

2022

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, 2022

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

During State Fiscal Year (SFY) 2022, there were only 269 people with disabilities employed in the set-aside contracts overseen by the Commission. This steep decline from previous years is the lowest employment level that Commission has reported during the last 10 years. While the employment of people with disabilities under the janitorial services set-aside contract has remained relatively stable, the number of people employed as temporary employees dropped by 39% since the last fiscal year.

In an attempt to reverse the negative trend in the use of the temporary employment services set-aside positions, the Ability Network of Delaware (A.N.D.) developed marketing materials (see page 9) highlighting the benefits of these services. On April 22, 2022, Peter Korolyk, the Director of the Division of Government Support Services (and a member of this Commission), sent these materials out to the state agencies. Although there was no discernible increase in the utilization of the temporary employees in set-aside positions, subsequently, many new agencies began requesting them. A.N.D. will continue working with Mr. Korolyk to make state agencies aware of the availability of these resources.

We ask that you review the Executive Summary on page 2 of this 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 of people who obtained competitive employment during the year;
- the number of hours worked; and
- the cumulative and average wages earned.

Please join me in recognizing the importance of Delaware's "state use" law by mentioning it in any press releases or tributes that you may issue about October's designation as [National Disability Employment Awareness Month 2022](#). The theme for this year's celebration of the vital role people with disabilities play in making the nation's workforce diverse and inclusive is: **Disability: Part of the Equity Equation**.

Let's make FY 2023 a banner year for the employment of individuals with disabilities both by ensuring that we continue to encourage state agencies to work collaboratively with A.N.D. to expand the valuable services performed for the state of Delaware under the two set-aside contracts, and and by advocating for new opportunities that the state's community rehabilitation programs are eager to explore.

I want to thank you for your ongoing support of the Commission's work and its efforts to provide opportunities under state contracts for people with disabilities to gain work experience and move towards greater independence. The two success stories that are highlighted in the last few pages of this report say it all – these are meaningful jobs, which can provide a good start towards a career for people with disabilities.



Respectfully yours,

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

Cc: The Honorable David Sokola, Senate President Pro Tempore
The Honorable Peter Schwartzkopf, Speaker, House of Representatives
The Honorable Molly Magarik, Secretary, Delaware Health & Social Services
The Honorable Sarah McBride, 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 (Commission) 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 impact on the employment of people with disabilities of set-aside contracts overseen by the Commission for Statewide Contracts to Support Employment for Individuals with Disabilities. There was year-over-year decrease from SFY 2021 to SFY 2022 in the number of employees with disabilities participating in the State Use Program (from 339 to 269). The wages earned by these employees decreased (from \$4,199,920 to \$3,048,866). The hiring of janitorial workers with disabilities stabilized, but the pandemic continued to have an adverse effect on the hiring of employees with disabilities working under the temporary services contracts. We believe this was due to the turnover in the state agencies of personnel responsible for requesting temporary employees. The average wage per hour increased from SFY 2021 to SFY 2022 from \$12.04 per hour to \$12.25 per hour. Most of these gains were seen in the average wages per hour paid to the janitorial employees with disabilities, which increased by over 5%. In addition to the wages listed in this report, health insurance and other benefits were provided to the employees.



\$3,048,866

wages earned by people
with disabilities



248,921

total labor hours of
people with disabilities



\$12.25

average hourly rate

CONTRACTED SERVICES



Ability Network of Delaware (A.N.D.) is the Central Nonprofit Agency that was selected by the Commission to manage two set-aside contracts: **Temporary Employment Services** and **Janitorial Services**. Under Title 16, Chapter 96 of the Delaware Code, A.N.D. manages the contracts established with the Commission and Government Support Services. A.N.D. subsequently subcontracts these services to community rehabilitation programs (CRPs).

Chimes, Conexio Care, DPI Staffing, 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 under the set-aside contracts in SFY 2022.

In cooperation with state agencies that refer people with disabilities for employment exploration and job placement, this program helps CRPs find work that matches the skill levels of people they support, with any training and job coaching that may be needed.

TEMPORARY EMPLOYMENT SERVICES

This contract affords A.N.D. the opportunity to facilitate the placement of well-qualified candidates into temporary employment roles in **12 set-aside positions**. This offers people with disabilities 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 **106** individuals with disabilities who worked under this contract gained valuable work experience while performing a critical service in the clerical, food service, case management, and other jobs that are important to the state of Delaware. Unfortunately, although average hourly wages increased, the use of these services declined by almost 40%.



\$1,346,327

wages earned by
people with disabilities



97,357

total labor hours of
people with disabilities



\$13.83

average hourly rate



DPI Staffing began providing temporary employment services as an A.N.D. partner in November 2015, but discontinued services in FY 2022. Goodwill picked up the positions that had been previously held by DPI Staffing.



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 **80** buildings located throughout the state with a total cleanable space of **2,457,147** square feet. There were **163** employees with disabilities who were employed as janitors during SFY 2022.



\$1,702,539

wages earned by people with disabilities



151,564

total labor hours of people with disabilities



\$11.23

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 **1,262,135** square feet.



Fedcap is a large multi-state rehabilitation service provider that offers vocational training and employment supports in Delaware and other states to people who have barriers to employment. Fedcap cleans **25** buildings with a total of **554,895** 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 **8** buildings with a total of **108,893** square feet.

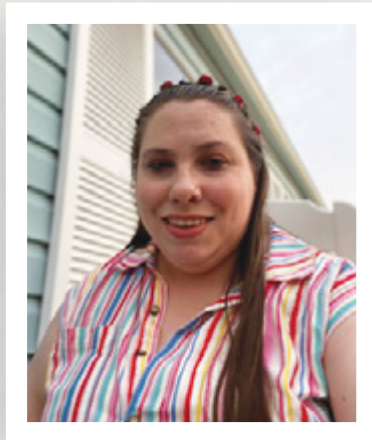


Conexio Care provides a comprehensive array of health care, housing, and employment services to help individuals and families to achieve their goals and enhance Delaware communities. Conexio Care cleans **7** buildings with **59,459** square feet.



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. Elwyn cleans **1** building with **3,552** square feet.

SUCCESS STORY



Amanda Favazza

cannot say enough about Amanda. It is so refreshing and uplifting to have someone ready and willing to support the team in every way they can. Amanda's ability to understand, execute, and when appropriate, take the lead in projects has been tremendous. When I requested temporary employment services from A.N.D., I thought that I would get someone who could help here and there with tasks, but Amanda has become a team member who I can trust and really lean on.

In the few months that she has been here, Amanda has taken a lead role in many of our administrative tasks. She has demonstrated time and time again how great her work ethic is, via her interactions

with our clients, organizing and keeping accurate records of program files, entering data in our tracking system, and taking lead in preparing contract documents and communicating with 15 of our vendors. Amanda has taken such a weight off my shoulders that it has given me the opportunity to breathe and thrive again in the workplace.

Our program would honestly not be doing as well as it is if it wasn't for Amanda.

When I saw the invitation to celebrate an employee with a disability working in the set-aside program, I had to take a minute because her disability is the last thing I think about when I think of Amanda. I don't even think I ask her if she's ok anymore when I hear her cane fall over when she is sitting down because it's just part of my world now. I don't know of all the hurdles that she may have had to overcome over the years, but I know for a fact Amanda is not letting anything stop her. She is one of the best employees and team members that I have had the pleasure of working with. I am so grateful for the opportunity to be able to receive her help and support.



– Guadalupe Murphy,
Volunteer Service Coordinator
for Volunteer Delaware 50+

SUCCESS STORY



Dante Dill-Smith

Since Dante graduated from the Delaware School for the Deaf, ServiceSource has been working with him to identify employment opportunities. Two of ServiceSource's employees, Ed Monson, and Employment Consultant, and Carie Likavec, a Transition Program Coordinator, helped Dante explore his employment options. Ultimately, this led to them providing support to Dante in applying for a janitorial position at the Carvel Building in Wilmington.

After verifying Dante's eligibility to work under the set-aside contract, Ed and Carie provided support throughout the hiring process, which included

ongoing coordination with the Delaware School for the Deaf, the Division of Vocational Rehabilitation (DVR), and a third-party contract with an American Sign Language interpreter. By combining available resources of school-provided "work guidance" and training sheets for the work that needs to be done, Dante's supervisors can communicate effectively with him.

He communicates utilizing sign language, uses his phone for those that do not understand signs, and is even teaching his supervisors some signs.

As a result of this coordinated effort, Dante began working at the Carvel Building. He is off to a great start and is currently paired with a co-worker for all his assigned tasks. Dante reports that work is going well!







BENEFITS OF THE SET-ASIDE CONTRACTS TO DELAWARE

In 2019, A.N.D. commissioned an [independent economic study](#) of the impact on the state economy of spending on social services and of employment under the set-aside contracts. It found that during State Fiscal Year 2019, wages earned by participants employed under the set-aside contracts, which were spent in their local communities, generated an additional \$5.1 million of economic activity in the state economy. This spending supported 35 additional jobs in local communities and generated an additional \$240,000 tax revenues to the state government (see the table below). Furthermore, the earnings of these individuals replaced some of the federal and state benefits which the participants would have otherwise received.

ECONOMIC AND FISCAL IMPACTS OF EMPLOYMENT IN A.N.D.'S SET-ASIDE CONTRACTS	
# Participants Employed in SFY 2019	689
Aggregate Wages Earned by Participants	\$4.5 million
Economic Impact from Wages Spent in Local Communities ¹	\$5.1 million
Additional Employment Supported	35
Additional Labor Income Earned	\$1.5 million
Additional State Tax Revenues Generated	\$240,000

SOURCE: A.N.D. (2018), IMPLAN (2019)

¹ The four rows in this section of the table refer to the economic multiplier effect in the State's economy (i.e., the effect of participant wages spent in local communities, which benefits Delaware citizens who are not employed under the set-aside contracts).



The Commission thanks these dedicated employees of Ability Network of Delaware for coordinating the work of the participating Community Rehabilitation Programs. LEFT: Natalia Magruder is A.N.D.'s Customer Service Manager. RIGHT: Matt Curcio is A.N.D.'s Contract Manager.

TEMPORARY EMPLOYMENT SERVICES MARKETING

On April 22, 2022, an e-mail was distributed promoting the use of temporary employment services set-aside positions. This is an excerpt from that marketing message developed by A.N.D.

ABILITY TO GROW



DOES YOUR AGENCY HAVE SHORT OR LONG TERM STAFFING NEEDS?

Then A.N.D. is your source. We are the exclusive contract holder to various temporary employment positions for agencies like yours. We provide job opportunities for people with disabilities—our candidates are vetted with a proven track record of excellence.

These are some of the positions we fill.

Accounting Technician
Admin Specialist 1, 2, 3
Clerical Assistant
Data Entry Tech
Food Service Worker
Food Service Supervisor
Housekeeper

Telephone Operator
Operation Support Specialist
Social Worker/Case Manager
Records Management Specialist
Senior Data Entry Tech
Supply, Storage Distro Clerk

[CLICK HERE TO FIND OUT MORE.](#)

abilitynetworkde.org





PLACES WHERE PEOPLE WITH DISABILITIES WORK AS PART OF THE STATE USE PROGRAM

(A PARTIAL LIST)

STATE AGENCIES THAT USE TEMPORARY EMPLOYMENT SERVICES

- Division of Vocational Rehabilitation
- Division of Substance Abuse and Mental Health
- Division of State Service Centers
- Division of Social Services
- Division of Public Health
- Division of Medicaid and Medical Assistance
- Division of Developmental Disabilities Services
- Division for the Visually Impaired
- Division of Professional Regulation
- Department of Safety & Homeland Security
- Department of Education

JANITORIAL SERVICE LOCATIONS

- Herman Holloway Campus
- Beau Biden Readiness Center
- Biddles Toll Plaza
- Newark Toll Plaza
- Dover Toll Plaza
- Carvel Building
- Tatnall Building
- Public Archives
- Richardson & Robbins
- Thomas Collins Building
- Georgetown Division of Motor Vehicles
- Highway Administration Building
- Georgetown Courts
- Troop 2, Delaware State Police
- Troop 5, Delaware State Police
- Sussex County Fire School
- New Castle County Fire School
- New Castle County Fire Marshall
- Kent County Court House
- Fernhook Community Health Center
- Department of Correction: Probation and Parole
- Absalom Jones
- Delaware Veterans Cemetery
- Millsboro Veterans Cemetery



FUTURE DIRECTIONS FOR DELAWARE'S "STATE USE" PROGRAM

The AbilityOne Commission, which oversees the federal set-aside contracts, has a pilot project underway to explore the impact of a reduction in the direct labor hour ratios – specifically, by reducing the ratio from 75% to lower ratios at selected test sites. The Commission for Statewide Contracts to Support Employment for Individuals with Disabilities will review the evaluation of this project, and other demonstration projects conducted by AbilityOne and [SUPRA members](#), when considering recommendations for future updates to Title 16, Chapter 96 of the Delaware State Code (“Statewide Contracts to Support Employment for Individuals With Disabilities”) and its enabling regulations.

The AbilityOne pilot project was developed after the implementation of the [Workforce Innovation and Opportunity Act](#) (WIOA) was signed into law by President Obama on July 22, 2014 to help job seekers — including people with disabilities — access the services they need to succeed in employment and to match employers with skilled workers. The WIOA created a committee to make recommendations on how to increase competitive integrated employment (CIE) for individuals with disabilities.

Among the recommendations of this committee were for the [AbilityOne Commission](#) to create three pilot projects to evaluate their impact on CIE: 1) to reduce the disability ratios in federal set-aside contracts, 2) “to increase the percentage of work that may be subcontracted to for-profit companies where there is an obligation for subcontractors to hire AbilityOne participants,” and 3) to award “AbilityOne contracts from federal customers to private industries who would be allowed to meet the minimum work hour requirements with CIE opportunities elsewhere in their business outside the contract.”

The Commission would also like to explore solutions to the transportation issues faced by people with disabilities who work under the two state set-aside contracts. Currently, public transportation options include regular bus service and paratransit service operated by [DART First State](#) and the [Delaware Transit Corporation](#). In some cases, the fixed route bus service does not provide employees working under the set-aside contracts with a schedule that gets them to their workplace in a reasonable amount of time or at a reasonable hour. Any delays in the service can also result in a late arrival to work. The Commission would like to understand whether other transportation options may currently exist or may be developed to better meet the needs of these employees.



2022 COMMISSION MEETING DATES & MEMBERS

July 20, 2021 (Canceled) | August 17, 2021 (Canceled) | September 21, 2021
September 28, 2021 | October 19, 2021 | November 16, 2021
December 12, 2021 (Canceled) | January 18, 2022 | February 15, 2022
March 15, 2022 (Canceled) | April 19, 2022 (Canceled) | May 17, 2022
June 21, 2022 (Canceled)

VOTING MEMBERS

Mr. Clint Walker	Chair, Member of the public
Mr. Doyle Dobbins	Vice-Chair, Member of the public
Mr. Dean Stotler	Director, Government Support Services – <i>Ended 12/31/21</i>
Mr. Peter Korolyk	Director, Government Support Services – <i>Began 1/1/22</i>
Ms. Cynthia Fairwell	Deputy Director, Division of Vocational Rehabilitation Representative
Mr. Jamie Johnstone	Deputy Principal Assistant, Division of Revenue, Secretary of Finance Representative
Ms. Carvella Jackson	Member of the public
Ms. Cindy Farmer	Member of the public

NON-VOTING MEMBERS

Ms. Deborah Talley	Director, 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
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COMMISSION FOR STATEWIDE CONTRACTS TO SUPPORT EMPLOYMENT FOR INDIVIDUALS WITH DISABILITIES

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

[Click here to see previous years of the Commission's Annual Report to the Governor.](#)