

State of Delaware
State Use Law Commission



Annual Report to the Governor
2011



STATE OF DELAWARE
COMMISSION FOR THE PURCHASE OF PRODUCTS AND SERVICES
OF THE BLIND AND OTHER SEVERELY HANDICAPPED INDIVIDUALS
(STATE USE LAW COMMISSION)

September 30, 2011

The Honorable Jack Markell, Governor
State of Delaware
Tatnall Building
William Penn Street, 2nd Fl.
Dover, DE 19901

Dear Governor Markell,

On behalf of the Commission for the Purchase of Products and Services of the Blind and Other Severely Handicapped Individuals, also known as the State Use Law Commission, I am pleased to present you with our 2011 Annual Report.

We are proud of the success another year of service has brought to those employed through the State of Delaware set aside contracts and grateful for every job opportunity provided by participating State departments.

As a result of our focus on growth and expansion, in February 2011 the Commission voted to add an entirely new line of business, Secured Document Destruction, to the existing services provided to the State. This new contract consolidates the procurement of professional shredding services into a single seamless operation. From individual offices to final shredding, all documents are managed with the highest levels of security. This new line of business opens opportunities for people with a wide range of disabling conditions.

During fiscal year 2011, the total gross wages earned by people with disabilities because of the State Set Aside program was \$4,286,238 with 549 individuals employed. This has resulted in savings of over \$1 million for the State.

In your review of this report you will find that the individuals featured willingly share their success, joy and fulfillment acquired as a result of their employment. We hope you will appreciate, as we do, the value that this law provides for Delawareans with visual impairments and other disabilities.

Respectfully,

Roger M. Levy, Esq.
State Use Law Commission Chairman

cc: The Honorable Matthew Denn, Lieutenant Governor
The Honorable Anthony J. DeLuca, Senate President Pro Tempore
The Honorable Robert F. Gilligan, Speaker, House of Representatives
The Honorable Rita Landgraf, Secretary, Delaware Health & Social Services
The Honorable Margaret Rose Henry, Chair, Senate Health & Social Services Committee
The Honorable Michael Barbieri, Chair, House Health & Human Development Committee

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Executive Summary

This annual report highlights the work of the Commission for the Purchase of Products and Services of the Blind and Other Severely Handicapped Individuals (also known as the State Use Law Commission), the entity overseeing the State Use Law Program. It details the benefits of the program for the individuals with disabilities served and for the State of Delaware during fiscal year 2010-2011. The program's current contract holders are the Delaware Association of Rehabilitation Facilities (DelARF), the Delaware Industries for the Blind (DIB) and Kent Sussex Industries (KSI). As a result of the combined efforts of the Commission, the State of Delaware and the contract holders, 549 individuals with visual impairments and other disabilities have acquired gainful employment during the year. Their gross wages totaled \$4,286,238.

The program continued to grow this year as detailed below:

- DIB expanded gross sales by \$127,099 during the year;
- KSI produced 4,706 remanufactured print cartridges for the state, a significant savings over new cartridges;
- DelARF janitorial crews now serve 77 state buildings, six new sites were added this year;
- 181 Temporary workers this year supported state offices in 8 specific job titles.
- A new contract, Secured Document Destruction, was added to those services set aside.

There are currently 8 major products/services that have been set aside. They are managed by the following agencies as listed below:

Document & Mail Preparation Services • KSI	Electronic Goods Recycling • DelARF
Engraving & Promotional Items • DIB	Janitorial Services • DelARF
Remanufactured Toner Cartridges • KSI	Rubber Stamps • DIB
Temporary Employment Services • DelARF	Secured Document Destruction • DelARF

Throughout the year, the Commission worked to offer cost effective, quality services and products to the state while also providing employment for a segment of the population that has been traditionally underemployed. These individuals moved from dependence on state programs and Federal financial support to greater levels of independence. They received a living wage, many collected benefits, and all paid taxes. In addition, they gained skills, confidence, and valuable job experience. Many moved onto permanent employment opportunities either with the State, or in private organizations. For every person employed, the State of Delaware benefited through increased taxes paid and reduced entitlements received. These programs resulted in a "win-win" for the employees, their customers, and the State of Delaware.

Randy Watson



For the past ten years, Randy Watson has been working at the New Castle County Courthouse in Wilmington as a contract janitor through Goodwill. He is proud of his job and his role in keeping the building clean. His long tenure at the courthouse is a testament to his role as a reliable, dedicated employee.

"I'm happy to have this job."

Randy is part of a two person team responsible for cleaning bathrooms, vacuuming, mopping floors and other necessary janitorial tasks to keep the courthouse clean. This is not a simple task in a public building that hundreds of people frequent on a daily basis. Dedication and pride in his work are motivating factors for Randy that result in the joy of job satisfaction for him. "I take my job seriously," Randy said. "It took a while to find this job, so I want to keep it." After graduating from William Penn High School in 2000, Randy spent over a year looking for work. He was referred to Goodwill for job search assistance that resulted in his placement at the New Castle County Courthouse.

Jeff Haggerty, Director of Janitorial Services, said, "Randy is an excellent employee that comes to work everyday with a smile on his face. He truly exemplifies what the Goodwill mission is all about. He takes pride in the work he does and is always willing to provide additional assistance when asked. Goodwill is blessed to have an employee like Randy Watson!"

A native Delawarean, Randy lives in New Castle with his family. When he is not working, Randy enjoys spending time with his family and friends.

Stacy Lukens



Stacy Lukens has worked on a number of projects at KSI in Milford since she began in 1996. She currently works in the document and mail preparation area, a KSI State Set Aside contract. If you asked Stacy her favorite part of the job, she would first tell you that while the money is important, her friendly and helpful coworkers are also important to her.

"I like the people I work with. I know everyone!"

Stacy lives in Felton with her family and enjoys spending time with her friends and family and playing with her chocolate lab named Zoe. Stacy is a proud member of KSI's Action Club, which organizes community service projects for KSI employees, including reading to senior citizens and raising money for the SPCA. She enjoys all of the social aspects of her job, including the events held throughout the year.

Jerry Topolski, Stacy's direct supervisor describes her as a reliable employee that only misses work for medical reasons. "She's proud of what she does and the work she gets done. She does a variety of jobs and is always helpful and friendly."

2010 - 2011 Commission Members



From left to right: Dominic Scatasti, Ty Case, Robert Doyle, Connie Hughes, Roger Levy, Tom Burns & Michele Mirabella

Roger M. Levy, Chairman
Thomas Burns, Vice Chairman
Jayson Crouch
Ty Case
Michele Mirabella
Dominic Scatasti

Dean Stotler*, Director of Government Support Services
Rebecca Goldsmith*, Department Finance designee
Robert Doyle*, Ex-Officio, Division for the Visually Impaired
Connie Hughes*, Ex-Officio, Delaware Association of Rehabilitation Facilities

*: Member by Virtue of the Statute

During the 2010-2011 fiscal year, the commission met ten times (July 15, 2010; September 16, 2010; October 7, 2010; November 18, 2010; December 16, 2010; January 20, 2011; February 17, 2011; March 11, 2011; April 21, 2011; and June 16, 2011).

The Law

**Delaware State Code
Title 16
Health and Safety
Disabled and Partially Disabled Persons
Chapter 96. State Use Law**

The purpose of this chapter is to further the policy of the State to encourage and assist blind and other severely handicapped individuals to achieve maximum personal independence through useful and productive gainful employment by assuring an expanded and constant market for their products and services, thereby enhancing the dignity and capacity for self-support of blind and other severely handicapped persons, and minimizing their dependence on welfare as well as the need for the State to provide costly institutionalization.

John Lippy



John serves as one example among many who have benefited from the spirit of the State Use Law and the opportunities it creates for individuals who have barriers to employment.

Some people are driven in a straight line toward a long-established career goal, while others find themselves in careers by luck or happenstance, but there remains a large population of people who must travel a longer, more arduous road to find vocational success.

John Lippy came to Goodwill Staffing Services through an astute and fortuitous introduction made by his employment counselor from The Opportunity Center. When John visited me at The Goodwill Center, he was equipped with all the assistive technology devices one could possibly conceive, but what struck me as a recruiter were not the marvels of modern technology at John's disposal, but his passion to find meaningful employment in an environment that would continually challenge him.

Adversity and challenge are not foreign concepts to John, as he had to overcome increasingly failing eyesight while a student pursuing his Bachelor's degree from the University of Delaware. John learned that he had a degenerative eye disorder resulting in his being declared legally blind. With the help of the Division for the Visually Impaired and the Opportunity Center, John found the supports that would ultimately direct him to Goodwill Staffing Services.

In speaking with John, there is such a quiet dignity about him that one cannot help but feel compelled to advocate for him and the State Set Aside contract is the perfect vehicle to showcase John's talents. A temporary data entry position opened at the Division of Substance Abuse and Mental Health (DSAMH). John and I spoke about his interest in the position and the opportunity to serve the mission of DHSS by advocating for others as he had so diligently advocated for himself. Ultimately, he decided to submit his resume for consideration for the position and was offered the job. After a nearly a year of dedicated service to the needs of DSAMH, John was offered a Management Analyst position at the Division.

John is now thriving in his new role and continues to welcome new challenges to overcome. John serves as one example among many who have benefited from the spirit of the State Use Law and the opportunities it creates for individuals who have barriers to employment.

**A Set Aside Success Story By Paul Beane, Goodwill Staffing Services*

2010-2011 Statistics & Data

Delaware Industries for the Blind (DIB)

- Number of people with visual impairments employed - 32
- Gross Set Aside Sales \$745,022
- Gross wages of people with visual impairments \$423,617

Delaware Association of Rehabilitation Facilities (DeIARF)

- Number of people with disabilities employed – 421
- Number of people employed in temporary service positions – 181
- Number of people employed in janitorial positions – 240
- Number of janitorial sites throughout the State - 77
- Gross wages of people with disabilities - \$3,816,768

Kent Sussex Industries (KSI)

Remanufactured Toner Cartridges

- Number of people with disabilities employed - 7 regular production technicians, 24 different participants worked in this business during FY 2011
- Number of cartridges sold to the State – 4,706
- Gross wages of people with disabilities - \$44,774

Document and Mail Preparation

- Number of people with disabilities employed - 72 different participants worked on this contract during fiscal year 2011
- Gross wages of people with disabilities - \$1,079

“Government investments in programs, policies, and initiatives designed to increase the employment of working-age people with disabilities are desirable because they can lead to greater individual well-being, increased government revenues, reduced government spending, and net gains to society.”¹

¹ Livermore, G., & Goodman, N. (2009). A review of recent evaluation efforts associated with programs and policies designed to promote the employment of adults with disabilities. Ithaca, New York: Rehabilitation Research and Training Center on Employment Policy for Persons with Disabilities.

How the State Benefits from This Program

Throughout the country, over 40 states have “state use laws” that serve to increase employment for people with disabilities. State Use Programs create partnerships that result in jobs, increased independence and greater self-worth for individuals with disabilities. They are viewed as “win-win” programs because they benefit state governments, the society at large, and individuals with disabilities.

- **State Governments:** Receive quality services at a competitive price for the products and services offered. The State Use Law Commission is charged with overseeing equitable pricing on all goods and services provided to the state. Individuals with disabilities are some of the largest consumers of tax supported programs and services. This program allows them to become more self-sufficient and less reliant on the government.
- **Society at Large:** Benefits by having a more diverse workforce, a more inclusive society, and full participation by all citizens. Ultimately, citizens see their tax burdens reduced as those served become more independent.
- **Individuals with Disabilities:** Gain employment and reduce or eliminate their reliance on government funded programs and services. They move from “tax recipients” to “tax payers.” The State Use Programs Association (SUPRA) conducted a nationwide economic benefit analysis for states with a set aside for disabilities. A nationally recognized economic analysis firm performed this statistically valid sampling and found the following results for participating states; \$32 million in reduced government entitlements; \$36 million in increased tax payments; **\$2,200 annual savings per worker.**

The Results for Delaware

549 People with Disabilities Employed --Over **\$4.2 Million** in Wages Earned
If 75% of those employed are working full time, then the savings to Delaware Taxpayers in 2010-11 in just under \$1M.

Through one contract alone (Temp Staffing), 42 individuals moved on to full time competitive jobs during the current year. These individuals have become completely independent as a result of the opportunities afforded through this contract. They gained valuable work experience, learned transferable skills, and created a resume leading to their first job!

State Use Programs Work by Putting People with Disabilities To Work

Vernon Ross



Vernon Ross spent fourteen years out of work before finding a job in 2007 with Delaware Industries for the Blind as a custodian. Vernon had been a “fire man” for many years and was responsible for changing tires on tractor trailers, back hoes, and other large vehicles and equipment. The job was too dangerous for him to continue when his vision started deteriorating in 1993. “It was miserable,” he explained, “to be out of work that long. To get the job here was a breath of fresh air. The best thing that could have happened to me.” Vernon is the 2010 Delaware Industries for the Blind Employee of the Year and will travel to New Orleans for a national event recognizing employees with visual impairments throughout the country.

“Getting the job at Delaware Industries for the Blind was like a breath of fresh air. I love my job. I don’t even like to miss a day.”

As a custodian, Vernon is responsible for cleaning the bathrooms, vacuuming, taking out the trash at the Biggs Building and in the Main Administration Building on the Delaware Health and Human Services campus in New Castle. He really enjoys being around people and is known for his positive outlook on life. “Vernon is a hard worker who misses very little time, has a great personality while at the workplace and is always willing to do things when asked to,” described Cleo McKinney, Vernon’s supervisor.

The father of four daughters, he lives with his youngest in Wilmington and his grandson. He enjoys spending time with his grandson everyday.

Participating Agencies

Entities participating in the State Use Law program include:

Delaware Association of Rehabilitation Facilities (DelARF) agencies

DelARF affords services to member agencies who provide direct rehabilitation services to people with disabilities through advocacy, networking and the management of State Set Aside contracts for janitorial, temporary employment services, and secured document destruction. Contracted services are provided for the Department of Labor, Delaware Health and Human Services, the Carvel Building, and the new Kent County Courthouse, among others.

DelARF members affiliated with the State Use program include: Chimes Delaware, Connections CSP, Inc., Easter Seals of Delaware & Maryland's Eastern Shore, Goodwill Industries*, Service Source, Inc.**

*Provides both janitorial and temporary employment services.

**Provides both janitorial and secured document destruction services.

www.delarf.org • (302) 622-9177

For more information about janitorial services, temporary services, and secured document destruction contact Terry Cipolla at (302) 622-9177 or tcipolla@delarf.org.

Delaware Industries for the Blind (DIB)

DIB strives to foster independence in the blind community by creating and providing a wide variety of employment opportunities for blind and visually impaired Delawareans. Awards, employee recognition programs, promotional products, embroidery, screen printed items and rubber stamps are some of the many "Skillcraft" custom products provided to state, federal, and other customers.

www.promoplace.com/dib • (302) 255-9855 • dibcustomerservice@state.de.us

For more information about Delaware Industries for the Blind's services, contact Andy Kloepfer, at (302) 255-9856 or andy.kloepfer@state.de.us.

Kent Sussex Industries (KSI)

KSI's mission is to assist people with disabilities in the pursuit of their potential in employment and meaningful participation in their communities. KSI provides document and mail services and remanufactured printer cartridges for the State Use program.

www.ksiinc.org • (302) 422-4014

For more information about KSI's document and cartridges services, contact Jayson Crouch at (302) 422-4014 ext. 3007 or crouchj@ksiinc.org.

Adam MacCord



Adam MacCord works with Service Source's Secured Document Destruction team, a new State Use Set Aside program started in February 2011. Adam has been an employee with Service Source, also known as the Opportunity Center, Inc., in Wilmington since he graduated from Concord High School in 2003. He has had the opportunity to work in a number of different jobs at Service Source, including computer recycling and working in the production area. He jumped at the chance to learn something new when the secured document destruction program started last year.

"I love this job and the opportunity I have had to try something new."

"In the Secured Document Destruction area, we make sure that government and business documents are securely shredded and then bailed to be recycled." The Secured Document Destruction program ensures that the information is 100% destroyed and the paper in the facility is 100% secure through cameras and sophisticated security procedures. One of their main customers is the Internal Revenue Service's Philadelphia Service Center. In their first year of operation they destroyed over 682,500 pounds of highly sensitive and/or confidential documents from the IRS. Adam is proud of the work he does in ensuring the security of the documents from the moment they arrive throughout the entire process.

Adam knows the ins and outs of the day-to-day tasks of his department. His supervisor, Terry Gaskell, considers Adam his right-hand man on the floor. "Adam is dependable and trustworthy. We have a great team working in this area."

State Use Law Commission

Assisting People with Visual Impairments and Other Disabilities with Employment

Biggs Building

1901 N. DuPont Highway

New Castle, DE 19720

(302) 255-9855