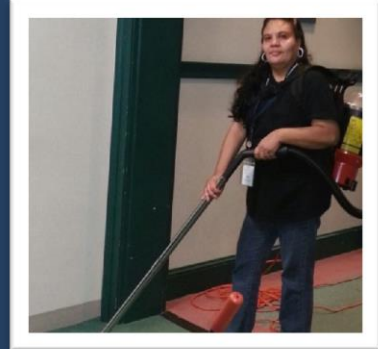
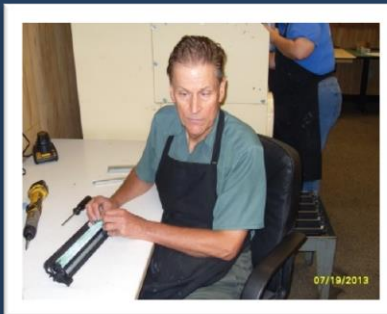
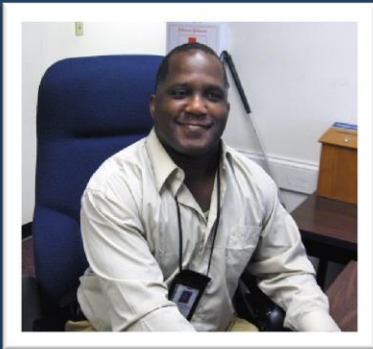
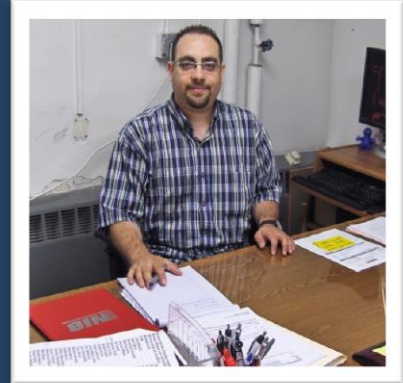


# STATE OF DELAWARE



COMMISSION FOR THE PURCHASE OF  
PRODUCTS AND SERVICES OF THE BLIND  
AND OTHER SEVERELY HANDICAPPED  
INDIVIDUALS

ANNUAL REPORT TO  
THE GOVERNOR  
2013



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, 2013

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 Commission for the Purchase of Products and Services of the Blind and Other Severely Handicapped Individuals, I am pleased to present you with our 2013 Annual Report. This year, the Commission continued its efforts to advance employment opportunities for people with disabilities through the auspices of the State Use Law. The Commission's purpose is very much aligned with the underlying message delivered in your blueprint for *A Better Bottom Line: Employing People with Disabilities*.

During the past year, the Commission and its affiliated providers developed meaningful work opportunities for 529 people with disabilities. We are also pleased to report that with the Commission's approval of an additional six temporary employment classifications on the State's set aside procurement list, we anticipate that an additional 100 work opportunities for people with disabilities will be produced annually.

During fiscal year 2013, the total gross wages earned as a result of the State Use Law totaled \$4,928,316.47 and yielded projected savings of just under \$1 million for the State of Delaware through reduced and eliminated entitlements. Estimates also indicate that the State will stand to benefit from over \$400,000 in increased state taxes as a result of the employment opportunities made available through State Use.

We are proud of the success another year of service has afforded those employed through this program and appreciate every job opportunity that is provided by participating State departments. Thank you for your continued support of this Commission and its efforts to advance employment opportunities for Delawareans with visual impairments and other significant disabilities.

Respectfully,

A handwritten signature in cursive script, reading "Roger M. Levy".

Roger M. Levy, Esq. Commission Chairman

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

# Commission for the Purchase of Products and Services of the Blind and Other Severely Handicapped Individuals' Annual Report to the Governor

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# Executive Summary

This annual report highlights the work of the Commission for the Purchase of Products and Services of the Blind and Other Severely Handicapped Individuals, the entity responsible for overseeing and expanding the scale of the State Use Law Program. The law was designed to encourage the development of contracts with disability providers to offer valuable services and commodities to the state through the procurement system. These contracts have historically proven to be very effective in serving the procurement needs of the public sector. This report serves to illustrate the many positive outcomes that are realized as a result of the State Use Law.

Within the report, you will find outcome data and success stories for this fiscal year that offer uniquely different but equally compelling evidence of the program's tremendous impact on the population of people with disabilities. Much of the success of the program can be attributed to the fact that the contracts encourage inclusion, provide employee supports, and present opportunities to advance the Employment First strategy. The report also includes data that illustrates the invaluable role the program plays in ensuring that people with disabilities develop the skills necessary to obtain employment within Delaware's commercial business industry. The program also serves to increase the number of people with disabilities employed at the State; as is evidenced by the 20 employees who successfully transitioned from the State Use program to merit or casual/seasonal employment.

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, 529 individuals with visual impairments and other disabilities have acquired gainful employment during the year. Their gross wages totaled \$4,928,316.47.

The program continued to grow this year as detailed below:

- DIB expanded gross sales by \$28,733 during the year;
- KSI produced 4,668 remanufactured print cartridges sold to the state at a reduced cost;
- DelARF's janitorial program added 3 new locations and expanded services in 3 established sites;
- Secured Document Destruction program expanded services with tiered pricing options;
- Wages for people with disabilities increased by \$793,046.40 this year.

The Commission regularly assesses not only impact data, but it also evaluates areas that may represent opportunities for expansion. This year, the Commission expanded the Temporary Employment Services contract to include an additional six classifications on the State's procurement list. We hope to continue our efforts to develop partnerships with municipalities, political subdivisions, schools and universities to expand the program's presence within the public sector.

# Business Lines

There are 8 products and services that are currently classified as “set aside” on the State’s procurement list.

*Engraving & Promotional Items • DIB    Janitorial Services • DelARF*  
*Remanufactured Toner Cartridges • KSI    Rubber Stamps • DIB*  
*Temporary Employment Services • DelARF    Secured Document Destruction • DelARF*  
*Document & Mail Preparation Services • KSI*

## Services

**Janitorial Services** – There were 79 sites throughout the state utilizing cleaning services through the State Use Program. These custodial contracts have yielded **238** jobs for people with disabilities earning an average wage of **\$10.85/hour**.

**Temporary Staffing Services** – Within the Temporary Employment Services contract at the State of Delaware, DelARF had 8 classifications reserved on the State procurement list for people with disabilities, primarily within the office /administrative support arenas. In fiscal year 2013, the contract produced approximately 225 work opportunities that equated to **188,790.50** labor hours with an average wage rate of **\$13.37/hour**.

**Secured Document Destruction** – This contract helped ensure that the State’s privacy needs are addressed and sensitive materials are destroyed in a manner consistent with advanced security standards. Still in its infancy, this program employed 4 people with disabilities and offered an average hourly wage of **\$9.02 while securely destroying over 50,000 pounds of sensitive documents and materials**.

**Document and Mail Preparation Services** – Bulk mail preparation services were offered to alleviate the burden of laborious mail preparation typically assumed by personnel at the State. This contract allows the State employee to focus on their mission-critical core functions.

## Products

**Remanufactured Toner Cartridges** - A cost-effective and environmentally sensitive business line that offers reengineered print cartridges to the State at pricing that is competitive with standard printing cartridges. **4,668 remanufactured toner cartridges sold to the State this fiscal year**.

**Engraving** - DIB specializes in providing quality products and services to its customers. The engraving department encompasses both laser and rotary based machinery, and DIB’s customer base includes federal, military, state, and commercial venues. Products include engraved plaques, certificate/document holders, door and desk nameplates, nameplate holders, trophies, ADA signs, and other customer specific/specialty items. **The Engraving Department consists of three individuals; two legally blind, one totally blind; with an average wage rate of \$9.25/hour**.

**Promotional Products** - The promotional products line is varied and serves an array of customer needs. Products/advertising initiatives include key chains, buttons, pens, lanyards, magnets, mugs, coins, squeeze toys, sports items, recognition items, specific industries items, and eco-friendly items, just to name some. The program’s customer base includes federal, military, state, and commercial venues.

**Rubber Stamps** - DIB provides various rubber stamp type products. Products include notary seals, banking, signature, company identification, one to five line specialty stamps, dial-a-turn type stamps, ink pads, various size indelible ink quantities, and custom logo/identification type stamps.

# How the State Benefits from This Program

In addition to the intrinsic and financial rewards afforded people with disabilities, this program also serves to respond to the **unique procurement needs** of the State of Delaware and other local government entities.

Currently, over 40 departments, divisions, and agencies of the State utilize the services and products made available as a result of State Use Law. State offices benefit from receipt of a **fiscally and socially responsible** service that is completed in a manner that ensures quality. These agencies of the State also profit from the knowledge that they are supporting a program where a quantifiable impact is made on people with disabilities.

Some of these entities include...

**Department of Labor | DNREC | Department of Finance | DTI | DEDO  
DSCYF | Facilities Management | DelDOT | DSHA | Department of Justice  
Office of Management and Budget | Department of State | DHSS  
Delaware National Guard**

The 529 employees who perform these valuable services often leverage the skills and expertise they've developed working in this program to obtain employment within **commercial industry**. This serves to create vacancies within the program for new employees with disabilities while fostering a culture of appreciation and respect in the private sector for the value this labor force has to offer local businesses. Additionally, by virtue of the State Use Law, the State of Delaware often directly employs a number of people with disabilities because the hiring managers recognize the value of the work performed by the contractual employees.

Many of the providers who service these contracts offer additional supports in order to educate this workforce on the value of building positive credit, developing savings and checking accounts, retirement planning, and the importance of saving for college or other educational pursuits. As a result, this labor pool often develops the financial independence necessary to achieve home ownership, purchase vehicles, and continue their education - essentially **contributing to the overall economic health of the State**.

\* Calculated based upon data obtained by a survey distributed by SUPRA with assumption of 75% of positions full-time

## FY 13 STATE IMPACT SNAPSHOT

- ❖ 529 people with disabilities employed
- ❖ Over \$4,900,000 in wages earned
- ❖ Savings to Delaware taxpayers in 2012-13 is just under \$1,000,000\*
- ❖ 8 Individuals obtained competitive employment in the private sector
- ❖ 20 Individuals obtained employment at the State
- ❖ Nearly 60% of employees surveyed indicated that they would not be working were not for the State Use Law

**“State Use Programs Work by Turning Disabilities into Capabilities through Employment”**





## Asa Mebane

Asa Mebane is a 23 year old energetic young man who always has a smile on his face. Kind, caring, helpful and sensitive to others with a determination to succeed, Asa has been with Easter Seals since graduating from the Delaware School of the Deaf in 2011. With a desire for job training, Asa joined the Community Experience group and

which led to placement on the Smyrna Readiness Center janitorial team. Mastering the job tasks at this location but only working two days a week, Asa expressed a desire for additional work so was added to an additional janitorial crew where work begins at 6:30. He also serves as a trained substitute worker when needed.

*Asa lets no obstacle stand in the way of his success. His “yes I can” attitude is pervasive whether he is on the job or waiting in the rain or snow for the DART bus.*

Never wanting to disappoint his program instructors, Asa is a dedicated part-time employee who arrives on time thoroughly completing any task assigned him. Willing to lend a helping hand to a coworker, Asa lets no obstacle stand in the way of his success. His “yes I can” attitude is pervasive whether he is on the job or waiting in the rain or snow for the DART bus. He is seen as an asset to his janitorial teams and the staff at Easter Seals as well never deterred by his hearing impairment. Asa will be considered for the supported employment program in the future.

# 2012-2013 Program Impact Data



## DELAWARE INDUSTRIES FOR THE BLIND

- Number of people with visual impairments employed at DIB – 38
- Gross state set aside sales - \$764,521.00
- Gross wages for people with visual impairments - \$376,136.09

## DELAWARE ASSOCIATION OF REHABILITATION FACILITIES (DeIARF)

- Number of people with disabilities employed – 467
- Number of people with disabilities employed in temporary employment services contract - 225
- Number of people with disabilities employed in janitorial positions – 238
- Number of janitorial sites statewide – 79
- Number of people with disabilities employed in Secured Document Destruction – 4



## KENT SUSSEX INDUSTRIES

- Number of people with disabilities employed – 6 regular production technicians, 18 different worked in this line of business this fiscal year
- Number of cartridges sold to the State - 4668
- Gross wages for people with disabilities- \$37,601.91



# Cynthia Perez



Cynthia Perez supervises the janitorial crew at the Jesse Cooper building in Dover. Since her employment with Goodwill, she has been able to provide a home for her family and even purchase a new car. Upon her arrival at Goodwill, Cynthia was suffering from major depression and was not only unemployed, but homeless with a 9 year old daughter. While developing a career plan with Goodwill staff, Cynthia explained that she had been trying to start a small janitorial cleaning business, so was placed on an existing set aside janitorial team as a crew member. Her commitment and dedication to her quality of work led her to become the team's supervisor within two years.

A state employee stated, "Cynthia is an inspiration to me and my coworkers and we are very thankful that she has been chosen to work with us and bless us with her spirit." Another state worker commented "Ms. Perez has a lot of responsibilities within our building but never failed me when I would request something.....I only need to ask her once."

*"Cynthia is an inspiration to me and my coworkers and we are very thankful that she has been chosen to work with us and bless us with her spirit."*

Cynthia now volunteers at the homeless shelter where she was a resident giving a helping hand especially to those with children and translating for Spanish speaking clients.

# 2012 - 2013 Commission Members



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

Roger M. Levy, Esq., Chairman

Thomas Burns, Vice Chairman

Ty Case

Jayson Crouch

Michele Mirabella

Dean Stotler\*, Director, Government Support Services

Valerie Watson, Department of Finance

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

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

Mary Page Bailey, Department of Justice (Counsel to the Commission)

\*: Member by Virtue of the Statute

During the 2012-2013 fiscal year, the Commission met six times: September 20, 2012, October 18, 2012, December 18, 2012, March 21, 2013, April 18, 2013 and June 20, 2013.\*

\* Secretary Rita Landgraf presented the Commission with an overview of Governor Markell's initiative as National Governors Association Chair, *Building a Better Bottom Line*, to enhance employment opportunities for people with disabilities. She spoke about the blueprint of findings and recommendations compiled during this year long project. Secretary Landgraf said the Governor's presentation at the opening session in July 2013 of the National Governors Association would include a roadmap or "toolkit" for states, businesses and the disabilities community to outline the ways they can work together to address a persistent challenge and take advantage of the valuable skills possessed by people with disabilities.

# Helena Maddux



ServiceSource.

Helena has gained an appreciation for the value that the secure handling and destruction of sensitive material represents for ServiceSource's clients; she is also learning that the process involves a great deal more than simple document shredding. Helena is proving that she is able to complete the multitude of processes associated with secured document destruction with great aplomb. Her supervisor, Terry Gaskell, can attest to her level of professional development, "Helena can perform the complete shredding process without assistance. She is a team player and a valuable employee."

Some of the clients within the public sector who benefit from Helena's newly acquired skills include the Attorney General's Office, the Department of Homeland Security, and the Delaware National Guard.

ServiceSource, Helena, and the Commission are excited at the prospect of Helena leveraging her skills and hands-on experience to develop a job in this growing field within the commercial industry.

A service line is not only designed to serve the needs of our state customers, it also creates opportunities for consumers to develop the skills necessary to market themselves within the commercial sector. This is certainly true in the case of Helena Maddux and the valuable role she plays on the Secured Document Destruction (SDD) team at

# John Henning

In the cartridge service area of Kent Sussex Industries (KSI) toner cartridges are disassembled, reassembled, tested, and packaged and cartridges with worn out components are recycled. Although there is a team of individuals that work together to perform all of these tasks to ensure customer services, there is a gentleman that takes great pride in what he does and is proud to say he is a part of KSI. This employee is a man with a visual impairment and his name is John Henning.

As an employee in the KSI cartridge service area, John is responsible for reassembling the toner cartridges and separating the parts from cartridges designated to be discarded so they can be used in other cartridge repair. He can disassemble over 50 different types of cartridges and knows how to test them to make sure they work correctly. John performs these tasks with ease and it's amazing to see how much pride he takes in producing top quality working cartridges.

John says, "KSI cartridge service offers great products to its consumers and keeps me busy and working." He lives in the Lewes Delaware area and says his future plans include more traveling with his brother.



# Parallels In Purpose



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



There were five key areas in *A Better Bottom Line: Employing People with Disabilities* that were identified as targeted areas from which to build employment opportunities for people with disabilities. The Commission is confident that our purpose and efforts effectively and substantively support these areas...

**1. Make disability employment part of the state workforce development strategy.**

The work opportunities developed through State Use Law often represent the first meaningful and long-term job for the individuals employed through the program. We work collaboratively with public and private rehabilitation entities to ensure that the clients they serve develop the skills necessary to be marketable in the competitive workforce.

**2. Support businesses in their efforts to employ people with disabilities.**

The success of the program is attributed to the fact that experts within the vocational services arena offer on and off-site supports to the employees and their employers. This model reflects the best practice that is often incorporated into employment beyond the State Use program in the commercial sector.

**3. Increase the number of people with disabilities working in state government.**

The State Use program has served to foster a culture of cooperation between state government and the vocational services community that can be replicated in other states. From this collaborative environment, partnerships are born and they yield very positive outcomes for people with disabilities in the public sector. This fiscal year yielded direct employment with the State of Delaware for 20 people through the State Use program.

**4. Prepare youth with disabilities for careers that use their full potential, providing employers with a pipeline of skilled workers.**

A number of the employees who operate in these contractual roles are students of school to work transition programs. The workers are exposed to real world integrated employment through the program and develop the skills to increase their marketability within the competitive workforce.

**5. Make the best use of limited resources to advance employment opportunities for people with disabilities.**

The success of the program is a result of the expertise and support of the rehabilitation community who manage the contracts. The positive outcomes that are developed are a testament to how well this model of cooperation between the State and non-profit organizations can partner to achieve results to contribute to "a better bottom line."



## Henry Green



Henry Greene started with Delaware Industries for the Blind in 2008 and is currently in charge of the switchboard. Henry is a team player, willing to take on additional tasks when necessary and always with the same work ethic and positive attitude that he displays daily in spite of his continually failing sight. Nominated by his peers and winner of the 2013 Peter J Salmon award at DIB for direct service, Henry takes the time to serenade all staff members on their birthday over the switchboard intercom. His supervisor has stated that "Henry is always friendly to anyone who comes to DIB, is always positive and makes everyone's day a little brighter." His personal life includes mentoring for Narcotics Anonymous and service on DIB Advisory boards.

## Romy Mikhail

Romy Mikhail is a member of senior management at Delaware Industries for the Blind with the title of ISO/Quality/Customer Service Manager. As a certified/registered internal ISO-9001:2008 auditor, Romy oversees all accreditation requirements to obtain this necessary quality assurance designation for DIB. He administers policies, procedures and necessary record keeping while supervising internal and final quality assurance inspections of 2000 production pieces a week for accuracy and compliance. Romy's diligence resulted in zero "findings" in the 2012 ISO Accreditation Surveillance Audit. Romy handles all customer/vendor concerns and inquiries continually seeking the best quality at the most reasonable prices. Customer service continues to be of foremost importance to him along with his oversight of 12 staff.



His personal life includes being former captain of a semi-professional soccer league and is currently a deacon in his church. His manager Andy Kloefer states, "Romy has taken on many roles over the past couple of years and has made the operation thrive in every aspect. When Romy assumed the role of ISO/Quality Manager, both ISO and the quality department were in their infancy. He has truly brought us up to the standards and efficiency levels of a high quality organization through his dedication and persistence." Romy is legally blind.

# Participating Agencies

Entities participating in the State Use Law program include:

## **Delaware Association of Rehabilitation Facilities (DelARF) agencies**

The Delaware Association of Rehabilitation Facilities (DelARF) is a membership organization of 37 agencies working to enhance employment and quality of life for people with disabilities throughout the state of Delaware. DelARF manages the following contracts set aside under the State Use Program: Janitorial, Temporary Employment Services, and Secured Document Destruction.

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

\*Provides both janitorial and temporary employment services.

\*\*Provides both janitorial and secured document destruction services.

[www.delarf.org](http://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](mailto: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% requirement. ISO-9001 re-certification, an international organization for standardization of quality management systems was acquired last year.

[www.promoplace.com/dib](http://www.promoplace.com/dib) • (302) 255-9855 • [dibcustomerservice@state.de.us](mailto: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](mailto: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](http://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](mailto:crouchj@ksiinc.org).*



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