

A high-angle, close-up photograph of two people in business suits shaking hands. The person on the left is wearing a grey suit and a blue tie. The person on the right is wearing a dark suit. The background is a bright, out-of-focus white surface.

2015

ANNUAL REPORT
TO THE GOVERNOR

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

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)

September 22, 2015

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 from Blind and other Severely Handicapped Individuals, I am delighted to present you with the 2015 Annual Report.

Our focus this year has been on the design and structure of the Commission to ensure that our purpose and functions remain current and flexible to meet the employment needs of people with disabilities. We believe that our efforts to restructure are building a more effective platform for job growth, which, in turn, will empower individuals with disabilities and their families.

This fiscal year, the Commission's purpose was under evaluation by the Sunset Review Committee. We used the opportunity to address issues that are in need of administrative changes to Title 16, Chapter 96, such as people first language and renaming the Commission so that its purpose is easily distinguishable by any interested Delawarean. Also, we recommended a significant operational change giving authority to a Central Non-Profit Agency (CNA) to manage administrative tasks to include initiatives to expand employment opportunities and monitor entities receiving set-aside contracts. The Commission was held over and shall report back January 2016.

During fiscal year 2015, the total gross wages earned because of the State Use Program were \$5,477,783 with 629 Delawareans with disabilities employed; the commission continues to successfully move forward our purpose.

The next fiscal year, we will conclude the Sunset Review Committee evaluation, pursue a CNA, and address new issues, such as the accreditation requirements for Community Rehabilitation Programs (CRP) and subminimum wage restrictions for the agencies and the employees.

We have enjoyed working on your behalf for our fellow citizens. Thank you again this year for entrusting the Commission to represent the advancement of Delawareans with disabilities.



Respectfully,
Debbie Harrington, Chair
Commission for the Purchase of Products and Services
from Blind and other Severely Handicapped Individuals

Cc: 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

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EXECUTIVE SUMMARY

This annual report highlights the work of the Commission for the Purchase of Products & Services from Blind and Handicapped Individuals, the entity overseeing the State Use Law Program. It details the benefits for the individuals with disabilities served and for the State of Delaware during fiscal year 2015. 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, **629** individuals with disabilities have acquired either gainful employment or valuable career development experience during the year and earned **\$5,477,783** in wages.



629

people with
disabilities employed



27

obtained competitive
employment



522,216

total hours worked



\$10.49

average wage per hour



\$5,477,783

total wages earned

PROGRAM GROWTH OVER PREVIOUS FISCAL YEAR

more people with
disabilities employed

6%

23%

more jobs obtained
by persons with
disabilities in the
public & private sector

growth in labor
hours worked

41%

22%

more growth
in wages earned

* Data is compiled using Quarterly State Use Reports, Monthly Usage Reporting, Monthly Compliance Reports, as well as payroll reports.



STATE USE YIELDS BIG RETURNS ON THE GOVERNMENT'S INVESTMENT BY EMPLOYING PERSONS WITH DISABILITIES

\$1,451,103

estimated savings in reduced entitlements
and increased payments to government *

Delawareans demand that their representatives in State government commit to vigilant stewardship of taxpayer dollars; that is why this enterprise is not only socially responsible, it is also fiscally prudent. Last fiscal year, the State spent **\$8.6 million** dollars on goods and services made available through State Use Law.

The current pricing preference allowed by the current Rules and Guidelines that govern the actions of the Commission for the Purchase of Products & Services from Blind and Handicapped Individuals is a **10% variation** above fair market value. This investment of **10% (\$860k)** produced a savings of **\$1.4 million!** That is a return of **\$539,365!**

\$463,625.45

Total State Spend for DIB
(Engraving and Promotional Products)

\$3,771,101.86

Total State Spend For DelARF
(Janitorial Services)

\$4,201,475.79

Total State Spend for DelARF
(Temporary Employment Services)

\$30,826.52

Total State Spend for DelARF
(Secured Document Destruction)

\$96,225.00

Total State Spend for KSI
(Remanufactured Toner Cartridges)

\$8,563,254.63

Total State Spend

* Entitlements include...SNAP, SSDI, Medicaid, Medicare, TANF, Unemployment Insurance, SSDI and payments to Government include...Social Security/Medicare (employer/worker) as well as Federal/State income taxes. Data developed via a survey of 103 participants in the State Use Program in 2012. The survey was developed by the State Use Programs Association (SUPRA) working in cooperation with the market research firm Matthew Greenwald & Associates, Inc.

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 employment needs of the State.

Employment Impact by Contract *

24

Delaware Industries for the Blind

Rubber Stamps | Engraving & Promotional Items

7

Kent Sussex Industries

Document & Mail Preparation Services –
Remanufactured Toner Cartridges

371

Delaware Association of Rehabilitation Facilities

Janitorial Services

222

Temporary Employment Services

5

Secured Document Destruction

* with disabilities employed this fiscal year





THE DELAWARE ASSOCIATION OF REHABILITATION FACILITIES

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 then subcontracts them out to community 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 DelARF the opportunity to facilitate the placement of well-qualified candidates into temporary employment roles in 14 classifications throughout many agencies of the State.



222

persons with
disabilities employed



\$3,009,284

earned by Delawareans
with disabilities this past fiscal
year – equaling an average
wage of \$10.82/hour

SUCCESS STORIES



Berny Raymond **DART Customer Ride Check** Delaware Association of Rehabilitation Facilities

Twice a year, Delaware Transit Corporation (dba DART) looks to DelARF to assess passenger ridership data in order to secure millions of Federal dollars that are necessary to sustain the public transportation operations in Delaware. When DelARF was tasked with conducting the "Summer Resort Passenger Sampling Project" this summer, they turned to the Georgetown office of Vocational Rehabilitation to assist them in identifying individuals who could be depended upon to deliver the data required to obtain this important funding.

With the assistance of Stacey Bragg, Employment Specialist with Vocational Rehabilitation (VR), DelARF was able to on-board five VR clients as DART – Customer Ride Checkers. These folks were responsible for riding DART buses to assess the number of passengers who ride the bus on particular routes during the peak travel season in the beach areas. While all the VR referrals proved to be very valuable to the program, one in particular was especially diligent in his duties as a ride checker.

Berny Raymond emerged as one of the most essential assets associated with this important undertaking. Berny recently obtained his degree in Accounting from Delaware Tech; however, lacking any real world work experience, Berny struggled to obtain employment. Once he learned of the opportunity to participate in this project, he enthusiastically agreed to lend a hand in support of DART and was immediately hired by DelARF. After the first week of the project, it was clear that Berny was a top producer and could be depended upon to deliver consistently accurate ridership reports.

"Berny's dedication and commitment to this project was evident from day one."

"Berny's dedication and commitment to this project was evident from day one," said Paul Beane the Director of Employment Programs at DelARF. "The project required a certain amount of flexibility in order to successfully complete the ridership sampling; Berny responded to DART's needs at every turn and made himself available to us in the very early morning to late into the evening. His performance was exemplary and speaks volumes about his character; Berny truly embodies the spirit of the State Use Program."

After the project's successful completion, Berny and the VR unit were able to update his resume to reflect his contribution to this undertaking. As a result of Berny's experience on the project, he was able to obtain a position as an Associate at Dollar General near his home in Millsboro. While Berny is not working in a true accounting capacity, he continues to build the experience necessary to eventually sell himself as a viable commodity to companies seeking a professional, energetic, and detail-oriented entry-level accountant in the future.

SUCCESS STORIES



Mary Pauls Data Entry Technician Goodwill of Delaware & Delaware County

While life once consisted of an ongoing struggle to overcome her anxiety and fear at the onset of each day, Mary Pauls now awakens to a feeling that had been foreign to her for some time...a sense of calm and happiness.

After toiling in the world of independent housing as a resident assistant for 7 years, Ms. Pauls looked inward and after thorough self-examination realized that she was not suited to this particular vocational pursuit. However, rebuilding her career in a new field presented its own challenges that are all too familiar to many people who are unhappy in their present positions. Plagued by

insecurity regarding her age, her skills, and the growing sense that she was losing control of her own destiny, Mary felt powerless and desperate.

*"I think about where I was and where I am now
... and I am overwhelmed with just joy."*

Mary finally found the inner-strength to seek the help and counsel of others; after finally discovering the Vocational Rehabilitation system, Mary was further empowered to explore careers that would provide her the personal satisfaction and contentment that had eluded her for so long. After resigning her position in residential housing, she discovered that there were work opportunities available through the Temporary Employment Services contract that would allow her to capitalize on the data entry skills she developed over the years.



Mary registered with Goodwill Staffing Services and was ultimately recommended to the Department of Health and Social Services' Division of Social Services Document Imaging and Scanning (DIS) Unit. It is here that Mary has found the professionally and spiritually rewarding work for which she had so longed. Surrounded by supportive colleagues, friendly and cooperative supervisors, Mary has embraced this new culture in which she now flourishes, "the team

I work with is like a family." This is a big change from her previous professional life and she is forever grateful to the work opportunities that are available to persons like herself through State Use Law.

"I think about where I was and where I am now...and I am overwhelmed with just joy."

Speaking to Mary about her journey is inspirational; her newfound appreciation for life that was cultivated through the power of work is a powerful byproduct of what these important contracts are designed to do... empower and promote individual achievement through work.

Subcontractor – ServiceSource (no longer holds this contract due to a significant reduction in the number of requests for temporary staff for the 6 classifications they were awarded – including... Clerical Assistant, Telephone Operator, Housekeeper, Food Service Worker, DART – Customer Ride Check, and DART- Reservationist)
DeLARF is currently servicing these classifications in the hopes of preserving the contract and retaining these classifications for persons with disabilities.

SUCCESS STORIES



Ginger McCann Food Service Worker

This is a follow up piece to the story included in the Commission's 2014 Annual Report to the Governor.

Last year, after working for a few months in the Governor Bacon Health Center as a Food Service Worker through the Temporary Employment Services contract, Ginger McCann was showcased as a "State Use Success Story." Along with her

colleague Jameel Emanuel*, Ginger has gone on to achieve even greater success since the last publication of the report.

After being referred to ServiceSource by the Division of Vocational Rehabilitation, Ginger was hired to participate in the Winter Ride Check Project that is conducted each year for DART. After she proved herself to be reliable, dedicated, and committed to the success of the project, Ginger was placed in the temporary Food Service Worker position at Governor Bacon, where she again excelled. We are pleased to report that Ginger's performance has earned her a merit employment position at the Health Center in March of 2015!

Not one to become complacent, Ginger has also quickly built a reputation as a trusted coworker, a dedicated staff member, and a committed advocate to the patients that are served at the Health Center; it is this reputation that has earned Ginger a post as the Treasurer as well Recording Secretary for the local chapter of the union. Ginger is also looking forward to the next step in her career, "hopefully, I will be able to take on a management role at some point."



In addition to these professional achievements, Ginger has also purchased a new home in the past year in the New Castle area, adding to a remarkable legacy established thus far by Ginger.

Ginger did not reveal the secret to her success, but did offer one insight into how to she has achieved such success thus far... "I try to smile a lot." We look forward to tracking what other benchmarks Ginger hits on her personal journey that was made possible through her own unflappable will to succeed along with some assistance from the State Use Program.

* Scheduling conflicts prevented DeLARF from obtaining Jameel Emanuel's full story this year; suffice to say he is also now a merit employee and is very well-regarded by his coworkers and the leadership at the Health Center. Lois Quinlin, PhD (Director) and Geraldine Neil Stewart, RN (Hospital Administrator) both attested to Jameel and Ginger's dedication and commitment to the efforts to provide compassionate and quality care for the Health Center's patients.

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.



5

persons with disabilities employed



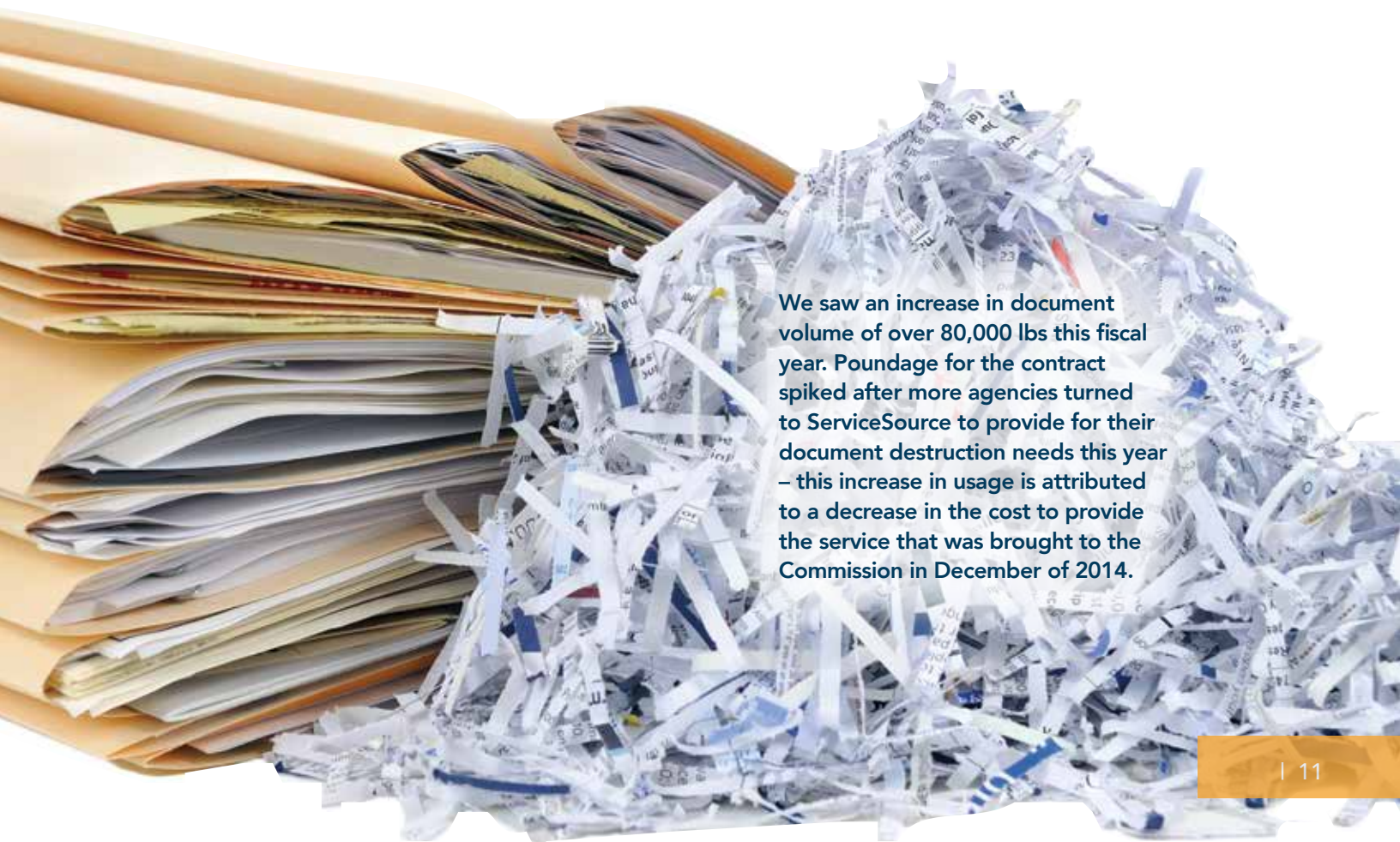
\$11.38

average hourly wage earned



131,257

lbs. of sensitive materials & documents were destroyed



We saw an increase in document volume of over 80,000 lbs this fiscal year. Poundage for the contract spiked after more agencies turned to ServiceSource to provide for their document destruction needs this year – this increase in usage is attributed to a decrease in the cost to provide the service that was brought to the Commission in December of 2014.

JANITORIAL SERVICES



371

persons with disabilities were employed by this program this past fiscal year



\$9.45

was the hourly average wage earned by employees for providing for the commercial cleaning needs to 83 sites and over 100 customers throughout the state.



203,142

total hours worked by persons with disabilities



The total number of employees was increased over last year due to addition of janitorial sites awarded DelARF by the Commission; there was also an increase in the reporting of paid trial work experienced in this line of business that resulted in a spike in the total beneficiaries.

SUCCESS STORIES



Mallory & Orlando Charon Connections CSP

The road to professional and personal success is rarely a straight line; this is especially true of the path taken by Mallory and Orlando Charon.

Like many other Delawareans, Mallory and Orlando were immersed in the destructive world of substance abuse that plagues our community and dispirits so many. Fortunately for them both, they were able to mutually agree to deviate from this course and seek help from Connections to help them break from the ugly cycle of abuse and self-neglect.

After 4 years of struggling with their dependence on drugs and alcohol and fueled by their recent decision to get married, the Charons both set forth on a previously uncharted course toward sobriety. After working with the counseling, medical staff, support teams, and leadership at Connections, the Charons emerged from their abusive past reborn and seeking redemption. They found it in the form of work made available through State Use and the peer supports and intensive programming offered by Connections.



Mallory and Orlando were both referred to Tim Durnan from Connections who was committed to motivating them to maintain their sobriety in order to realize their own self-worth. Both the Charons credit Tim for their success in breaking free of the shackles of substance abuse and for putting them on the road to recovery. "Tim is amazing," according to Mallory, while Orlando offers a similar sentiment, "Tim is awesome." Once their sobriety was established, Tim placed the couple into janitorial roles made available through State Use Law. It was here that they each built upon the foundation established in their intensive intervention services to get acclimated to the world of work.

Orlando worked as a custodian for a three plus years as a full-time member of the janitorial services team in Dover—working at the O'Neill Building as well as the Governor's office at the Tatnall Building before he ultimately moved into a very different role at Connections. Mallory worked part-time at the WIC program of DHSS for 3 years before she too obtained employment in a different arena. Now, both Charons work to assist their peers to achieve and maintain their sobriety and/or manage their mental health at Connections. Mallory is now the Director of Hopes and Dreams Resource Center and Orlando is helping others as member of the Resources for Human Development team.

Neither Mallory nor Orlando will forget their past and both of them embrace the endless possibilities that the future holds for them thanks in part to the State Use Law and the supports offered by Connections CSP.

SUCCESS STORIES



Zach Zebley ServiceSource, Inc.

Since being hired by ServiceSource in 2013 as a custodian for the Carvel Building, Zach Zebley has assumed the title of "unofficial spokesperson" for the DelARF State Use Program. He has been showcased in DelARF's "State Use Achiever" series in the News Journal, offered public comment at a 2014 meeting of the Commission for the Purchase of Products & Services from Blind and other Severely Handicapped Individuals, and has most-recently presented testimony at the public hearing for the Joint Sunset Committee. He is an amazingly effective ambassador for State Use and embodies the spirit and purpose of the statute.

Zach was referred to ServiceSource by the Brandywine School District's Frameworks for Success program and ultimately received additional support and guidance from Vocational Rehabilitation. Cameron Lewis, Zach's supervisor at the Carvel Building, offered the following regarding Zach's personal and professional growth that has developed as a result of his work experience in a State Use contract...



"Describing Zach Zebley in just a few words is a pretty hard thing to do because he is just that kind of person. It was March of 2013 when I first heard about Zach being interested in working with me here at the Carvel State Building. I heard he was a piece of work and had some attitude issues that he had been working on prior to getting hired here as a Custodial Tech."

Zach had two interviews, a sit down interview and hands on interview where I could hear how he would answer the questions giving to him, and see his work ethic all at the same time. Zach shined in both areas and was quickly brought aboard.

Zach is clearly a people person and has no problem getting along with people. Zach is well known for doing a 'Happy Friday Dance', which brightens the day of many state employees at the Carvel Building. Zach is in charge of keeping the Department of Revenue and the Public Defenders Department clean and does a good job at maintaining these areas.

Zach has become an important asset to this crew, when my crew chief was out sick and I was working at other sites it was Zach that stepped up and made sure the daily duties were completed along with customer calls during those days. I'm glad he is a part of my team and I'm thankful for the Commission for the Purchase of Products & Services from Blind and other Severely Handicapped Individuals for making this possible."

Cameron Lewis, Site Supervisor – ServiceSource, Inc.

"Zach is a wonderful person to work with. His smiles make the day better! Zach takes his job seriously and is always willing to do his best."

Mary Jane Donnelly – Human Resources Manager (Department of Finance)

SUCCESS STORIES



Jeff Riley
Chimes Delaware

Jeff Riley came to Chimes in 2003 and was able to secure work through DelARF's State Use Program where he works in the Janitorial Services arena. Jeff, who is diagnosed with Prader Willi Syndrome, was referred to Chimes through DDDS; it was at Chimes where he received the vocational supports necessary to not only obtain and maintain a job, but use his well-earned paycheck to mortgage a home in the Middletown area.



According to a source at Chimes, "He does well living on his own." Heather Stevens, Community Employment Supervisor at Chimes reported that "Jeff is looked upon by his peers as a leader and often assumes a trainer role when new staff is added to the team."

Heather also added...

Asked what he would like for his future, Jeff says, "I'd like to get another job;" this speaks to Jeff's love of work and the honor and dignity it brings.

"The first thing everyone notices about Jeff is that he is very passionate about his work. If a job needs to be done quickly and correctly, Jeff is the person we ask to complete the task."

When Jeff was asked if he was grateful for the help he has received through Chimes and the jobs on the set aside contracts, Jeff replied. "Yes, sir, I'm grateful. They gave me a chance to earn some money. I'm definitely in a better place than 10 years ago. I'm making money."

STATE USE REPRESENTS OPPORTUNITIES FOR CAREER EXPLORATION

Chimes as well as other participating Community Rehabilitation Providers are able to capitalize on the contracts made available through State Use Law to expose their clients to real world work experiences through "situational assessments," a vital component of employment development process for people with significant disabilities.



- 81** Chimes participants were assessed at the Set Aside contracts in FY 15. Out of these 81 individuals ...
- 9** were able to find competitive employment in private industry.
- 4** individuals began working at a set aside location.

The remaining assessments provided valuable information which enables us to develop pre-vocational plans to assist individuals to reach their goals of future community supported employment.

"The real value of community assessments comes from the information gathered which helps the team develop vocational plans. These plans assist individuals with profound disabilities overcome some of their barriers and be able to move into community employment in the future.

We're getting individuals who have very limited if any experience working in the community to understand and expand their interest in employment."

"We want everyone to find their place in community employment and this type of program is the first small step to making that a reality."



Michele Mirabella, Chimes Delaware



DELAWARE INDUSTRIES FOR THE BLIND

The Division for the Visually Impaired's Delaware Industries for the Blind (DIB) is a small business with a large community impact. 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, and sublimated items are just some of the many products provided to state, federal, and private sector customers.

RUBBER STAMPS - ENGRAVING & PROMOTIONAL ITEMS

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.



24

employees
with disabilities



\$511,000

gross combined wages of
employees with disabilities



36,140

total labor hours
of persons with
disabilities



\$14

average hourly rate

SUCCESS STORY

Theresa Marsh, customer service representative at DIB, was nominated for the 2015 Peter J. Salmon Employee of the Year Award through National Industries for the Blind (NIB)! Ms. Marsh was nominated by Delaware Industries for the Blind based on her qualifications and accomplishments measured by criteria established by NIB's Board of Directors. The Salmon award recognizes employees who excel in their positions at all associated agencies. This award honors the memory of Dr. Salmon, who was instrumental in the passage of the Javits Wagner-O'Day Act in 1938 and the formation of NIB. Ms. Marsh has been a dedicated employee of DIB since 2008, where she continues to be valued as a responsive, talented, customer service professional.





KENT-SUSSEX INDUSTRIES, INC.

REMANUFACTURED TONER CARTRIDGES

Kent Sussex Industries' 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 within the public and private sector. In addition to the State Use contract KSI has with the State of Delaware, they also serve approximately 600 private business customers statewide with quality imaging products.



7

persons with disabilities
were employed by this
program this past fiscal year



1,000s

lbs. of waste was
redirected from landfills

2015 COMMISSION MEMBERS & MEETING DATES

Debbie Harrington
Jayson Crouch
James "Ty" Case III
Michele Mirabella
Dean Stotler
Valerie Watson
Charles "Chuck" Wagner
Doyle Dobbins
Daniel Madrid (Ex-officio)
C. Thomas Cook (Ex-officio)
Mary Page Bailey – Counsel to the Commission
Ava Briggs – Assistant to the Commission

07/15/14
08/19/14
09/16/14
10/21/14
10/30/14, Emergency Meeting
11/18/14
11/25/14, Emergency Meeting
12/16/14
03/02/15
03/17/15, Emergency meeting
04/21/15
05/27/15
06/16/15

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

ASSISTING PEOPLE WITH VISUAL IMPAIRMENTS
AND OTHER DISABILITIES WITH EMPLOYMENT

BIGGS BUILDING

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