



State of Delaware

State Use Law Commission

Annual Report to the Governor

2012



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

September 30, 2012

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 2012 Annual Report.

We believe that our program provides a primary example of the success gained by increasing employment among people with disabilities and supports your Chair Initiative with the National Governor's Association. Delaware's state use program proves that a better bottom line can be gained when state government facilitates these opportunities.

We are proud of the success another year of service has brought to those employed through this program and grateful for every job opportunity provided by participating State departments. It is a smart thing for government to do as it makes good business sense.

During fiscal year 2012, the total gross wages earned because of the State Use Program was \$4,135,270.88 with 592 individuals employed. This resulted in savings of just under \$1 million to the State.

The individuals featured in this year's report represent the different set aside contracts granted and are chosen either by an award process or by supervisors astonished by personal accomplishments. A daunting task as sharing the success, joy and fulfillment acquired as a result of their employment is overwhelming.

We hope you will appreciate, as we do, the value that this program provides for advancing employment opportunities for Delawareans with visual impairments and other disabilities.

Respectfully,

Roger M. Levy, Esq.
State Use Law Commission Chairman

cc: The Honorable Matthew Denn, Lieutenant Governor
The Honorable Anthony J. DeLuca, Senate President Pro Tempore
The Honorable Robert F. Gilligan, Speaker, House of Representatives
The Honorable Rita Landgraf, Secretary, Delaware Health & Social Services
The Honorable Margaret Rose Henry, Chair, Senate Health & Social Services Committee
The Honorable Michael Barbieri, Chair, House Health & Human Development Committee

Table of Contents

| | |
|---|----|
| <i>Executive Summary</i> | 3 |
| <i>How the State of Delaware Benefits from This Program</i> | 4 |
| <i>Elisabeth Perugini of Goodwill Temporary Staffing Services (DeIARF)</i> | 5 |
| <i>Statistics and Data - What We Have Accomplished This Year</i> | 6 |
| <i>Phyllis Baynard of Service Source Secured Document Destruction Program (DeIARF)</i> | 7 |
| <i>2011-2012 State Use Law Commission Members</i> | 8 |
| <i>Malvern Slawter and Earl Mason of Delaware Industries for the Blind</i> | 9 |
| <i>The State Use Law</i> | 10 |
| <i>Wanda Murray, Quentin Green, and Thomas Johnson of Janitorial Services with DeIARF</i> | 11 |
| <i>Participating Agencies Employing People with Disabilities</i> | 12 |
| <i>Amanda Middleton of Kent Sussex Industries</i> | 13 |

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 2011-2012. 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 visual impairments and other disabilities have acquired gainful employment during the year. Their gross wages totaled \$4,135,270.88.

The program continued to grow this year as detailed below:

- DIB expanded gross sales by \$111,545 during the year;
- KSI produced 4,529 remanufactured print cartridges sold to the state at a reduced cost;
- DelARF janitorial crews now serve 79 state buildings, two new sites were added this year;
- 211 Temporary workers this year supported state offices in 8 specific job titles.

There are currently 8 major products/services that have been set aside. They are managed by the following agencies as listed below:

Document & Mail Preparation Services • KSI

Engraving & Promotional Items • DIB

Remanufactured Toner Cartridges • KSI

Temporary Employment Services • DelARF

Electronic Goods Recycling • DelARF

Janitorial Services • DelARF

Rubber Stamps • DIB

Secured Document Destruction • DelARF

Throughout the year, the Commission worked to offer cost effective, quality services and products to the state, while also providing employment for a segment of the population that has been traditionally underemployed. These individuals moved from dependence on state programs and Federal financial support to greater levels of independence. They received a living wage, many collected benefits, and all paid taxes. In addition, they gained skills, confidence, and valuable job experience. Many moved onto permanent employment opportunities either with the State, or in private organizations. For every person employed, the State of Delaware benefited through increased taxes paid and reduced entitlements received. These programs resulted in a “win-win” for the employees, their customers, and the State of Delaware.

How the State Benefits from This Program

Throughout the country, over 40 states have “state use laws” that serve to increase employment for people with disabilities. State Use Programs create partnerships that result in jobs, increased independence and greater self-worth for individuals with disabilities. Last year, these programs employed 37,000 individuals with disabilities across the country. They are viewed as “win-win” programs because they benefit state governments, the society at large, and individuals with disabilities.

- **State Governments:** Receive quality services at a competitive price for the products and services offered. The State Use Law Commission ensures that equitable pricing is provided to the state on all goods and services. Individuals with disabilities are some of the largest consumers of tax supported programs and services. This program allows them to become more self-sufficient and less reliant on the government.
- **Society at Large:** Benefits by having a more diverse workforce, a more inclusive society, and full participation by all citizens. Ultimately, citizens see their tax burdens reduced as those served become more independent.
- **Individuals with Disabilities:** Gain employment and reduce or eliminate their reliance on government funded programs and services. They move from “tax recipients” to “tax payers.” The State Use Programs Association (SUPRA) conducted a nationwide economic benefit analysis for states with a set aside for disabilities. A nationally recognized economic analysis firm performed this statistically valid sampling and found the following results for participating states: \$32 million in reduced government entitlements; \$36 million in increased tax payments: **\$2,200 annual savings per worker.**

The Results for Delaware

592 People with Disabilities Employed --Over \$4.1 Million in Wages Earned
If 75% of those employed are working full time, then the savings to
Delaware Taxpayers in 2011-12 is just under \$1M.

In addition, 38 individuals moved on to full time competitive jobs during the current year.

These individuals have become completely independent due to the opportunities afforded through these contracts. As a result of their employment in the State Use Program, they gained valuable work experience, learned transferable skills, and created a resume leading to their first job!

State Use Programs Work by Putting People with Disabilities To Work

Elisabeth Perugini



Many elements of Elisabeth Perugini's story are not unique. Like many people with and without disabilities, Beth found herself unemployed after corporate downsizing eliminated her job. Unprepared, underequipped, and too overwhelmed to develop a plan to reestablish herself in the world of work, Beth eventually succumbed to the anxiety and depression that developed shortly thereafter. Her struggle was compounded by ever-increasing debt and mortgage payments that resulted in the loss of her home. She was now twice displaced and the outlook for her and her son's future appeared hopeless.

"With the training that I received at Goodwill and the placement in a position with the State of Delaware, I have overturned a permanent, negative diagnosis and made it into a positive set of goals and achievements."

Beth found hope and direction through the assistance of the Division of Vocational Rehabilitation (VR). Working in cooperation with her VR counselor, she chose to pursue training in the office administrative field. Upon graduation, Beth had a restored sense of purpose; she engaged Goodwill Staffing Services to help her apply her newfound skills to gain employment through the State set-aside contract.

Beth immediately secured a full-time, long-term opportunity with the State's Division of Medicaid and Medical Assistance where she currently works as an Administrative Assistant II through Goodwill Staffing Services. She said the State Use Temporary Services Contract, "has given me the confidence and means to achieve my ongoing goals. I was originally diagnosed as permanently disabled and scheduled to be on Social Security Disability benefits for the rest of my life. It would have been easy to just accept that determination and not even try to change my situation. With the training that I received at Goodwill and the placement in a position with the State of Delaware, I have overturned a permanent, negative diagnosis and made it into a positive set of goals and achievements. I never thought that I could successfully complete school, be looking for a job in the legal arena, or still be working more than a year later."

2011-2012 Statistics & Data

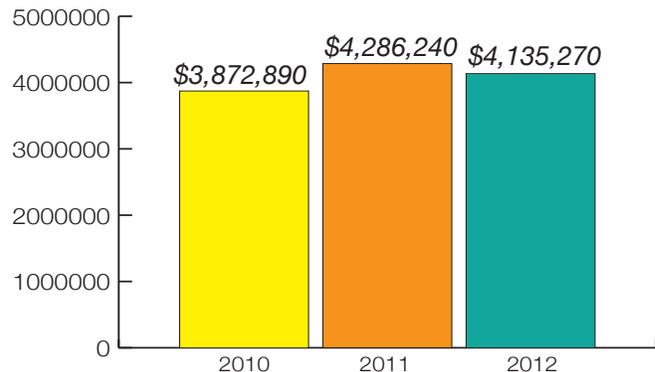
Delaware Industries for the Blind (DIB)

- Number of people with visual impairments employed - 38
- Gross Set Aside Sales - \$735,788.00
- Gross wages of people with visual impairments - \$530,936.67

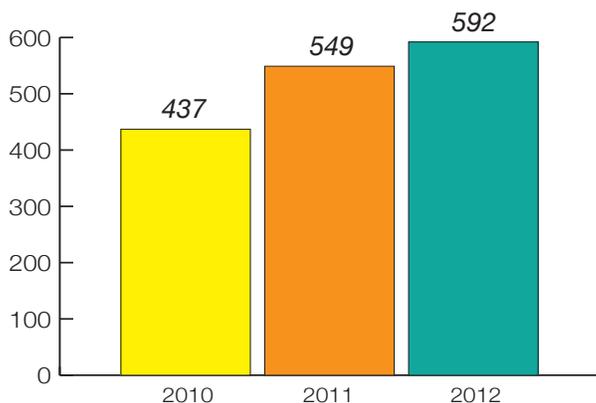
Delaware Association of Rehabilitation Facilities (DeIARF)

- Number of people with disabilities employed - 496
- Number of people employed in temporary service positions - 211
- Number of people employed in janitorial positions - 280
- Number of janitorial sites throughout the State - 79
- Number of people employed in Secured Document Destruction - 5
- Gross wages of people with disabilities - \$3,557,030.44

Gross Wages for Delaware State Use Programs



Individuals Employed In State Use Programs



Kent Sussex Industries (KSI)

Remanufactured Toner Cartridges

- Number of people with disabilities employed - 7 regular production technicians, 27 different participants worked in this business during FY 2012
- Number of cartridges sold to the State - 4,529
- Gross wages of people with disabilities - \$46,818.30

Document and Mail Preparation

- Number of people with disabilities employed - 31 different participants worked on this contract during fiscal year 2012
- Number of hours of paid employment - 271.25
- Gross wages of people with disabilities - \$485.47

Phyllis Baynard



Phyllis Baynard enjoys working for ServiceSource in Wilmington, also known as the Opportunity Center, Inc. and continues to take pleasure in trying new challenges. When Service Source's Secured Document Destruction program, a State Use Set Aside program, started in February 2011, Phyllis requested to transfer to work on document destruction so she could try something different. She has a job coach who has worked with her throughout her career at Service Source, and some adaptations were made as she transitioned to working on the shredding team. "I had to work on my tiptoes," she laughed. Her supervisor, Terry Gaskell, explains that Phyllis' small stature required some minor modification, and now she has become an invaluable member of the Secured Document Destruction Team. Terry described Phyllis as a dedicated and reliable team member who has consistently been recognized for her productivity and commitment to her work.

"I enjoy coming to work every day and working with my coworkers."

Documents delivered to the facility are 100% secured by the use of strategically placed cameras, sophisticated security equipment and defined safety procedures. The Secured Document Destruction program continues to work with the Internal Revenue Service's Philadelphia Service Center, AstraZeneca and a number of other major companies. This operation has destroyed over 69,700 pounds of highly sensitive and confidential documents for the State of Delaware in its first year of operation as a set aside contract.

Phyllis' favorite part of the job is working with her co-workers and being part of a valuable team. She lives in Wilmington with her family and enjoys spending time with her dogs.

2011 - 2012 Commission Members



From left to right: Valerie Watson, Dean Stotler, Ty Case, Robert Doyle, Connie Hughes, Roger Levy, Tom Burns & Michele Mirabella

Roger M. Levy, Esq., Chairman

Thomas Burns, Vice Chairman

Dianne Bingham

Jayson Crouch

Ty Case

Michele Mirabella

Robert Doyle*, Ex-Officio, Division for the Visually Impaired

Connie Hughes*, Ex-Officio, Delaware Association of Rehabilitation Facilities

Andrew Kerber, Department of Justice

Dean Stotler*, Director, Government Support Services

Valerie Watson, Department of Finance

*: Member by Virtue of the Statute

During the 2011-2012 fiscal year, the Commission met ten times: July 21, 2011, September 15, 2011, October 20, 2011, November 17, 2011, December 15, 2011, January 26, 2012, February 26, 2012, March 15, 2012, May 17, 2012, and June 21, 2012.

Malvern Slawter



Malvern Slawter

Malvern Slawter has worked for Delaware Industries for the Blind (DIB) since February 2002 starting as a telephone operator at Dover Air Force Base. Then he was given a job in HR and also became a vocational trainer. In 2011, quality supervisor was added to his position, and he conducted quality inspection on in-process and final products maintaining ISO-9001:2008 re-certification procedures.

Malvern started to lose his eyesight soon after retiring as a 23 year homicide detective. Now, he is legally blind. He said, "The thing I enjoy most about working at DIB is the people. I enjoy helping people whenever I can and working with a great team." His general manager describes him as a "tremendous

asset to the daily and continuous operations of DIB," greatly appreciating his dedication to his job, attention to detail, and positive attitude that enhances the entire operation.

Malvern and his wife Nancy have been married 38 years. They have a daughter, a son and two grandchildren with another due in December 2012. For relaxation, he enjoys repairing computers and fishing. He received the 2012 Milton S. Samuelson Achievement Award awarded by his peers.

Earl Mason

Earl Mason has been part of the janitorial department at DIB for 18 years. In 2012, he received the Peter J. Salmon Direct Labor Employee of the Year Award and recognized at the annual National Industries for the Blind training conference.

Working on the DHSS, Herman Holloway Campus, Earl is assigned to the Biggs building where he is responsible for cleaning the bathrooms, vacuuming and taking out the trash. Whistling while he works, he enjoys being around people. "Earl is a hard worker who is well liked by his co-workers and is always willing to go the extra mile by helping out doing additional duties as he is needed", said his supervisor Cleo McKinney. His general manager also adds, "Earl is always courteous and friendly and takes the time to say hello and continuously promotes positiveness wherever he goes."



Earl Mason

If you ever need the score of the last Phillies game, Earl will have it. He is very good at trivia as well. Living independently in Wilmington, his love for music includes playing the drums and guitar.

State Use Law

The purpose of this chapter is to further the policy of the State to encourage and assist blind and other severely handicapped individuals to achieve maximum personal independence through useful and productive gainful employment by assuring an expanded and constant market for their products and services, thereby enhancing the dignity and capacity for self-support of blind and other severely handicapped persons, and minimizing their dependence on welfare as well as the need for the State to provide costly institutionalization.

Delaware State Code, Title 16, Health and Safety, Disabled and Partially Disabled Persons, Chapter 96. State Use Law

“Government investments in programs, policies, and initiatives designed to increase the employment of working-age people with disabilities are desirable because they can lead to greater individual well-being, increased government revenues, reduced government spending, and net gains to society.”¹

¹ Livermore, G., & Goodman, N. (2009). *A review of recent evaluation efforts associated with programs and policies designed to promote the employment of adults with disabilities*. Ithaca, New York: Rehabilitation Research and Training Center on Employment Policy for Persons with Disabilities.

Wanda Murray and Quentin Green



Wanda Murray and Quentin Green, Chimes Delaware

Wanda Murray and Quentin Green are the dynamic duo providing janitorial services to State Police Troop #2 in Bear DE. They have been working at this set side site since 2003 when The Chimes began providing janitorial services at the Troop. Wanda and Quentin are responsible for all the scheduled cleaning. Quentin sets the work pace while monitoring the team's schedule with Wanda steadily following his lead. The officers at the Troop have been very supportive of Wanda and Quentin. This ongoing support has been a major factor in their success, contributing to building their self confidence and consequently work performance and job satisfaction. State Police Troop staff have commented that "Wanda and Quentin have become fixtures here at the Troop and are a welcome part of our community". When not working,

Wanda can be found listening to James Brown. She is a huge fan and listens whenever she has a chance. Quentin plays the guitar and piano and participates in many Special Olympic activities.

Thomas Johnson

Since the age of 15, Thomas Johnson had a life of petty crime and drug dealing. In and out of prison over a span of 25 years, Thomas found himself one day in the same cell block with his 18 year old son. At that point, he resolved never to return to prison and to show his son that he could change his life. Thomas was linked to a re-entry program at Connections CSP, Inc. through the Department of Corrections where he completed a culinary training program that included industry recognized ServSafe certification. He also received janitorial and light maintenance training.

Thomas now leads a set aside janitorial crew through the Connections Community Support Services Program becoming an invaluable member of the janitorial team. Participation in this program has resulted in Thomas acquiring permanent housing for the first time. He remembers, "my kids used to ask where I was and people had to tell them I was in jail but now when they ask where I am, people can tell them I'm at work."



Thomas Johnson

Participating Agencies

Entities participating in the State Use Law program include:

Delaware Association of Rehabilitation Facilities (DelARF) agencies

DelARF affords services to member agencies who provide direct rehabilitation services to people with disabilities through advocacy, networking and the management of State Set Aside contracts for janitorial, temporary employment services, and secured document destruction. Contracted services are provided for the Department of Labor, Delaware Health and Human Services, the Carvel Building, and the new Kent County Courthouse, among others.

DelARF members affiliated with the State Use program include: Chimes Delaware, Connections CSP, Inc., Easter Seals of Delaware & Maryland's Eastern Shore, Goodwill Industries*, Service Source, Inc.**

*Provides both janitorial and temporary employment services.

**Provides both janitorial and secured document destruction services.

www.delarf.org • (302) 622-9177

For more information about janitorial services, temporary services, and secured document destruction contact Terry Cipolla at (302) 622-9177 or tcipolla@delarf.org.

Delaware Industries for the Blind (DIB)

DIB strives to foster independence in the blind community by creating and providing a wide variety of employment opportunities for blind and visually impaired Delawareans. Awards, employee recognition programs, promotional products, embroidery, screen printed items and rubber stamps are some of the many "Skillcraft" custom products provided to state, federal and other customers. The percentage of visually impaired employees in direct service positions is 81% exceeding the 75% federal requirement. In addition to sales under the State Use Program set aside, DIB also has other revenue. This includes gross sales from federal contracts in fiscal year 2011-2012 totalling \$456,732, with state service sales at \$116,276 and private sector commercial sales at \$52,992. Also, a DIB employee entered the Division's Business Enterprise Program and became a state merit employee. ISO-9001 re-certification, an international organization for standardization of quality management systems, was acquired as well.

www.promoplace.com/dib • (302) 255-9855 • dibcustomerservice@state.de.us

For more information about Delaware Industries for the Blind's services, contact Andy Kloepfer, at (302) 255-9856 or andy.kloepfer@state.de.us.

Kent Sussex Industries (KSI)

KSI's mission is to assist people with disabilities in the pursuit of their potential in employment and meaningful participation in their communities. KSI provides document and mail services and remanufactured printer cartridges for the State Use program.

www.ksiinc.org • (302) 422-4014

For more information about KSI's document and cartridges services, contact Jayson Crouch at (302) 422-4014 ext. 3007 or crouchj@ksiinc.org.

Amanda Middleton



When you call to place an order for toner cartridges at Kent Sussex Industries (KSI), the professional and polite voice answering the phone belongs to Amanda Middleton. Serving as the customer service assistant for the re-manufactured toner cartridge set aside program, Amanda processes all orders, ensuring that customers receive the specific services they requested. “Our cartridges are a quality product and we guarantee the cartridges to be free of defects or free of charge,” says Amanda as she talks about the benefits of the program and explains, “Buying cartridges also provides employment to people with disabilities.”

“Buying cartridges also provides employment to people with disabilities.”

Amanda has worked at KSI for 10 years. As the cartridge service program grew, a position was created to assist with the increased orders and administrative duties. Amanda was working in another KSI program when she was offered the opportunity to learn the duties involved in the customer service assistant position. Barb Thibodeau, Amanda’s supervisor expressed her appreciation for Amanda. “She is professional on the phone, incredibly polite and helpful and does a great job. The job was a perfect fit.” Amanda enjoys working with customers and co-workers proud of the skills she has learned and the work she does.

Amanda provides services at the front desk for KSI, as well, where she answers phones and assists employees and participants. Amanda lives in Dover with her roommates but enjoys relaxing by spending time on her computer and with her family.

*State Use Law Commission
Assisting People with Visual Impairments and Other Disabilities with Employment
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