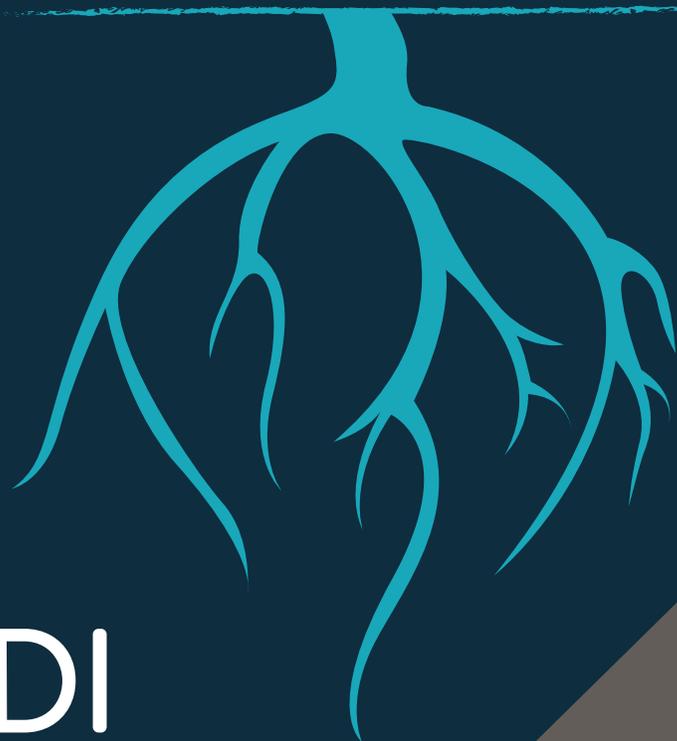




# RESILIENT & THRIVING

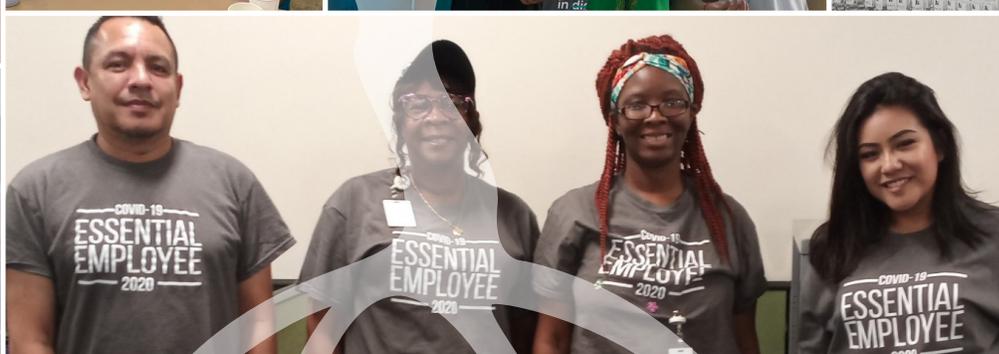
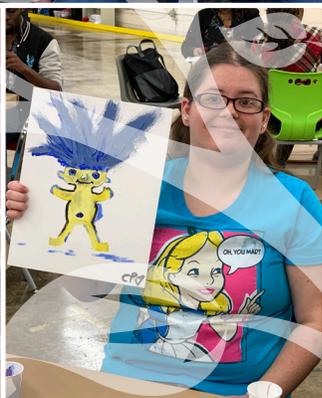


**BDI**

illuminating the possibilities  
in disabilities

**2020**  
ANNUAL REPORT

[www.bobbydodd.org](http://www.bobbydodd.org)



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# Letter from CEO & Board President



Dear Friends,

For BDI, this past year has been a testament to the resilience of our staff, the individuals we serve and our community of dedicated supporters. As we've joined you (and the world) in the fight against coronavirus, we have simultaneously continued our fight to ensure that those disproportionately impacted during times like these—people with disabilities—are still receiving lifechanging opportunities.

We've been able to do just that, taking necessary precautions all while seizing opportunities to grow BDI in a powerful way. Despite COVID-19, we've experienced net job growth of 44 positions through the year. BDI also purchased the neighboring property of our Atlanta campus to accommodate future expansion needs. And we saw an opportunity to leverage our nation's current landscape and expanded our social enterprises to include PPE, proudly helping both our staff and local communities withstand and sustain.

You'll see all of that and more in this year's annual report. We're energized by the stories shared on the pages that follow, each shining as an illustration of the lives we're changing and the lives we have yet to impact. You'll be inspired by our staff, participants and partners' commitment to not only diversity and inclusion, but also their commitment to persevere and flourish.

With your shared commitment and support, we look forward to continuing to champion those in the BDI family on their respective paths, impacting more lives and continuing to build upon the foundation on which the Bobby Dodd Institute was founded.

Sincerely,

**Larry Gluth**  
CEO

**Quinn Shearer**  
Board President



# Our Impact

# 1,368

Unique People Served  
(Agency)

## People Served Through our Programs

- 381 Benefits Navigation (BN)
- 1,160 Intensive Family Support (IFS) & Self-Driven (SD) Family Support
- 2 New Option Waiver (NOW)
- 250 Workforce Resources (WR)

*Note: # of individuals in multiple programs, 321*



# 101,776

Number of hours dedicated  
to providing Family Support  
in the past year

# 82%

Job Retention

# 87%

Average hourly wage increase  
for participants that received job  
placement assistance through  
BDI's workforce resources

## Focus Industries for Employment



Call Center/  
Customer Service



Facilities  
Management



Supply Chain  
Logistics



Retail



Food Service



Administrative



# How BDI Continued to Change Lives Amid COVID-19

We believe that nonprofits have played *and will continue to play* an essential role in COVID-19 response and community resiliency. Bobby Dodd Institute has created spaces for individuals with disabilities to continue to work and thrive. Here are just a few highlights of BDI's work since the pandemic began through the end of the fiscal year:



Increased the BDI workforce by



39<sup>TH</sup>,



40<sup>TH</sup>,



41<sup>ST</sup>



& 42<sup>ND</sup>

Added the

work sites



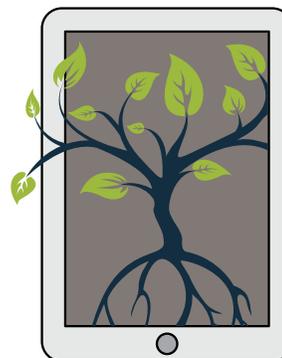
Pivoted mission delivery programs and support staff to a virtual landscape

Incubated a new social enterprise business line  
*(bottling hand sanitizer)*



Completed benefits navigation services to our

**1,000<sup>TH</sup>**  
ENROLLEE



Commenced a tablet device loaner program for participants

*Even in these uncertain times, we endeavor to lean into our mission and vision now more than ever. We strive to challenge every aspect of our business and services to ensure our work is impactful, inspiring, and influential no matter the obstacles faced.*



## 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*



# BDI EMPOWERS

## PROGRAMS:

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



### **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

*“When Nazir turned 18, he lost his Social Security and we had to go through adjudication to have it reinstated. Having his Social Security reinstated for his daily living was essential. I could not have done this by myself, as I don’t have the background or resources, but with the help of BDI’s Benefits team we were successful. He is an awesome kid, and I am glad that I have the ability to take care of him myself.”*

*– Maria, legal guardian of BDI participant*





# BDI EMPLOYS

BDI offers a wide range of managed business services to meet 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.



*"Even with a gloomy economy, partnering with BDI has energized our entire company. BDI stepped up in our societal fight against COVID-19 while empowering persons with disabilities during a time with skyrocketing unemployment. BDI is a role model for all organizations." – Michael Smith, Director of Finance, J&S Chemical*



## The Best is Yet to Come

Jacob Huggins has been a part of the BDI family for almost 12 years. When he graduated from high school, he knew immediately that he wanted to pursue a career.

However, he needed some help with how and where to start. He found that help at BDI.

After participating in BDI's Supported Employment program, Jacob landed his first job at Ingles Market. He worked 10 years in that role, fulfilling his dream of job security and ultimately independence, but he soon realized he wanted something new...something more. That desire led him back to BDI.

Jacob decided to make the job search leap, but there was one minor problem: COVID-19. He continued his search, though sometimes daunting, with BDI's help. In the process, he learned new skills, edited his resume, participated in mock interviews, strengthened self-sufficiency practices and even built life skills such as financial management.

"Jacob prepared for his interviews and was transparent about what he considered to be deficiencies," said Miriam Louis, Jacob's employment specialist. "He took redirection well and applied all feedback to the outcome he received—new employment!"



Jacob's hard work and determination ultimately paid off. In April 2020, he was offered a new job at Sam's Club as a cart and front-end clerk.

"I am thankful that Miriam encouraged and believed in me. She always reminded me to keep looking up," said Jacob as he reflected on his time at BDI.

Jacob is thriving in his new role and is eager to continue perfecting his teamwork and communication skills, all while overcoming challenges and obstacles. Although Jacob isn't sure of what the future holds, he says he is "still dreaming," certain that his best days are in front of him.





## Participant Takes First Big Step with BDI

Seven months ago, Isaiah Mathis began working at Publix, his very first job. His eagerness to learn the ropes and go-getter mentality instantly made him a standout employee. But for him, this was the culmination of years of hard work and preparation at BDI.

Isaiah joined the BDI family as a participant in 2018, receiving job training and support to assist with his dream of securing employment. He longed for the opportunity to provide for himself and pursue independence in new ways. BDI helped him get there.



"I am grateful that BDI was there, encouraging my son to do his best," said Isaiah's mom, Sonya Pittman-Mathis. "Sometimes our kids need to hear encouragement from someone other than their family. Thanks for being a part of his village."

With the leadership and support of BDI's employment specialists, Isaiah was able to strengthen his vocational, social and advocacy acumen.

"During his time with BDI, Isaiah demonstrated a willingness to put forth his best effort and accept support even in tasks that were challenging or not of strong interest to him," said Lyndon C. Wilburg, Workforce Case Manager at BDI. "With his positive attitude and our support, Isaiah was able to show general improvement, even in work activities that initially posed some difficulty for him."

Today, Isaiah is thriving in his role as a courtesy clerk at Publix. His duties include cleaning and sanitizing checkout lanes and bagging groceries.

"Having a job makes me feel good," he said. "I enjoy it."

Isaiah is excited to continue to grow in his career. His next big goal is to move into stocking at Publix. As for individuals who are inspired by his story, Isaiah's advice is simple: "Be nice, work hard."





The picture is of Call Center Director, Steve Beauford.



## Growing Through Adversity

While several industries have suffered during the coronavirus pandemic, the BDI Call Center—birthed from a partnership with J&B Medical—has experienced a significant amount of growth. Since 2015, BDI has worked with J&B to create opportunities and career pathways for veterans, individuals with disabilities and those with barriers to employment. Despite the challenges brought about by COVID-19, the call center has continued to successfully satisfy the staffing and customer support needs of J&B.

“Our call center team plays a critical role in the fulfillment of life saving medical supplies for J&B’s patient members,” said Ray Johnson, BDI’s Senior Vice President of Business and Administrative Services.



“While many companies were faced with a slowdown in business or closures because of COVID-19, J&B’s business increased exponentially. Our team continued to deliver the highest level of service as they supported J&B and fulfilled the BDI mission to serve. We could not be prouder of our Call Center Frontline Heroes.”

The call center leadership responded quickly to the coronavirus pandemic, facilitating on-site health screenings and daily temperature readings, implementing socially distanced workspaces for in-office team members and even offering virtual work opportunities for the first-time ever. It was clear from the beginning that the safety and health of the heartbeat of the call center—the staff—was top priority.

“During COVID-19, staffing has been presented with many challenges,” said Steve Beauford, Call Center Director. “As a team, we had open discussions, met those challenges head on and ultimately worked to ensure that the customers who call aren’t negatively impacted during this time.”

As J&B’s staffing and operational needs continued to grow, recruiting and training efforts at the call center also increased to meet the new demand. In May 2020, the call center launched a veteran-focused recruitment initiative aimed at supplying veterans with a means to independence and financial security. This initiative was a celebratory moment for both BDI and J&B, as the partnership between the two organizations was birthed out of a desire to support veterans five years ago.

The call center was rapidly growing—yes—but equally important, overall team performance continued to soar. In August 2020, the average customer wait time was 59 seconds, while the overall handle time from customer greeting to fulfillment was only six minutes.

Now with nearly 100 employees, the call center recently expanded its space in College Park, GA to 19,000 square feet. The new space currently serves as a training center for new hires.

“The BDI Call Center is making tremendous strides,” said Beauford. “I hope that we will be able to continue to experience this growth and look forward to adding new business in the future, ultimately opening more doors for our employees.”



# 2020 Annual Report Financials

## 2019-2020 Year End

	2020	2019
Cash and Cash Equivalents	\$4,620,557	\$3,098,825
Restricted Investments	6,920,242	7,050,021
Accounts Receivable (Net)	2,273,837	2,312,275
Pledges Receivable	0	86,200
Property and Equipment*	4,913,048	1,945,647
Inventory	21,146	41,909
Other Assets	89,220	161,797
<b>Total Assets</b>	<b>\$18,838,050</b>	<b>\$14,696,674</b>

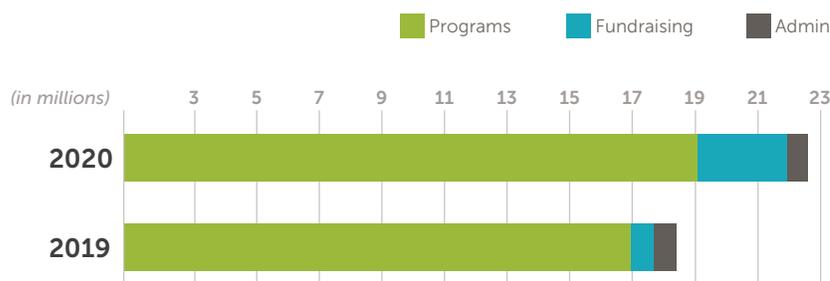
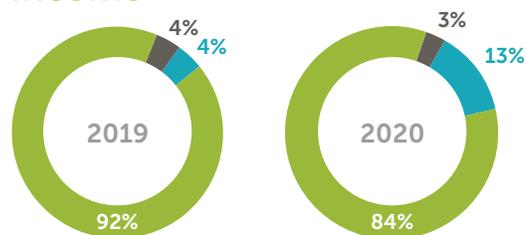
Accounts Payable and Accrued Expenses	\$1,293,781	\$819,902
Long-Term Debt	2,183,967	93,334
Total Liabilities*	\$3,477,748	\$913,236
<b>Net Assets</b>	<b>\$18,838,050</b>	<b>\$13,783,438</b>
<b>Total Liabilities and Net Assets</b>	<b>\$18,838,050</b>	<b>\$14,696,674</b>

## Revenues

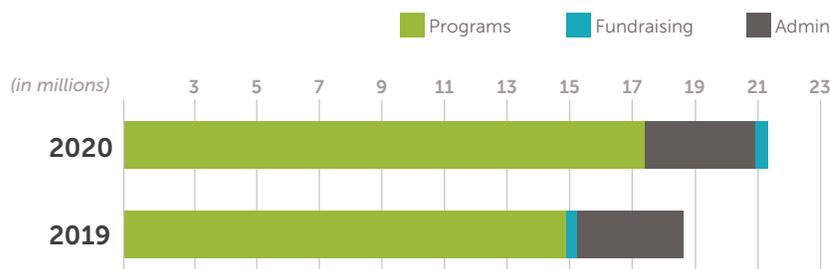
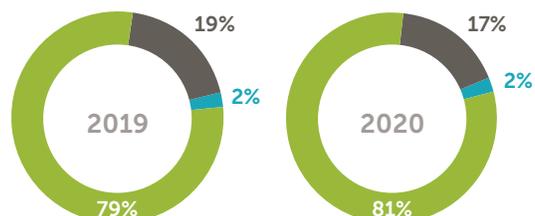
Income	\$22,853,527	\$18,646,861
Expense	\$21,276,663	\$18,775,488
<b>Net</b>	<b>\$1,576,864</b>	<b>\$(128,627)</b>

\*Figure includes purchase of property at 2130 Marietta Boulevard.

## Income



## Expenses





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# BDI LEADERSHIP

## – BOARD OF DIRECTORS –

### CHAIR

**Quinn Shearer**  
*Adams Capital, Inc.*

### VICE CHAIR

**Tammy A. Stanley**  
*The Stanley Law Firm*

### SECRETARY

**Charlotte Combre**  
*BakerHostetler, LLP*

### TREASURER

**Ron Shah**  
*Fuel50*

### IMMEDIATE PAST CHAIR

**David Essary**  
*Accord Systems*

**Stephanie Stephens**  
*UPS Capital*

**Kedrick N. Eily**  
*Aflac, Inc.*

**Jim Terry**  
*Bobby Dodd  
Charities Foundation*

**Michelle Blondheim**  
*Aprio, LLP*

**Robert LaChapelle**  
*CBRE Capital Markets*

**Scott Vanek**  
*SJV & Associates*

**Lori Chase**  
*First Horizon/IBERIABANK*

**Peter Lauer**  
*PEL Ventures*

**Andrew J. Tuck**  
*Alston & Bird*

**Leah Davenport**  
*Federal Reserve Bank of Atlanta*

**John McKenney**  
*McKenney's, Inc.*

**Tom Lamb**  
*Pharos Marine  
Automatic Power*

**Judith Moen Stanley**  
*Community Advocate/  
Freelance Writer*

## – SENIOR LEADERSHIP TEAM –

**Larry Gluth**  
*President and CEO*

**Ray Johnson**  
*SVP, Business and  
Administrative Services*

**Ilond Zombil**  
*Director, Operational Excellence*

**David Turner**  
*Chief Financial Officer*

**Todd Hermon**  
*VP, Development and  
Community Relations*

**Jerry Sutton**  
*Director, Learning and  
Organizational Development*

**Stephanie Bolton**  
*VP, HR, Learning and  
Organizational Development*

**Veronica Rohrlack**  
*VP, Administrative Services*

**Tracey Crawford**  
*Director, Organizational Support*





# 2020 ANNUAL REPORT



## BDI

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Twitter: @BobbyDoddInst

### GIVING

[www.bobbydodd.org/give](http://www.bobbydodd.org/give)

### WEBSITE

[www.bobbydodd.org](http://www.bobbydodd.org)