landscaping services. The plant sales and small grounds maintenance contracts allowed us to build more greenhouses and train more people. It was also the beginning of our business enterprise that now employs more than 760 people with differing abilities and supports more than 1,900 people to work and play according to their own preferences.

MEET CHESTER

CHESTER GILLESPIE: GARDEN CENTER



For more than 40 years Melwood has had the pleasure of supporting Chester Gillespie to lead a fulfilling life through employment, rehabilitation, community participation, and recreation. Chester has been an active participant in several programs at Melwood throughout the past four decades. He began as a trainee in the early years and soon after became employed through Melwood's Community Support Services division. Chester benefitted from meaningful employment opportunities in the community for several years. Later in his career Chester took on a position as a custodial worker at Melwood's Dower House campus.

A few years later he transferred from custodial work to Melwood's Garden Center and has remained in the program ever since. **"When Chester first came to Melwood he was, for all intents and purposes, nonverbal."** said Chester's brother Ray Sharif. **"Over the years his social skills have really improved."** Chester was a member of the first graduating class of Melwood's 2013 Horticulture Training program. To earn his horticulture certificate Chester successfully completed 20 hours of classroom instruction and 20 hours of greenhouse training.

He now works in Melwood's greenhouse planting, filling pots and organizing the greenhouse. Chester's favorite part of his job is filling the pots and preparing for plant sales in the community. **"I have really noticed that since Chester came to work with us in the Garden Center he has more friendships and has more social interactions, not only with his friends but also with the staff."** said the Director of Horticulture Programs, Sheila Gallagher. **"Before he had to follow a specific routine in custodial, now Chester is making more choices for himself and has become more independent. It's a whole new world for him."** Sheila also said that Chester's favorite topic of conversation is his brother, Ray.



MEET CATHY & MIKE

CATHY SMITH: PERSONAL ENRICHMENT PROGRAM

Cathy Smith has been a member of



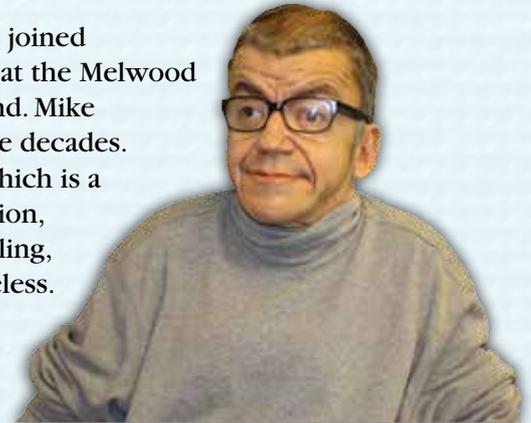
been with Melwood for more than 30 years. For many years Cathy was Melwood's workforce. Upon retirement she transitioned to Melwood's Personal Enrichment Program (PEP) designed for older adults who desire a meaningful day once they have retired from work. She has enjoyed many activities in the program. But Cathy's favorite is quilting which she learned to do upon entering the program. Melwood's Super Sewers program began in 2010 and has quickly become one of the premiere programs in PEP. Each participant creates their own quilts which are then sold throughout the community. All proceeds are then put back into the program. **"Developing the sewing program has helped Cathy open up to the staff and participants in the**

program." Said Kim Visek, Manager of IP Planning. **"She socializes a lot more and participates in many of the outings, including our volunteer work in the community."**

MIKE WESTON: COMMUNITY CONNECTIONS

Mike Weston has also enjoyed many opportunities at Melwood. He joined Melwood's workforce more than 30 years ago as a groundskeeper at the Melwood Recreation Center (then the Melwood Farm) in Nanjemoy, Maryland. Mike enjoyed many employment opportunities throughout the last three decades. Upon retirement Mike transitioned to Community Connections, which is a goal-oriented program focusing on community integration, recreation, education, and volunteerism. Mike most enjoys dance classes, bowling, volunteering at the thrift store, and preparing meals for the homeless.

"Mike has always been very outgoing." Said Kim Visek. **"Through Community Connections he is able to still enjoy an active life in the community."**



Cathy and Mike first met at Melwood more than 20 years ago. After a long courting they were joined together in a commitment ceremony in 2013 at Melwood's Recreation Center. **"I used to work at the Melwood Farm."** Said Mike Weston. **"I always wanted to get married there." Congratulations Mike & Cathy!**



ALEX & ELLA MUSCHLITZ

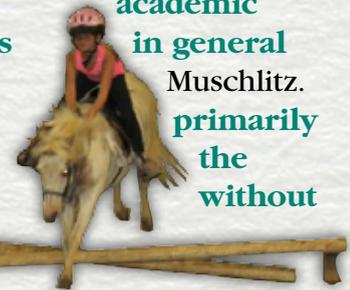
CAMP ACCOMPLISH & UNIFIED TRAIL TEAM

Alex and Ella Muschlitz first came to Camp Accomplish in 2012. Their mother, Jen Muschlitz, learned about Melwood's inclusive summer camp for children of all abilities at a summer camp fair in Prince Frederick. She loved the idea of an inclusive camp that gave both her children the opportunity to enjoy recreational activities together. So, she signed both Alex and Ella up that following summer and is amazed to see how much the program has changed their lives. Alex and Ella have now become a part of the Melwood family, enjoying many of the activities year round.



Alex and Ella's father, Greg Muschlitz, really enjoys how the program has improved their children's social skills. **"Our typically-abled daughter Ella was exposed to other children in a non-setting giving her more confidence with peers due to the increased interaction."** Said Mr.

"And our autistic son, Alex, has interacted with counselors but as a result of attending camp, he has increased his ability to participate in activities without disruption."



in general Muschlitz. primarily the without

Alex enrolled in Melwood's equine

therapy program in the summer of 2012; Ella saw how much fun her brother had and signed up that following year.

"To have the kids join the Unified Trail Team this past fall was amazing. I am almost at a loss for words to express how beneficial this program is to both of my children." said Mrs. Muschlitz. She

also says that Alex's sense of independence has truly grown as a result of the program. So much so that he

even surprised

his mom. **"On the morning of the Gettysburg trip**

I was prepared to chaperone Alex but he said to me, Go Mom. It almost brought me to tears." said Mrs. Muschlitz. **"He didn't need me chaperoning him, he was OK because he was with his team."**



JASMINE POWELL

EQUINE THERAPY PROGRAM

After undergoing major surgery on her back Jasmine Powell was unable to sit up without assistance. Her mother, Dozine Powell said that Jasmine had no back support. She immediately began to research alternative therapy to improve her daughter's mobility. She came across information on equestrian therapy and the many benefits children with various back injuries received. Unfortunately, Jasmine's mother couldn't find a place that would accommodate Jasmine's specific needs. That was until she attended an event at The ARC where she met a member of Melwood's equestrian staff. Within a month Jasmine was enrolled in Melwood's program that provides riding lessons paced to the individual rider's specific needs and comfort level. **"Jasmine loves to ride the horses, especially Clementine."** Said Dozine



"She has more support in her back frame and she can now sit alone on the horse!" Jasmine's mother says that her daughter is now more independent as a result of her participation in the program. **"She overcame her fears and is much more confident in her abilities."** As a result of her lessons, Jasmine was able to join Melwood's Unified Trail Team in February of 2012.

MELWOOD CELEBRATES 50 YEARS WITH THE COMMUNITY

To honor 50 years of service, Melwood hosted a Homecoming Celebration this summer on its Dower House campus in Upper Marlboro, MD. More than 500 residents of the Washington area community gathered on the campus for a fun-filled, family-friendly day of activities and entertainment including an arts and crafts workshop hosted by Lowe's, pony rides, wine tastings, a live concert from the Kelly Bell Band, hearing and vision screenings provided by the Lions Club, face painting and so much more.

“Melwood’s Homecoming was a wonderful opportunity for community members to join Melwood friends, family, staff and alumni in celebrating Melwood’s rich history and proud legacy of inclusion for all people.” said Cari DeSantis. **“Many thanks to the event coordinators, sponsors, volunteers and staff who were instrumental in making the day such a success.”**



Photos: Melwood Homecoming—June 15, 2013

MELWOOD ADVOCATING ON THE HILL

In June SourceAmerica held its annual Grassroots Advocacy Conference, an event geared toward empowering people of differing abilities to tell their personal stories to Federal lawmakers. Advocates from more than 35 nonprofit agencies around the country gathered in the Nation's Capital to voice the importance of job opportunities for people with differing abilities. After attending seminars focused on advocacy and social engagement, Melwood's advocacy team met with members of Congress to voice their concerns regarding employment opportunities for people with differing abilities.

Feature Story

AbilityOne Employees 'Seize the Day' on Capitol Hill

by Gisele McAuliffe

Article about our advocacy in SourceAmerica



Roundel Warrior Scott Owens addresses the conference's opening dinner.

Rogelio Reid Jr., Carl DeSantis and Brenda Schaeffer of Melwood, Upper Marlboro, MD, participate in a briefing to help advocates prepare for their visits with Members of Congress.

U.S. Rep. Lee Terry (R-NE), co-chair of the Congressional Bipartisan Disabilities Caucus.



Melwood & Congressman Van Hollen

MELWOOD AT A GLANCE

Melwood is a 50-year-old, \$87MM non-profit organization that is committed to improving the quality of life for people with differing abilities.



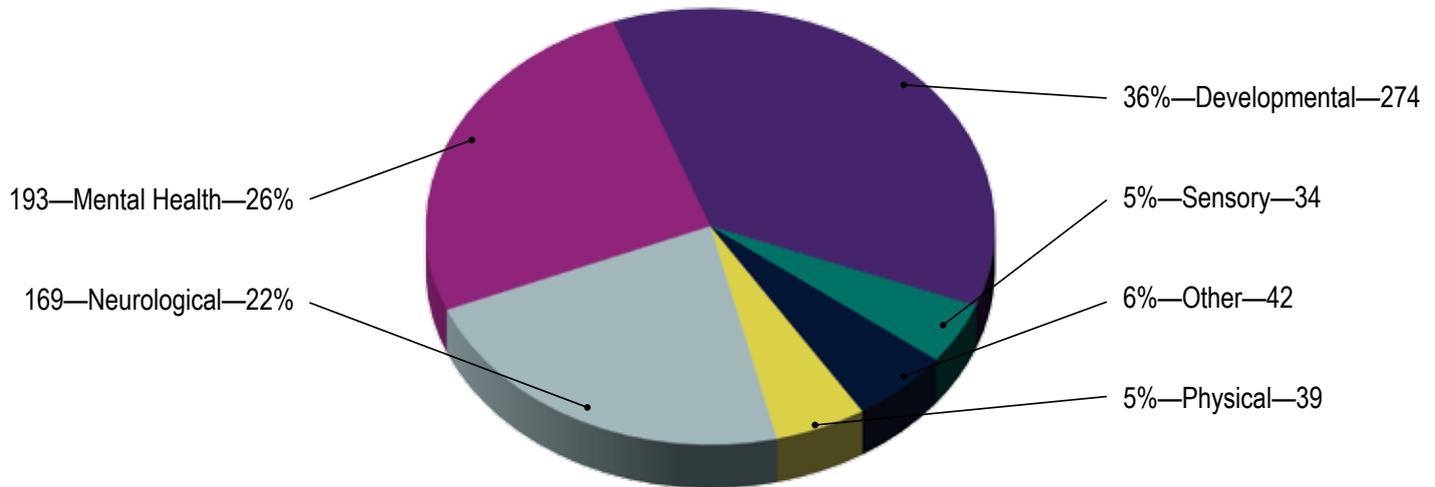
Basic Facts

- Founded in 1963 on land adjacent to Joint Base Andrews
- 94% of people served live in the Greater Washington, D.C. metro area and southern Maryland
- Had nearly \$87MM in revenues in 2013
- Employs over 1,300 people
- Enables employment for more than 750 people with differing abilities
- Operates 38 federal contracts through the US AbilityOne Program
- Highest security clearances
- Serves more than 1,900 people with differing abilities by providing employment, job training, life skill improvement, and supportive and recreational services.

FY2013 WORKFORCE HIGHLIGHTS

- Employed **768** people with differing abilities through the AbilityOne Program
- **500** training opportunities were provided to support people in their career development
- **156** new jobs provided
- **13** Melwood workers, at various federal sites, received awards of recognition for their hard work and dedication on the job

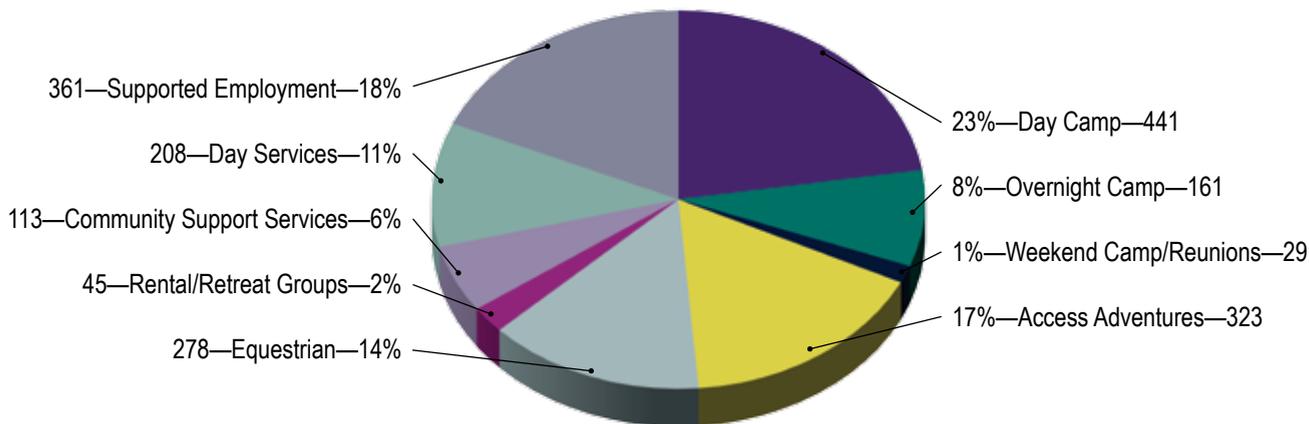
CONTRACT WORKFORCE BY DIFFERING ABILITY TYPE



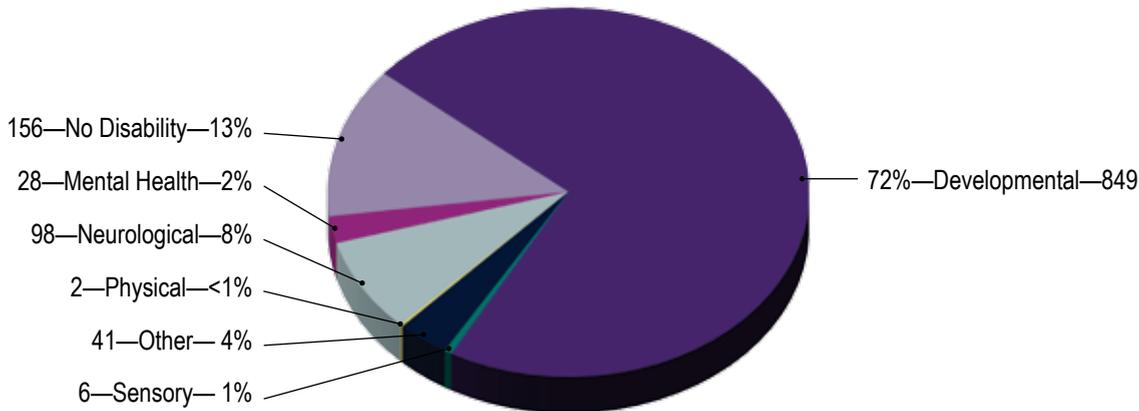
FY2013 SUPPORT SERVICES HIGHLIGHTS

- **602** People received support to achieve their goals in employment, community support, and meaningful day services.
- **61** new community relationships were developed through Melwood’s Community Connections Program.
- **14** people received support in Community Connections, allowing them to direct their own day services that are provided fully in the community.
- **574** people were given opportunities to camp, travel, ride, and/or retreat
- **278** riding sessions were provided
- **602** inclusive summer camp experiences were provided
- **323** adults with differing abilities vacationed through Access Adventures

COMMUNITY SERVICES PROVIDED



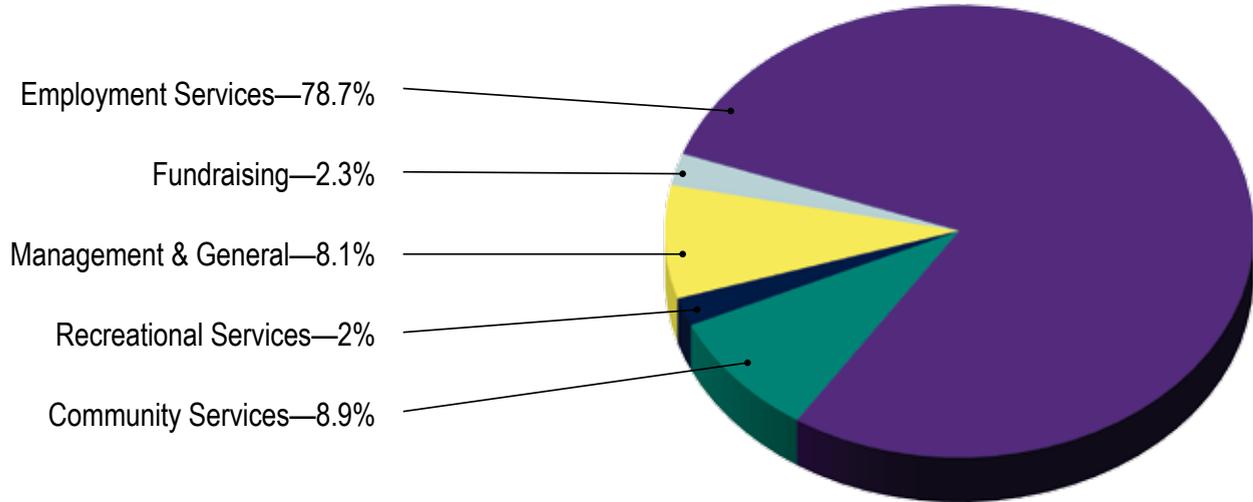
COMMUNITY SERVICES BY DIFFERING ABILITY TYPE



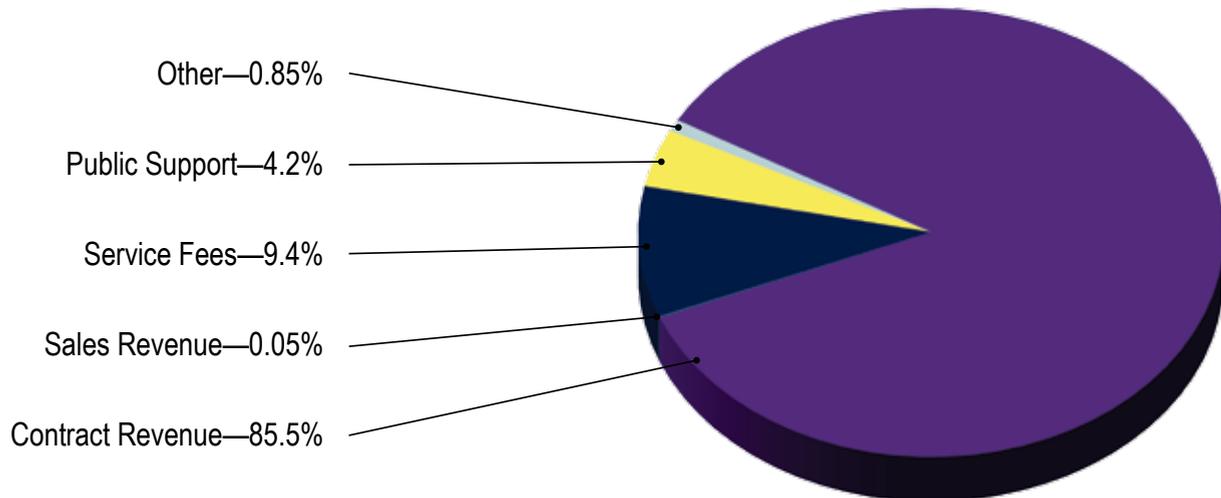
FY2013 FINANCIAL BREAKDOWN

Melwood's total revenue for fiscal year 2013 was \$87,190,000 and expenses amounted to \$84,858,000.

EXPENSES



REVENUE





United Way
of the National Capital Area

United Way of National Capital Area—8148
United Way of Charles County—Write in "Melwood"
Combined Federal Campaign—21166
Maryland Charities—3460



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