

2017 ANNUAL REPORT TO THE GOVERNOR



COMMISSION FOR STATEWIDE
CONTRACTS TO SUPPORT
EMPLOYMENT FOR INDIVIDUALS
WITH DISABILITIES

LETTER FROM THE CHAIR



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

September 30, 2017

The Honorable John Carney, Governor
State of Delaware
Tatnall Building
William Penn, Street, 2nd 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 2017 Annual Report, as required by Title 16, Chapter 96 of the Delaware Code.

State Fiscal Year (SFY) 2017 was the first full year that the Commission began operating under the statute, which was revised in June 2016. The statute encourages the involvement and participation of people with disabilities, agencies that operate in the field of community rehabilitation, and state agencies that practice procurement, finance and accounting, and vocational rehabilitation.

The objective of the Commission remains constant - to provide employment 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 4 of the report for the key indicators of the continued success of the program, especially taking note of:

- the number of people employed in the State Use program at the end of SFY 2017,
- the number of hours worked,
- the cumulative and average wages earned.

There were a few setbacks to this objective in SFY 2017 that should be mentioned. These included:

- the dissolution of the sheltered workshop operated by the Delaware Industries for the Blind, which had employed 18 people with disabilities in fulfilling the state contract for promotional items,
- a decrease in the number of people with disabilities working the Temporary Employment Services contract due to the hiring freeze that was in place at the end of the year.

The Commission thanks you for supporting this important component in the state's overall efforts to ensure the opportunity for people with disabilities to gain work experience as they move towards greater independence.

Continued on next page.

The Commission members would also like to thank Dr. Debbie Harrington, who recently resigned as the Chair of the Commission, having served in that capacity the past three years. Her strong, skillful, and personable leadership certainly helped the Commission achieve its mission and its successful program. We are grateful for her leadership and service on behalf of the Commission and people with disabilities.



Dr. Harrington



Respectfully yours,

Doyle Dobbins
Interim Chair
The Commission for Statewide
Contracts to Support Employment
for Individuals with Disabilities

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

TABLE OF CONTENTS

EXECUTIVE SUMMARY	4
WHO WE ARE	4
THE COMMISSION'S PROGRAM PARTNERS	5 – 8
SUCCESS STORIES	9 – 10
2017 COMMISSION MEMBERS & MEETING DATES	11



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 individuals with disabilities employed in the set-aside contracts and for the State of Delaware during fiscal year 2017.

338 people were employed in four set-aside contracts at the end of FY 2017. With DIB ending its fulfillment of the set-aside contract for promotional items, **18** people with visual impairments found other employment earlier in the year.



\$5,363,842
total wages earned



476,499
total hours worked



\$11.26
average wage per hour

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 opportunity 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.



THE COMMISSION'S PROGRAM PARTNERS



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. DIB stopped fulfilling the promotional set-aside contract in March 2017. Of the **18** employees who were employed in the fulfillment of set-aside contract, six found new employment, one is in training, three have completed training and are ready to seek new employment, and eight declined assistance with finding new employment.



\$351,466

wages earned by people with disabilities



25,914

total labor hours of persons with disabilities



\$13.56

average hourly rate



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. The cartridge business creates employment opportunities for **5** program participants as well as an important cost-saving resource to benefit customers within the public and private sector.



\$6,728

wages earned by people with disabilities



812

total labor hours of persons with disabilities



\$8.29

average hourly rate



CONNECTING & STRENGTHENING
COMMUNITY SERVICE PROVIDERS

Ability Network of Delaware's (A.N.D.) State Use program, with the guidance of the Commission, creates 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, 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, and ServiceSource are the CRPs who employed people with disabilities and others to perform the work that was done in FY 2017.

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 **16 classifications** at over **40 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. Temporary personnel gain valuable work experience while performing a critical service in the clerical, food service, case management, housekeeping and other essential career areas. Through monthly compliance reporting, A.N.D. ensured that **75%** of the **326** individuals who were employed in this contract in FY 2017 were persons with disabilities.



\$3,464,010

gross combined wages
of all temporary
services employees



284,178

total labor hours
for all temporary
services employees



\$12.19

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.



JANITORIAL SERVICES

A.N.D.'s community rehabilitation program partners provide essential cleaning services in **82** buildings located throughout the state with a total cleanable space of **2,420,861** square feet. A.N.D. employs a full-time Janitorial Service Coordinator, Kristy Trudel, whose responsibilities include serving as a liaison between Facilities Management and other state agency contacts and the janitorial service providers, as well as conducting routine and special inspections, and providing technical assistance when needed. **159** employees with disabilities were employed as janitors at the end of FY 2017.



\$1,527,419

wages earned by people with disabilities



164,413

total labor hours of persons with disabilities



\$9.29

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 **22** buildings with a total of **1,266,380** 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 **18** buildings with a total of **360,933** 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 **13** buildings with a total of **231,952** square feet.



Easter Seals 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 **16** buildings with **148,459** 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 **11** buildings with **106,335** 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.



SECURED DOCUMENT DESTRUCTION

The work associated with this business service ensures that sensitive documents produced by the state are destroyed in a manner that is consistent with records management policies and regulations.



ServiceSource has provided for the document destruction needs of the state since the commission approved the contract in 2012. The operation is National Association for Information Destruction (NAID) certified - the standards setting body for the information destruction industry; customers can be assured that ServiceSource is handling their sensitive materials appropriately. The operation is National Association for Information Destruction (NAID) certified - the standards setting body for the information destruction industry. Customers can be assured that the **5** people with disabilities employed by ServiceSource in this set-aside contract are handling their sensitive materials appropriately.



\$14,219

gross combined wages of employees with disabilities



1,182

total labor hours of persons with disabilities



\$12.05

average hourly rate



SUCCESS STORIES



Wendy Holmberg
Goodwill Staffing Services

In June 2011, Wendy approached the Division of Vocational Rehabilitation (DVR) to see if they could assist her in finding work. She had a job but it was very physically taxing and not well suited to someone who uses a wheelchair.

The turning point in her decision to seek assistance from DVR was when she was mugged and robbed leaving the premises of her work place one evening. It shook her confidence and made her realize she would continue to be vulnerable if she kept that job and, so, she decided to seek help so that she might obtain a job in a safer work place. DVR referred her to Goodwill of Delaware and by March 2012 she had her first work assignment.

Wendy's first assignment was with Delaware Department of Transportation, where she thrived. Although the position did not lead to full time employment, Wendy continued

to work with Goodwill Staffing Services on at least seven more assignments. For several of these assignments, Wendy was directly requested by Delaware State Housing Authority.

Wendy greatly enjoyed working with the Delaware Department for Children, Youth, and their Families (DSCYF) in 2016. This opportunity led to Wendy finding and securing a Casual/Seasonal position with DSCYF in the Division of Family Services in July 2017.

When asked what take-aways she had from her contingent work experience with Goodwill Staffing Services, Wendy suggested the following keys to success as a temporary services worker:

- Acknowledge everyone with a smile as you enter the work place - every day
- Ask for Letters of Recommendation if you are sure they are happy with your work
- Be 5 minutes early - every day
- Be willing to learn - ask for help when you need it
- Clothes - Dress for success regardless of how others dress
- Check in - When not working check in weekly - keep reminding your case manager that you are keen to find a job (Hanan was no doubt quite sick of me at times) :-)
- Do not give up - Apply! Apply! Apply! there are jobs out there and one is waiting for you!



SUCCESS STORIES



Jeff Riley
Chimes Janitorial Services

Jeff Riley works on a Chimes janitorial crew at the Amoco and Governor Bacon Health Center buildings. He works four days a week there for about five hours each day.

Prior to working as an employee in the janitorial services set aside contract, Jeff was doing assembly work at Chimes' facility-based program in Newark. Although Jeff was earning good wages in that program, it was never enough for him. He had dreamed of living on his own for many years, but had always fallen short in the past because whenever he tried to find a new job that would give him enough money to reach his goal of living independently, he had difficulty adjusting to the demands of the new workplace.

Things were different when Jeff went for a work trial at the Amoco and the Governor Bacon Health Center buildings, though. He did extremely well at the work and got along well with the other members of the crew and with state employees at the buildings he cleaned. Any time he had a day when he had trouble adjusting to work demands, which was an extremely rare occurrence, Jeff went back to assembly work at the Newark facility, so he could continue to earn money.

After several years of working as a member of the janitorial crew, Jeff saved enough money to purchase a mobile home for himself in Middletown. He now lives on his own and has become completely independent. He uses the money he earns from his janitorial work to pay his bills and buy goods/services from his local community.

Jeff owes a tremendous amount of his success in becoming independent to his working on the state set aside contract for janitorial services, which helped him achieve his dream of living on his own.



2017 COMMISSION MEMBERS & MEETING DATES

- Chair: Mrs. Debbie Harrington
Co-Chair: Mr. Doyle Dobbins
Counsel: Ms. Mary Paige Bailey, Deputy Attorney General (delegated position to Ms. Julie "Jo" Donoghue, Deputy Attorney General, November, 2016)
Member: Mr. Charles "Chuck" Wagner (resigned, October, 2016)
Member: Mr. Dean Stotler, Director, Government Support Services
Member: Mr. James "Ty" Case, Division for the Visually Impaired, (passed away, January 2017)
Member: Ms. Valerie Watson, Deputy Principal Assistant, Department of Finance (delegated position to Ms. Deloris Hayes-Arrington, Department of Finance, March 2017)
Member: Ms. Andrea Guest, Vocation Rehabilitation, Division Director, Department of Labor (delegated position to Ms. Cynthia Fairwell, Vocational Rehabilitation, District Administrator, Department of Labor, January, 2017)
Non-Voting Member: Ms. Michele Mirabella, Chimes, Delaware
Non-Voting Member: Mr. Daniel Madrid, Director, Division for the Visually Impaired (delegated position to Ms. Elisha Jenkins, Director, Division for the Visually Impaired)
Non-Voting Member: Mr. Thomas Cook, Executive Director of Ability Network of Delaware

July 19, 2016
August 16, 2016
September 20, 2016
October 18, 2016
November 15, 2016 (cancelled due to lack of quorum)
December 20, 2016 (cancelled due to lack of quorum)
January 24, 2017
February 21, 2017 (cancelled due to lack of quorum)
March 10, 2017 (Informational meeting only)
March 21, 2017
April 18, 2017
May 16, 2017
June 20, 2017

COMMISSION FOR STATEWIDE CONTRACTS TO SUPPORT EMPLOYMENT FOR INDIVIDUALS WITH DISABILITIES

BIGGS BUILDING

1901 N. Dupont Highway, New Castle, DE 19720
302.255.9810