



brevard achievement center

# Star Bulletin

1845 Cogswell Street • Rockledge, FL 32955 • 321 632-8610 • fax 321 631-8207  
www.bacbrevard.com Winter 2009

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An Evening of

# Coffee & Chocolate

Over the past three years the Brevard Achievement Center (BAC) has watched its main fundraiser, Coffee & Chocolate gain in popularity. Hosting its 4th annual event, BAC anticipates over 550 coffee and chocolate lovers will fill the Cocoa Civic Center on:

**Saturday, February 28th**

**7 pm to 10 pm**

**Tickets are \$30.00 per person**

Featured are local businesses that generously provide samples of chocolates, coffees and desserts. Adding to the flavor of the evening is a silent auction as well as entertainment by The Dueling Piano's of Orlando. Proceeds will benefit programs and services to help people with disabilities in Brevard County. Proceeds will also support VSA Arts of Florida-Brevard. New this year, is a **Pre-Event Wine Tasting** which will be held at the Porcher House, adjacent to the Civic Center. There will be an hors d'oeuvre reception from 6 pm - 8 pm. Tickets for this event are limited and are priced at \$75.00 per person and include admission into Coffee & Chocolate. For more information about the Pre-Event Wine Tasting or the event, please contact Robert Gramolini at 632-8610 ext. 228.



**Tickets for the event can be purchased by calling BAC at 632-8610 or online at: [www.bacbrevard.com](http://www.bacbrevard.com)**

## PRESENTING SPONSOR - Southern Janitor

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• Ghirardelli Chocolates • Guylia Chocolates • Bob O'Connell's Rental Centre

## Success Story

The next time you call for operator assistance at Patrick Air Force Base (PAFB), don't be surprised if the voice on the other end of the phone is operator #13 to assist you. Anthony Davis is just one of many clients with a disability that are referred to BAC for Supported Employment Services. Anthony is a client of Employment Coordinator, Angela Sampson. During his last few weeks of attending the Adult Day Training Program at BAC, it was important that Angela find employment for Anthony. One of Anthony's employment goals was to get a job where he talked on the phone and an opportunity became available with the help of Anthony's support team at BAC. Anthony was able to get some training on the phones at BAC over the next few weeks. With that specialized training, Anthony would use it to his advantage to apply for a part-time job at the PAFB switchboard. Anthony was hired as an Operator in November and has stated to Angela that he enjoys his new job and looks forward to assisting you with your next call.



BAC client Anthony Davis, Operator #13, Patrick Air Force Base.

## Helping the disabled lead more productive lives Brevard Achievement Center Mission is Source of Great Employee Satisfaction

### By Linda Howard spacecoast Business

Dayle Olson, a special education teacher transplanted from Iowa and looking for a slight change in direction, came to Brevard Achievement Center (BAC) 24 years ago.

Like many employees who land at Brevard Achievement Center, Olson stayed. He became BAC's President and Executive Director in 1994.

One thing that makes BAC unique in the Brevard County business community, including profit and non-profit organizations, is its remarkable ability to hang on to its employees.

The Brevard Achievement Center, a non-profit, sheltered workshop, the main office of which is in Rockledge, is a rehabilitation center created specifically to provide employment for people with disabilities.

As an organization, its salary package never has been able to aggressively compete with the private sector, yet BAC maintains a high employee retention rate.

Ryan Rogers, Vice President of Administration, believes BAC's ability to keep employees comes from fiercely maintaining its mission.

"Our mission, is to assist individuals with disabilities achieve vocational and social independence. As staff, we feel good about what we do."

Chris Daughtery, Receptionist at the Rockledge center and long-term employee, said, "When I go home at night, I have a sense of accomplishment. I have made another person's life better. That is a good thing."

"As an organization, we live and breathe our mission. We are passionate about helping people to succeed. We do more than believe that others can achieve a more productive life; we make it happen," Olson said. "We live what we say."

According to Olson, new employee orientation centers on training staff about the BAC mission, explaining how the business strives to make the lives of others more successful.

"Another key element in employee satisfaction is the company's policy to take their ideas and suggestions seriously," he added.

"Our staff and the people we serve are intimately invested in the success of the organization because their proposals are taken seriously. While we may not implement each one, we always sincerely consider them."

This policy of listening is deeply imbedded. Almost 20 years ago, BAC clients complained to management that there was not enough work, and while the center's leaders believed that there were plenty of jobs, they listened.

A work study proved the clients right. There was a lot of down time and too much of the time, the clients were not being productive. Changes were made immediately, and BAC united with the Brevard County Board of Education to bring in adult education classes.

This radical change in direction resulted in better training, more productive consumers and new funding.

Olson and Rogers agreed that another factor which helps with staff contentment is the management's insistence that staff members leave their job at the job.

"This is not a 60-hour-a-week, kill-or-be-killed profession," Rogers said.

"Yet in many ways, working in the non-profit world can be more stressful than other professions. I insist that we work hard and play hard. Therefore, I want our employees to leave the job, go home and play," said Olson.

Rogers believes that preserving a positive environment is another vital ingredient to employee satisfaction.

"Years ago, there was a family feeling at BAC. As we have explained, that feeling has been replaced by a team of experience. We have lost some of the intimacy but the sense of a common goal has not been lost," he said.

During the years, the federal government has expanded its efforts to include people with disabilities in its contracting process, and BAC has aggressively sought and won several of these contracts.

More lucrative federal contracts have allowed the team spirit to thrive and the contracts have taken up the financial slack in divisions of the organization that struggle, fiscally.

Each component of them plays an essential function in fulfilling BAC's mission of bringing success to people who are at a disadvantage.

Shirley Ebelink, Vice President of Human Resources, said, "There is a sense of doing valuable work that invigorates all of us. We are directly impacting people's lives. Whether we are finding employment or teaching the basic skill of counting money, we are making the world a better place, one person, one day at a time."

## Letter from the President

**Happy New Year!** Already – the start of another year!! There are so many things that I am thankful for as I look back on 2008. In spite of a very difficult environment, to include - significant rate cuts and mandated reduction of services for the persons we serve – BAC continued to have another great year. Last year we served a record number of persons, more than 3,400! I am so proud of the staff, Board of Directors, and the support of our community making these services to persons with a disability possible. Another success was our start up of a new training and employment opportunity at the Kennedy Space Center. Today BAC has more than 100 workers at KSC – providing high quality custodial services to the entire facility! Also, Coffee and Chocolate, our annual fund raiser continues to be a highlight for the community! Last year, raising more than \$54,000, the fundraiser continues to help support programs for persons BAC serves. The year ended with our three-year review from CARF, the international accreditation organization. This process ensures to the people we serve and our community that BAC complies with stringent standards that make us the best of the best!

BAC is proud to announce that the agency began this year on a high note. In January, it was announced that BAC received a three year CARF international accreditation. The highest possible accreditation given by CARF.

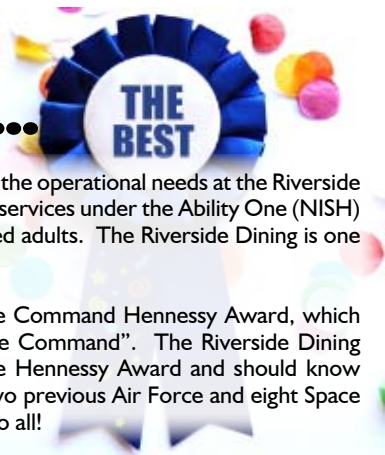
Now – 2009! With all of us continuing to work together – the new year will bring the persons we serve more successes!

**Dayle Olson, President/CEO**





## And the winner is...



BAC has been providing all the labor to complete the operational needs at the Riverside Dining Facility since July 1995. We provide these services under the Ability One (NISH) program. This program provides jobs for disabled adults. The Riverside Dining is one of twelve NISH contracts that BAC oversees.

BAC has recently received the prestigious Space Command Hennessy Award, which is given to the "Best Dining Facility in the Space Command". The Riverside Dining Facility is currently competing for the Air Force Hennessy Award and should know the winner in late March 2009. BAC has won two previous Air Force and eight Space Command Hennessy Awards. Congratulations to all!

# Center marks 40 years Achievement facility trains disabled workers

**By Patrick Peterson  
Florida Today**

ROCKLEDGE - Nichole smiles and concentrates, folding the shiny paper over a rectangle of metal to make a magnetic picture frame.

"This is easy," she said, taping the paper in place. "I love it because I'm earning money. I do a good job."

The 27-year-old is one of 700 disabled clients at Brevard Achievement Center who are learning skills that can help them find a job.

The Rockledge-based center, which helps about 3,500 people a year, will celebrate its 40th anniversary next month.

During her days at the center, Nichole, works part of the time, but she also learns computer skills and life skills, like writing a check and fixing a meal. Her day at the center is divided into six 40-minute segments; she has mapped out her schedule and chosen what she wants to do.

"They don't want to sit down and do the same thing all day," said Dayle Olson, President of Brevard Achievement Center. "So, twice a year, they sit down with their social worker and say, 'This is what I would like my day to look like.'"

In the past 20 years, the center's annual budget has grown from \$2 million to \$28 million. It has contracts in Brevard County, Fort Pierce, Fort Walton Beach and in Georgia and Puerto Rico. Olson came to work at the center 23 years ago and became president 15 years ago. His inspiration came in college, after he worked briefly with children who had disabilities.

"I always just knew I was going to work with individuals with a disability. That's all I've done," he said "We do good stuff here."

Brenda, 58, spends part of her day packing rubber gloves into boxes for the state Department of Corrections, whose employees use the gloves by the thousands when dealing with prisoners.

"I enjoy doing it," said Brenda. "It's not a hard job."

Many disabled clients "graduate" by finding steady jobs, while others remain in the program indefinitely, with the state paying for their study and training, Olson said.

About 145 clients work and attend classes at the center's Rockledge headquarters, while 400 to 500 work outside the center fulfilling twelve contracts that include custodial services at Patrick Air Force Base, Cape Canaveral Air Force Station and Kennedy Space Center, where a new contract on

Oct. 1 provided jobs for about 115 disabled workers.

The commissary contract, in effect for 17 years, covers shelf stocking, warehousing and custodial work. The Patrick Air Force Base Commissary was recognized as the Best Commissary in the World for 2008.

The center also works with Brevard County businesses to encourage them to hire disabled workers.

Carl Harris, Manager of the Dollar Tree on Merritt Island, has hired four workers from Brevard Achievement Center.

"What I got was a lot of training and a lot of follow up," Harris said. "They're very responsible and never missed a day."

Workers from the center have a great attitude and work ethic, and Harris, who was once honored as the center's Business Leader of the Quarter.

Harris said he finds it gratifying to see young workers "blossom" by learning new skills and gaining self-confidence.

"They give back as much as they get," he said. "If that's all it takes to help these kids, it's absolutely wonderful. How could I go wrong? It just works."

## Mission Statement

To assist individuals with disabilities achieve vocational and social independence.

## SUPPORTING BUSINESS OF THE QUARTER AWARD



### Ocean of Gold, Inc

Ocean of Gold, Inc., a business located in Rockledge, has provided BAC clients with work opportunities for the past three years. Richard Hurtado, VP of Production and BAC Staffer Bonnie Deason, with Philip and Sindee, Owners, who are fully committed to making sure that all BAC clients have a productive and successful workday that in turn contributes to their self-worth. BAC looks forward to the upcoming year and the continued partnership with Oceans of Gold, Inc.



Recognizing the month of October as The National Disabilities Employment Awareness Month and accepting the Brevard County proclamation, Jennifer Secor, VP of Employment Services at the Brevard Achievement Center far left, Brevard County Commissioner Mary Bolin, District 4 and Thomas Hargrave, Marketing and Development Administrator at the Brevard Achievement Center.

## Outcomes Measurement Year End Results

October 2007 – September 2008

- Clients in all programs (Adult Day Training, Supported Living, Supported Employment and Job Placement Programs) are achieving their Implementation or Vocational Plan goals. This reflects a lot of hard work on the part of both clients and staff.
- A.D.T. clients earned an average hourly wage of \$4.59, and worked an average of 4.9 hours per week.
- A.D.T. clients told us that it's important to have special events. Therefore staff did lots of planning, and 44 guest speakers, dances, parties and other activities took place at the Rockledge and Melbourne locations.
- 100% of Supported Living clients remained living in their own homes, with the support of their BAC coaches. The Supported Living clients received much training on becoming more involved in community activities.
- Group Supported Employment clients (some of those who work at PAFB and CCAFS) made good paychecks: The average hourly wage at PAFB was \$9.85 while at CCAFS it was \$8.32.
- Supported Employment clients (those who work independently in the community) worked an average of 14.8 hours a week, earning an average of \$7.61.
- Students placed in jobs through BAC's contract with the School Board worked an average of 19.6 hours a week.
- The current economy has had an impact on locating jobs for persons with disabilities. The number of job placements made throughout the year was less than anticipated.
- Clients in all programs expressed their satisfaction with the services they received, per the Satisfaction Survey results.
- Seven hundred ninety-four beneficiaries were provided with work incentive information through the Sea and Land Work Incentives Project. This number far exceeded the goal that had been established.



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how achievement works!

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