

COMMISSION FOR STATEWIDE CONTRACTS TO SUPPORT  
EMPLOYMENT FOR INDIVIDUALS WITH DISABILITIES

# 2019

## ANNUAL REPORT TO THE GOVERNOR

CELEBRATING  
OUR 45<sup>TH</sup>  
ANNIVERSARY





*State of Delaware  
Commission for Statewide  
Contracts to Support  
Employment for Individuals  
with Disabilities*

September 30, 2019

The Honorable John Carney, Governor  
State of Delaware  
Tatnall Building  
William Penn, Street, 2<sup>nd</sup> Fl.  
Dover, DE 19901

Dear Governor Carney,

On behalf of the Commission for Statewide Contracts to Support Employment for Individuals with Disabilities, I am submitting our 2019 Annual Report, as required by Title 16, Chapter 96 of the Delaware Code.

State Fiscal Year (SFY) 2019 was the 45<sup>th</sup> anniversary of the year that the commission came into existence with the passage of House Bill No. 687 in 1974, which established a "Commission for the Purchase of Products and Services of the Blind." The commission's scope was expanded to include other people with disabilities in 1983, when House Bill 268 was passed.

Over the last 45 years, the mission of the Commission has been to provide expanded opportunities for individuals with disabilities, strengthen their job skills, and move them into competitive employment.

We ask that you review the Executive Summary on page 3 of the report for the key indicators of the continued success of this important disability employment program:

- The number of people with disabilities who were employed in the State Use program over the course of the fiscal year;
- The number who obtained competitive employment during the year;
- The number of hours worked; and
- The cumulative and average wages earned.

I was pleased to become the Commission's Chair on October 9, 2018. During the first meeting I attended in November 2018, I stated my intent to work diligently with all the stakeholders in the program to accomplish our mission. Although we have encountered some challenges along the way, including the discontinuation of the Secured Document Destruction contract, the Commission achieved the following accomplishments since I began my tenure:

- Two classifications were added to the Temporary Employment Services contract for technical jobs that are well-suited for people with Autism Spectrum Disorder;

*Continued on next page.*

- Pricing for Janitorial Services was increased to make sure that two of the service providers were able to increase the pay of their employees to bring them into compliance with the state’s new minimum wage; and
- Ability Network of Delaware, the Central Nonprofit Agency that manages work done under the two contracts awarded to it, began doing outreach to city and county governments to help the Commission expand employment opportunities.

The Commission thanks you for your support of our mission, by setting forth the expectation that the state should continue to provide opportunities under these state contracts for people with disabilities to gain work experience as they move towards greater independence.



Respectfully yours,  
**Clint Walker**, Chair  
 Commission for Statewide  
 Contracts to Support Employment  
 for Individuals with Disabilities

Cc: The Honorable David McBride, Senate President Pro Tempore  
 The Honorable Peter Schwartzkopf, Speaker, House of Representatives  
 The Honorable Kara Odom Walker, Secretary, Delaware Health & Social Services  
 The Honorable Bryan Townsend, Chair, Senate Health, Children, & Social Services Committee  
 The Honorable David Bentz, Chair, House Health & Human Development Committee

## TABLE OF CONTENTS

<b>WHO WE ARE</b>	<b>3</b>
<b>EXECUTIVE SUMMARY</b>	<b>3</b>
<b>CONTRACT SERVICES</b>	<b>4 – 5</b>
<b>SUCCESS STORIES</b>	<b>6 – 7</b>
<b>2019 COMMISSION MEMBERS &amp; MEETING DATES</b>	<b>8</b>



# WHO WE ARE



**The Commission for Statewide Contracts to Support Employment for Individuals with Disabilities** serves to further the policy of the state concerning employment for individuals with visual impairments and other disabilities. The intent of the Commission is to provide opportunities for Delawareans with disabilities to achieve maximum personal independence through useful and productive employment in an expanded and constant market for their products and services.

## EXECUTIVE SUMMARY

This annual report highlights the work of the Commission for Statewide Contracts to Support Employment for Individuals with Disabilities, the entity overseeing the State Use Program. It details the benefits for the people with disabilities who obtain employment via the set-aside contracts and for the State of Delaware during fiscal year 2019. There was year-over-year growth from FY 2018 to FY 2019 in the number of employees participating in the State Use Program (from 468 to 689), as well as in wages earned (from \$3,717,792 to \$4,477,370). **689** individuals with disabilities were employed in two set-aside contracts during the course of FY 2019.



**\$4,477,370**  
total wages earned



**356,708**  
total hours worked



**\$12.55**  
average wage per hour

# CONTRACT SERVICES



**ABILITY  
NETWORK OF  
DELAWARE**

CONNECTING & STRENGTHENING  
COMMUNITY SERVICE PROVIDERS

**Ability Network of Delaware** (A.N.D.) is the Central Nonprofit Agency that was selected by the Commission to manage two contracts: **Temporary Employment Services** and **Janitorial Services**. Under the auspices of the State Use law, A.N.D. secures and manages the contracts established with agencies of the state. A.N.D. subsequently subcontracts the services to community rehabilitation programs (CRPs). **Chimes, Connections, DePaul Industries, Easterseals of Delaware and Maryland's Eastern Shore, Elwyn, Fedcap, Goodwill**

**of Delaware and Delaware County, ServiceSource** and **The Precisionists** are the CRPs who employed people with disabilities and others to perform the work that was done in FY 2019.

The model proves to be an effective means by which non-profit agencies, as well as rehabilitation partners in the state, increase vocational placement outcomes, develop affiliated training programs, support disability employment initiatives, and most importantly, increase the number of work opportunities made available to Delawareans with disabilities.

## TEMPORARY EMPLOYMENT SERVICES

This contract affords A.N.D. the opportunity to facilitate the placement of well-qualified candidates into temporary employment roles in **18 classifications**, three of which are no longer used (the DART positions). In FY 2019, A.N.D.'s subcontractors placed people in **28 different agencies** of the state. The positions offer a variety of work experiences in service sectors that have been identified as growth industries in the state and in the commercial labor market. The **423** individuals with disabilities who worked under this contract gained valuable work experience while performing a critical service in the clerical, food service, case management, housekeeping and other essential career areas.



**\$3,064,026**

gross combined wages  
of individuals with disabilities



**212,432**

total labor hours  
for individuals  
with disabilities



**\$14.42**

average hourly rate



**DePaul Industries** began providing temporary employment services as an A.N.D. partner in November 2015.



**Goodwill of Delaware & Delaware County** has a long history of participation in A.N.D.'s contracts. As one of the first subcontractors of A.N.D., Goodwill has been a tremendous supporter of the State Use program and contributed greatly to the program's growth over the years.



**The Precisionists, Inc** is a Benefit Corporation that creates jobs for individuals across a broad range of disabilities. Initially, the company is focused on working with people on the autism spectrum and people with hearing or visual impairments.

# JANITORIAL SERVICES

A.N.D.'s community rehabilitation program partners provide essential cleaning services in **88** buildings located throughout the state with a total cleanable space of **2,478,188** square feet. **266** employees with disabilities were employed as janitors during FY 2019.



**\$1,413,344**

wages earned by people with disabilities



**144,276**

total labor hours of persons with disabilities



**\$9.80**

average hourly rate



**Goodwill of Delaware and Delaware County** provides job training programs and employment placement services to people with disabilities, as well as those who lack education, job experience, or other challenges to finding employment. Goodwill cleans **24** buildings with a total of **1,256,330** square feet.



**Fedcap** is a not-for-profit organization that provides vocational training and employment resources in Delaware and other states to people who have barriers to employment. Fedcap cleans **25** buildings with a total of **532,464** square feet.



**ServiceSource** is another large, multi-state rehabilitation services provider. They clean the Carvel State Office Building in the heart of downtown Wilmington, one of the largest multi-tenant buildings in Delaware, with a total of **303,250** square feet.



**Chimes** is a large provider of residential and vocational services for people with intellectual and developmental disabilities in Delaware and other states. Their programs provide employment and educational experiences that help people access the greater community. Chimes cleans **9** buildings with a total of **119,955** square feet.



**Easterseals of Delaware and Maryland's Eastern Shore** is a multi-service provider that assists individuals with significant disabilities who want to secure and/or maintain employment by providing services through individual or group supported employment. Easterseals cleans **13** buildings with **144,981** square feet.



**Connections Community Support Programs** provides a comprehensive array of health care, housing, and employment services to help individuals and families to achieve their goals and enhance Delaware communities. Connections CSP cleans **15** buildings with **118,655** square feet.



**Elwyn** is human services organization with operations in Delaware and other states serving individuals with a wide range of intellectual, physical, behavioral and developmental disabilities. The newest provider in the A.N.D. State Use program, Elwyn cleans **1** building with **3,552** square feet.



**Christine Taylor**

Applying for a job and being rejected can be disheartening. Applying for numerous jobs and being rejected can leave a person devastated.

At age 82, Christine was at a stage in her life where most people would be content to be retired, but Christine wasn't ready to quit working. Her challenge was proving this was possible.

Christine had a long history of doing custodial work. As a young woman, Christine worked her way up to supervisory roles and ran clean-up

operations for a major Delaware real estate developer. Despite all her previous experience, though, she could not find an employer who would hire her because of her age. It was not until her Vocational Rehabilitation Counselor referred her to Fedcap that she found hope and an opportunity to prove that she could still contribute by working.

When Christine came to Fedcap, she soon dispelled any perceptions that she was "too old" to work. Although she was not as physically able as she was in her youth, Christine had a wealth of knowledge to offer and a willingness to work hard, despite her physical disabilities. With assistance from Fedcap's Delaware Workforce Development Team, Christine was hired to maintain a 4,000 square foot facility in New Castle, a job that she does independently. She earns more than the minimum wage, along with benefits.

Since she was hired in January 2019, Christine has successfully maintained the entire facility on her own, during a 40-hour a week schedule, and has a stellar reputation as a consistent, highly competent employee who receives praise from the staff at the building she maintains. Christine shows no signs of slowing down and is an excellent example of the **"Power of Possible"**.





**Lynda Robinson**

Lynda Robinson is grateful for the opportunity she has had to work as an employee of Goodwill under the Temporary Employment Services contract.

As she tells it, "I was in a car accident some time ago, where I was hit by a drunk driver, which caused permanent physical

challenges. Due to this tragedy, it was very difficult finding employment to accommodate the new barriers I faced.

*"Thanks to Goodwill Staffing Services, I was able to obtain a job that seemed to be tailor-made to fit my situation."*

"Being employed has helped improve my quality of life and, now, I look forward to what each day will bring. Having a job in which I am accommodated, I can be successful. Thanks to having the tools to help me succeed in employment, I can now be successful in other areas of my life."



## PHOTO CREDITS

COVER PAGE: Christine Taylor, Lynda Robinson, and James Short  
PAGE 2: Helena Maddux and Jessie Mills  
PAGE 3: Johnny Chesson, Denene Murray, and Frank Speciale

# 2019 COMMISSION MEMBERS & MEETING DATES

## VOTING MEMBERS

Mr. Clint Walker	Chair (appointed October 9, 2018), Member of the public
Mr. Doyle Dobbins	Vice-Chair, Member of the public
Mr. Dean Stotler	Director, Government Support Services
Ms. Cynthia Fairwell	Senior Social Services Administrator, DVR representative
Mr. Jamie Johnstone	Deputy Principal Assistant (Revenue), Secretary of Finance representative
Ms. Carvella Jackson	Member of the public
Ms. Cindy Farmer	Member of the public

## NON-VOTING MEMBERS

Ms. Elisha Jenkins	Director of the Division for the Visually Impaired (DVI)
Mr. Thomas Cook	Executive Director of Ability Network of Delaware (A.N.D.)

VACANCY: One representative of a CRP that employs individuals with disabilities

## SUPPORT STAFF

Ms. Michele Hamilton	Administrative Specialist III, Office of the DVI Director
----------------------	---

---

July 17, 2018	January 15, 2019
August 21, 2018	February 19, 2019
September 18, 2018	March 19, 2019 (cancelled)
October 16, 2018 (cancelled)	April 16, 2019
November 20, 2018	May 21, 2019
December 18, 2018	June 18, 2019

---

## COMMISSION FOR STATEWIDE CONTRACTS TO SUPPORT EMPLOYMENT FOR INDIVIDUALS WITH DISABILITIES

**BIGGS BUILDING** 1901 N. Dupont Highway, New Castle, DE 19720 302.255.9810