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20 23

ANNUAL REPORT



TABLE OF CONTENTS

PRESIDENT'S LETTER	4
FINANCIAL STATEMENT	5
MISSION, VISION & VALUES	6-7
EMPLOY	9
EMPOWER	10
GROW	12
DONORS & PARTNERS	13-14

SENIOR LEADERSHIP TEAM

Ryan Rogers,
CFO & VP of Administration

Carl Stephens,
VP of Operations

Josephine Hughes,
VP of Human Resources

Robert Gramolini,
VP of Employment Transition Services

Susan McGrath,
VP of Business Development
& Government Relations

Keri Goff,
Director of Community Relations

Crystal Fuller ,
Director of Production & Logistics

Jill Mansfield ,
Executive Administrative Assistant

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Eastern Florida State College
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Beef O Brady's

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Lotane and Associates
Kimberleigh Deignan,
Health First

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Rachel Sadoff,
Brevard Clerk of Courts
Raul Santana,
CareerSource Brevard
Shelline Furman-Hernandez,
Lotane and Associates
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Aging Matters
Trudy McCarthy,
*Economic Development Commission
of Florida's Space Coast*

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Cindy Wickham
Karen Wilson

PRESIDENT'S LETTER



Amar Patel,
President & CEO

What began as a vision years ago, has blossomed into a year of exceptional service, growth, and success...”



As we embark on a new fiscal year, we must once again reflect on the remarkable journey we've had at BAC. The accomplishments we celebrate today are a testament to the unwavering dedication of our incredible team, the steadfast support of our board of directors, and the generosity of our valued volunteers, mentors, and donors. Your collective efforts have transformed BAC into a place I am genuinely happy to come to every day.

Equally significant is the sense of unity and camaraderie that has flourished among us. We've collaborated on projects, strengthened our bonds, faced personal challenges with the uplifting support of our coworkers, celebrated in overcoming work hurdles, and, of course, shared a few laughs along the way.

Entering FY 2024, I am filled with excitement for the growth that lies ahead, sustained by the support of our dedicated coworkers, uplifted by the countless stories of BAC's impact, and confident in the trajectory of our organization.

As we conclude our current 3-year strategic plan and outline our next set of goals and ambitions, I want to draw your attention to a few highlights in this report.

In FY23, Team BAC ventured into a new line of business by launching our first Tier I Support Contact Center with just 8 employees. What began as a vision years ago has blossomed into a year of exceptional service, growth, and success, now boasting a team of over 44 employees. With your continued support, we are poised to reach new heights and provide even better services for our valued customers.

Across our lines of business and direct care services, BAC has made a positive impact in our communities, serving over 4,000 individuals with disabilities. Through our AbilityOne and commercial contracts, we proudly employed 126 veterans and offered 551 employees with significant disabilities the opportunity for meaningful employment, resulting in over 575,000 hours of direct labor. Additionally, our enrichment and training programs touched the lives of over 1,900 individuals, including more than 1,100 students in exceptional education programs across Brevard County.

Thank you for the role you played in making our collective performance represented in this report possible. With your ongoing support, Team BAC is laser-focused on expanding our mission impact. Here's to a year of accomplishments and to many more years of success ahead!

2023 FINANCIALS

REVENUE		
AbilityOne Program	66%	\$27,156,380
Commercial Contracts	4%	\$1,512,887
RESPECT of Florida, Products & Services	16%	\$6,700,223
Vocational Rehabilitation	3%	\$1,403,431
APD / Habilitation Services	1%	\$523,004
BACE, LLC	5%	\$2,116,158
Other	4%	\$1,705,893

TOTAL REVENUE 100% \$41,117,976

EXPENSES		
Employment Contracts	65%	\$26,076,928
Rehabilitation Services	17%	\$6,777,491
Employment Enterprises	5%	\$2,054,472
Management & General	13%	\$5,369,393
Fundraising	0.01%	\$77,188

TOTAL EXPENSES 100% \$40,355,472

NET ASSETS & LIABILITIES	
Total Assets	\$24,669,085
Total Liabilities	\$4,626,406
Total Net Assets	\$20,042,679

TOTAL NET ASSETS & LIABILITIES \$24,669,085



Changing Lives Since 1968.

Every day, BAC does more than provide employment and empowerment opportunities to individuals with disabilities. We help inspire dreams in thousands of people throughout the southeast US and beyond. The vision of our leadership team and board of directors is focused on the programs and initiatives that will build a community where people of all abilities can experience the pride that comes with being as independent, resourceful and self-reliant as possible. A vision that hopes to change lives for the better.

MISSION, VISION & VALUES



Our mission is to provide persons with disabilities innovative services and opportunities to achieve personal success.



We are dedicated to building communities that support members of all abilities in finding meaningful purpose and reaching their highest potential in life.



Our values help bring our vision to life, drive our culture and frame our mission-centric business strategies.



Our Core Values



Customer Centered

Our priority is people. The needs of our varied stakeholders come first, with each group being equally valued and considered in our decision making.



Growth

We actively embrace our own development, and encourage it in those around us, to better support and propel expansion of our mission impact. We seek creative solutions to challenges and encourage innovative approaches that help us work more effectively as a team and continuously improve as an organization.



Ownership

Each team member honors and upholds our personal role in meeting and exceeding our commitments to our stakeholders. We respectfully work together to provide excellent levels of service and support, and we help hold each other accountable to our mission and vision.



Integrity

We are defined by our strength of character. We set high standards and meet them, while adhering to the highest standards of professionalism, moral and ethical responsibility. We are worthy of the trust our stakeholders place in us.



Optimism

We serve with positive, motivated attitudes and celebrate successes with enthusiasm. We actively choose to be hopeful about the opportunities ahead of us. We seek to fully understand the actions and decisions of our teammates and seek clarification when necessary while assuming positive intentions.

“ With a focus on service excellence, we bring our mission to life, while making our customer's goals a priority.”



EMPLOY



BAC significantly expanded its presence by securing a new contract location at NASA's Langley Research Center (LaRC), resulting in the creation of 22 jobs for people with significant disabilities.

EMPOWER



74% of working LaunchIT graduates have been placed in an IT related field.

With an anticipated shortage of 1 million qualified candidates for STEM jobs in 2025, LaunchIT is instrumental in empowering individuals with disabilities to achieve success in this thriving field.

GROW



BAC prioritized employee growth by introducing enhanced learning opportunities and establishing clear pathways for career advancement and upward mobility within the organization.



2023 Impact

1,936 Participants in Employment Training Programs

522 Employees with Significant Disabilities

308 Total Job Placements

126 Veterans Employed

575,684 Direct Labor Hours

'22 - '24 STRATEGIC GOAL

Boost employment & upward mobility options through quality contracted services and job placements.

External Placement

400

Internal Work Hrs

952,478



2 EMPOWER

✓ 2023 Impact

49 LaunchIT Graduates

1,423 Participants in Arts Programming

92 ADT Participants

1,760 Participants in core employment programs

3,183 Individuals in Core Empowerment Services

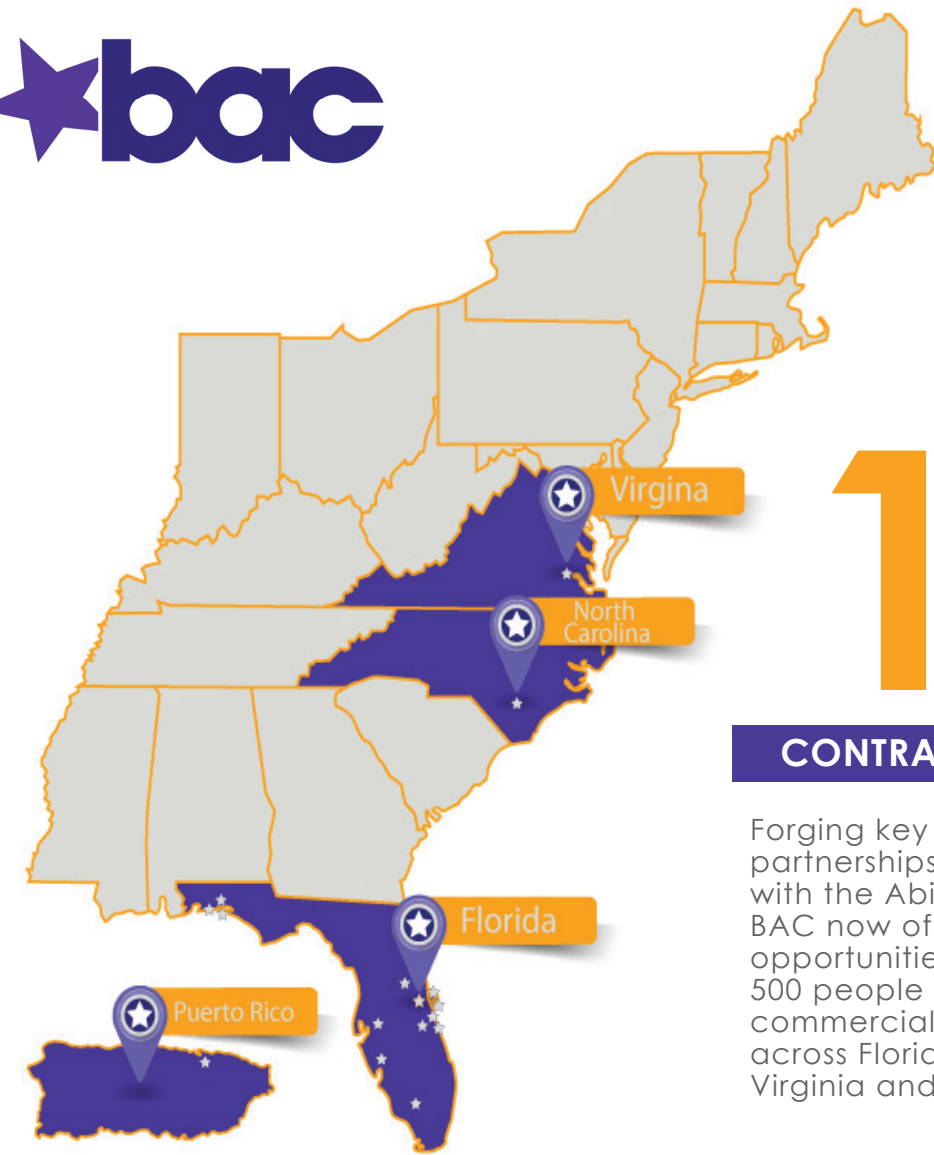
5,954 Trips To / From Work

'22 - '24 STRATEGIC GOAL

Deliver excellent empowerment services that support the "whole person" maximizing their skills for independence.

Individuals Served
(Per year)

2,600



17

CONTRACT LOCATIONS

Forging key corporate partnerships and working with the AbilityOne Program, BAC now offers employment opportunities to more than 500 people at federal and commercial contract sites across Florida, Puerto Rico, Virginia and North Carolina.

FLORIDA

- BAC Headquarters
- Cape Canaveral Space Force Station
- Department of Transportation
- Kennedy Space Center
- Hurlburt Field
- Patrick Space Force Base
- Pensacola Naval Air Station
- Port Canaveral
- Veteran Affairs Outpatient Clinic
- Whiting Field Naval Air Station

VIRGINIA

- NASA's Langley Research Center

NORTH CAROLINA

- Fort Liberty

PUERTO RICO

- Fort Buchanan (San Juan)



2023 Impact

\$2,646,265

New Service Contract Work

\$3,930,155

Total Production Revenue

100%

Implementation of Phase 2 Learning Program

\$1,410,201

Total Grant & Fundraising Dollars

100%

Internal Audit of Disability Documentation

\$38 Million

Total Annual Revenue

'22 - '24 STRATEGIC GOAL

Continuous improvement and a high-performing team, evolve business process to maintain growth.

Increase Annual Revenue To
\$40 Million



THANK YOU TO OUR DONORS & COMMUNITY PARTNERS

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

ORGANIZATIONS

A Sign Company
Advanced Auto Parts
Alfredo's Paradiso
Amber Acres
American Police Hall of Fame
Antonio & Vittoria Italian Tavern
Arnott Inc.
Artemis IT
Beef O'Brady's Melbourne
Berman Hopkins CPA
Brady Janitorial
Brevard Community Kitchen
Brevard Clerk of Courts
Brevard County Human Resources
Brevard Public Schools
Brevard Zoo
Canine Design
Chum It Up
City of Rockledge
Coastal Life Properties
Codecraft Works
Cocoa Library
Community Foundation for Brevard
Community Thrift
Computer Rich
Crescent Wood Senior Living
Crumbl Cookie
Dogtopia
Dunkin Donuts
Eastern Florida State College
Edible Arrangements
Everything Brevard
Extant Aerospace
Fidelity Charitable
Florida Department of State Division of Arts & Culture
Forever Home Animal Rescue
Hope for North Brevard Thrift Store

Ichiban Cleaning
IHeart Media Management Inc.
Indian River Networks
Island Pet Shop
King Interpreting Services
Knights of Columbus
La Cinta Salon
Lotane and Associates PA
Mango Bottling Company
Margaret R. Binz Foundation
Melbourne Greyhound Park, LLC.
MLSBC Cruises
Morgan Stanley
My Island Thrift Store
Network for Good
North Brevard Sharing Center
Ocean Partners
Panda Express
Parrish Medical Center
Perkins
PIP Printing
Pirtek
Print Depot
Promise Treasures Thrift Shoppe
Publix Supermarket - Rockledge
Publix Supermarket - West Melbourne
Puppies Plus
Rockledge Gardens
Romeo-Tango Aircraft Holdings
Ron Jons Surf Shop
Rooney's
Serenoa Artworks
Sharing Center of Central Brevard
Shells Restaurant
Shoe Carnival
Sky Advertising
Smokey Bones
Southern Janitor Supply
SPCA Adoption Center
SwiftPaws

The Fountains
The Viera Company, Inc.
Titusville Public Library
Triton Welding
United Space Coast Cables
United Way of Brevard
Urban Air
Veterans Memorial Museum
Wal-Mart Titusville
Wal-Mart Palm Bay
Winn Dixie Titusville
WKMG-TV News 6
ZelTech

INDIVIDUALS

Angela Balles
Mick Barker
Sue Bassett
Brian and Jenna Beck
Fluffy and Stewart Bellus
Elaine Berryman
Ellen Brown
Michael Cadore
Cecile Cardone
Scott Chandler
Alyssa Charlton
Jenn Clements
Christopher Delaney
Patty Duffy
Barbara Falcone
Mary Faller
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The estate of Lois Katzin
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Michael and Jo Ann Merritt
Therese Merritt
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Jason Miller
Karen Miller
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Margaret Nolan
Peggy Nolan

Cheryl and Rick Ostman
Scott Page
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Amar and Megan Patel
Debbie Pavlakos
Diane Payne
Stephen Peffer
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Janet Saeger
Don and Jen Samuels
William Sanders
Robert Sands
Marco and Suzanne Sansone
Nancy Simon
Lyman Shinn

Sally Shinn
Andrea Smith
Deborah Smith
Kevin Smith
Lee Sorensen
Jennifer Stabler
Aaron Stitzel
Jacqueline Sutton
Kayla Swift
Peter & Joan Taddie
Patricia Tellechea
Julie Thompson
Glenn Edward Washington
Mary Jane Watson
Don Weiss
Cynthia Wickham
Sandy Wigley
Karen Wilson

** Please note that every effort was made to ensure all of our valued donors have been listed correctly. Please accept our sincerest apologies if an error has occurred on our part.*



THANK YOU!!

Your support helps veterans and individuals with disabilities achieve personal success!

The commitment of BAC's stakeholders, dedicated staff and our volunteers has played a dramatic role in offering critical services and employment opportunities to over 4,000 individuals last year.

With your continued dedication to our mission BAC is able to do more, so our customers can do more than they ever imagined!



87¢ cents of every **dollar** donated is utilized for empowerment programs

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20 **23**