

2020 ANNUAL REPORT TO THE GOVERNOR

COMMISSION FOR
STATEWIDE CONTRACTS
TO SUPPORT EMPLOYMENT
FOR INDIVIDUALS
WITH DISABILITIES





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

September 30, 2020

The Honorable John Carney
Governor, State of Delaware
Tatnall Building
William Penn Street, 2nd Floor
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 2020 Annual Report, as required by Title 16, Chapter 96 of the Delaware Code.

State Fiscal Year (SFY) 2020 was an extremely challenging time for the employment program overseen by the Commission, with the global pandemic's effect on the operations of state government. I am pleased to report that the Ability Network of Delaware (A.N.D.) and its nine subcontractors met this challenge by demonstrating their value as part of the state's essential workforce.

During the Commission's last meeting of the fiscal year, on June 16th, 2020, Division of Government Support Services Director Dean Stotler asked that the following statement be added to the public record: "A.N.D. did an exceptional job on behalf of the state in responding to the initial outbreak of the pandemic." Mr. Stotler thanked A.N.D. for its responsiveness as an organization. He added, "The state was able to successfully convert its workforce to telework and to address some of the initial concerns in part because of A.N.D.'s work. I think that it's appropriate that it's recognized and that they will continue to be a significant partner as we begin to move forward in reopening."

We ask that you review the Executive Summary on page 2 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 want to thank you for your support of the Commission's work, providing opportunities under 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 Molly Magarik, 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



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 2020. There was year-over-year decrease from FY 2019 to FY 2020 in the number of employees participating in the State Use Program (from **689** to **376**), as well as in wages earned (from **\$4,477,370** to **\$3,826,668**). The decrease in the employment numbers and earnings is likely due to the impact of the pandemic on hiring of people with disabilities and hours worked under both contracts. The average wage per hour ticked up due to the increase in the minimum wage, which affected employees working under the Janitorial Services contract. In addition to the wages listed in this report, health insurance and other benefits were provided to the employees.



\$3,826,668

total wages earned



319,400

total hours worked



\$11.98

average wage per hour



CONNECTING & STRENGTHENING
COMMUNITY SERVICE PROVIDERS

CONTRACT SERVICES

[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](#),

[DPI Staffing](#), [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 2020.

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 **15 classifications**, three of which are not being used. In FY 2020, A.N.D.'s subcontractors placed people in **28 unique 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 **188** 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.



\$2,083,273

total wages earned



151,012

total hours worked



\$13.80 *

average hourly rate

* This figure includes overtime wages worked due to state agency requests for extra hours during the pandemic.



DPI Staffing 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 **87** buildings located throughout the state with a total cleanable space of **2,492,048** square feet. There were **188** employees with disabilities who were employed as janitors during FY 2020.



\$1,743,396

wages earned by people with disabilities



168,388

total labor hours of persons with disabilities



\$10.35

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 **25** buildings with a total of **1,257,446** 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 **28** buildings with a total of **550,336** 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 **302,250** square feet.



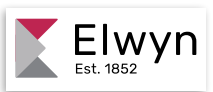
Easterseals of Delaware and Maryland's Eastern Shore is a multi-service provider that assists individuals with significant disabilities who want to secure and/or maintain employment by providing services through individual or group supported employment. Easterseals cleans **14** buildings with **165,963** 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 **120,743** square feet.



Connections Community Support Programs, Inc. 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 **9** buildings with **91,758** 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.

SUCCESS STORIES



With the rising need to protect our communities during this pandemic, ServiceSource has expanded cleaning services at the Carvel Building in Wilmington to effectively follow Centers for Disease Control and Prevention (CDC) guidelines.

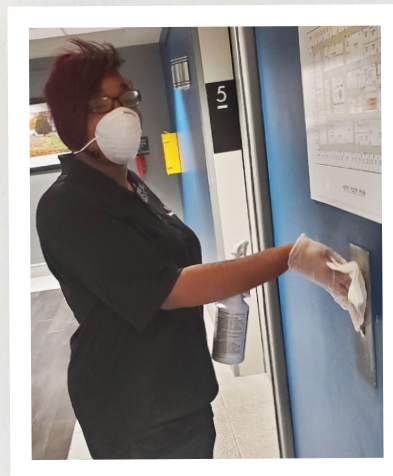
As part of that effort, ServiceSource now employs 13 people with disabilities under the janitorial set-aside contract. TyNisha Douglas was hired to join the janitorial staff to assist with the increased responsibilities.

TyNisha graduated from ServiceSource Delaware's FrameWORK for Success program before she started working at the Carvel State Building. Since becoming employed, TyNisha has moved into her own apartment and is effectively managing her bills.

"ServiceSource has really helped me along the way and I love how they are always there."

Bruce Tarkoff, Director of ServiceSource's Business Operations in Delaware said, "The services provided by our janitorial staff, which includes TyNisha, have been mobilized to ensure the Carvel Building tenants remain safe on the job. Our whole team takes pride in their work. Throughout the pandemic, TyNisha has been a great asset to the team. She is dependable and hardworking."

The Commission thanks TyNisha and the other new employees who have been hired during the pandemic. These are key members of the essential workforce who have demonstrated dedication and commitment to the services they provide throughout Delaware.



SUCCESS STORIES



Prior to being hired to work for the Treatment Access Center (TASC) as a temporary employee through Goodwill, I ended up on unemployment for five months after I lost a position with Jobs for Delaware Graduates in a middle school even though I had a Bachelors of Social Work degree, because I did not have the proper credentials.

I did some work as a substitute teacher through the Capital School District in November 2019 but I was living in a home environment that was toxic and trying to move out on my own on as a single woman on the income I had as a sub was impossible!

It seemed like no one else would hire me. Although I was more than qualified for most of the places I applied, none of the doors opened for me. After reaching a breaking point where I was living, I ended up on Goodwill's doorstep as a last resort with tears in my eyes begging for help in finding work because someone told me that they could help.

Although I had been told I had a mental disability a few months prior to going to Goodwill and was struggling with various addictions, I managed to cling to my faith and left the addictions behind. I am happily working, now, at my contractual worksite. It is as if life has started all over and there are no barriers!

I also have managed to land the perfect living space for myself in the heart of downtown Dover and, when I am not working, I enjoy time in nature, painting, cooking, gardening and spending time with friends, my neighbors, and so forth.

Thanks to Goodwill for giving me a hand up.

I hope Goodwill will continue to stay true to their mission. It's working.

Tina Baynard, Ajahnique's work supervisor at TASC, added, "Ms. Dandy maintains good ethical relations with clients, staff, and visitors at all times. She demonstrates the principles of Respect, Alliance, Choice, and Responsibility in personal conduct and job performance . . . Ms. Dandy has been an asset to the Treatment Access Center."



2020 COMMISSION MEETING DATES & MEMBERS

July 16, 2019 (Canceled)
 August 20, 2019
 September 17, 2019
 September 26, 2019
 October 15, 2019
 November 19, 2019
 December 17, 2019
 January 21, 2020 (Canceled)
 February 18, 2020
 March 17, 2020
 April 21, 2020
 May 19, 2020 (Canceled)
 June 16, 2020



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** Deputy Director, 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. Sandra Miller** 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

COMMISSION FOR STATEWIDE CONTRACTS TO SUPPORT EMPLOYMENT FOR INDIVIDUALS WITH DISABILITIES

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