

2018

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, 2018

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 2018 Annual Report to the Governor, as required by Title 16, Chapter 96 of the Delaware Code.

State Fiscal Year (SFY) 2018 was the second year that the commission began operating under the revised statute, which resulted from the work done by the Commission as part of the Joint Sunset Review.

The objective of the Commission remains the same - 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 4 of the report for the key indicators of the continued success of the 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
- the cumulative and average wages earned

The community rehabilitation programs that employ people in one of the three set-aside contracts described in this report said that there were 12 people who left and found other employment during FY 2018.

During FY 2018, additional milestones were accomplished by the Commission, which were set in motion during the Joint Sunset Review. These included the finalization of the Commission's

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regulations (21 DE Reg. 424) that were published on 11/01/17 and the completion of a Certification Request (HSS18763-CNA) that led to the decision made by the Commission in July of this year to certify the Ability Network of Delaware as a central nonprofit agency.

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.



Respectfully yours,

Doyle Dobbins
Interim Chair
The 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

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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 2018.

474 individuals with disabilities were employed in three set-aside contracts during the course of FY 2018. Please note: the Temporary Employment numbers were decreased by **25%**, below, to better reflect the total number of hours worked and wages earned by people with disabilities.



\$3,738,145
total wages earned



325,153
total hours worked



\$11.50
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.





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 2018.

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**, three of which are no longer used (the DART positions). In FY 2018, A.N.D.'s subcontractors placed people in **34 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 **317** individuals who were employed in this contract in FY 2018 were persons with disabilities.



\$3,480,478

gross combined wages
of all temporary
services employees



273,707

total labor hours
for all temporary
services employees



\$12.72

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 **79** buildings located throughout the state with a total cleanable space of **2,474,644+** square feet. During FY 2018, A.N.D. employed 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. **230** employees with disabilities were employed as janitors during FY 2018.



\$1,105,433

wages earned by people with disabilities



118,038

total labor hours of persons with disabilities



\$9.37

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 **20** buildings with a total of **1,251,368+** 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 **20** buildings with a total of **475,785** 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 **11** buildings with a total of **148,780** 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 **16** buildings with **173,657+** 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 **10** buildings with **118,252+** 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. There were **6** people with disabilities employed by ServiceSource in this set-aside contract are handling their sensitive materials appropriately.



\$22,353

gross combined wages of employees with disabilities



1,835

total labor hours of persons with disabilities



\$12.18

average hourly rate



SUCCESS STORIES



Marsha Williams
Goodwill Staffing Services

Marsha Williams is a graduate of Harris School of Business and was originally hired and placed in a full time set-aside role with the State of Delaware in 2011. She is currently an Administrative Specialist II, after receiving a promotion and merit increases from her original role as an Administrative Specialist I. She has continued to receive additional merit increases from her current assignment at the State of Delaware, Department of Health and Social Services, Division of Substance Abuse and Mental Health. Marsha finds great joy, and independence through her job, and enjoys supporting her team at the Herman Holloway Campus in New Castle.

Here's Marsha's story, in her own words:

"My name is Marsha M. Williams.

In September of 2011, after going through one of the programs at DVR, to assist me with getting a job with my disability, I was sent to Goodwill Staffing . . . I (was) amputated below the knee; however, I have an attitude of this is not a disability, but to me, it's just a different way of living.

It was not even a week before Goodwill Staffing had found me a job. My job working at the State of Delaware started September 13, 2011 and my position at that time was an Administrative Specialist I.

I stayed in that role for about 2 years, and was promoted to an Administrative Specialist II position on December 15, 2013.

I am thankful to the State of Delaware and the Ability Network of Delaware program for seeing beyond my disabilities, allowing and encouraging me to work with my disability, and assisting me with any accommodations needed for me to continue my employment up until today."



SUCCESS STORIES



Herman "Jamie" Powell
Easterseals

Jamie was referred to Easterseals for Supported Employment services in late 2012. After completing some assessments, Jamie's team agreed that he would benefit from a Supported Group Employment experience, which is a program designed to offer people meaningful employment while they learn a variety of work-related skills.

In January 2013, Jamie began working with a supervised custodial crew in one of the courthouses in Georgetown through A.N.D.'s State Use contract. At that time, he was very timid and kept to himself. As his work skills improved, his confidence grew, however, Jamie began making friends with co-workers and developed a good working relationship with his Easterseals supervisors.

Jamie became one of the top Easterseals employees at the courthouse, which led to discussions on moving him into a more independent employment situation. Over the course of three years, Jamie continued to gain confidence and eventually he felt ready to consider individual Supported Employment.

Jamie interviewed with the Johnny Janosik World of Furniture in Laurel and was hired to work at the store! He has been successfully employed there since April of 2016. Having had the opportunity to work and develop valuable skills with the State Use program contributed to Jamie's ability to thrive in his current job.



SUCCESS STORIES



Louis DiSanto
Easterseals

Louis was referred to Easterseals for Individual Supported Employment services. After completing some assessments, he was placed in a custodial position in February 2013.

This was a difficult time for Louis because of uncertainties with his family and living arrangements, which led to him having struggles on the job.

When his team suggested Louis try a supported Group Employment experience to provide him with meaningful employment while learned a variety of work-related skills, Louis decided to go to work with a supervised custodial crew in one of the courthouses in Georgetown through A.N.D.'s State Use contract in March 2013.

Louis did well with the crew, demonstrating good work skills and continued improvement. Over time, he made consistent contributions to the work of the crew and began assisting others, as well.

In April of 2017, Louis was given another opportunity for Individual Supported Employment. Although Louis had made significant gains over the four (4) years, the new workplace didn't work out, so he left that job and immediately resumed work with the custodial crew in Georgetown.

Then, in April 2018, Louis obtained a job at a McDonalds restaurant. He remains employed there and continues to enjoy his job. Louis' experience working in the State Use program gave him the work skills and confidence needed for successful employment at McDonalds.



2018 COMMISSION MEMBERS & MEETING DATES

VOTING MEMBERS

Mr. Doyle Dobbins	Vice-Chair – member of the public
Mr. Dean Stotler	Director, Government Support Services – GSS Director
Ms. Cynthia Fairwell	Vocational Rehabilitation District Administrator for Employment Services – DVR representative
Mr. Jamie Johnstone	Deputy Principal Assistant (Revenue) – Secretary of Finance representative
Ms. Carvella Jackson	member of public
Ms. Cindy Farmer	member of public

NOTE: One voting member from the public
has not been appointed as of this date.

NON-VOTING MEMBERS

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

SUPPORT STAFF

Ms. Michelle Hamilton	Administrative Specialist III, Office of the DVI Director
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VACANCY: One representative of a CRP
that employs individuals with disabilities

July 18, 2017 (cancelled due to lack of quorum)
August 15, 2017 (cancelled due to lack of quorum)
September 19, 2017 (cancelled due to lack of quorum)
September 26, 2017
October 12, 2017
October 17, 2017
November 21, 2017
December 19, 2017
January 23, 2018
February 20, 2018
March 20, 2018 (cancelled due to inclement weather)
April 17, 2018
May 5, 2018 (rescheduled to May 22, 2018)
May 22, 2018 (cancelled by Chair)
June 19, 2018

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

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