



BDI

illuminating the possibilities
in **dis**abilities

2019
ANNUAL
REPORT



BDI

illuminating
the possibilities
in disabilities

MISSION

To empower people with differing abilities to maximize their potential by securing economic self-sufficiency, independence and inclusion within their communities

VISION

At BDI, we believe in an inclusive world where people of differing abilities can lead more independent and purposeful lives when provided the right guidance, support and opportunities

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Letter from CEO & Board Chair



Dear Partners,

Two years ago, our organization set out to embody our revised mission: “To empower people with differing abilities to maximize their potential by securing economic self-sufficiency, independence and inclusion within their communities.” Thanks to your support of Bobby Dodd Institute (BDI), we did just that. By touching 1,923 unique lives in 2019, we illuminated a world of opportunity and possibility for those individuals and their families.

Our focus this past year was on redefining and transforming the abilities of our participants at every stage of life using the continuum of programs and services we now offer. From life skills training and benefits consulting to job skills training and job placement, we help individuals reach their fullest potential. Illuminating the possibilities in disabilities is not just our tagline—it’s our way of life.

At BDI, we strive daily to equip our participants with the tools they need to achieve security, independence and fulfillment. Our commitment and dedication to ensure that everyone who comes through our doors leaves a champion of their abilities is evident in our 89% job retention rate. Our work doesn’t stop at job placement; it continues, thanks to services like career coaching. We are not only interested in a more inclusive workforce, but also a prepared workforce.

This same mentality applies to our services geared toward empowerment. These services help maximize resources for a stable, growth-oriented future, minimizing feelings of stress and uncertainty. We’re proud to have assisted 315 families with benefits consulting in the past year—a 40% increase—and we’re excited to see that number continue to grow.

Our 2019 annual report is a visual representation of the work we do, the lives we’re changing, and a look toward our shared future. With your continued support, we’ll be able to serve even more participants using our improved resources and services to achieve the best, long-lasting outcomes possible.

Sincerely,

Larry Gluth
CEO

Quinn Shearer
Board President

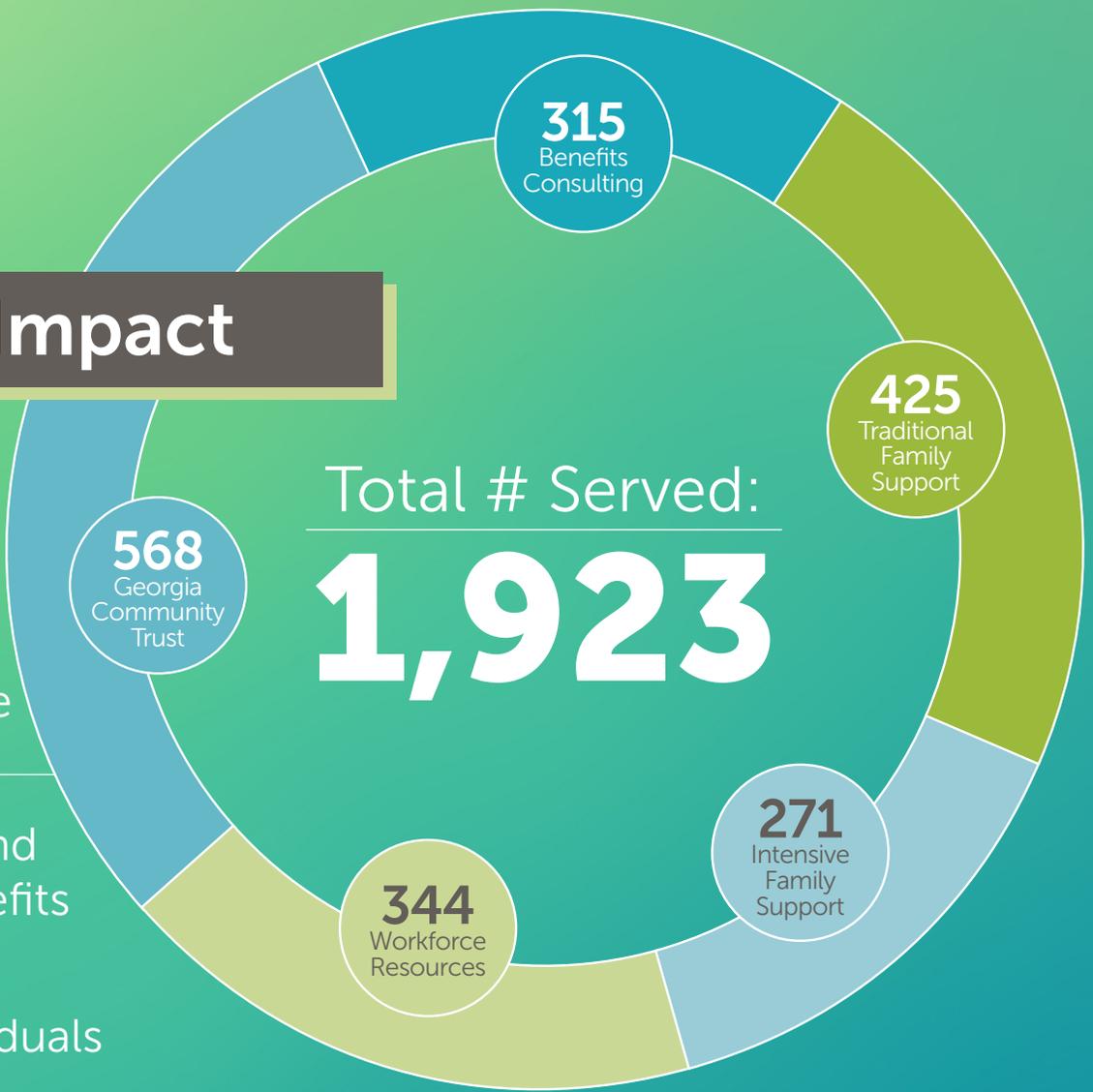
Our Impact

89% Job Retention Rate

Secured SSI and Medicaid benefits for nearly **700** individuals in the last **4 YEARS**

Connected more than **6,000** individuals to jobs since our inception

Total # Served:
1,923



Every **\$1** BDI invests in its workforce resources boosts the earnings of a person with a disability by **\$2**



Focus Industries for Employment


Call Center/
Customer Service


Facilities
Management


Supply Chain
Logistics


Retail


Food Service


Administrative



Commitment. Collaboration. Impact.

We are accelerating our work to empower and employ those with differing abilities through the revised strategic plan. This is our roadmap through 2022, outlining how BDI will grow and provide the best programs possible to those we serve. It includes detailed expectations pertaining to our people, partnerships and overall productivity.

Our commitment to triple our impact began in 2017. We're approaching that from every angle. A comprehensive, supportive participant experience, creating opportunities to put people to work and continuous improvement toward operational excellence; these are our guiding pillars to reaching the ultimate goal.

These pillars are reflected in examples of what we will achieve:

✔ **Establish an Alumni Ambassador program and four participant social events** to increase personal connections and levels of inclusion

✔ **Expand our employment tracking services** for placement to three years, while remaining connected and providing services to 70% of all placements

✔ **Grow our Benefits Consulting enrollment to over 1,000** with 75% of those enrolled receiving benefits within three months of completing the application

✔ **Catalyze job growth with two new business engagements annually**, further diversifying the opportunities for those seeking employment in Metro Atlanta



We are so grateful to the generous donors, key stakeholders and Board of Directors who continue to support BDI's mission.





BDI Empowers

BDI offers a continuum of support for individuals with disabilities of all ages, stages and levels of need. We stabilize families in crisis by illuminating the path forward. Through our Empowers programming, we help individuals achieve confidence, independence and hope in their future.

PROGRAMS:



Job & Career Programs:

- Evaluation & Career Planning
- Specialized Job Training
- Job Connections Services
- Customized Supported — Employment



Family Support Programs:

- Family Advocacy
- Benefits Consulting
- Georgia Community Trust
- Resources Coordination



Outreach Programs:

- Intensive Case Management
- Life Skills Training
- Behavioral Intervention
- Community Integration

BDI Employs

BDI offers a wide range of managed business services to meet the organizations' specific needs. We partner with companies, nonprofits and government agencies to create jobs for those with differing abilities, all while providing high-quality solutions.

SERVICES:

Facilities Management:

BDI provides end-to-end facilities management including janitorial services, grounds maintenance, painting, building repairs, stocking and general upkeep. Our experienced and meticulous approach allows you to spend more time focused on your staff and customers.



Administrative Services:

BDI offers secure mailroom management and other administrative services. You can trust BDI to manage your organization's sensitive areas like mail, security and data entry. Your privacy and security is our top priority.



Call Centers & Switchboard:

BDI has been a seasoned leader in call center and 24/7 switchboard operations for more than 22 years. We offer comprehensive and efficient services that operate from a customer-first perspective.



Supply Chain & Logistics:

BDI offers climate-controlled warehouses and high-quality storage in a safe and secure environment. Our customized packaging and fulfillment solutions give you peace of mind knowing your customers will receive their shipments without surprises.



Fostering Second Chances for CAREER GROWTH



Having worked in the banking industry in an IT executive role for more than 20 years, Cynthia Coleman had no intention of changing careers. But her plans suddenly changed when she was diagnosed with lupus and rheumatoid arthritis. Cynthia realized she couldn't continue to work as she had, so she migrated into retirement and spent several years volunteering using the nursing skills she'd gained during school.

Her desire to rejoin the workforce and be independent, however, spurred her to reach out to a friend who ultimately connected her with BDI and the opportunity to work in their call center. That introduction, Cynthia says, opened up a whole new life for her.

At first, Cynthia was uncertain about how reentering the workforce would go, especially since she now had a service dog. Those fears were quickly put to rest. She recalls, "From the time I walked into that door, [BDI] made me feel like I could do it. The people here were so receptive and supportive. The leadership team was incredible."

Cynthia mentions that even Hook, her 5-year-old service dog, is able to engage with the work culture at BDI. During new hire training classes, they speak to the new hires about what to be mindful of when working with people who have a service dog. That, she says, is important for others to experience and understand.

In addition to enjoying her work at BDI, Cynthia is grateful for the opportunity to socialize. "I feel like I'm a part of this world again," she explains. "I found that I'm in a place where I'm really making a difference. BDI has showed me that there are people that will work with you and do everything in their power to make you feel comfortable. Life does not have to be sitting at home, retiring and growing old with these disabilities. You need to be social."

Despite her unexpected career shift and health struggles, Cynthia is energized and hopeful. With BDI's help, Cynthia gained confidence to rejoin the workforce and now envisions a new meaningful future for herself: one that revolves around independence.





“ *I feel like I’m a part of this world again*
Cynthia Coleman





Just because I'm  disabled doesn't mean there aren't things that I can do

Kamala Milton

Plugging into the Power of P O T E N T I A L



Listening to music and having a thriving social life were always important to Kamala Milton, a New Jersey native who recently moved to Georgia with her family. She loves “everything from bluegrass to 80s pop,” and enjoys spending time with friends and going out to eat. In the past, Kamala felt limited in terms of independence and thus, access to her hobbies. Thanks to BDI, many of those limitations have disappeared.

“BDI has really changed my life. I mean I’m doing things I’ve never done before. I had no access to the 21st century,” Kamala recalls. BDI helped plug her in by getting her a computer and cell phone with social media capabilities and access to JAWS, a computer program for users with visual impairments.

Learning to be independent and rely less on others, like her parents, has been liberating. “I feel like an adult...an independent adult. I feel more confident. I feel much better about how I’m living my life,” Kamala reveals. “And even more importantly, my parents feel a little bit more at ease.”

Because of BDI’s outreach and employment services, Kamala is eager to attend concerts with her friends and has learned how to withdraw money from ATMs, shop online, and manage her personal finances. She also enjoys attending community integration events hosted by BDI like the Women’s Group and wellness groups.

Today, Kamala is ready to take her independence to the next level. She’s currently seeking employment using newly acquired skills, like how to complete job applications and interview. When asked about her dream job Kamala replies, “I’d really like to be a receptionist...you know somewhere where I could use my new computer skills and phone etiquette skills.”

“Just because I’m disabled doesn’t mean there aren’t things that I can do,” Kamala explains. Looking towards the future, she sees herself continuing her journey to independence alongside BDI and developing additional life and career skills. Kamala hopes that others are inspired by her story and connect with BDI to seek assistance in striving for independence of their own.



On the Path to Greater SELF-SUFFICIENCY



When 21-year-old Riley Casteel graduated from a Georgia high school, uncertainty lingered about what would come next for her and how she would get there. According to her mother, Lisa, resources available to those on the autism spectrum and their families are almost nonexistent after school.

Thankfully, through a friend, Lisa found out about BDI. First, Family Services provided financial support to help send Riley to camp. Then, Lisa and Riley received guidance on how to navigate the complicated Supplemental Security Income (SSI) program application process.

Qualifying for SSI was a giant step in the right direction because now Riley receives a monthly payment. "We use the money from SSI to teach Riley life skills and activities of daily living like paying rent," Lisa explains. That has helped Riley move forward in terms of independence and responsibility.

The Connect the Dots program, which focuses on job training and job placement, has helped Riley prepare to enter the workforce. And Riley's newfound confidence shows. She explains that she has learned how to find and apply to jobs and is currently waiting for a job interview.

When asked more about that, Riley reveals her passion for nature: "I love everything about plants and animals. My dream job would be working with animals."

Related to her daughter's desire and ability to be a contributing member of her community, Lisa firmly believes in inclusion for the betterment of society. "Kids like Riley have a lot to give and can provide some positive things for the workforce and for society. I think we just need to understand what that is, how to do it, and how to make that a positive experience for everybody."

Forging ahead towards the next life stage, Riley and Lisa remain confident that BDI will help propel them forward as they have in the past. Lisa advises families like hers to connect with BDI for the plethora of resources and support available.

Riley's parting advice to individuals like her is that "it's okay to be afraid. I was definitely terrified the very first time I applied to a job. But you have to take that first step. Trust yourself. And go for it."





“ *It’s okay to be afraid...
Trust yourself. And go for it.*
Riley Casteel

2019 Annual Report Financials

2018-2019 Year End

	2019	2018
Cash and Cash Equivalents	\$3,098,825	\$5,097,303
Restricted Investments	7,050,021	5,462,744
Accounts Receivable (Net)	2,312,275	2,351,263
Pledges Receivable	86,200	37,500
Property and Equipment	1,945,647	2,083,241
Inventory	41,909	45,649
Other Assets	161,797	219,250
Total Assets	\$14,696,674	\$15,296,950

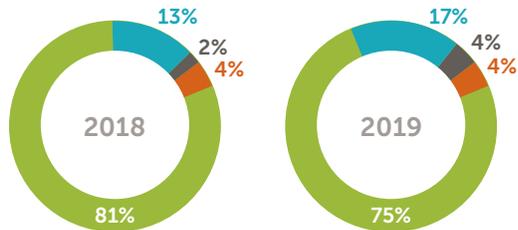
Accounts Payable and Accrued Expenses	\$819,902	\$1,264,885
Long-Term Debt	93,334	120,000
Total Liabilities	\$913,236	\$1,384,885
Net Assets	\$13,783,438	\$13,912,065
Total Liabilities and Net Assets	\$14,696,674	\$15,296,950

Revenues

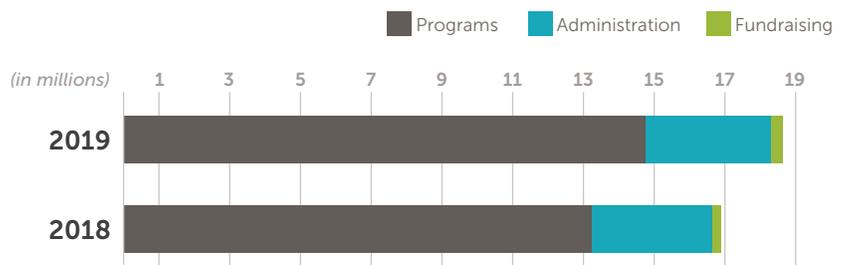
Income	\$18,646,861	\$16,449,800
Merger (AADD)		\$4,578,493*
Expense	\$18,775,488^	\$16,908,098
Net	\$(128,627)	\$4,120,195

* Due to a one-time, merger-related donation from AADD
 ^ Includes one-time expenditures related to merger with AADD

Income



Expenses



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