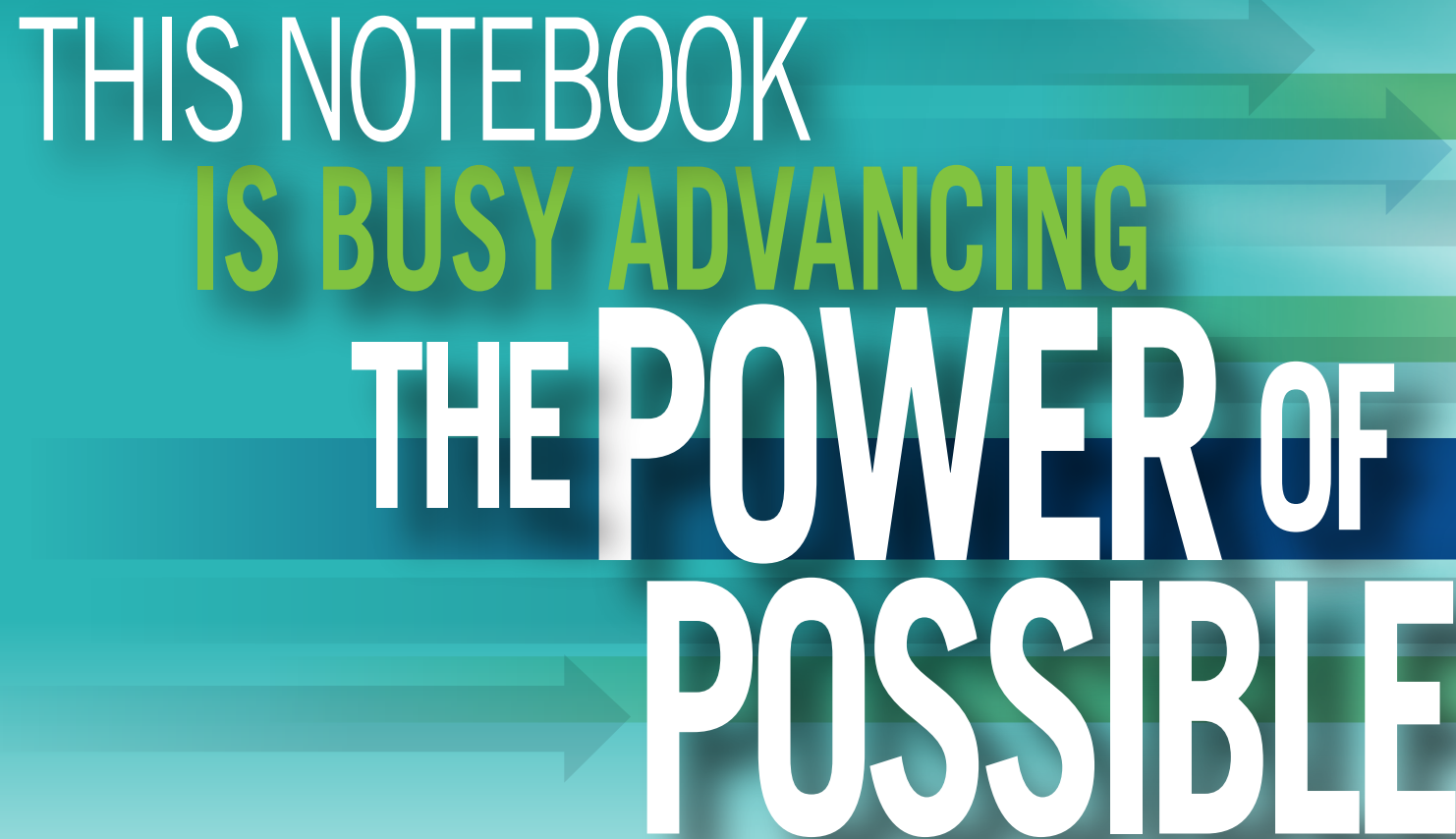


THE  
**FEDCAP**  
GROUP

THIS NOTEBOOK  
**IS BUSY ADVANCING**  
**THE POWER OF**  
**POSSIBLE**







## Dear Friends,

The year has been a remarkable one for our organization, culminating in the launching of The Fedcap Group — parent company to our growing, global network of leading-edge nonprofit agencies. Combined, we are broadening our programmatic strengths and increasing our impact. Leveraging the talent and experience of 4,300 board members and staff, The Fedcap Group is advancing the economic and social well-being of more than 320,000 individuals each year.

**Our goals for the future are admittedly bold.** We want to solve problems. We believe that the concentration of our capacity positions us to design, test and implement sophisticated solutions that can change the world for the impoverished and disadvantaged.

We know how to engage business in employing people with intellectual disabilities at competitive wages. We have built Web-based platforms and partnerships with foster parents that are changing the college entrance rates for youth transitioning from foster care. We have effectively leveraged technology to fight poverty, drawing down over \$5.9 billion on government benefits. We have built and supported a network of top tier, community-based providers who are meeting the diverse needs of veterans — enabling them to succeed where they live. We are breaking through community silos and helping women leave jail, find jobs and housing and change their lives. We have built an effective, replicable model for helping the chronically unemployed find value and pride in employment. We have designed on-the-ground, smart solutions for combating the opioid crisis plaguing our country.

### And we are not done.

We are changing the approach to **Early** Intervention and special education services for children with disabilities and learning disorders, building pathways to college and careers. We are building capacity to develop a community loan fund, allowing people with barriers to employment to launch their own businesses. We are expanding our staffing agency, bringing a turn-key solution to major companies interested in employing people with disabilities, the previously incarcerated, and those in recovery.

We are grateful to our founders; their entrepreneurial, innovative spirit still serves as our north star. And we are indebted to you, our board members, donors and funders, who support our efforts every day, in immeasurable ways.

Sincerely,



A handwritten signature in blue ink that reads "Christine".

**Christine McMahon**



A handwritten signature in black ink that reads "Mark O'Donoghue".

**Mark O'Donoghue**

# NOTES



***How wonderful that  
no one need wait a  
single moment to  
improve the world.***

— Anne Frank

# NOTES



***Even if you're on the right track,  
you'll get run over if you just sit there.***

— Will Rogers



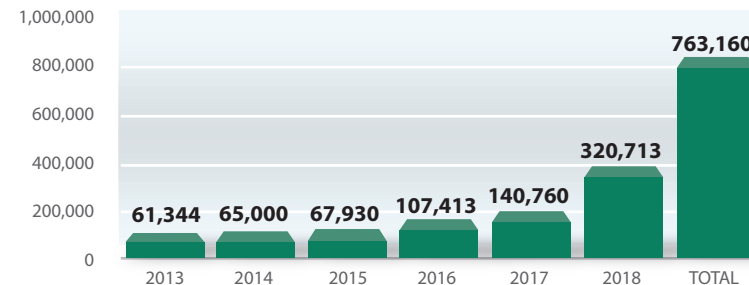
On October 1st, The Fedcap Group was established to serve as the parent company for our growing network of top-tier nonprofit agencies dedicated to advancing the economic and social well-being of the impoverished and disadvantaged. As the parent organization, The Fedcap Group provides a platform for its agencies to collectively demonstrate the Power of Possible, and to support them in delivering proven services and solving systemic problems.

The new structure gives us the ability to deepen our domain expertise in key areas of service — Economic Development, Workforce Development, Occupational Health and Education — and to utilize our growing geographic presence to broaden our reach and impact.

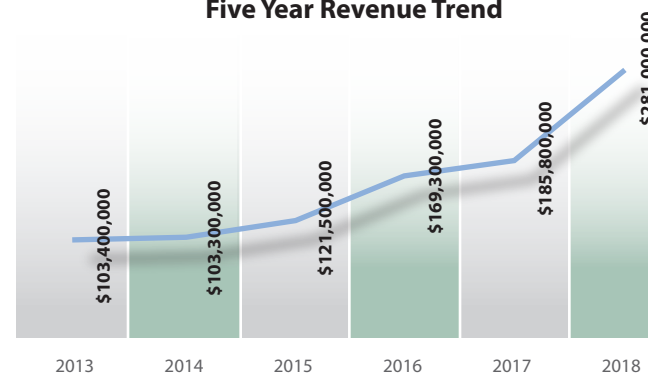
The companies of The Fedcap Group provide a wide array of services — improving the lives of the very young to the very old.

The Fedcap Group is committed to changing the world, one person, one system at a time.

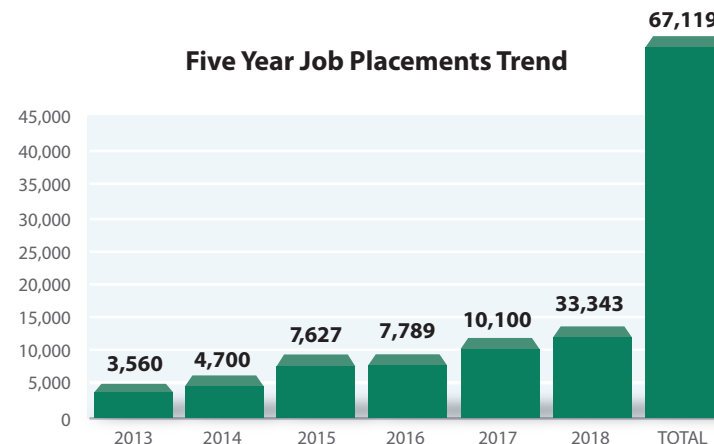
Five Year Individuals Served Trend



Five Year Revenue Trend

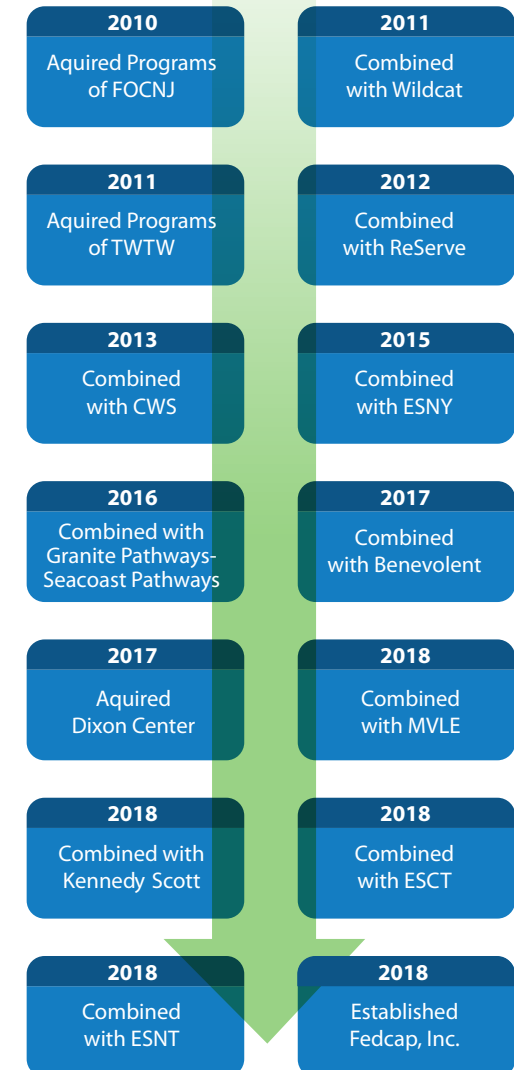


Five Year Job Placements Trend



# THE FEDCAP GROUP

History of The Fedcap Group  
Combinations



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# NOTES



***The best way to find yourself, is to  
lose yourself in the service of others.***

— Mahatma Gandhi



## Fedcap Rehabilitation Services is an architect of social impact and has been changing the lives of people with barriers to economic well-being for over eight decades.

Fedcap Rehabilitation has pioneered a unique and innovative approach to promoting economic well-being. Its commercially viable businesses — Manufacturing, Total Facilities Management, Document Management, Home Health and InSynergy™ Staffing Solutions — incorporate for-profit business concepts of supply and demand.

Its Total Facilities Management Company (TFM) is one of the leading nonprofit custodial and facilities maintenance operations in the country and has delivered quality custodial and facilities maintenance services to federal, state and commercial customers for over 35 years.

TFM contracts from the federal AbilityOne Program, ACCSES New Jersey, Ability Network of Delaware and New York State Industries for the Disabled (NYSID) result in the employment of 1,500 individuals with disabilities, spanning the Northeast and Mid-Atlantic, and generate over \$103 million dollars in revenue that is reinvested in education and support.

Its printing and document imaging company is growing steadily and has a growing body of new commercial contracts.

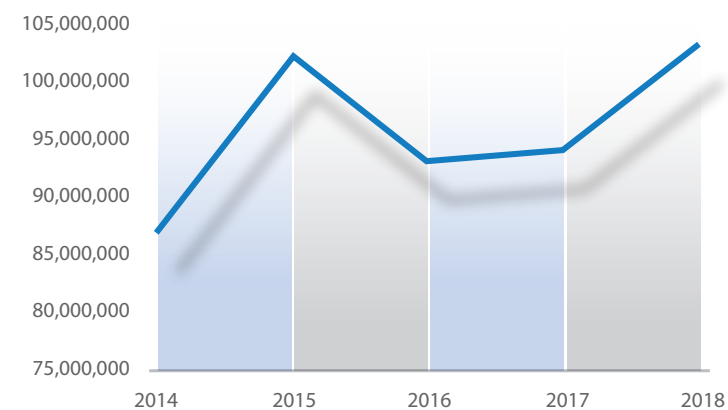
Manufacturing Lite Markers for the Department of Defense continues to be a solid source of revenue. And Home Health Services continues to place 350+ home health aides throughout NYC.

# FEDCAP

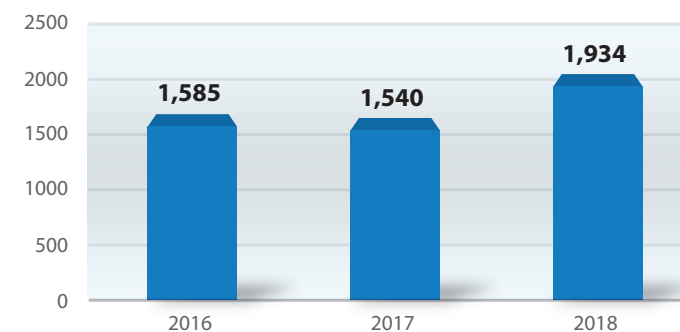
Rehabilitation

*Established in 1935*

**Commercial Business Revenue Trends**



**Number of People Working in Fedcap Rehab Businesses**



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the Blind

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









## Founded in 1972, Wildcat is a pioneering agency in helping the previously incarcerated and justice-involved with little solid work experience, move toward stability and promise.

Each year, Wildcat connects thousands of job-seekers with jobs ranging from entry-level to middle-management positions, full-time to flexible hours, and placements at small businesses to national companies. Wildcat has tested **Employer Based Training** programs with an array of our business partners — co-developing training programs that meet the exact needs of employers.

Additionally, many of those served have little to no work experience — especially if they were young when they entered jail or prison. Through temporary and targeted **Transitional Employment**, Wildcat affords hands-on experience under close supervision, helping individuals build a resume to entice potential employers.

In 2013 Wildcat launched its Neighborhood Improvement Program, which provides outdoor commercial and residential **clean-up** services to NYC Council Districts. In 2018, the Wildcat teams cleared snow from major intersections, bus shelters, fire hydrants and driveways of over 800 homes of older and disabled NYC residents.

This was the third year where Wildcat partnered with NYC Services and Emergency Management from the Mayor's Office, responding to 311 calls for emergency snow removal. The Neighborhood Improvement Program has succeeded in building close working relationships with 27 NYC Council Members, who are grateful for Wildcat's customized service plans tailored to the unique needs of their districts. This program has an annual revenue of \$2.3 million and provides transitional employment and on-the-job training to people with barriers including individuals on public assistance, court-involved individuals and residents of homeless shelters.

## This year Wildcat also launched the Women's Project.

For want of bail, many women remain detained at Rikers. And so they stay in jail...for long periods of time. The Women's Project is part of a unique partnership with public defender offices throughout NYC, Legal Aid and the District Attorney of New York. The partnership identifies and secures the release of these women. And when they get out, the Women's Project provides each woman with transportation assistance (MetroCards), connections to the services she needs such as food, clothing, housing, workforce training, employment and health care. To date, the Women's Project has served 56 women who might have otherwise remained detained.



*Joined The Fedcap Group in 2011*

At any given time,  
there are as many as  
**23 crews**, which  
include **80-120**  
**participants**,  
providing  
**revitalization,**  
**beautification,**  
and **clean-up**  
**services.**



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

THE POWER OF WORK

Wildcat

# NOTES

## Shauntae Klass



*"I want to be able to stand on my own two feet, to be a better role model, and not run away when things get hard. Wildcat has taught me how to believe in myself, and that with hard work, anything is possible."*

As long as she had money to get high, Shauntae was content.

*"I had no respect for anyone...most of all myself. I fell into a series of abusive relationships and one time, feeling angry and out of control, I set fire to my partner's front door. I was sentenced to six months at Rikers Island."*

When she was released from Rikers, she was given five years' probation and required to attend an outpatient treatment program.

The treatment didn't work. Shauntae wasn't ready.

*"I would ask for help, but the pull of drugs was just too strong."*

One day, Shantae hit rock bottom. She contacted her probation

officer who took her to Harlem Hospital. This time, she was ready for help.

Following treatment, Shauntae was referred to Wildcat and their Total Facilities Management training program. She likes custodial work—she finds it peaceful. It doesn't trigger her anxieties. She found a great instructor who mentored and helped her.

Shauntae graduated from the training program in April. She has been sober for two years and she now has a great job doing something she really enjoys. Shauntae has also been an active participant in the Women's Project. It provides her with educational support and peers who understand the struggles she faces. *"The Women's Project keeps me focused and moving in the right direction."*

*"I know I have a long road ahead, but I am proud of how far I have come. The drug treatment program and Wildcat's training program are the first things I have completed in my entire life."*





**ReServe** is an idea whose time has come!

ReServe was founded in 2005 by three visionary social entrepreneurs who set out to prove three things: first, that there is a population of interested, older adults willing to use their time and talent for the public good; second, that money makes a difference in engaging them; and third, that seeing the impact this talented cohort could make, nonprofits and public institutions would invest in them. **And they were right!!**

ReServe matches individuals 55+ (called ReServists) with the expressed needs of government and social services agencies to help fill critical workforce gaps. With ten thousand people turning 65 every day in this country, the pool of talent is endless! ReServists hit the ground running, bringing a tremendous work ethic, a "no-drama" attitude, and an amazing wealth of problem-solving experience.

**Since its launch in 2005 nearly 5,000 ReServists have been placed in government and community agencies.**

**ReServe is making a difference.** In addition to building capacity within the **not-for-profit** and government sectors, in 2013 ReServe established three social impact areas: Education, Health Care and Poverty Fighting. The vision is to leverage the skills and experience of ReServists to combat significant societal issues.

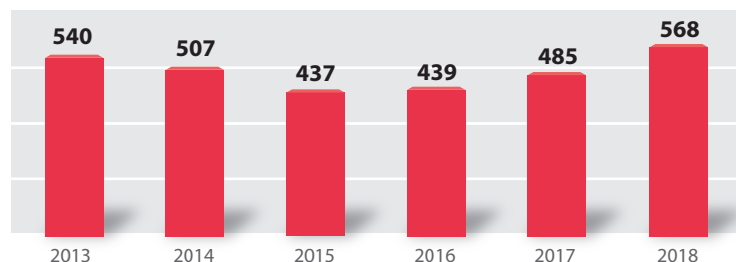
ReServists are helping families who have a loved one with dementia through their innovative Dementia Care Coaching program. Inspired by ReServe Director Laura Traynor, who passed away this year, this program is making a profound difference in the lives of families.

**ReServists** bring their professional expertise to work on part-time service projects in exchange for a modest hourly stipend. They want to work. They are committed to improving the life of their communities. **They model balance and social entrepreneurship. And, they are an expert pool for sourcing affordable talent.**

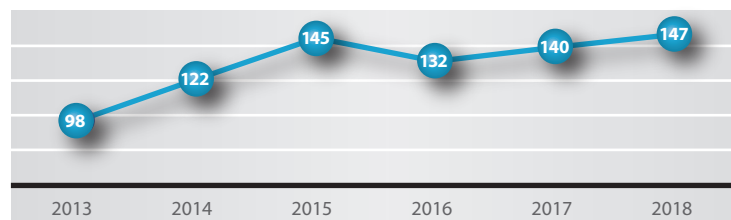
When you mobilize the expertise of this generation of innovators, the impact is remarkable and measurable!

In the past two years ReServe has launched in the states of California and Maine, and expects significant work in Texas in 2019.

**Year Over Year Trends in ReServists Placed**



**Number of Community Partners**



We cannot say enough about our Dementia Care Coach. We were heartbroken when our **Mom** was diagnosed with **Dementia Care**. We were not sure where to turn. We found ReServe and Cristina Pastor. She taught us about what to expect, she supported us during the rough times, she took walks with **Mom**, she danced and sang with her. She taught us that we did not really lose our **Mom** to this disease...we just had to find a new way to enjoy her."

**DR. PAUL PECHMAN**

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reserveinc.org

RESERVE

# NOTES

## Judy Birch



*"When you give, you get just as much back. I'm a ReServist because of the connection...to people, to causes, to communities. I'm in it to listen. And every day, I learn something I didn't know."*

Judy Birch doesn't like to sit at home. She is curious about everything and everybody.

She's spent her whole life helping people, and at 71, she isn't about to stop.

When the opportunity to learn to be a Dementia Care Coach became available, Judy jumped at the chance. She agreed to complete three days of intensive training.

*"I learned so much from the training and I felt like I could make a real difference."*

In her job as a Dementia Care Coach for ReServe, Judy serves as a guide for families and their caregivers as they navigate the unfamiliar—and often murky—waters of dementia. She helps connect families to resources throughout the community. She helps families understand that dementia, while daunting, can also be the beginning of a new kind of journey with a loved one. She has years of experience as a psychiatric nurse, and yet she keeps growing, she keeps learning, and she keeps helping.

*"Sometimes people just can't get anybody to listen. But I have found that listening is the secret to really helping. It is a small thing, but people are so grateful. And I am grateful. My medal for the work I do is the appreciation I get from families. I know I am making a difference."*

And, she's right.



# NOTES



***We have it in our  
power to change  
the world over.***

— Thomas Paine





Founded in 1877, **Community Work Services (CWS)** helps people who face barriers to work obtain employment and achieve greater self-sufficiency through innovative job training, placement and support services.

CWS founder Annie Fields was a transformational figure in the development of a professional approach to the delivery of social services. She applied business principles and efficiency to benevolent activities and charity work. For over 140 years, CWS has stayed true to the mission set by its founders while also expanding the scope of programs and widening the range of the populations and geography served.

The programs of Community Work Services are making a difference every day for people with barriers to economic **well being**. They include comprehensive workforce readiness activities, job placement and post-placement support and coaching. The Career Design School at CWS is focused on helping people obtain certification in high-growth sectors such as Culinary Arts, Total Facilities Management and Hospitality. For nearly 50 years, CWS has operated highly effective and entrepreneurial commercial businesses, contracting with companies around the city of Boston, providing Mailroom Services, Property Management, Warehousing and Packaging and Catering.

***Some noted customers are:***

- Marble Harbor
- Trillium Asset Management
- The Nest Group
- Paul Revere House
- Sunstein, Kahn, Murphy and Timbers
- New England Board of Higher Ed.

CWS also has a long history of serving people with Intellectual and Developmental Disabilities (I/DD) and delivering innovative services designed to help them achieve their greatest potential. The agency is laser focused on helping individuals of all abilities obtain living wage jobs.



**Community  
Work Services**

On the way to work

Joined The Fedcap Group in 2013

**1,400** people  
served

**780**  
people placed in  
competitive wage  
jobs with **28%**  
at **\$20.00** per  
hour and higher

**230** people  
graduated from  
our Career Design  
School



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[cwsnewengland.org](http://cwsnewengland.org)

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Massachusetts Rehabilitation  
Commission

Department of Transitional  
Assistance

# NOTES

## Collette Divitto



Collette Divitto is one smart, tough cookie. She has become an international celebrity. When she dreams a dream, it becomes a reality. Between her persistence, her work ethic, her humor, and her spirit, Collette is an inspiration to all who meet her.

Collette was born with Down Syndrome. Since she's been working age, she couldn't find a job. No one would hire the now 28 year-old, even though prospective employers acknowledged her can-do attitude and her skills. *"They just said I wasn't a 'fit,'"* she laments.

*"I decided if no one was going to hire me, I'll just do it myself."* She started her own business, fueling her passion for baking and her very secret recipe for chocolate chip cookies. Today, Collette's Cookies adorn the shelves of stores nationwide. Her business has taken off, supported by her employees, most of whom live with disabilities, and supported by a robust partnership with Community Work Services (CWS) in Boston. **She has garnered international fame.**

While Collette's mission is to get as many of her cookies on store shelves as possible, it is also to demonstrate that people with disabilities make excellent workers. She knows all too well the statistic that 82% of people with a disability cannot find work and thus live independently, even though they are perfectly capable.

In her quest to grow her business and to hire more and more people with disabilities, Collette needed a strong and willing partner in her effort. That's where Community Work Services came in. Collette saw in CWS a perfect partner to help her fulfill her mission. She moved her entire kitchen and distribution enterprise to CWS. And, she hires many of the CWS participants who have been difficult to place to help run her operation.

*"It's a win-win for everyone,"* said Craig Stenning, CWS Executive Director. *"Collette is looking to create partnerships like the one she has with us all across the country. And knowing her, it won't be long before she's replicated our model all over the world. Anything is possible!"*

Between her own extraordinary entrepreneurship and her partnership with CWS, Collette is blazing trails where none had existed.

**Check out Collette's website at [www.colletteys.com](http://www.colletteys.com)**







*Joined The Fedcap Group in 2015*

At Easterseals New York, teams of therapists, teachers, case managers, job developers and other health professionals help people overcome obstacles to independence and reach their personal goals.

One of Easterseals New York's major programs is the Kessler Center in Rochester — a comprehensive, special education school offering educational services for students with developmental disabilities. Nearly 70% of the students have a diagnosis of Autism. **In the past fifteen years, nearly 600 students have received the highest quality education and preparation for living in the community.**

In 2018, thanks to the generosity of donors, an incredible \$100,000 was raised to complete a beautiful playground. Not only does it serve as a recreational outlet for the Center's students, but the exercise and sensory experiences it provides play an important therapeutic role in their health and development.

Children and adults with disabilities and special needs find highest-quality services designed to meet their individual needs when they come to Easterseals New York.

### Generous Donors for the Kessler Center Playground

DENNIS KESSLER

ARNOLD & ANNE GRAY

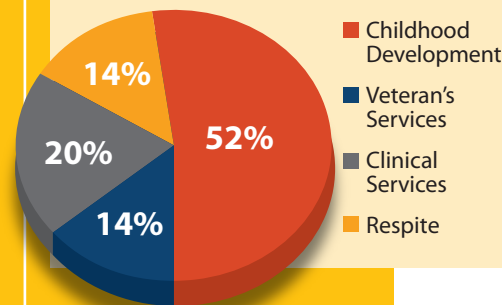
NARDONE ASSOCIATES

TRUST OF LOUISE ROTHSCHILD

SANDRA ATLAS BASS

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**Easterseals New York Service Array**



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## Judith Swanson



Judith Swanson was honorably discharged from the United States Army. But when she returned home after her service and her sacrifice, she couldn't find a job. She fell behind in her rent. She faced eviction. Homelessness seemed inevitable.

*"I had a specialty in IT. But still, no one would hire me. I am proud of my strong skills. Somehow it didn't seem to matter. It was pretty discouraging. And I wasn't used to asking for help."*

But Judith needed help. Luckily, she found the veteran's program at Easterseals New York. *"The support they gave me was more than I could have imagined. I met with their case manager, their social worker, and their employment specialist. They helped me put together a resume and helped me share it with various employers. They even gave me MetroCards to help with transportation."*

Judith got busy fast. She applied and interviewed for several positions.

Her team at ESNY rallied around her. They focused on helping her find housing while continuing their support with MetroCards and gift cards for groceries as well as helping her continue her job search. They held mock interviews. But still, she wasn't getting hired. It turns out she wasn't presenting as well as she could because she hadn't had the time or the money for a haircut. She looked unkempt. So the Easterseals staff helped her find a hairdresser that helped her present more professionally.

*"There was no area of my life where Easterseals didn't help me."*

In one week, she interviewed for three different jobs and got offers from all three. Now she's working as an IT employee at a help desk for a major software firm. She is making a good salary and has full benefits. She has a new apartment on Staten Island. And she looks great.

*"I really thought I was headed to homelessness. Things are different now. Thanks to Easterseals, I have a job and an apartment, and my confidence has come back. I know that I have a great future in front of me."*

# NOTES



# NOTES



***Help one another; there's no time like the  
present and no present like the time.***

— James Durst





Every day, more than 115 people in the United States die from overdosing on opioids. This national crisis is blind to socio-economic status, race, creed, gender or ethnicity.

**Granite Pathways is on the ground — making a difference.**

The Regional Access Points program serves as a source for screening and referral for individuals and families struggling with addiction.

**This year the Granite Pathways team responded to 2,098 calls for help and support.**

Safe Harbor Recovery Center is a peer-led recovery center, open to anyone impacted by addiction, including family and friends.

Last year, **2,533 individuals walked through the doors of Safe Harbor finding help and support in their recovery.**

Family Support Groups assist loved ones in managing the stress and pain that occur when a loved one is struggling with addiction.

**Last year, 1,256 families received support and a listening ear.**

**In November Granite Pathways launched a Substance Use Disorder Treatment Center for youth.** This state-of-the-art program, developed in concert with the Department of Health and Human Services, **will serve 144 young people each year,** filling a major need in the state's efforts to combat the opioid crisis.

The work does not stop there. **Granite Pathways provides education, job training, employment and career development** — all building toward long term economic **well being.**



**SEACOAST  
PATHWAYS**

*Joined The Fedcap Group in 2015*

**The Clubhouse gives me purpose ...my life is so much better now that I am not struggling alone."**

**WE BELIEVE THAT  
TREATMENT AND  
RECOVERY ARE  
POSSIBLE.**

In 1948 six courageous men struggling with mental illness rejected a future where their only hope was institutionalization. Instead, they embraced the revolutionary idea that they could support one another in their recovery. They called their model *The Clubhouse*, and today individuals with mental illness throughout NH are healing through the encouragement they receive from their peers.

Seacoast Pathways offers *The Clubhouse* model of peer support through Portsmouth Seacoast Pathways and its Manchester Clubhouse.

**Over 60 individuals with mental illness are taking advantage of the support and encouragement they receive from Clubhouse members.**

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[granitepathwaysnh.org](http://granitepathwaysnh.org)

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# NOTES

## Heather Blumenfeld



*"I know I did everything I could for Teddy. But in the end, the disease took him. I miss him every day. But now...I have turned what was a terrible tragedy into something good."*

Heather Blumenfeld and her brother Teddy were 12 years apart, but they shared a bond ever since he was a little boy.

In high school, Teddy broke his hip during football practice. He was in agony. The doctor prescribed pain killers. And then he got hooked. It started with Percocet, then OxyContin. *"And then,"* said Heather, *"when he couldn't afford the oxies, he turned to heroin. It was cheap and easy to get."*

When Teddy went into treatment, he stayed clean for eight months. Then he relapsed. And relapsed again. And again. Six times, and for six years, Teddy rode the roller coaster between treatment and relapse.

Then, in June of 2014, he died of a heart attack related to his addiction. He was 33.

Today, Heather works at Safe Harbor Recovery Center, a vibrant program of Granite Pathways, where she helps support people in recovery.

Heather understands well the keys to being a strong advocate for those in recovery. *"We don't judge. We look them in the eye and we respect them. We care for them despite their vulnerability. We remind them that they are valuable and loveable."*

For Heather, losing Teddy was the catalyst for an entire career. *"I was a stay-at-home mom for a long time. But after losing Teddy, I knew I could offer hope and help to families and to lovely people like him. Losing Teddy was the worst thing that has ever happened to me. I miss him every single day. But because of him, I have found my life's calling. And I am making a difference."*



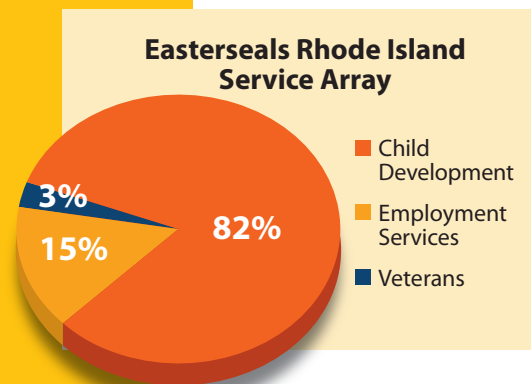
## Easterseals Rhode Island is growing at a fast pace!

This past year, in addition to early intervention programs that serve nearly 300 children annually, a large workforce program for people with intellectual/development disabilities became part of Easterseals Rhode Island. EmploymentWORKS! helps individuals with intellectual and developmental disabilities who have been working in sheltered workshops for much of their adult lives, move into competitive and fully integrated employment within their communities. Today 65+ individuals with intellectual/developmental disabilities are working — and no one thought that they could!

### **At EmploymentWORKS! participants:**

- Tap into their strengths and personal resilience;
- Practice work-readiness skills through our proprietary Get Ready!™ Curriculum;
- Develop strong ties to the community, forge friendships, and access resources;
- Participate in our signature Connect2Careers™ program, where participants learn about career options, and conduct informational interviews with a large number of businesses;
- Engage in customized, employer-based training; and
- Obtain jobs in their chosen fields and climb the career ladder!

During the first three years of life... a child's brain develops rapidly. Much of who we become is the result of our experiences during those first critical years. Easterseals Rhode Island also has a robust array of early intervention services that enhance the development of over 430 infants and toddlers ages 0-3.



*Joined The Fedcap Group in 2016*



There are many things we don't understand, and many ways to unlock the brain and maximize function. Don't ever let anybody tell you it can't be done."

**Sally Fryer Dietz**

**"It hit me one day,"** explained Fiona's dad, Paul, "I saw Fiona trying to hold her bottle and she couldn't. It was that moment that I realized I would do anything to make sure she could do anything she put her mind to and, with Easterseals help, we are right on track! We are watching her grow and thrive just as we knew she could. **Thank you Easterseals!**"

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## Lemmy Fonseca



*"If it weren't for Rico's commitment and the help of Easterseals RI, Lemmy would still be bound to the house."* — Marisol Fonseca, Lemmy's mom

Four years ago, Lemmy Fonseca's cognitive and perceptual motor skill functioning were too low to measure. He couldn't grasp objects. He was unable to stand.

But today, Lemmy has a job.

In 2017, Lemmy's mom, Marisol, discovered the Easterseals program in Rhode Island, dedicated to helping people go to work. There, they met an extraordinary man named Rico Warren. Rico began working with Lemmy to help him improve his physical and cognitive capacity.

At first, Marisol was worried about how working side by side with Rico would affect Lemmy. He had previously only been close to family members. *"I was scared at first, but now I know Lemmy is in good hands."*

Rico works with Lemmy every single day — even helping him at his job site, not because he has to, but because he loves to. Easterseals' commitment and Rico's dedication to Lemmy has transformed Lemmy's life and it has changed his future.

Little things mean so much. Today, Lemmy can fasten his own seatbelt. He can get out of his wheelchair with little help. He can grasp a cup and drink water on his own. He has learned to eat soft foods he loves, like pudding and ice cream.

Lemmy's non-verbal communication skills have improved, too. He is generous with his hugs!

Lemmy loves his job at the YMCA where he wipes down exercise equipment. Each month, he takes on additional hours as his comfort level grows.

His mother exclaims, *"I never dreamed Lemmy would be doing the things he can now. Who knows what else the future holds? Now, I really do believe anything is possible!"*

# NOTES



# Sometimes it takes more than battlefield valor when veterans return home.

**Staff Sergeant Donnie Dixon gave his life for our country. Dixon Center for Military and Veterans Services is our way of never forgetting.**

The challenges in meeting the needs of those who served in the Armed Forces is overwhelming and continue to evolve. 250,000 depart active service every year, returning home with hopes of successfully transitioning to civilian life. Dixon Center for Military and Veterans Services is driven by a desire to assist returning service members, veterans and military families.

Dixon Center is a recognized voice and visible network for military and veterans services. **Dixon Center has reached more than 750 communities and over one million veterans and military families across all 50 states since our genesis in 2010.** In partnership with its network, it brings together people, resources and trusted expertise to transform lives.

Dixon Center will continue to serve our nation's service members, veterans and their families so they may succeed in the communities where they live.

## DIXON CENTER'S IMPACT:

- ▶ **220,000** veterans and military families supported annually
- ▶ **19,000** receive workforce development training and career placements annually
- ▶ Visible network of **23,000** community-based partners, organizations, and like-minded individuals who address obstacles
- ▶ Training and continuing education for **5,500+** human resource professionals
- ▶ Over **1,500** corporate relationships
- ▶ Presence on **7** military installations
- ▶ Community based outreach to over **750** communities in all **50** states



*Joined The Fedcap Group in 2017*

**Dixon Center** has defined the American model of excellence for the successful reintegration of our veterans and military families. From their tireless work in the Pentagon to the emergence of Dixon Center, the leadership inspires and encourages all of us to break down the silos and never forget to put veterans and their need first."

Dixon Center strives to provide timely support to and through its partners to best serve our nation's veterans and their families. With over one million active duty military returning home from service in the next few years, there is no time to waste.

**"Knowing your options and knowing [what resources] are available to you, that's what Dixon Center has given to us."**

**Marie and Sgt. Sean**



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# NOTES



## Tiffany Ford

When it comes time to hang up one's uniform, the transition to civilian life can be difficult. For Army Sergeant Tiffany Ford, coming home was challenging and overwhelming.

For so many veterans, finding meaningful, stable employment is the most daunting challenge of re-entry to civilian life.

*"When I first got back, it was a shock. I was so used to somebody telling me what I had to do. It took me the better part of a year to snap out of that,"* Tiffany said.

Tiffany took on as many as four jobs to make ends meet. And, she was taking classes. Her life was chaotic, unpredictable, and exhausting. *"I made it work, but it can get tiring trying to juggle everything."*

Tiffany turned to Dixon Center's Workforce Development program for help. Dixon Center engages in partnerships with community-based organizations throughout the country. Through their Utility Workers Military Assistance Program (UMAP), Tiffany got the education and the training she was longing for. *"I am a hands-on type of person. I am good with people. [UMAP] gave me the training I needed to safely complete each job."* It's a career in which Tiffany knows she can succeed.

*"This program is just so different. Even my mom has seen a change. I pull up to the school and see my classmates and I smile. It's just a different environment. Maybe it's because these are vets and we share similar experiences, or we just have that battle buddy type of spirit. This program is completely in tune [with what vets need]."*

Tiffany dreams of one day going into business for herself, *"something like construction or flipping homes or rehabbing buildings."* Because of her dedication to the UMAP course work, Tiffany is on her way to a full-time job in a career she loves.



Since 2007, Single Stop has served over 1.9 million households, drawing down \$5.9 billion in benefits forming a springboard towards long-term financial security and a pathway to the middle class.

Last year alone, Single Stop served 205,214 people, drawing down \$530,270,555.

Single Stop harnesses America's most effective anti-poverty tools to create economic mobility for low-income individuals and families.

Through a unique one-stop shop, Single Stop is breaking the cycle of poverty by tapping into and connecting individuals to existing yet underutilized resources, helping them attain higher education, good jobs and financial self-sufficiency. Meeting individuals on their terms, in the places they frequent most, like community colleges, food pantries and veteran centers, **its our model** offers a holistic approach to the wrap-around services that can change their lives.

Utilizing its own specially developed software, Single Stop initiates its case management expertise by screening individuals for eligibility of federal

and local benefits and moving on to tax preparation and financial and legal counseling. This coordination of access to services allows clients to form true partnerships with Single Stop, building a single repository of their needs, suggestions and successes.

In a 2018 study conducted by Metis Associates, **students who utilized Single Stop services, regardless of whether or not they were first-time in college, were more successful than their peers** who did not utilize Single Stop. Students persisted at rates as high as 11 percentage points higher than their peers, attempted more credits, earned more credits and had higher GPAs.

Single  
Stop

*Joined The Fedcap Group in 2017*

## Impact to Date



1.9 Million  
HOUSEHOLDS SERVED



10  
STATES



UP TO  
20:1  
RETURN ON INVESTMENT



5.9 Billion  
IN BENEFITS & RESOURCES ACCESSED



11% increase  
IN RETENTION RATE FOR SINGLE STOP  
COMMUNITY COLLEGE CLIENTS



2  
WHITE HOUSE SOCIAL  
INNOVATION AWARDS

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TM

# NOTES



## Mark Gonzalez

*"I almost died. I had a 50-50 chance of surviving at all. I was lucky. Single Stop helped give me a second chance at life."*

Mark Gonzalez drives and dispatches limos for a living in New Jersey. Less than a year ago, the 58 year-old needed open-heart surgery and he wasn't sure he would survive. *"I had no income. I had no benefits. I was scared. And then there was paperwork for disability. It was just overwhelming. Even if I survived, I wasn't sure how I would make it."*

Mark's anxiety and stress about finances didn't help in his recovery. He was exhausted and discouraged. But then he found out about Single Stop.

*"If it weren't for Greg and for Single Stop, I don't know where I'd be."*

Greg is one of the many people at Single Stop who spend their days helping connect individuals to the resources they need. For Mark, Greg helped connect him to needed money to cover the time lost on his job. Helping Mark navigate the system may not seem like a life-altering path, but Greg made it so.

*"Greg collaborated with my employer. He didn't just call them on the phone or send an email. He went there in person to get information. He went there as often as he had to to make it happen. He hung in there for me. He helped get me back on my feet. And it has made all the difference."*

His work with Single Stop has changed Mark's outlook on life. Something shifted for him, and now he feels optimistic and excited about his future in a way he hadn't before the surgery. *"Greg and Single Stop have turned me around. I am getting better, I am doing great, and I have lots to look forward to!"*





*Joined The Fedcap Group in 2017*

Sometimes the difference between having a place to call home and being homeless **it** is just the down payment on an apartment.

Benevolent's technology platform makes it possible for low-income individuals and families to access the support they need to overcome one-time barriers to pursue their goals.

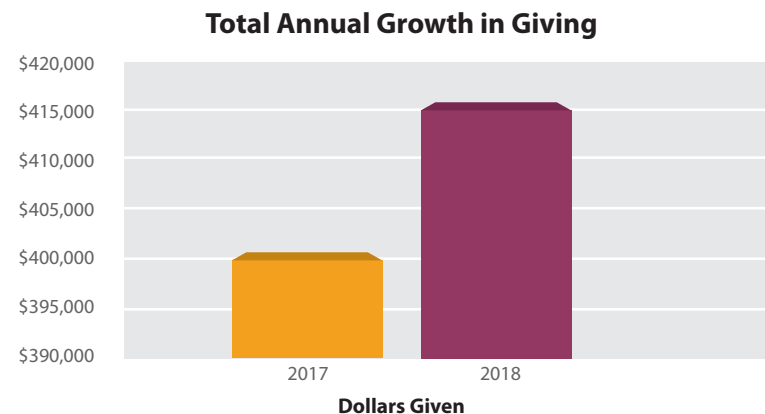
When Benevolent launched seven years ago as a small startup, one could not have predicted that our country's digital, human and political trends would bring us to where we are today.

Benevolent builds and supports both sides of the giving marketplace, including bringing the caring donors to the table to support individual needs. And it's working!

Benevolent's growing community of over **7,023** caring strangers have met over **80%** of the needs posted to the

Benevolent site, supporting more than **952** individuals with over **\$415,000** in funds.

**30%** of those supported were homeless or precariously housed, while over **25%** met needs directly related to furthering their education.



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benevolent



# NOTES



## Madeleine Garcia

*"Benevolent made a difference in my life... and I will pass on the good will to others."*

Madeleine Garcia is resilient. She is optimistic, empathetic, and easily shares her open heart. And, she has plans for her

future. Sadly, this was not always the case. When Madeleine's husband died, she fell into a deep depression. She turned to drugs to help ease her sadness. Then she couldn't stop.

Last year, she reclaimed her resilience and her strength. She sought help through a women's treatment center. She decided to turn her own struggle into service by becoming a Certified Recovery Support Specialist where she can advocate for people struggling with mental illness and substance abuse. *"I hope to empower others to discover their own strengths and motivate them towards a path of self-sufficiency. If I can do it, they can do it."*

Madeline had the will and the optimism to pursue her goal. But she lacked one very simple but essential tool for completion of the CRSS certification: a laptop computer. This was a tool she needed to complete her studies, webinars and online research.

With the help of an advocate at the women's treatment center, Madeleine turned to Benevolent to help. She told her story online. **Hers** was so compelling that she attracted 14 donors to support her purchase of a laptop. Owning her own laptop meant the difference between succeeding in the program or not.

Madeleine is so grateful for the help from Benevolent. *"I am ecstatic that now I can concentrate on becoming a Certified Recovery Support Specialist. Thanks to Benevolent, and the support of 14 people I may never meet, I've regained my passion for life and the compassion to help others."*



## MVLE's mission is to create futures one person at a time for people with disabilities

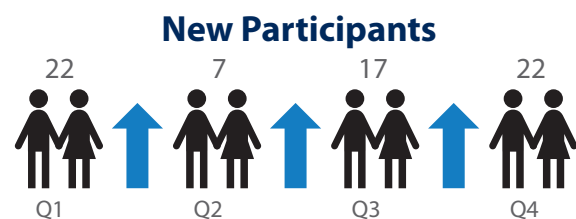
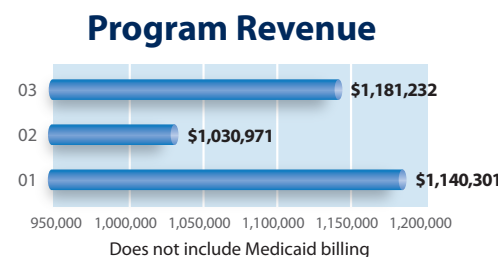
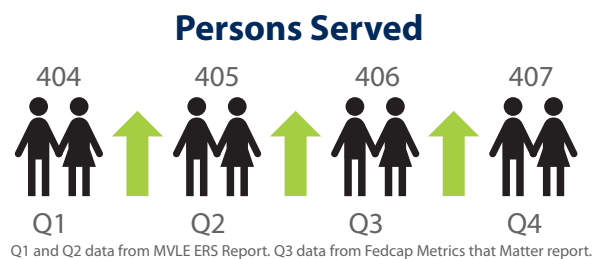
Research backs up what people assumed all along — that health and happiness really are connected. MVLE offers great

opportunities for individuals to improve their health. Any day, you will find classes in Yoga, Zumba, Dance, Nutrition Focused Cooking, Stress Relief Techniques, Music Appreciation, Book Club and Horticulture, or you will find groups heading out for Therapeutic Horseback Riding.

**MVLE Moves is a movement class where each week 200 individuals enjoy the joy of movement.** Success of its movement classes encouraged it to launch an additional creative outlet — a performance ensemble comprising MVLE clients and professional actors. The 2018 show, 'All About Dogs,' is the latest chapter in the group's work. **The MVLE Moves cast of 30 individuals performed eleven shows throughout Northern Virginia.**

During the upcoming year, MVLE will launch a pilot Culinary Arts program that will include both training and an internship, providing participants a hands-on learning experience.

MVLE also offers Business to Business Solutions including Staffing, Total Facilities Management, Food Services, Document Management and Digital Scanning, Print, Fulfillment and Mailroom.



**Grant Applications**  
**\$18,750 (Received)**  
**\$172,000 (Pending)**

**ISE Support Hours**  
**634 Hours of Service**



*Joined The Fedcap Group in 2018*

MVLE's partnership with the AbilityOne program began in 1994. AbilityOne is a federal initiative that helps persons who are blind or severely disabled find employment. **MVLE is one of 600 community-based organizations in the AbilityOne nationwide network.**



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Working  
with Purpose

# NOTES



## Jennifer Mitchell

Jennifer Mitchell works with purpose!

*"I love my new job! I love my team. We have a good time together. And we support each other."*

Jennifer Mitchell is a charming, friendly, and talented 38-year-old. Whenever she talks, she smiles broadly. When she is not working, she is often found at the pool where she swims competitively. She even won medals at the Special Olympics. *"I LOVE to swim!"*

When Jennifer came to MVLE, the staff immediately saw her many skills and talents. "She has a great memory and wonderful attention to detail," said one of her case workers. "She brought with her a super attitude and skills that could immediately transfer to the workplace."

For over ten years, Jennifer worked with MVLE in a setting in a retirement community where she was closely supervised, and she was not competitively employed. She thought it would always be this way. Sometimes it is hard to dream big dreams.

**But the staff at MVLE knew she could work independently in the community.**

They met with Jennifer and her family and encouraged Jennifer to apply for a job they had identified that was "perfect for her." While Jennifer was a little nervous at first, she said she'd be willing to give it a try. This transition would mark a big change after working for a long time in a sheltered employment environment.

**Now and then, all you need is someone who believes in you.**

**Jennifer applied for a job and was hired!** With great enthusiasm and a huge smile, Jennifer now says, *"I love my new job!"* Securing paid employment working alongside others has made a huge difference in Jennifer's life. Navigating the application process, arranging her own transportation, and working alongside a busy team, she has gained confidence and even more independence. And her team at MVLE say, "Jennifer is determined to always give 100 percent."

Jennifer is enjoying her independence and making new friends. MVLE has helped Jennifer to go to the next level in her life and working with a purpose! *"Do I love MVLE?"* she asks. *"A big YES!"*



**Easterseals Central Texas** is committed to *changing the way the world defines and views disability, by making profound and positive differences in people's lives every day.* Founded more than **80 years ago**, the organization has grown to serve people with disabilities throughout the lifespan, as well as family members and caregivers.

Easterseals Central Texas provides an array of intensive and person-centered services in its Early Childhood Intervention program to babies and toddlers ages birth to 36 months who exhibit developmental delays or who have a disability.

Their team of early childhood specialists, therapists and social workers go to the children and families — wherever they are — to conduct evaluations and provide needed critical support services. These services meet highest standards and are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).

Easterseals Central Texas is also the lead agency and grantee for an innovative program collaboration involving local agencies, called the Texas Veterans and Family Alliance, providing mental health, case management, education and workforce development services for veterans and their immediate family members.

Each year, **Easterseals Central Texas** assists over **2,000** people with disabilities, family members and caregivers, providing them with over **16,000** discrete services.



*Joined The Fedcap Group in 2018*



The Easterseals team gave my family the tools they needed to help our daughter pursue her hopes and dreams."

**Mom of a ten-year-old girl with disabilities**

The **Early Intervention** team has made **6,165** home-based visits to **968** children, averaging **514** visits/month.

**1,141 Veterans** and **their families** received work readiness, mental health, educational and job placement services.

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easterseals  
Central Texas



## Felix Ramirez



Priscilla Ramirez has much to praise about Easterseals Central Texas. *"Easterseals has changed our lives. **After our very first visit with our speech language pathologist, Felix was able to say a complete sentence, 'I did it!' That gave us so much hope.**"*

Felix Ramirez is three years old. He has been working with the staff at Easterseals for a little over six months. He is supported by a team that works tightly together to ensure his skills keep growing.

*"Our Easterseals team has such passion and it comes through in every interaction with Felix. It is clear they really care about him. Each time they are with him we learn something new that can help Felix enjoy life a little bit more. Slowly we are seeing his wonderful spirit come alive in new ways. They are always ready with new ideas, and they work together. It really feels like a circle of support."*


The team is not only supporting Felix, but they are teaching his family how to structure their daily care and support. Their expertise shines through each interaction. *"They've taught us so many techniques that will help Felix. But more than that, they've explained how each of these activities helps him improve his skills. More and more, through their help, we are learning how to help Felix expand his abilities and we are learning what he might be feeling."*

Easterseals is in the business of improving lives every day. So many children like Felix are being helped because of the dedication, the passion, and the expertise of the Easterseals staff across Central Texas and across the country.

Priscilla agrees. *"Easterseals is a godsend, and we are all very grateful that we were able to have these amazing therapists in our home to help Felix!"*

# NOTES

# NOTES



***Unless someone like  
you cares a whole  
awful lot, nothing is  
going to get better.  
It's not.***

— Dr. Seuss





# Easterseals North Texas is an indispensable resource for people and families living with disabilities.

Throughout all of life's moments — from the extraordinary to the ordinary — Easterseals is here to help individuals reach for their full potential.

One of the unique features of Easterseals North Texas is that it provides several options of treatment for children who are diagnosed with an Autism Spectrum Disorder. Its programs use Applied Behavior Analysis principles — the gold standard in the treatment of individuals on the Autism Spectrum Disorder.

Johnny was enrolled in a preschool program for Children with Disabilities. Over the last school year, he was able to start spending time in general education kindergarten class! At the end of kindergarten, he was reading at grade level and met all benchmarks for math skills. He received an award for his performance in Music class. Johnny's parents are thrilled! He has made new friends, and teachers love him. The Easterseals team is sad to see him go, but could not be happier that he is thriving!

**And what we  
do for children  
is making a  
profound  
difference.**



*Joined The Fedcap Group in 2018*

---

**ESNTC** served  
**1,517** children  
and adults in  
FY 2018 and  
conducted  
outreach to over  
**3,328** families!

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easterseals  
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## Michelle Mora



When Michelle Mora was just under three years old, the doctors told her mother that she should consider taking Michelle off life support...her case was hopeless.

Michelle had been playing with her big brothers, bouncing on the bed and screaming with laughter. Then the laughter stopped. Michelle had hit her head on the corner of a window frame.

At first, Michelle was able to run to her mother for comfort. Her mom tucked her onto the couch and went to get her a glass of milk. Then Michelle's mother heard a thud. Michelle had crumpled to the floor. She was in a coma. The doctors didn't think she would make it through the weekend.

But Michelle did make it. She woke up. She spent eight months in the hospital and then contracted pneumonia and ended up paralyzed from the neck down due to an infection that never quite healed.

Her mother remembers, *"I was heartbroken knowing that my beautiful daughter would never again run to me for a hug. How do you explain to a three-year-old that they'll never play in the same way again? I was so scared for her."*

Michelle withdrew. She did not talk to anyone outside of her family for years.

Her family was desperate for help. And then they found Easterseals North Texas. The staff at Easterseals understood. They cared. As an adjunct to her other therapies, Michelle's case manager suggested she try a music therapy program. And then Michelle's world opened up. She found joy and a reason for living. Today she is a singer. And, according to her mother, she is also a typical teenager in all ways.

*"Easterseals went way, way beyond,"* said Michelle. *"Me, my mom, my family — we are so happy. I am so happy. I have no idea where we would be today if we had not found Easterseals."*

Last year, Michelle graduated in the top ten percent of her class. She wore the Honor Society and Upward Bound cords on her graduation gown. She intends to be the first person in her family to graduate from college. She plans to double major in Education and Languages. *"I want to be a teacher and help other children achieve their dreams."*

# NOTES





## Fedcap Inc. embraces work!

The Fedcap Inc. team has designed, tested and implemented a highly effective solution to the development of a skilled, reliable workforce. Through assessment, case management, work readiness training, rapid job placement and post-placement support, **Fedcap meets business-critical staffing needs and forever change the course of people's lives.**

Working in close partnership with business, Fedcap Inc. has created customized, employer-based training designed to develop the skills and characteristics that employers require.

## Fedcap Inc. served over 111,000 people in 2017

Fedcap, Inc. believes that all work is important and that work affords the best opportunity to learn valuable skills that lead to a living wage and sustained employment.

## The Fedcap Inc. team embrace the following five tenets:

1. Urgency, waiting is over, it's time to act
2. Ownership for one's own future
3. Learn by doing
4. Lifelong learning
5. Motivation through productivity

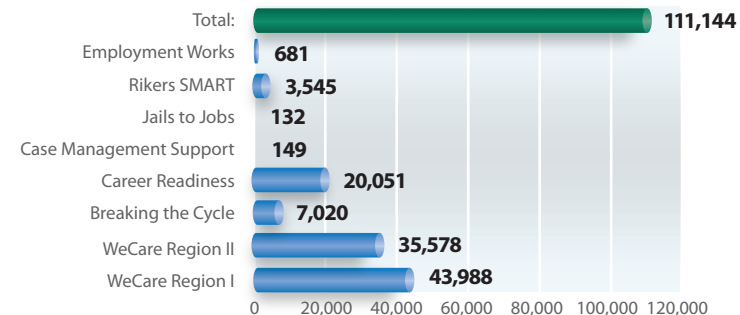
The Fedcap Inc. approach to improving economic well-being envisions integrated community-based solutions for a wide range of underserved communities, such as those with criminal justice backgrounds. Jail-based programming, which includes employment preparation and training, along with provision of key community support upon release from jail, is an effective combination for helping individuals succeed in work and successfully assimilate into community life, both of which significantly reduce recidivism.

**In 2018, Fedcap, Inc. was awarded two New York City government contracts, the Rikers SMART Program and Jails to Jobs, serving nearly 9,000 individuals.**

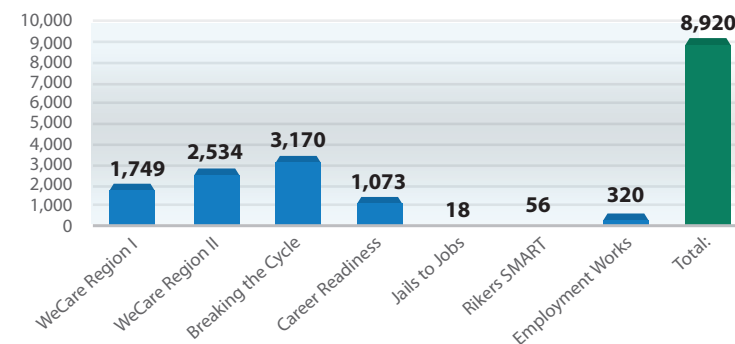
# FEDCAP inc.

*Became a company of The Fedcap Group in 2018*

### Total Participants Served in FY 2018 in Fedcap Inc.



### Total Job Placements in FY 2018 in Fedcap Inc.



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**FEDCAP**  
inc.



# NOTES

## Emmanuel Juwah



*"Fedcap is a great place to help kick start people into their dream jobs."*

Emmanuel Juwah is a man who likes to get things done. He is smart, and he is ever ready to take on new challenges. He will do whatever it takes to make things happen.

In November 2017, Emmanuel landed in Lewiston, Maine as an asylum seeker. He is from Nigeria and had been searching for a state where he would feel safe and where he could settle with his family.

In Nigeria, Emmanuel had worked his way up in a large bank from a Cash Teller's position to Operations Manager. When he got to the United States, **he had** very little English and he had no firsthand knowledge of the job-seeking culture of the United States. It isn't always easy for asylum seekers to fold into the U.S. workforce.

But Emmanuel is a quick learner.

His first point of contact in building his career was through Fedcap's Breaking the Cycle program in Maine. He attended a three-week orientation on "Power of Possible" job readiness and a financial literacy class. *"These orientations helped me understand the business ethics required for working in the United States."*

Emmanuel was deployed to a Lewiston-based program that specializes in supporting immigrant youth transitioning to Maine. The Executive Director was so impressed with Emmanuel's commitment and dedication that she offered to help him find a job in banking. *"She kindly forwarded my resume and spoke to bank managers on my behalf. Amazingly, I was selected to be an Assistant Branch Manager at Bangor Savings Bank."*

Emmanuel is quick to credit Fedcap for his success. *"My skills, confidence and abilities have been developed since my orientations at Fedcap. I am deeply grateful to the entire Fedcap team for their wonderful support and time. The staff are excellent professionals, friendly, and always ready to teach and impact knowledge."*

**"Thank you, Everyone."**





## The mission of Kennedy Scott is to support jobseekers in achieving their potential as they progress in their careers and lives.

Since 1989, Kennedy Scott, with 14 locations throughout the United Kingdom, has helped over 50,000 people into meaningful careers. Through a strong team network Kennedy Scott innovates solutions to deliver the best possible service to help every individual reach their aspirations and career goals.

The Kennedy Scott team serves individuals with most complex barriers. The team has strong rates of performance, which have garnered them top recognition throughout the U.K.

Kennedy Scott has an exceptional staff with ongoing growth, strong relationships with employers and customized Employment Recruitment programs designed to meet employers' needs.

Kennedy Scott has partnered with numerous employers, agencies and businesses throughout the UK to help place those they serve in jobs and careers. Quality is at the heart of everything they do. They believe in truly collaborative partnerships that allow for best practices to be shared not only by KS, but across its partnership landscape.

Kennedy Scott has designed the Circle of Support<sup>®</sup> service model, which customizes service delivery to each person served. The caseworker consults and gathers family, friends, professionals and anyone who regularly interacts with the individual, to work as a goal-focused team...outcome data indicate it is

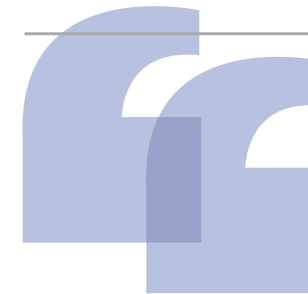


working! More people are becoming employed in living wage careers and staying employed!

# KS

## KENNEDY · SCOTT

*Joined The Fedcap Group in 2018*



The foundation and spirit of our work is built on creating trust and a safe place to grow confidence and skills. We meet people where they are and, together with our robust partnership network, help them achieve the promise of their abilities."

**Teresa Scott,**  
founder, Kennedy Scott



For her extraordinary service, Teresa Scott was awarded the Most Excellent Order of the British Empire by Queen Elizabeth. As such, she is forever designated OBE.

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[kennedyscott.co.uk](http://kennedyscott.co.uk)

KS

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## Liam Smith



Less than a year ago, 22-year-old Liam was suffering from severe panic attacks, anxiety and extremely low confidence.

Liam's anxiety disorder, which he has had since childhood, often led him to believe the worst was going to happen. He was also suffering from body dysmorphia and worried what others thought of his appearance.

*"In my day-to-day life, my anxiety would take control and make me sick, I would lose sleep and not eat for a few days at a time. I felt extremely depressed being unemployed. Every day dragged, and I wasn't fulfilling my need to work. Every job rejection sent me deeper into depression."*

Before finding Kennedy Scott, Liam had been working in a media apprenticeship, which he couldn't complete because his employers felt he just couldn't cope. But working alongside his advisor at Kennedy Scott, Liam's life began to change. Together they worked to build his confidence and motivation. He developed skills and the belief that he was going to find exactly the right job.

The turning point came when when Liam was offered an interview with The Odd Fellows, one of the oldest and largest "friendly societies" in the UK. They were hiring for the position of an Assistant Secretary. He was hired! *"As soon as I got the phone call, I called my advisor to tell her right away. It felt like all the pain, fear and stress had finally paid off, and, look! I am now in a job where I am happy."*

Liam's employer is a fan. She said, "Liam is a very pleasant, friendly, helpful young man and it is very important that members and customers feel comfortable and welcome. Liam is a great fit."

Through his sheer determination, Liam has seen a change in his life.

*"The Work Programme has helped me a lot. Kennedy Scott found strengths in me which I didn't see myself. At the start of my work experience I was scared that I was going to get things wrong as my anxiety makes me fear disappointment, but when I slowly got the hang of it, I felt stronger and stronger. Thank you Kennedy Scott team for pushing me and showing me what I can do."*

# NOTES

# NOTES




***Live today the way you want to be  
remembered tomorrow.***

**— Dillon Burroughs**



# NOTES



***As we work  
to create light  
for others,  
we naturally  
light our  
own way.***

**— Mary Anne Radmacher**

# STILL BUSY...



THE  
**FEDCAP**  
G R O U P