STATE USE LAW COMMISSION

2014 ANNUAL REPORT TO THE GOVERNOR

Letter from the Chair

STATE OF DELAWARE
COMMISSION FOR THE PURCHASE OF PRODUCTS AND SERVICES
OF THE BLIND AND OTHER SEVERELY HANDICAPPED INDIVIDUALS
(STATE USE LAW COMMISSION)

November 7, 2014

The Honorable Jack Markell, Governor
State of Delaware
Tatnall Building
William Penn, Street, 2nd Fl.
Dover, DE 19901

Dear Governor Markell,

On behalf of the State Use Law Commission (SULC), I am pleased to present you with our 2014 Annual Report.

We believe that every effort has been made by the Commission to exercise the extent of the State Use law and provide for increased employment opportunities among people with visual impairments and other disabilities. Moreover, we remain energized by your 2012-2013 National Governors Association (NGA) Chair's Initiative for people with significant disabilities.

During fiscal year 2014, the total gross wages earned because of the State Use Program were $4,474,770.77 with 592 individuals employed; it has been a successful year.

In the next fiscal year, our vision is to expand our marketing efforts and engage contracting agencies with a "door-to-door" approach so that we may continue to improve our outcomes for people with disabilities. We will look to new membership in the Commission and new ideas for even greater success.

Thank you for entrusting us to represent the advancement of Delawareans with visual impairments and other disabilities.

Respectfully

Debbie Harrington, Chair, State Use Law Commission

Cc: The Honorable Matthew Denn, Lieutenant Governor
The Honorable Patricia Blevins, Senate President Pro Tempore
The Honorable Peter Schwartzkopf, Speaker, House of Representatives
The Honorable Rita Landgraf, Secretary, Delaware Health & Social Services
The Honorable Bethany Hall-Long, Chair, Senate Health & Social Services Committee
The Honorable Michael Barbieri, Chair, House Health & Human Development Committee

Executive Summary

This annual report highlights the work of the State Use Law Commission, the entity overseeing the State Use Law Program. It details the benefits of the program for the individuals with disabilities served and for the State of Delaware during fiscal year 2013-2014. The program's current contract holders are the Delaware Association of Rehabilitation Facilities (DelARF), the Delaware Industries for the Blind (DIB) and Kent Sussex Industries (KSI). As a result of the combined efforts of the Commission, the State of Delaware and the contract holders, **592 individuals** with disabilities have acquired gainful employment during the year and earned **$4,474,770.77 in wages.**

592 people with disabilities employed

22 obtained competitive employment

371,317 total hours worked

$12.05 average wage per hour

$4,474,771
TOTAL WAGES EARNED

> **"WORK OPPORTUNITIES PROVIDED THROUGH THE STATE USE LAW ARE A CRITICAL COMPONENT IN THE ARRAY OF SERVICES AND JOBS AVAILABLE TO PEOPLE WITH DISABILITIES SERVED BY THE DIVISION OF VOCATIONAL REHABILITATION. THESE JOBS PROVIDE ECONOMIC SUPPORT AND AN OPPORTUNITY FOR INDIVIDUALS TO DEVELOP THEIR CAREER PATHWAY."**
>
> *– Andrea Guest, Director Division of Vocational Rehabilitation*

Strategy for Growth

While the Commission is pleased with the success experienced through State Use Law thus far, there remains tremendous opportunity to continue to expand the market and create additional work opportunities for persons with disabilities.

DEVELOP NEW CONTRACTS

The Commission is looking ahead at what opportunities may exist for the creation of new set aside contracts that will create additional work for persons with disabilities. By working cooperatively with agencies like Vocational Rehabilitation, Division of Developmental Disability Services, Office of Management & Budget, Facilities Management and non-profit partner agencies, we hope to identify appropriate growth areas that may represent opportunities for further improving employment outcomes for Delawareans with disabilities.

EXPAND THE MARKET

Aside from expanding the scope of the contracts offered through State Use Law, the Commission seeks the cooperation of other "agencies of the State" that may benefit from procuring products and services from existing set aside contracts; we intend to actively seek the participation of additional partners, some of which include…

- 57 incorporated municipalities in Delaware (Cities/Towns)
- 3 public colleges and universities
- State agencies that may not currently purchase goods/services available through State Use Law

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State Use Contracts

Eight products and services are currently classified as "set aside" on the State's procurement list; these contracts are awarded to three organizations committed to supporting employees with disabilities while providing for the procurement needs of the State.

Employment Impact by Contract*

Delaware Industries for the Blind

Rubber Stamps • Engraving & Promotional Items

22

Kent Sussex Industries

Document & Mail Preparation Services • Remanufactured Toner Cartridges

7

Delaware Association of Rehabilitation Facilities

Janitorial Services

295

Temporary Employment Services

264

Secured Document Destruction

4

*Individuals with disabilities employed this fiscal year.

> **EVERY DAY, WE EXPERIENCE THE VALUE THAT PEOPLE WITH DISABILITIES BRING TO THE DEPARTMENT OF HEALTH AND SOCIAL SERVICES. ALONG WITH THE MANY AND DIVERSE SKILLS THEY HAVE, INDIVIDUALS WITH DISABILITIES ALSO STRENGTHEN THE OVERALL CULTURE OF OUR WORKPLACES THROUGH THE EXPERIENCE OF INCLUSION. AS AN EMPLOYER, WE CAN DEMONSTRATE TO OTHER EMPLOYERS IN DELAWARE THAT INCREASED JOB OPPORTUNITIES FOR INDIVIDUALS WITH DISABILITIES DOES RESULT IN A MORE PRODUCTIVE WORKPLACE.**
>
> *– Cabinet Secretary Rita Landgraf – Department of Health and Social Services*

The Delaware Association of Rehabilitation Facilities (DelARF)

DelARF's State Use Program, with the guidance of the Commission, currently facilitates the development of meaningful work opportunities for persons with disabilities through three lines of business: Temporary Employment Services, Secured Document Destruction, and Janitorial Services. Under the auspices of the State Use Law, DelARF is able to develop, secure and manage the contracts established with agencies of the State and subsequently subcontracts them to qualified rehabilitation providers like Easter Seals, Goodwill of Delaware, ServiceSource, Connections and Chimes. The model proves to be a very effective means by which non-profit agencies as well as our rehabilitation partners in the State may increase vocational placement outcomes, develop affiliated training programs, support disability employment initiatives, and most importantly significantly increase the number of work opportunities made available to Delawareans with disabilities.

Temporary Employment Services

This contract affords two DelARF provider agencies the opportunity to place well-qualified candidates into temporary employment roles in 14 various classifications throughout many state organizations.

264 people with disabilities supplemented the State of Delaware's labor force in over 75 different locations

$2,336,127 earned by Delawareans with disabilities this past fiscal year – equaling an average wage of $12.57/hour.

SERVICESOURCE

Nestled next to the storied Fort DuPont State Park is the Governor Bacon Health Center, a sanctuary for Delawareans who receive long-term residential care in a 94 bed facility.

Here you will find two dedicated employees who also benefit from the State Use Law. The facility has a vast team of nursing staff, dietitians, physicians, custodians, administrative professionals as well as food service workers. While not providing direct care, the contributions made by Ginger McCann and Jameel Emanuel in the Food Service Department are no less significant. Both employees were hired through the recently set aside classification of Food Service Workers under the Temporary Employment Services contract.

Under the tutelage and guidance of the Food Service Director, Susan Pihs, Ginger and Jameel have quickly developed into "ideal employees." Susan has worked closely with Ginger, Jameel, and ServiceSource to help both employees realize their maximum potential.

GINGER AND JAMEEL HAVE BEEN GREAT AMBASSADORS FOR SERVICESOURCE STAFFING AND THE STATE USE PROGRAM; WE ARE EXCITED FOR THEIR SUCCESS.

– Debbie Talley, Assistant Director of Employment Services at ServiceSource.

After five short months, both employees are scheduled to transition to regular employment, at the State. Susan Pih's advocacy efforts to on-board Ginger and Jameel as

ServiceSource
A LEADING RESOURCE FOR PEOPLE WITH DISABILITIES

regular State employees "is the highest form of praise for the service we offer the State and speaks to the value that persons with disabilities have in the workplace," according to Paul Beane from the Delaware Association of Rehabilitation Facilities.

Owner of a cleaning business for ten years, Ginger was forced to surrender the business due to an increasingly

debilitating medical condition. With the help of Vocational Rehabilitation, Ginger was able to connect with the resources she needed to help direct her on a new career path. This path led to ServiceSource and a rewarding new career where according to Ginger, "the residents make you feel needed; they are like my family now."

As a defensive tackle in school, Jameel Emanuel was a force to be reckoned with. Although #67 was forced to retire from the game, he continues to provide protection to his team. His new teammates in the Food Service Department depend on him to support them in their efforts to provide for the dietary needs of the residents. According to Susan Pihs, "Jameel is a great asset to the team; he has a lot of energy and is a wonderful team player."

Congratulations to Jameel and Ginger for their achievements! The Commission wishes them great success as they move into the next phases of their professional development.

TEMPORARY STAFFING SERVICES – GOODWILL OF DELAWARE AND DELAWARE COUNTY

Patricia Williams

"PAT HAS BEEN A WONDERFUL ADDITION TO OUR IMMUNIZATION PROGRAM TEAM. SHE IS A VERY CONSCIENTIOUS WORKER WHO IS ALWAYS SURPASSING EXPECTATIONS. HER POSITIVE ATTITUDE AND FUN LOVING DISPOSITION MAKES HER GREAT TO WORK WITH AND JUST BE AROUND. WE'RE EXTREMELY HAPPY TO HAVE PAT WORKING WITH US."

– Fred Baily, Immunization Information System Manager at DHSS' Division of Public Health's Immunization Office

Goodwill Delaware & Delaware County

Fred Baily's testimonial above captures how truly valued Pat Williams' presence has become.

Mr. Baily's sentiment is echoed by seemingly all who have had the good fortune of interacting with Pat. From her Career Development Specialist who helped her develop the skills to get ready for work, to the Job Placement Coordinator who was responsible for introducing her to DelARF's temporary employment services opportunity, there was a consensus that Ms. Williams was bound to succeed. According to Rain Marrow at Goodwill, Pat was "constantly challenging herself to find solutions to problems" while participating in Goodwill's Computer Office Skills Training program.

It is Pat's commitment to finding solutions that led her to her position at DHSS. After collecting disability insurance benefits for some time, Pat realized that government assistance was not a viable solution in her situation. Pat wanted to return to work, and the solution to this problem presented itself through a referral to the Division of Vocational Rehabilitation (DVR). After consulting with Pat regarding her career aspirations, DVR connected Pat with the training she needed to be successful in the clerical industry where she had hoped to eventually work.

Pat has now been working in the clerical arena for two years. As a Data Entry Technician, Pat helps DHSS safeguard the public health by reviewing immunization records to ensure they are accurate. While Pat supports the public health efforts of DHSS, her co-workers are equally supportive of her needs and strive to create a culture that promotes success. It is apparent that through accommodation and personal dedication, the ultimate outcome is likely to be positive. Pat's supervisor, Jim Talbott, is clearly happy with Pat's performance, "I wish we had four just like her."

As Pat looks to the future, she hopes to ultimately obtain regular employment at the State through the standard merit process or through the Selective Placement program.

Secured Document Destruction

This contract helped ensure that the State's privacy needs are addressed and sensitive materials are destroyed in a manner consistent which began in 2012 with advanced security standards.

4 people with disabilities were employed by this program

$10.40 was the average hourly wage offered to employees

50,000 lbs of sensitive documents and materials were destroyed.

> THE STATE USE LAW HAS OFFERED INDIVIDUALS WITH SIGNIFICANT DISABILITIES ADDITIONAL OPPORTUNITIES TO PURSUE THEIR VOCATIONAL DREAMS. IT IS INSPIRING TO SEE MY FELLOW DELAWAREAN'S OBTAIN EMPLOYMENT, DISCOVER NEW SKILLS, AND DEVELOP NEW RELATIONSHIPS IN THE COMMUNITY. THE DIVISION OF DEVELOPMENTAL DISABILITIES SERVICES HAS BENEFITED FROM THE STATE USE PROGRAM BY EMPLOYING TWO CLERICAL SUPPORT PROFESSIONALS THROUGH THE TEMPORARY EMPLOYMENT SERVICES CONTRACT. THE INDIVIDUALS HAVE BECOME A VITAL PART OF THE DDDS TEAM BY IMPROVING CUSTOMER SERVICE AND INCREASING PRODUCTIVITY.
>
> *– Katie Howe (Assistant Director of Day Services) – Division of Developmental Disabilities Services*

The Commission is pleased by the cost savings that are generated by employing a population of people who may otherwise collect government entitlements.

>$1.4 million total savings realized in reduced entitlements and increased tax contributions this year

Janitorial Services

295 people with disabilities were employed by this program in this past contract year.

$9.39 was the average hourly wage offered to employees for providing commercial cleaning needs to 83 sites throughout the state.

203,970 hours were worked

CONNECTIONS

Marcella Williams

Marcella Williams' life has been fraught with adversity. Born to a family with 16 siblings, Marcella understood at an early age that life was a struggle. After she dropped out at the age of 14, Marcella soon turned to drugs and alcohol, was disconnected from her loved ones, and eventually became homeless.

It was not until Marcella received the intensive behavioral support services, offered by Connections over 20 years later, that she was able to turn her life around. With the right programming in place, Marcella was able to overcome her dependence on substances and transition to the world of work. Marcella is especially proud to have achieved and maintained her sobriety and she is equally proud to be employed by Connections through DelARF's Janitorial Services contract.

Marcella is currently providing cleaning services at the newly constructed Delaware City Division of Motor Vehicles where her superior performance is often recognized by the management at the location. Connections' Janitorial Supervisor Ted Sammons agrees, "Marcella has been an asset to the success of the Connect-to-Work program for Connections CSP. She is a model employee who strives to do her best every day. I am impressed by the lengths she goes to complete her assignments and the respect she has gained in the workplace as a result of her hard work ethic. I am very proud of her accomplishments within our organization."

As a result of Marcella's commitment to improve her station in life and the opportunities made available through State Use Law, Marcella has a lot to celebrate. Thanks to the stability she's established in her work and home life, Marcella has secured housing, purchased a vehicle, and most importantly, reconnected with her estranged mother, who now lives with Marcella.

Marcella's story illustrates the far-reaching and positive impact that the State Use Program has not only for persons with disabilities, but also the family members of those who experience success by virtue of working in the State Use program. Marcella is now positioned to function as a caretaker for her mother, regularly welcomes her two grown children into her home, and invites her 12 remaining siblings to celebrate her newfound life which has been so rewarding thanks to her hard-fought struggle to overcome addiction and gain her independence.

CHIMES DELAWARE

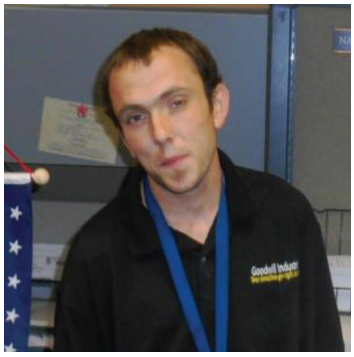
The State Use Law creates opportunity for collaboration between the non-profit rehabilitation community and the State and creates partnerships to support our country's military. One need only visit the Air National Guard's Aviation Support Facility to experience how these two communities support one another to achieve a common goal.

Two days a week, a crew of four Chimes employees and their supervisor report for duty and begin their cleaning routine. Surrounded by military aircraft, uniformed Guardsmen, and bustling trainees, the well-trained cleaning crew sets to work. Under the watchful eye of their supervisor, the team hustles to their respective work areas with military-like precision and executes their assigned cleaning tasks.

The Air National Guard is equally supportive of the Chimes team. Michele Mirabella of Chimes Delaware acknowledged the level of camaraderie that has developed, "The Air National Guard goes above and beyond in making our cleaning crew feel like part of the team or family. The crew notices when the Guardsmen ship out and don't return for a while. It has become a real team environment."

This spirit of collaboration and mutual support is truly the embodiment of the State Use Law. Chimes' team members Stephanie Johnson, Michael Walker, Todd Labor, and Jin Whan Kang all benefit from the warm and welcoming environment that is created by ACFT Systems Supervisor Christopher Slicer, Sergeant 1st Class Luis Velazquez and their committed brothers in arms at the Air National Guard Aviation Support Facility.

GOODWILL OF DELAWARE AND DELAWARE COUNTY



"Daddy, are you going to work today?" The impact realized through the power of work is no more evident than in James Sipple's proud response to his four year old daughter Hanna's question. For the past year, James has proudly proclaimed, "yes I am."

It is through DelARF's janitorial services contract that James is able to work as a custodian at the State of Delaware's Townsend Building. As a full-time employee of Goodwill Janitorial Services, James provides for the janitorial needs of the many agencies of the State that have offices in the building. James' commitment to quality is evidenced by the cleanliness of the carpeting in the Department of Corporations, the sparkle of glass in the Department of Education, and the glow of the floors in the Department of State.

As a type II diabetic, James struggles to keep his blood sugar levels stable. When he met with his counselor from Vocational Rehabilitation James made it clear that he wanted to do janitorial work, so James and the counselor decided that Goodwill's Janitorial Training program would help assess James' tolerance for the physical labor associated with commercial cleaning. After two weeks of training, it was clear that James not only exceeded quality expectations, the physical movement helped him maintain a healthy level of blood sugar. Upon graduation from training in the summer of 2013, James was immediately hired as a regular employee of Goodwill and has continued to provide exceptional services to the State.

James story serves as an example of not only the value of the State Use Law, but also illustrates the spirit of cooperation that exists between the non-profit disability provider community and State service agencies like the Division of Vocational Rehabilitation.

Delaware Industries for the Blind

Engraving and Promotional Products - Rubber Stamps

Delaware Industries for the Blind (DIB) is an ISO-9001:2008 accredited quality registered manufacturing facility and is a recognized National Industries for the Blind associated agency. DIB promotes independence for the visually impaired and blind community by creating and providing a wide variety of employment opportunities and training venues for the visually impaired citizens of Delaware. Promotional products, engraving, embroidery, screen printed/heat pressed apparel, sublimation, and rubber stamps are just some of the many products provided to state, federal, and private sector customers.

$371,159 combined wages were earned by visually impaired employees

$11.89 was the average hourly wage offered to visually impaired employees

FY-14 NATIONAL INDUSTRIES FOR THE BLIND AWARD WINNERS:

Peter J. Salmon Award

Mrs. Martha Curtis was Delaware Industries for the Blind's FY-14 Peter J. Salmon award recipient for Direct Service. Marty, as she is referred to, has worked for DIB since November 1985 and has performed a variety of jobs such as the assembly of rubber tire mats, Avon kits, Army tents, heat sealing/ packaging, and labeling tax forms.

In 1993, Marty started working in our engraving department and is still there today. Marty runs the rotary Machine and has engraved many wonderful pieces of work through the years. One of the most notable items she worked on was a plaque that was presented to Hillary Clinton by another government agency. Besides liking the people she works with, Marty enjoys her job because it allows for creativity and for her to express her personal flair which makes the customer happy.

Marty has two grandchildren. She enjoys dining in restaurants, traveling, camping, and having fun with her family and friends. Marty was previously involved with the Delaware Association for Blind Athletes and traveled to many sporting tournaments and won medals and other awards through her involvement. She currently volunteers for a cat rescue organization. She and her husband Ken have 7 rescue cats of their own. Marty has previously received recognition from the National Industries for the Blind and Delaware Industries for the Blind for her outstanding work.

Milton J. Samuelson Award

The Delaware Industries for the Blind's FY-14 Milton J. Samuelson award recipient for professional development is Mr. Melvin Wright. Melvin was born in Wilmington, Delaware where he attended William Penn High School and was team captain and MVP of the school's basketball team, winning the state finals in his senior year. He studied carpentry and machinery at Hodgeon Vocational Technical School and became a Master Carpenter. Throughout his career, Melvin has held positions as carpenter, skilled construction carpenter, and crew supervisor at Blue Rocks Stadium in Wilmington. Upon losing his eyesight due to Glaucoma, Melvin registered for services through Delaware Division for the Visually Impaired and began working in Delaware Industries for the Blind in September 2011 as a Custodian. He was promoted in February 2012 to the Utility Department. In November 2013, Melvin was again promoted to Utility Supervisor. In this capacity, Melvin oversees the daily operations of screen printing, heat transfers, and carpentry. In addition, Melvin is Chair of the Safety Committee and a member of the Employee Manual Committee.

Melvin is a Deacon with Great Faith Christian Fellowship Center, and performs volunteer work by feeding the homeless and working with youths in the community. Melvin hopes one day to open a homeless shelter for men and women returning to society from incarceration. His goal is to provide the individuals with job readiness skills, educational resources, and life preparedness skills in order to be productive members of society. It is because of his positive outlook on life and his strong work ethic and team spirited personality that Melvin was voted by his peers for the FY-14 Milton J. Samuelson award. Melvin received a certificate of recognition from the National Industries for the Blind for his achievement as well as a plaque from DIB.

Kent-Sussex Industries, Inc.

Remanufactured Toner Cartridges

The organization's in-house toner cartridge remanufacturing business started in 1994. The cartridge business creates employment opportunities for program participants as well as an important cost-saving resource to benefit customers. KSI Cartridge Service has a State Use contract to provide remanufactured compatible toner cartridges to all Delaware agencies, as well as serving approximately 600 private business customers statewide with quality imaging products. The remanufactured cartridge service is an environmentally-friendly and socially responsible alternative.

1,000's of pounds of waste redirected from landfills

30%-50% savings on office imaging supply costs for customers

SUSIE DOROW LEARNED TO EMBRACE ABILITIES

Susan "Susie" Dorow

Susan "Susie" Dorow was referred to Kent-Sussex Industries, Inc. (KSI) by the Division of Developmental Disabilities Services (DDDS) in 2012 with no previous work experience, but an incredible willingness to try anything. She constantly called out to her supervisor, "Hey, I want to try that job," and used mobility assistance to access a variety of production jobs as part of her vocational training at KSI's Skill Development Center. It was quickly evident that her enthusiasm and commitment far outweighed any challenges she had to overcome.

After little more than a year, a position opened in KSI Cartridge Service, the organization's in-house toner cartridge remanufacturing business. Susie immediately advocated for herself to become a Testing and Packaging Technician, pre-testing KSI toner cartridges for quality and packing them for delivery to customers. The position not only meant standing for long periods of time, but also involved traveling throughout KSI's 72,000 square-foot facility to test certain cartridge models on machines in use throughout the building. Susie was driven and determined to succeed and exceeded all expectations by thriving in her job, becoming a valued partner with the other hard-working members of KSI Cartridge Service's crew.

Susie continually challenges herself to learn new skills and gain the confidence to handle increasing responsibilities. The money she earns in KSI Cartridge Service allows her to pay her own bills, travel with her family and widen her world to live the full life she's always desired. Susie's accomplishments were so impressive that KSI honored Susie as Employee of the Third Quarter 2013 for her commitment to excellence in her job.

"SUSIE WAS SELECTED AS OUTSTANDING EMPLOYEE OF THE QUARTER BECAUSE OF HER STRONG WILL AND HER INCREDIBLE DETERMINATION. SHE'S AN EXCELLENT EXAMPLE FOR US ALL. SHE MAKES NO EXCUSES.

– Jayson Crouch, KSI Vice President

The partnership between the State of Delaware and KSI makes a significant difference in people's lives, providing meaningful opportunities for people with disabilities to work, earn and grow in ways that aren't possible otherwise. The challenges presented by the real-world work to satisfy KSI Cartridge Service's State Use contract helps dedicated men and women like Susie Dorow gain the growth and confidence to reach their highest potential as adults.

COMMISSION MEMBERS

Debbie Harrington

James “Ty” Case III

Michele Mirabella

Charles Wagner

Doyle Dobbins

Jayson D. Crouch

Dean Stotler

Valerie Watson

EX OFFICIO

C. Thomas Cook
Ex Officio – Delaware Association of Rehabilitation Facilities

Daniel Madrid
Ex Officio – Division for the Visually Impaired

COUNSEL

MaryPage Bailey

Deputy Attorney General – Counsel to the Commission

The Commission also acknowledges the following members whose service ended this year:

Connie Hughes

Roger Levy

Thomas Burns

STATE USE LAW COMMISSION

Assisting People with Visual Impairments and Other Disabilities with Employment

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For more information on promoting employment of persons with disabilities,
please contact Delaware Association of Rehabilitation Facilities:

Delaware Association of Rehabilitation Facilities

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