



**WE DO MORE SO  
OUR CUSTOMERS  
CAN DO MORE THAN  
THEY EVER IMAGINED.**

# 2023/24 ANNUAL REPORT



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## Welcome

**At BAC, our mission is deeply rooted in empowering individuals and organizations to achieve their fullest potential.**

Over the past year, we have embraced the challenges and opportunities of a rapidly changing world by committing to a bold three-year strategic plan that underscores our unwavering dedication to excellence, innovation, and customer success.

This strategic road-map focuses on three core pillars: strengthening our operational capacity, expanding our service offerings, and fostering a culture of growth and inclusion. By aligning these

objectives with our customers' missions, we are not only amplifying the impact of their work but also advancing our vision of creating opportunities that transform lives and communities.

As we reflect on our progress and look toward the future, we remain steadfast in our commitment to delivering solutions that exceed expectations, building relationships grounded in trust, and driving measurable results. Together with our customers, employees, and stakeholders, we are paving the way for a stronger, more inclusive future.

The heart of BAC's competitive advantage is simple: **it's our people.**

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## Board of Directors



Patricia Tellechea, *Chair*

### BOARD OF DIRECTORS

Patricia Tellechea, *Chair*  
Julie Thompson, *Vice Chair*  
Jason Miller, *Treasurer*  
Diane E. Payne, *Secretary*  
Don Weiss, *Past Chair*  
Ellen P. Brown  
Chris Delaney  
Peter S. Kamon  
Cindy S. Kane  
Karen Ludeman  
Trudy M. McCarthy  
D. Travis Proctor  
Michael S. Rogero

### DIRECTOR EMERITUS

Linda Cobb  
Robert Scott Page  
Robert R. Sands

### BAC ARTS COMMITTEE

Peggy Nolan, *Chair*  
Lindy Johnson, *Secretary*  
Jenna Beck  
Mary Dru Bowman  
Karen Miller  
Donna Naylor  
Megan Patel  
Lisa Rogers  
Dr. Sally Shinn  
Joan Taddie  
Cindy Wickham



"As the Board Chair, I am immensely proud of BAC's bold and visionary strategic plan. Our goals reflect a deep commitment to empowering individuals, strengthening partnerships, and driving meaningful change in the communities we serve. At BAC, our customers' mission is our mission, and together, we are building a future that aligns with shared values and creates lasting opportunities for growth and success."

## About us

**BAC is a value driven prime contractor with a dedicated team of professionals to provide a comprehensive range of solutions designed to meet the specific needs of our military, government and commercial customers.**

**We follow industry best practices to meet high quality standards across all of our contracts; we are one of only 250 companies nationwide CIMS-Green Building certified and one of the few to hold the CIMS-GBAC with Honors certification.**

**From growing a performance work statement to better meet emerging needs to customizing our production line to serve new products, our teams are committed to providing the best possible support to our new and future customers.**

As a social enterprise BAC also provides employment and empowerment programs designed to help more than 4,000 people with unique abilities annually achieve as much independence and personal success as possible.

Forging key corporate partnerships and working with the AbilityOne Program, the enterprise now offers employment opportunities to more than 600 people at federal contract sites across Florida, Puerto Rico, Virginia and North Carolina. BAC's longstanding partnership with Brevard Public Schools allows BAC to reach out to students with disabilities to help them plan for the future.



# Our Leadership



Every day, BAC does more than provide employment and empowerment opportunities to individuals with disabilities—we are dedicated to helping our customers achieve their mission. By aligning with your goals, we strive to inspire dreams in thousands of people throughout the Southeast US and beyond. Our leadership team and board of directors are committed to programs and initiatives that create a community where people of all abilities can thrive. Together, we aim to build a future where independence, resourcefulness, and self-reliance empower individuals, driving success for both our customers and the communities we serve.



**Amar Patel**  
CEO



**Ryan Rogers**  
CFO



**Robert Gramolini**  
VP Employment  
Transition Services



**Jo Hughes**  
VP Human Resources



**Susan McGrath**  
VP Business Dev. &  
Govt. Relations



**Carl Stephens**  
VP Operations



**James Brown, LSSBB, ITIL 4**  
Director Business IT  
Services



**Kristen Cavanagh**  
Director Operations  
and FSO



**Crystal Fuller, ISO-IA**  
Director Production &  
Logistics



**Keri Goff, PMP**  
Director Community  
Relations



**Rich Hurtado, FMP**  
Director Operations

Your mission is our mission, we are proud to be your partner.

## Fiscal Year 25-27

STRATEGIC GROWTH PLAN



Our strategic plan for "Employ, Empower, and Grow" continues to build on the successful foundation laid over the past three years. Rather than veering off in a new direction, this plan expands and enhances our existing strategies to further our growth and success.

### EMPLOY

Increase access to professional opportunities and income potential for those we serve.

By focusing on growing AbilityOne contracts in both contact center IT work and facilities management, and by implementing Employee Career Plans, we aim to increase access to professional opportunities and enhance the income potential for those we serve.

### EMPOWER

Improve the independence and capabilities of individuals with disabilities, focused on youth.

By leveraging new technologies to improve our service delivery and creating innovative solutions that better support our community members BAC aims to grow the number of youth training services offered and increase the number of people enrolled in our IT training programs.

### GROW

Grow revenue from quality services and generate enough resources to support our underfunded direct care services and employment goals.

Through sound financial practices and administrative process efficiency improvements BAC can ensure we can invest in new opportunities and expand our services sustainably.





# EMPOWER

## 560K

Hours

Direct Labor Hours

BAC Employees with a significant disability performed over 560,000 hours of direct labor support services for our customers, providing quality and reliable services to our mission partners.

## \$10M

Wages

Direct Labor Wages

BAC employees with significant disabilities earned over \$10 million for providing exceptional support services to our customers. This achievement highlights our commitment to fostering independence and resilience while delivering outstanding value to those we serve.

## 178K

Plates

Food Services

BAC employees proudly served over 178,000 plates to our armed forces in dining hall facilities, exemplifying our unwavering dedication to supporting those who serve our country.

## 502

Students

Practical Application of Career Exploration

502 students in 31 classrooms across Brevard County participated in the Practical Application of Career Exploration (PACE) program. The program has a tremendous impact on students as they prepare to make realistic career choices and more successfully transition into adulthood after graduation.

## 1,441

Individuals

Employment Services

BAC provided employment-related training services to 1,441 individuals, offering opportunities in IT training, job matching, soft skills development, and career discovery. These programs empower participants with the tools and confidence needed to achieve meaningful and sustainable employment.

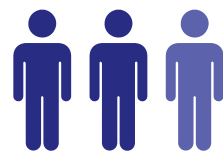
## 103

Participants

Adult Day Training Program

BAC's Adult Day Training (ADT) program served 103 participants, offering a supportive environment for individuals with significant disabilities to thrive. Services included community integration activities and classes in areas such as social etiquette, technology, cooking, budgeting, art, and more.

# EMPLOY



BAC employed over 1,000 people in fiscal year 2024 including 115 veterans and 655 individuals with disabilities. We bring an attitude of excellence to all of our interactions. We deliver on our promises. We push boundaries that were once readily accepted.

Our people are the difference that set BAC apart in all that we do.



**2M** Cases Stocked

BAC employees successfully stocked over 2,100,000 cases at our commissaries, demonstrating our commitment to excellence and ensuring top-tier service for our armed forces and their families.

**20** Commodities Contracts

BAC's production and logistics department proudly fulfilled commodities for 20 contracts, delivering top-quality products to our customers. This achievement showcases our unwavering commitment to excellence and customer satisfaction.

# GROW

## Company Highlights

**41**  
Tier 1 Professionals

BAC successfully trained and hired over 40 Tier 1 IT Helpdesk professionals, equipping them with the skills and expertise needed to deliver top-tier technical support to our customers.

**115**  
Veterans

BAC is proud to employ 115 veterans, including 86 with a disability, honoring their service by providing meaningful employment opportunities. Their dedication and skills contribute to our mission of creating inclusive workplaces where individuals of all abilities can thrive.

**58**  
Individuals

58 people graduated from our LaunchIT program which provides training in multiple career paths for those interested in IT, including website accessibility assessment and Tier 1 Help Desk services.

**1,445**  
Participants

1,445 individuals participated in Arts Empowerment activities, including 90 Adult Day Training participants and over 1,200 students in Brevard Counties Exceptional Education Programs.

**3,854**  
Trips Provided

BAC provided transportation services to 119 individuals, covering over 77,750 miles to ensure they could get to and from work. By breaking down one of the biggest barriers to employment—reliable transportation—we are empowering individuals to secure and sustain meaningful jobs.

**1.6B**  
Square Feet

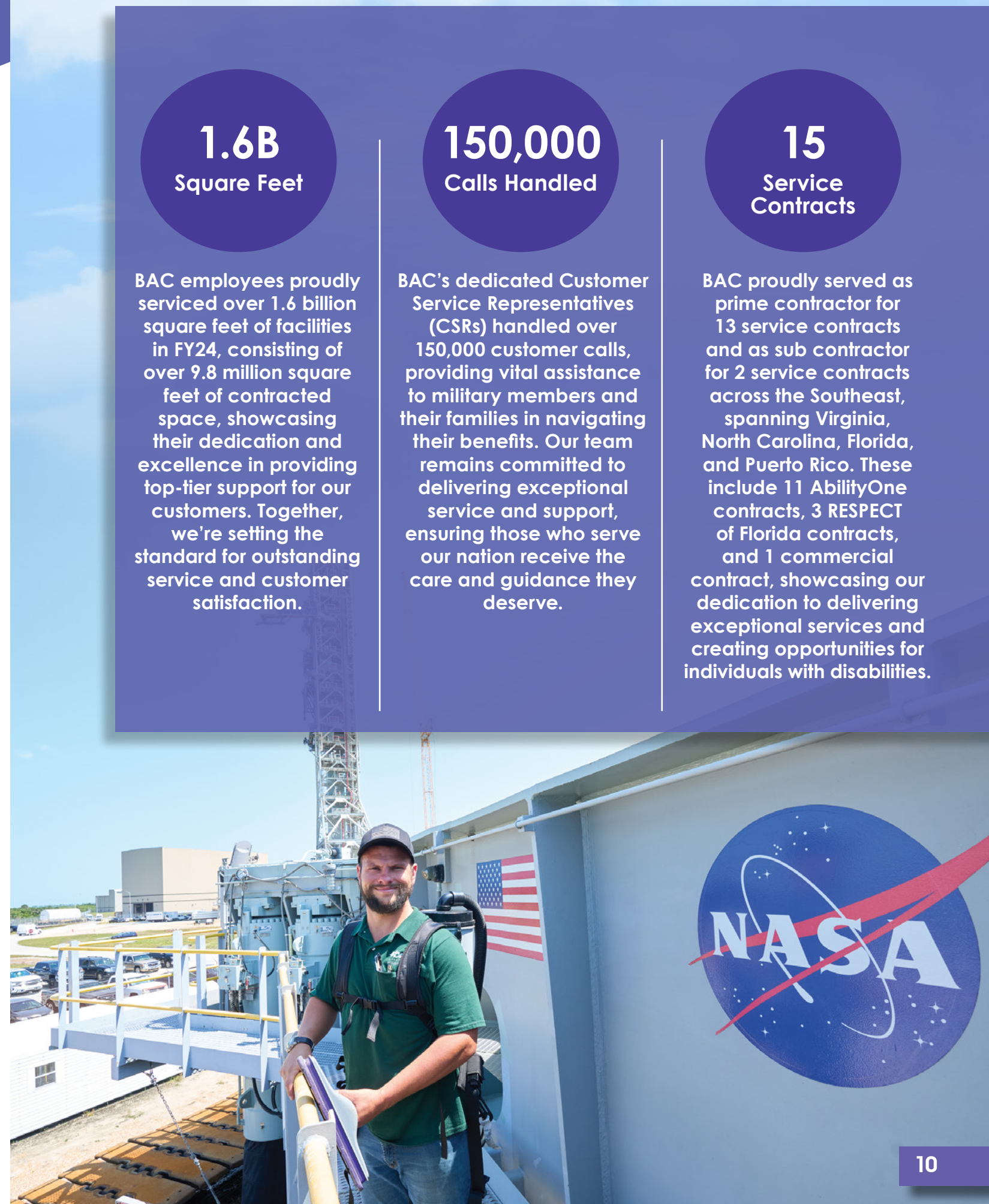
BAC employees proudly serviced over 1.6 billion square feet of facilities in FY24, consisting of over 9.8 million square feet of contracted space, showcasing their dedication and excellence in providing top-tier support for our customers. Together, we're setting the standard for outstanding service and customer satisfaction.

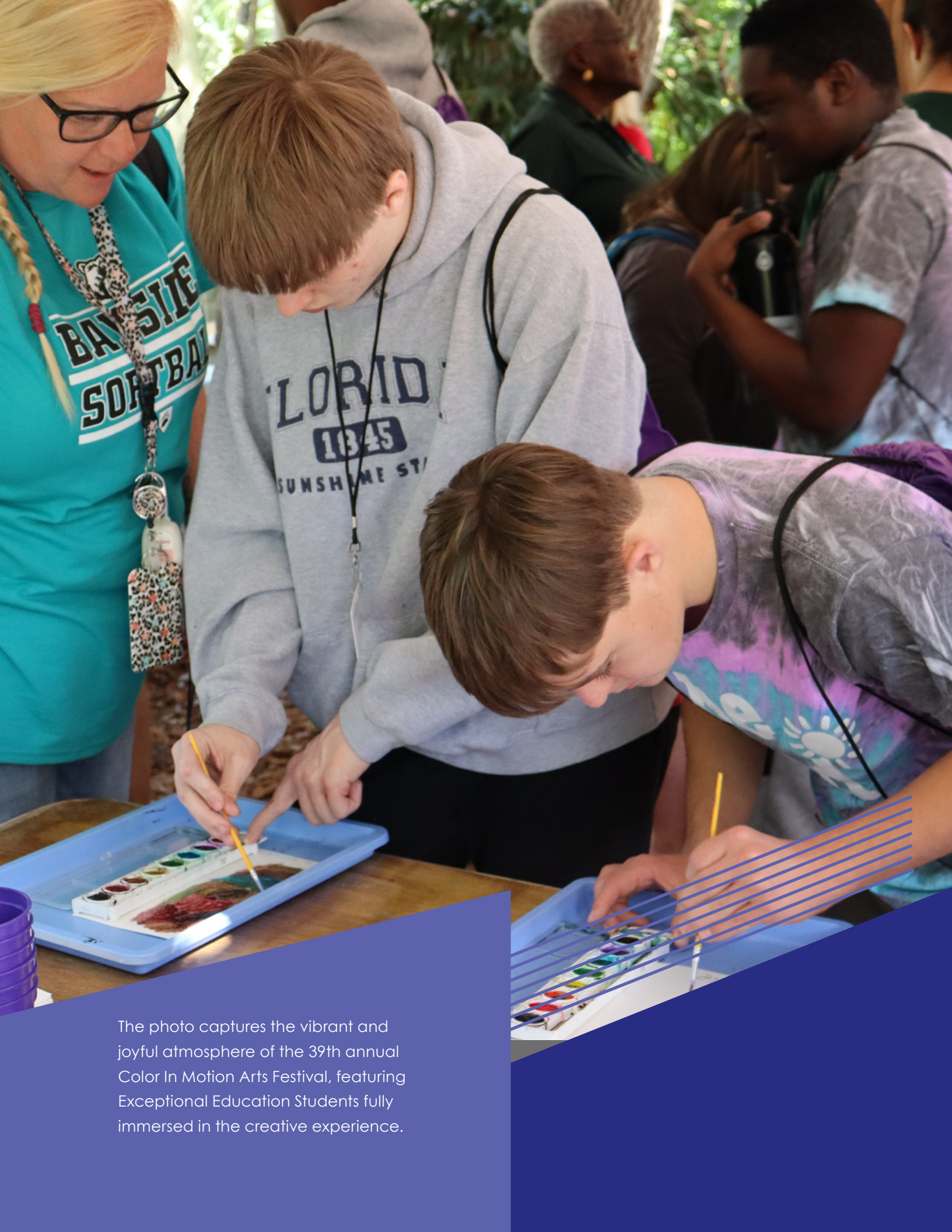
**150,000**  
Calls Handled

BAC's dedicated Customer Service Representatives (CSRs) handled over 150,000 customer calls, providing vital assistance to military members and their families in navigating their benefits. Our team remains committed to delivering exceptional service and support, ensuring those who serve our nation receive the care and guidance they deserve.

**15**  
Service Contracts

BAC proudly served as prime contractor for 13 service contracts and as sub contractor for 2 service contracts across the Southeast, spanning Virginia, North Carolina, Florida, and Puerto Rico. These include 11 AbilityOne contracts, 3 RESPECT of Florida contracts, and 1 commercial contract, showcasing our dedication to delivering exceptional services and creating opportunities for individuals with disabilities.





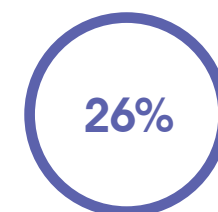
The photo captures the vibrant and joyful atmosphere of the 39th annual Color In Motion Arts Festival, featuring Exceptional Education Students fully immersed in the creative experience.

## Financial Information

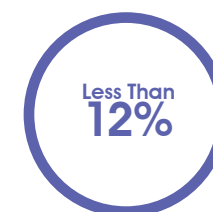
REVENUE	FY 2023	FY 2024	% OF TOTAL
Ability One	24,843,707	27,231,127	63%
Commercial Contracts	1,512,887	2,210,882	5%
RESPECT of Florida & Services	5,442,902	5,878,717	14%
Vocational Rehabilitation	1,186,079	1,721,555	4%
APD / Habilitation Services	395,797	562,189	1%
BACE, LLC.	2,374,072	3,002,762	7%
Other	216,354	2,842,805	7%
<b>TOTAL REVENUE</b>	<b>\$34,458,911</b>	<b>\$43,450,037</b>	<b>100%</b>

EXPENSES	FY 2023	FY 2024	% OF TOTAL
Employment Contracts	22,884,632	26,164,565	67%
Rehabilitation Services	5,965,461	5,958,412	15%
Employment - BACE, LLC.	2,698,658	2,471,431	6%
Management & General	3,514,876	4,516,499	12%
Fundraising	\$70,658	80,114	.01%
<b>TOTAL EXPENSES</b>	<b>\$35,134,285</b>	<b>\$39,191,021</b>	<b>100%</b>

NET ASSETS & LIABILITIES	FY 2023	FY 2024
Total Assets	22,742,625	28,945,353
Total Liabilities	3,462,450	4,643,658
Total Net Assets	19,280,175	24,301,695
<b>TOTAL NET ASSETS &amp; LIABILITIES</b>	<b>\$22,742,625</b>	<b>\$28,945,353</b>



BAC achieved an impressive 26% growth in total revenue from FY23 to FY24, reflecting our commitment to excellence and our expanding impact in service and support.



BAC is proud to maintain a General and Administrative (G&A) rate of less than 12%, reflecting our commitment to operational efficiency and responsible stewardship of resources.

**Our focus on cost-effectiveness allows us to deliver high-quality outcomes while remaining a trusted partner to our stakeholders.**

# WHY BAC?

We're among the 25th largest producing agencies in the AbilityOne program.

With a focus on service excellence, and an employment reach that spans the southeast and beyond, BAC helps employees with disabilities build meaningful careers and maximize their independence.

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## BAC PROFILE

BAC provides a wide range of services to a diverse customer base across the southeast and Puerto Rico. Through participation in both the AbilityOne program and Florida's State-Use Program (RESPECT) and Private Contracts, BAC maximizes the employment potential of people with significant disabilities in each of the various communities we call home.

### Business capabilities include:

- Facility Support Services
- Business Process Outsourcing Provider
- IT Support Services (Remote/On-site)
- Comprehensive Contact Center Support
- Food Services
- Commissary Operations
- Light Assembly
- Packaging
- Logistics Support
- Administrative Services

For More Information Email Susan McGrath  
smcgrath@bacemploy.com

## DIFFERENTIATORS

- AbilityOne Producing Nonprofit
- Currently Prime Contractor on 12 Contracts including NASA, DoDEA and Space Force
- Currently Sub Contractor on 2 Contracts
- Top Secret Facility Clearance
- Tier 1 Help Desk
- Remote Support and at our HQ in Florida
- IT Training Support

### NAICS

- 541513 - Computer Facilities Management Services
- 541519 - Other Computer Related Service
- 561422 - Telemarketing Bureaus and Other Contact Centers
- 561720 - Janitorial Services
- 561730 - Landscaping Services
- 561790 - Other Services Building
- 722310 - Food Services
- 541519 - Other Computer Related Services
- 561110 - Office Administrative Services
- 561422 - Other Contact Centers & Telemarketing
- 921190 - Other General Government Support
- 561990 - Other General Government Support
- 624120 - Services for the Elderly / Persons with Disabilities

# CORE CAPABILITIES

### Facility Support Services

Providing high-quality, full-service custodial and light maintenance support across nearly 10 million square feet in over 700 buildings. Servicing over 100 acres with mowing, edging, blowing, trimming, shaping, mulching and policing along with specialized athletic field and artificial turf care.

Specialized services include:

- Certified clean-room services that meet and exceed ISO 14644 level 5 and 6 requirements
- Child Development Center
- Health and Wellness Centers
- Top Secret facility clearance

### BPO, Contact Center and IT Support

Offering both remote and on-site solutions, as well as scalable contact center resources, BAC provides:

- BPO / Contact Center processing over 9000 unique customer interactions per month driving first call resolution, troubleshooting and exceptional quality driven by a continuous improvement leadership team
- Accelerated training program to create an IT Helpdesk employee pipeline, with certifications such as Google IT Support Professional, HDI-SCA or Comp TIA A+
- Tier 1 Helpdesk staffing

### Food Service Operations

Provides full food and dining facility attendant services for military and civilian personnel, preparing and serving 24,500 meals per month

### Commissary Operations

Offering full-service commissary operations, processing more than 365,000 product cases annually.

### Production Center

In-house services include light assembly, packaging, order fulfillment, customized manufacturing support, shipping and receiving.

- 9,000 sf warehouse space with FIFO inventory controls
- Extensive pick and pull capabilities
- Existing Freight Carrier Relationships
- Inventory & Asset Management Tools

## FEDERAL / STATE CUSTOMERS

### 561720 Custodial Services



### 020202 Commissary Operations



### 561730 RESPECT of Florida



### 541513/541519/561422/722310 Subcontracts



## CERTIFICATIONS







# ANNUAL REPORT

Through service excellence on our government and commercial contracts, Team BAC generates critical revenue that provides additional financial support for our own empowerment programs, which routinely experience funding shortfalls from traditional sources. This model allows every person who is part of BAC to have an active role in creating a more accessible, inclusive, positive world for people of all abilities.



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