

COMMITTEE FOR PURCHASE FROM PEOPLE WHO ARE BLIND OR SEVERELY DISABLED

2010 ANNUAL REPORT

MISSION: POSSIBLE



www.abilityone.gov

INSIDE:
Learn how AbilityOne®
outfits our soldiers!

Highlights

MISSION:

PROVIDE EMPLOYMENT OPPORTUNITIES FOR PEOPLE WHO ARE BLIND OR HAVE OTHER SEVERE DISABILITIES IN THE MANUFACTURE AND DELIVERY OF PRODUCTS AND SERVICES TO THE FEDERAL GOVERNMENT.

Department of Defense Customer Spotlight



SEE PAGE 20

AbilityOne® employees produce a variety of clothing and equipment for our Nation's soldiers, including the Universal Camouflage Pattern uniforms being fabricated above and worn by the soldier on the front cover of this report.

Humanitarian Support



SEE PAGE 26

Following the January 2010 earthquake in Haiti, AbilityOne nonprofit agencies and their employees provided contact center support and supplies to aid in the relief effort.



COMMITTEE FOR PURCHASE FROM PEOPLE WHO ARE BLIND OR SEVERELY DISABLED

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Front cover: American soldiers are supported on the battlefield by AbilityOne employees who produce many of the high-tech uniforms and accessories they need to succeed in their dangerous missions. Photo credit: DoD photo by Spc. Eric Cabral, U.S. Army.

Introduction



Thomas Michael Raeburn II, Eggleston Services, Norfolk, Va.

In 1938, the idea that people who are blind or have other significant disabilities could contribute to or compete in the business world and that they should be afforded opportunities for gainful employment was a new and even radical concept. At the same time, the AbilityOne® Program founders believed in what many at that time viewed as an **impossible mission**. They believed that all individuals, regardless of disability, should have the opportunity to earn a living through meaningful employment and be valued members of society. By contrast, the founders saw this to be a **Mission Possible** and set about making that happen.

Now, 72 years later, in 2010, the Committee for Purchase From People Who Are Blind or Severely Disabled continued the transformation of the impossible into the possible for more than 47,000 people who have such disabilities. This annual report features just a few of the individuals whose lives have been uplifted by the AbilityOne Program and whose dreams have been made possible through their own hard work and the combined efforts of the Committee and its AbilityOne Program partners.

The Committee is the independent Federal Agency that administers the AbilityOne Program, in partnership with two central nonprofit agencies (CNAs),

National Industries for the Blind (NIB) and NISH-Creating Employment Opportunities for People with Significant Disabilities. More than 600 nonprofit agencies (NPAs) associated with NIB or NISH produce and provide a wide array of products and services for the Federal Government under the AbilityOne Program.

In supporting Federal Government customers, people who are blind or have other significant disabilities and who are employed through the AbilityOne Program play a critical role in supporting some of our Nation's most pressing challenges. These AbilityOne employees outfit U.S. soldiers currently deployed in Iraq and Afghanistan and other trouble spots around the world, contributing to the readiness of our Nation's armed forces. AbilityOne employees rally to provide support during times of global crises, such as the devastating earthquake that took place in Haiti in January 2010. AbilityOne employees are also in the forefront of making environmental sustainability a reality by providing a variety of green products and services.

The AbilityOne Program makes possible the personal aspirations of its employees who, in turn, support AbilityOne Federal customers. Working together, we can confidently face some of the most challenging missions in our country today.

Letter from the Chairperson



ANDREW D. HOUGHTON
COMMITTEE CHAIRPERSON

Dear Supporters of AbilityOne:

The Committee and the AbilityOne® Program have made tremendous strides toward accomplishing our mission in fiscal year (FY) 2010. We have established and maintained a culture of communication and collaboration throughout the AbilityOne family. Our interaction with those who truly make the AbilityOne mission their own was both inspirational and rewarding, and literally helped shape the direction of the program in many important areas, including employment, stewardship and business operations.

I am especially proud of our program-wide focus on the Quality Work Environment (QWE) we seek to create and sustain for AbilityOne employees. The QWE Steering Group composed of nonprofit agency leaders and employment experts embraced the Committee's guiding principles and, within one year, developed well-researched best practices and implementation guidance. By the year's end, 114 of 602 agencies had signed on, putting us well on our way to our 25 percent early adoption goal.

Today's AbilityOne Program employees ensure quality and value to our Federal customers. They provide high-tech products to our men and women in uniform and deliver equally high-tech services such as digital imaging and secure document destruction. They offer valuable contract closeout assistance to the Department of Defense, *saving taxpayers millions of dollars*. They even contribute to humanitarian assistance efforts in response to international emergencies such as the earthquake disaster experienced by the people of Haiti.

In light of recent economic conditions, we have had to work harder at building the AbilityOne Program. But it is worth restating that when economic conditions negatively impact the general population, the effect is *amplified* for people who are blind or who have other significant disabilities. It is they who face the most barriers to obtaining and maintaining employment, even amid booming economic times.

When given the opportunity, AbilityOne employees who are blind or who have other significant disabilities demonstrate an incomparable work ethic and are highly motivated in their desire to participate in the American dream. Employee turnover is minimal, and job satisfaction is among the highest found in any job sector. The genuine attitudes of our employees who have greeted me in my travels may be summed up by what one individual said to me while visiting an AbilityOne work site: "I may not be in the military, but I feel like I am... and I'm proud to serve our country in this way."

In this, my final year of service as both Committee chairperson and private citizen member, I am pleased to look back at our many accomplishments over the past few years, including: rebranding of the Program; improving stakeholder relations through outreach and listening sessions;

Photo at far left: Andrew D. Houghton (left) presents an award to Abram Claude, Jr. for his service on the Committee.

Photo at left: Andrew D. Houghton and Malia Thibado, a student at the Alabama School for the Blind, cut the cake at the first Open House hosted by the Committee in October 2010.





Top photos: Committee members visit Winston-Salem Industries for the Blind, a member of the AbilityOne network in Winston-Salem, N.C.



Lower photo: From left to right, James H. Omvig, Committee vice chairperson; Kevin A. Lynch, NIB CEO; Andrew D. Houghton, Committee chairperson; and Robert Chamberlin, NISH CEO, cut the ribbon during dual conference room dedication ceremonies at the Open House.

whose wisdom, counsel and knowledge I could always rely.

I must especially thank Jim Omvig, who has served as an incredibly capable vice chairperson; all current and former Committee members alongside whom I have had the honor to serve; and Tina Ballard, our executive director, who has executed the program mission with enthusiasm and professionalism. I also thank the board chairpersons and CEOs of National Industries for the Blind and NISH, without whom the AbilityOne Program could not have achieved everything it has in the past eight years.

Finally, I want to say how profoundly thankful I am for having had the chance to help improve the lives of people who are blind or have other significant disabilities.

Without a doubt, the AbilityOne Program is strong and well positioned for the future. The best is yet to come!

Sincerely,

Andrew D. Houghton, Chairperson

and providing guidance to our Base Supply Center Program, resulting in improved performance and increased employment.

Equally important, I sincerely hope that my legacy will include the continuation of an invigorated, intensive effort to educate and provide technical assistance to Congress and the Administration about our enabling Act and the advantages of modernization. Doing so through a spirited, collaborative and transparent process allowed us to reach a wide audience of constituents and lawmakers while shedding light on the *complexity* of unifying diverse program stakeholders around a common policy agenda.

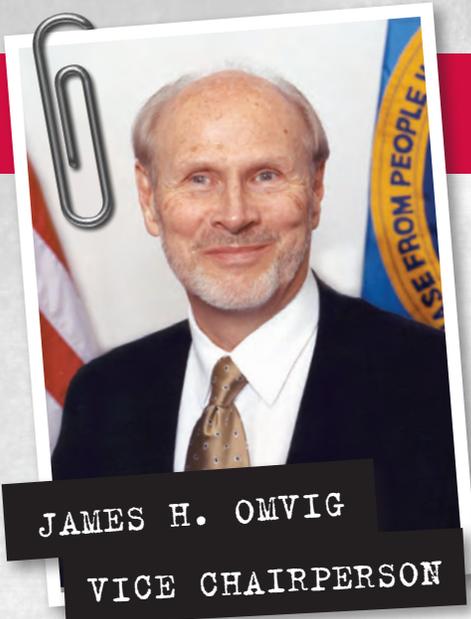
I strongly urge a continued emphasis on aligning the AbilityOne Program with prevailing disability and procurement policies. The six new appointees I welcomed

to the Committee in FY2010 will surely contribute to the effectiveness of these efforts. Under their stewardship, the AbilityOne Program will continue to provide the highest quality products and services to the Federal Government, far into the 21st century. We have come a long way over the past eight years, and it has been a great privilege to be part of such monumental progress.

It is bittersweet knowing that my term is coming to a close. It has been an honor to serve and a wonderful experience getting to know the hundreds of people around the country who are the heart of the AbilityOne Program. Without their dedication and passion, it would be virtually impossible to run such a program. I extend my personal thanks to everyone with whom I worked during my tenure with the Committee, and upon



Historical Perspective



JAMES H. OMVIG
VICE CHAIRPERSON

Mr. Omgvig is a longtime leader of the National Federation of the Blind and worked as an attorney for the National Labor Relations Board. Having lived through and helped precipitate a period of tremendous change in how people who are blind are perceived, educated and valued in society, we asked Jim to provide us with comments based on his own experiences, education and research.

In ancient Sparta, babies who were born blind were left outside the city's walls to perish from exposure or to be devoured

by wild animals. In primitive societies, the blind were thought to be of no value whatsoever. Through the centuries, blindness was even commonly thought to be a punishment for sin.

Established in 1829, America's first residential school for blind youngsters was the New England Asylum for the Blind. Now there's an uplifting identifier! Ultimately, this demeaning and destructive name was changed to the Perkins School for the Blind. It exists to this day.

Other state residential schools followed with the primary purpose of teaching blind students occupational skills such as rug and basket weaving, broom making and chair caning—the so-called “blind trades” that would lead to employment.

It didn't work! The blind didn't get jobs!

In response to that sad reality, the first “sheltered shop” for the blind was established in New York City in 1850. Many others were soon established, and adult blind workers began

making brooms, mops, brushes and other such items routinely.

By 1938, as America emerged from the Great Depression, two members of the U.S. Congress named Wagner and O'Day sought to create more jobs for blind workers by proposing that the Federal Government itself purchase the brooms, mops and other tools it needed to clean Federal buildings from sheltered shops for the blind. Their proposed legislation resulted in the creation of the *Wagner-O'Day Program*. That same year, Congress established “minimum wage” protections for American workers—a lofty goal—but *excluded* people who were blind since many believed that “blind workers couldn't possibly be as productive as sighted workers”—a problematic decision ever since.

The National Federation of the Blind was organized just two years later, in 1940. The Federation argued that blind workers are as valuable as sighted workers and should receive the same wages and benefits. Further, blind production workers should be able to move into management

PROGRAM HISTORY:

1938

President Franklin D. Roosevelt signs into law the Wagner-O'Day Act to employ people who are blind.



1938

Congress establishes the Committee on Purchases of Blind-Made Products, providing jobs for people who are blind and requiring the Federal Government to purchase products made by nonprofit agencies; President Roosevelt appoints founding Committee members.

1938

National Industries for the Blind (NIB) is incorporated. The Committee publishes the first Procurement List.

or supervisory positions, a rare occurrence in the forties.

In 1971, the original program legislation was expanded to include people with other severe disabilities, and NISH—the second of the two central nonprofit associations through which the Committee for Purchase administers the program—was created.

Fast forward to 2006, and the program formerly known as JWOD after its legislative founders was renamed AbilityOne®.

As for my personal story, I am blind. Born in 1935, I began to lose vision because of retinitis pigmentosa in 1945 and went off to attend the Iowa School for the Blind in 1950—during the second half of my freshman year of high school. This was my first encounter with

“the blindness system” and “blindness professionals.”

My parents assumed that the workers at the School for the Blind would know what they were doing and would be able to help me—a lost soul.

They were wrong!

Several years later, I realized these “professionals” didn’t have a clue about blindness. They were as ashamed of it as I was and had absolutely no expectation that a blind person could take his or her place in society. They hadn’t seen fit to teach me Braille or how to get around using the long, white cane; but they *did* teach me how to weave rugs and baskets so I could get a job after graduation. I did graduate in 1953, but didn’t get a job. Instead, I returned home to live with my parents for the next eight years. Then, in 1958, a miracle happened.

A blind man named Dr. Kenneth Jernigan came to Iowa to direct that state’s failed vocational rehabilitation agency for the blind. His dream was to create the

best “orientation and adjustment center” for blind adults that would become the model for the entire country. He succeeded and soon became the Martin Luther King for blind people in America.

In 1961, at the age of 26, I went through Jernigan’s new adult training program and for the first time felt *fully empowered*. I went to college and became the first blind student ever to attend the Loyola University of Chicago School of Law, as well as the first blind attorney ever hired by the National Labor Relations Board; and I have served as an advocate for the welfare and rights of the blind for the past 49 years.

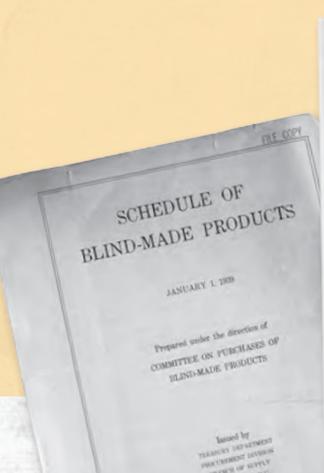
We have come a long way...

In the overall scheme of things, it really doesn’t matter who claims credit for what has happened. What *does* matter to people who are blind or significantly disabled is that change, real change, has occurred. There now exists a strong sense of excitement and hope everywhere.

As Dr. Jernigan taught me, ***“It is respectable to be blind.”*** And, yes, ***the mission is possible!***

—J.H. Omvig

Marc Maurer, president of the National Federation of the Blind; James H. Omvig, Committee vice chairperson; and Andrew D. Houghton, Committee chairperson.



1952

NIB launches the SKILCRAFT® brand for premier consumer products.

1960

NIB establishes a rehabilitation services division.

Mission Accomplishments

- Throughout **World War II**, employees who are blind manufacture the mops, brooms, pens and office supplies needed to support American forces in all theaters of operation.
- In 1948, National Industries for the Blind (NIB) and associated agencies support a post-war recovery plan to widen distribution outlets and broaden the market for its products through sales at military commissary stores.
- The **Korean War**, 1950-1953, changes Government procurement patterns and fosters new market opportunities, which increases demand for hundreds of products and quadruples the products sold to the Federal Government.
- In 1955, after seven years of effort to overcome commercial distribution and marketing obstacles, the first military resale products reach commissary store shelves with the Committee's approval.
- As a result of the **Cuban Missile Crisis** and throughout the 1960s, NIB provides more than one million sanitation kits for the Federal Fall-Out Shelter Program.
- In 1971, under the leadership of Senator Jacob Javits, Congress amends the original Wagner-O'Day Act to include people with severe disabilities and allows the program to also provide services to the Federal Government. Over the next two decades, the **Javits-Wagner-O'Day (JWOD) Program** provides jobs to 7,500 people, resulting in 3.8 million direct labor hours that pay \$11.6 million in direct labor wages.
- Throughout the 1980s, nonprofit agencies extend the array of JWOD Program services, such as:
 - First commissary shelf stocking project and first food service at Sheppard Air Force Base in Texas.
 - Major expansion of custodial services with the GSA Public Buildings Service.
 - First operation of a Postal Service Center for the Air Force, at Barksdale Air Force Base in Louisiana.
- During **Operations Desert Shield and Desert Storm** in 1991, the JWOD Program provides millions of dollars in critically needed products to support our troops.
- The **first military base supply center** opens and establishes a new distribution channel for NIB's expanded SKILCRAFT® product line in 1995.
- As we enter the 21st century, the products and services delivered by JWOD employees who are blind or significantly disabled contribute to a more flexible and efficient U.S. military.
- From 2001 to 2003, the JWOD Program provides "**surge support**" during stateside Operations Enduring Freedom and Iraqi Freedom.
- In 2005, NIB and NISH respond to **Hurricanes Katrina, Rita and Wilma** with financial, technical and logistical assistance. NIB and its affiliated agencies donate more than \$250,000 that assist staff-in-need who are blind. NISH authorizes a \$5 million aid fund and creates a Disaster Relief Bulletin Board on its website to connect



1971

Senator Jacob Javits sponsors the Javits-Wagner-O'Day (JWOD) Act to amend the Wagner-O'Day Act to include people with other severe disabilities and creates job opportunities in the services sector.

1974

NISH is incorporated and begins operation.

1975

NISH adds its first product (Mechanic's Creeper) to the Procurement List.

1991

The Committee changes its name to Committee for Purchase From People Who Are Blind or Severely Disabled.



1995, Base Supply Center

NPAs seeking help with those providing assistance.

- In 2006, the Committee achieves a major milestone by appointing a private citizen with a disability as chairperson, and a private citizen who is blind as vice chairperson. At the same time, the range of AbilityOne products and services grows to include non-traditional items such as medical-, dental-, and vision-related products, along with

total facility management, secure document destruction and contact center services.

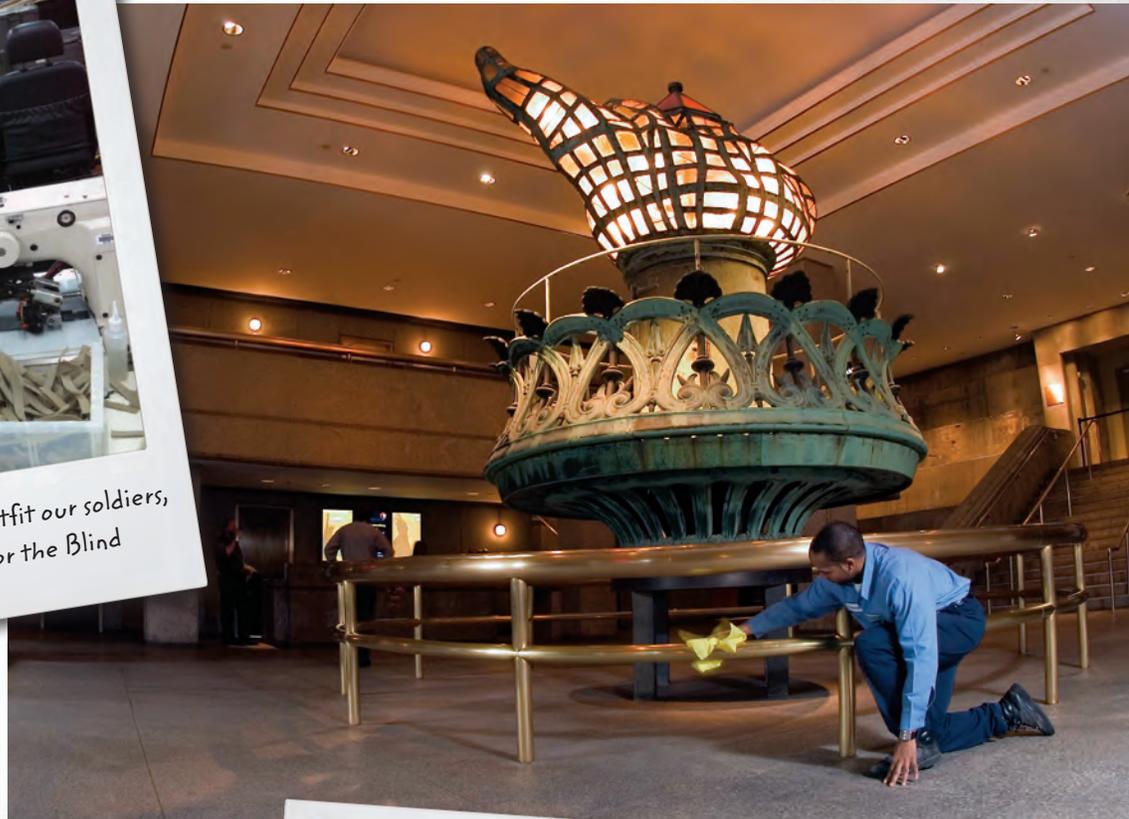
- NIB is designated “lead agent” for **contract close-out services** in 2009 and a test pilot is launched. In less than one year, people who are blind or have other significant disabilities close out 3,000 contracts, which leads to the de-obligation of more than \$3.8 million (with another \$1.8 million in the contracting

officer approval queue) with a 99.99 percent accuracy rate. This initiative creates career-oriented positions for AbilityOne employees with potential for advancement.

- In 2009, the Committee establishes the **Quality Work Environment** initiative whose three guiding principles state that AbilityOne employees should be provided competitive wages, a clear career path and ongoing training.



David “Brooklyn” McClain helps outfit our soldiers, Winston-Salem Industries for the Blind



2001, Surge Support!

2006

The Committee adopts the AbilityOne® brand.



2007, AbilityOne® identity launch

2010 and Beyond

“The best is yet to come.”

—Andrew D. Houghton,
Committee chairperson

AbilityOne Program Structure

Key Terms and Acronyms

AbilityOne Employees—

People employed at nonprofit agencies working on Federal contracts under the AbilityOne® Program

BSC—Base Supply Center

CNA—Central Nonprofit Agency

Committee—Committee for Purchase From People Who Are Blind or Severely Disabled

DOC—U.S. Department of Commerce

DoD—U.S. Department of Defense

DOJ—U.S. Department of Justice

DOL—U.S. Department of Labor

ED—U.S. Department of Education

FTE—Full-time equivalent jobs for people who are blind or have other significant disabilities

GSA—U.S. General Services Administration

JWOD—Javits-Wagner-O'Day—the name of the Congressional Act that governs the AbilityOne Program and the former name of the program

NIB—National Industries for the Blind

NISH—NISH-Creating Employment Opportunities for People with Significant Disabilities

NPA—Nonprofit Agency

PL—Procurement List

USDA—U.S. Department of Agriculture

VA—U.S. Department of Veterans Affairs

The Committee for Purchase From People Who Are Blind or Severely Disabled (Committee) is the independent Federal Agency that administers the AbilityOne Program. Members of the Committee are appointed by the President of the United States and oversee the AbilityOne® Program in its mission to employ people who are blind or have other significant disabilities through the delivery of quality products and services to the Federal Government.

The Committee is composed of 15 members: 11 who represent Federal Agencies and four who are private citizens knowledgeable about the employment challenges faced by people who are blind or have other significant disabilities. For the first time in history, two people with disabilities currently hold both of the Committee's leadership

positions: Andrew D. Houghton as chairperson and James H. Omvig as vice chairperson. The Committee is supported by an Arlington, Va.-based full-time staff, led by Executive Director Tina Ballard, a career Senior Executive Service employee.

The Committee has designated two central nonprofit agencies (CNAs) to assist with program implementation: National Industries for the Blind (NIB) and NISH-Creating Employment Opportunities for People with Significant Disabilities. Together, the Committee, and the CNAs—along with a national network of more than 600 nonprofit agencies (NPAs)—help make possible the personal aspirations of more than 47,000 people who are blind or have other significant disabilities, and who are employed through the AbilityOne Program.



Committee Membership



Andrew D. Houghton
Chairperson
Private Citizen, Representing
Nonprofit Agency Employees
with Other Severe Disabilities

James H. Omvig
Vice Chairperson
Private Citizen, Representing Nonprofit
Agency Employees Who Are Blind

P. Edward Anthony
Deputy Commissioner
Rehabilitation Services Administration
U.S. Department of Education

Helen H. Hurcombe*
Director, Office of
Acquisition Management
U.S. Department of Commerce

Joseph Jau*
Assistant Commissioner for General
Supplies and Services for the Federal
Acquisition Service
U.S. General Services Administration

Robert T. Kelly, Jr.
Private Citizen, Obstacles to Employment
of Persons with Other Severe Disabilities

James M. Kesteloot*
Private Citizen, Obstacles to Employment
of Persons Who Are Blind

Paul M. Laird
Chief Operating Officer,
Representing UNICOR
Corporate Management
Federal Prison Industries
U.S. Department of Justice

Rear Admiral Michael J. Lyden*
Commander, Naval Supply Systems
Command and Chief of Supply Corps
U.S. Department of the Navy

Kathleen Martinez*
Assistant Secretary for Disability
Employment Policy
U.S. Department of Labor

J. Anthony Poleo
Chief Financial Officer
Defense Logistics Agency
U.S. Department of Defense

Pamela C. Schwenke*
Associate Deputy Assistant Secretary
for Contracting, Office of the Assistant
Secretary of the Air Force for Acquisition
U.S. Department of the Air Force

Pictured above: Front row, from left to right: R. Kelly, A. Houghton and J. Omvig. Back row, from left to right: E. Anthony, J. Kesteloot, P. Laird and A. Poleo.

Photos to the right, from top to bottom: M. Lyden, P. Schwenke, J. Jau, K. Martinez and H. Hurcombe.



In FY2010, the Committee held meetings on the following dates:

October 22	June 10
January 14	July 15
March 11	September 9

*Appointed during FY2010.

Mission Possible: FY2010 Accomplishments

AbilityOne Expands Through New Service Contracts

- The U.S. Department of Agriculture (USDA) opened a new base supply store, operated by Winston-Salem Industries for the Blind, Winston-Salem, N.C., under its "Paperclips Etc." brand. Two full-time equivalent (FTE) jobs were created in the store for people who are blind, and the sale of AbilityOne® products through the store will support hundreds of other jobs for people who are blind or have other significant disabilities employed by NPAs manufacturing AbilityOne products.
- The Department of the Army awarded NIB an indefinite delivery/indefinite quantity contract for provision of contract management support (CMS) contract closeout services for the Department of Defense. CMS creates career-oriented job opportunities for people who are blind or have significant disabilities. This service created more than 36 FTEs at multiple NPAs.

- Joint Base Lewis-McChord initiated dining facility attendant and cook support services provided by Lakeview Center, Pensacola, Fla. The project created more than 131 FTEs.
- Naval Medical Center Portsmouth commenced consolidated facilities maintenance services with the Program. There are more than 103 FTE positions for people with significant disabilities being employed by Professional Contract Services, Inc., Austin, Texas, as the prime contractor, and two additional NPAs working as subcontractors: Didlake, Inc., Manassas, Va., and Portco, Inc., Portsmouth, Va.
- The Defense Distribution Center in Warner Robins, Ga. launched package reclamation services provided by Georgia Industries for the Blind. This service project created five FTEs.
- The U.S. Army Research, Development, and Engineering Command awarded a contract to The Chimes, Baltimore, Md., for custodial services at Aberdeen Proving Ground, Md. The project created more than 55 FTEs.

Chad Ennis, Georgia Industries for the Blind, provides package reclamation services.



Williamae Lee, Professional Contract Services, Inc.

- The Department of the Army awarded a contract to Allied Healthcare Services, Scranton, Pa., for custodial service at Tobyhanna Army Depot. The project created 67 FTEs.

New Products Contracts Create More Jobs

- The Federal Bureau of Prisons (BOP) standardized a set of cleaning products for routine daily housekeeping cleaning requirements. The project, which was added to the Procurement List (PL) in FY2010, is estimated to create four FTE jobs for people who are blind who are employed by Susquehanna for the Blind and Vision Impaired, Lancaster, Pa. This enables BOP to standardize a set of cleaning products for consistency across the agency and support the USDA's BioPreferred initiative to procure biobased products.



Raising Awareness and Adding Value

- The AbilityOne Program celebrated the 15th Anniversary of its base supply centers with 66 events nationwide.
- The Committee hosted its first Open House, at which approximately 200 participants witnessed the most Committee members ever sworn into office at one time. During the event, the Committee also unveiled its new AbilityOne History Wall exhibit and AbilityOne Gallery, highlighting the efforts of NPA employees and staff.
- The Secretary of the Air Force Office of Small Business Programs invited AbilityOne to participate in its Fall Training Conference, leading to improved communication and understanding of the greater Air Force community with the Air Force Strategic Sourcing Commodity Councils.
- The USDA is co-marketing an expanded line of SKILCRAFT® BioWrite® writing instruments. SKILCRAFT® BioWrite® is the Nation's first line of writing instruments made from sustainable biobased materials and compostable at the end of the product's life.
- 114 NPAs signed on as early adopters of the Quality Work Environment initiative.



Monochrome laser cartridges were added to the PL.

- Monochrome laser printer cartridges were added to the PL, providing an estimated 26 FTE jobs for people who are blind who are employed by Alabama Industries for the Blind, Talladega, Ala. The new cartridges are produced using 37 percent post-consumer recycled materials and are 100 percent recyclable.
- Federal Prison Industries awarded contracts to Winston-Salem Industries for the Blind, Winston-Salem, N.C.; RLCB, Raleigh, N.C.; and Blind Industries and Services of Maryland, Baltimore, Md., to provide pre-cut fabric kits. The project is providing 56 FTEs.
- The Army awarded contracts to AbilityOne for the production of uniform caps, shirts and trousers in multiple camouflage patterns that created more than 383 FTE jobs for people who are blind or have other significant

disabilities employed by multiple NPAs. (See Page 20.) The uniform items are being manufactured in support of the Armed Forces serving in Iraq and Afghanistan.

- The U.S. Coast Guard awarded a contract to the Arkansas Lighthouse for the Blind, Little Rock, Ark.; San Antonio Lighthouse for the Blind; and the Association for the Blind and Visually Impaired-Goodwill, Rochester, N.Y. for the manufacture of physical fitness and running suits. This contract created 15 FTEs.

After being sworn in by Committee Chairperson Andrew D. Houghton (far right), four new Committee members pose with one of the official appointment documents each will receive, signed by President Barack Obama and Secretary of State Hillary Rodham Clinton. They are, from left to right: James Kesteloot, private citizen; Joseph Jeu, GSA; Helen Hurcombe, DOC; and Kathy Martinez, DOL.



Employment Update

Data Synopsis

Fiscal year 2010 was marked by growth in four key areas for the AbilityOne® Program: **employment, direct labor hours, wages and average hourly wage.**

- **EMPLOYMENT:** The number of people who are blind or have other severe disabilities employed through the AbilityOne Program increased 3.25 percent from 2009 to 47,427, very near the record high of 47,635 set in 2006.
- **DIRECT LABOR HOURS:** The direct labor hours worked by AbilityOne employees increased for the third year

in a row, up 5.26 percent from 2009 to a total of more than 48 million hours—the highest in Program history.

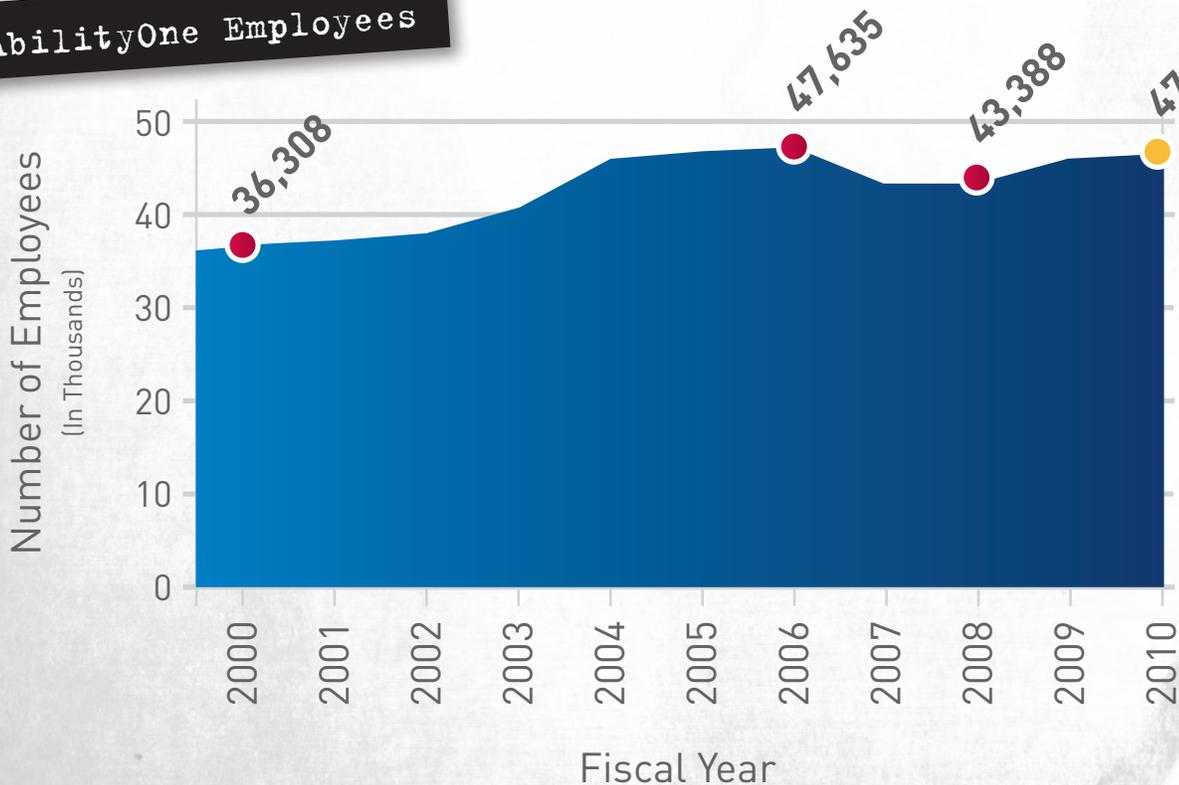
- **WAGES:** AbilityOne employee wages increased by 6.97 percent to more than \$528 million.
- **AVERAGE HOURLY WAGE:** The average hourly wage reached \$11, an increase from \$10.82 in 2009.

The future of the AbilityOne Program looks very promising as we enter FY2011. That means more job opportunities for more people who are blind or have other severe disabilities.

374 AbilityOne employees were promoted into supervisory positions, a new record for the AbilityOne Program.

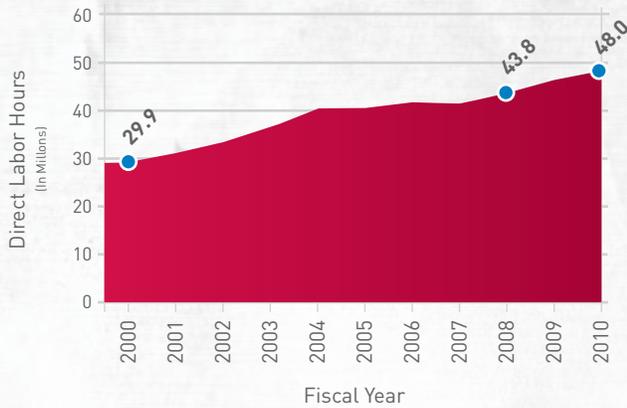
Highest number of people employed since 2006!

AbilityOne Employees

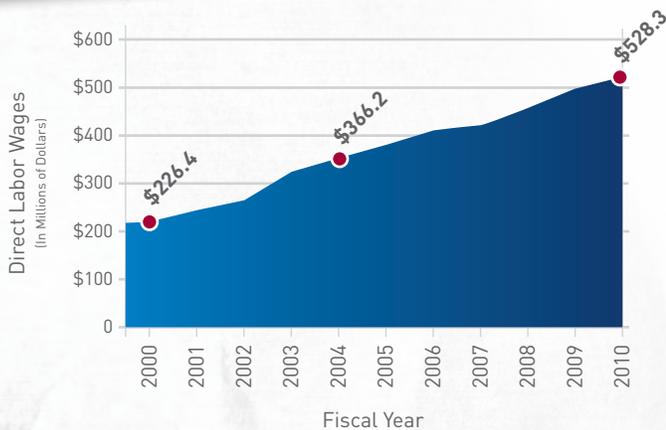


Highlighted points represent the lowest, middle and highest amounts between FY2000 and FY2010.

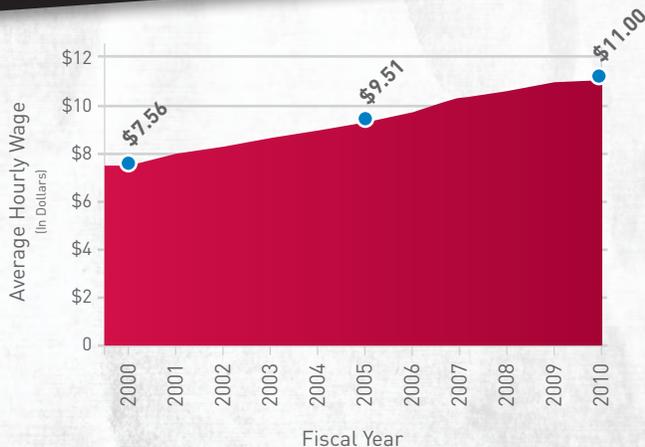
Direct Labor Hours



Direct Labor Wages



Average Hourly Wage



PERSONNEL PROFILE:

Catherine White

Position:

Supervisor, Veterans Affairs Medical Center Switchboard

Nonprofit Agency:

Bobby Dodd Institute (BDI), Atlanta, Ga.
AbilityOne Program Employee since 2003

Career Highlights:

Completed BDI's office essentials class; hired as a part-time operator on the Atlanta VA Medical Center contract; six months later offered a full-time position; promoted to supervisor in 2006; ensures switchboard at the Atlanta VA Medical Center has 24-hour coverage.

Personal Achievements:

Fulfilled her personal goal by purchasing a home four years ago; uses the Metropolitan Atlanta Rapid Transit Authority to get around; saving to purchase her own vehicle; currently looking into driving lessons; completed medical billing insurance course.

Overheard Saying:

"When I tried to seek employment before, I wasn't even given a chance to finish an interview... I just don't think I could say enough about [BDI]. I just really appreciate the opportunity they've given me to show my abilities... I couldn't have done it without the support of my daughter and my family."

Kudos:

"Catherine enhances the workplace with her attitude and her spirit, inspires staff members, and helps empower them as well," said Sylvie Cox, supervisor.



Tina Ballard

Executive Director

Dear Friend

Candidly, I am an avid *Star Trek* fan with a growing interest in history. It is the combination and comparison of the visionary with the historical that I find so compelling and which I believe allows us to clearly see the difference having “vision” makes for all of us.

Throughout history, individuals who possessed such vision have changed the course of the Nation: Washington crossing the Delaware; Lincoln’s Gettysburg Address; and Martin Luther King, Jr. on the Capitol steps.

Vision Becomes Reality

First broadcast in the 1960s, *Star Trek* possessed an expansive vision of the future.

Things seemingly impossible then

are now commonplace: Fantastic, “flip-top *communicators*” are the ubiquitous cell phones of 2010... “On screen” ship-to-ship communication accurately anticipated global video teleconferencing in the 21st century... Doors that “automatically” glided open and closed are today a reality in every shopping mall thanks to sensor-activated sliding doors... And computers speak to those who cannot see thanks to JAWS software.

Despite the naysayers and existing technological limitations, the visionaries of *Star Trek* saw possibilities, retained their vision and helped bring about major societal change.

Equally, the founders of our AbilityOne® Program had a vision. They foresaw a world where people with significant disabilities earned a living wage through gainful employment; led active, fulfilling lives; and were contributing members of society.

Pioneers and Possibilities

In 1938, in the midst of terrible times—an impending world war and an economic depression—when many

believed people with disabilities were unable to work, the legislators of our extraordinary program turned the *impossible into the possible*.

More recently, *everyday citizens with uncommon vision* became the driving force in achieving equal opportunity and civil rights for people with disabilities, ultimately leading to the passage of the Americans with Disabilities Act (ADA).

People such as longtime leader of the National Federation of the Blind, Kenneth Jernigan; our very own Committee Vice Chairperson Jim Omvig; the legendary Helen Keller; activist Ed Roberts, often called “the father of the disability rights movement;” ADA advocate Justin Dart and others envisioned a future of promise and possibilities for people with disabilities. They worked diligently to shift paradigms and prejudices that cast the shadow of impossibility on people with disabilities, but persisted until their vision was achieved.

Today, thanks to the efforts of these pioneers, changes in public perception and advances in technology, there are more employment opportunities than ever for working-age people with



Committee for Purchase From People
Who Are Blind or Severely Disabled
An Independent Federal Agency

Tina Ballard
Executive Director and CEO

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disabilities. Equally important today's children with significant disabilities can expect—will expect—even greater promise and possibilities in the years ahead. As one of the most successful employment programs in the country, the AbilityOne Program undoubtedly plays a key role in this new paradigm.

Expanding the AbilityOne Program

Finding a job in a struggling economy is difficult, but for those with a disability, the search for employment is a monumental task. At times of economic stress, employers are less willing to accommodate the needs of people with disabilities, and the unemployment rate climbs higher. The pressing need to build upon the success of the AbilityOne Program is all too clear when the total number of

unemployed adults with disabilities remains in the tens of millions.

Today, our program has a mere sliver of Federal business, and we've barely scratched the surface of the commercial market. The truth is the possibilities for expanding the AbilityOne Program are nearly endless!

On my desk is a photo of five-year-old Malia Thibado, a student at the Alabama School for the Blind. Singing the National Anthem, Malia recently inspired about 200 guests attending the swearing-in ceremonies of four newly appointed Committee members. She is an ever-present reminder of the possible—a reminder that our efforts will help shape the future of all children with significant disabilities.

For some, despite the proven success of the AbilityOne Program, it may still be impossible to grasp what this enabled workforce can do when given the chance; what

Malia and other children with disabilities will be able to accomplish in the future.

Building the Future

Nevertheless, we must continue our work toward a future where the promise of employment and expanding job possibilities for working-age adults and children with disabilities is a reality in every way. History shows that by working together, we can make the seemingly impossible happen.

I hope you will embrace this vision and help us make it so. Thank you for your support.

Sincerely,



Tina Ballard

You make employment possible for our population when you:

- Buy products and services from AbilityOne.
- Tell colleagues about the quality of AbilityOne goods and services.
- Encourage others to work with AbilityOne.



Malia Thibado



NPA visit



AbilityOne Sales

Data Synopsis

The AbilityOne® Program operates at 1,000 locations nationally, representing 40 Government Agencies, and has a presence at nearly every U.S. military installation. AbilityOne has supported Department of Defense and civilian Federal customers with a variety of products and services for more than 70 years.

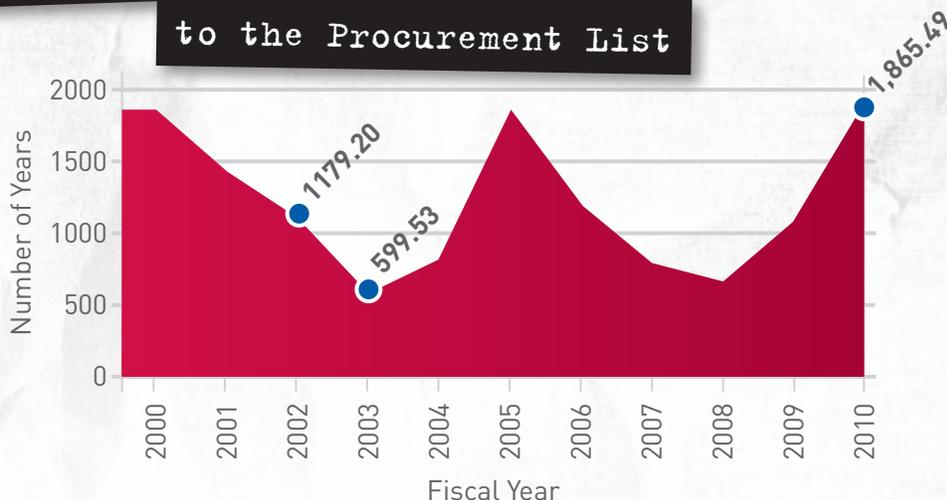
Service sales have increased every year for more than a quarter century. The trend continued in FY2010 with a 7.68 percent increase from 2009 to \$1.56 billion.

Products sales steadily increased in the first half of the last decade, dipped in 2006 and 2007, and increased again both years since the upturn in 2008. Product sales achieved a new program record in FY2010—\$1.28 billion, an increase of 4.48 percent from 2009.

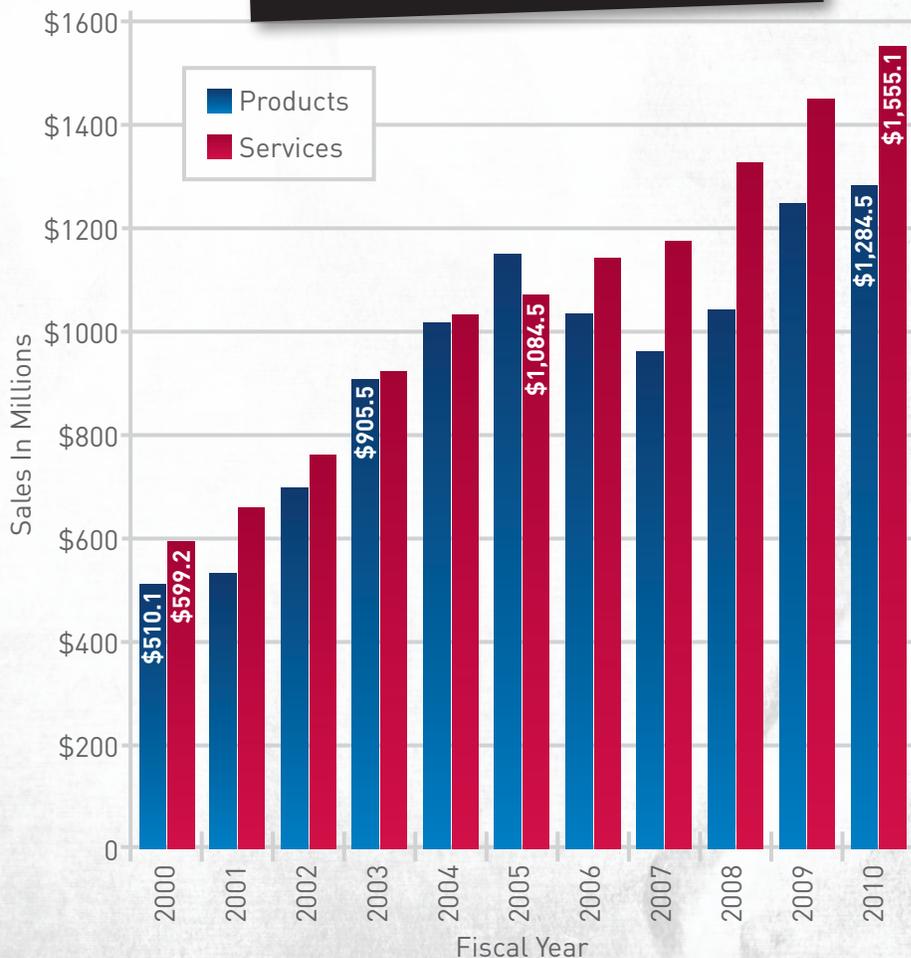
Combined, AbilityOne product and service sales totaled \$2.8 billion in FY2010, representing an increase of 6.39 percent from FY2009.

Overall, 2010 saw continued growth and positive indicators for future growth of the AbilityOne Program.

Number of Work Years Created from Additions to the Procurement List



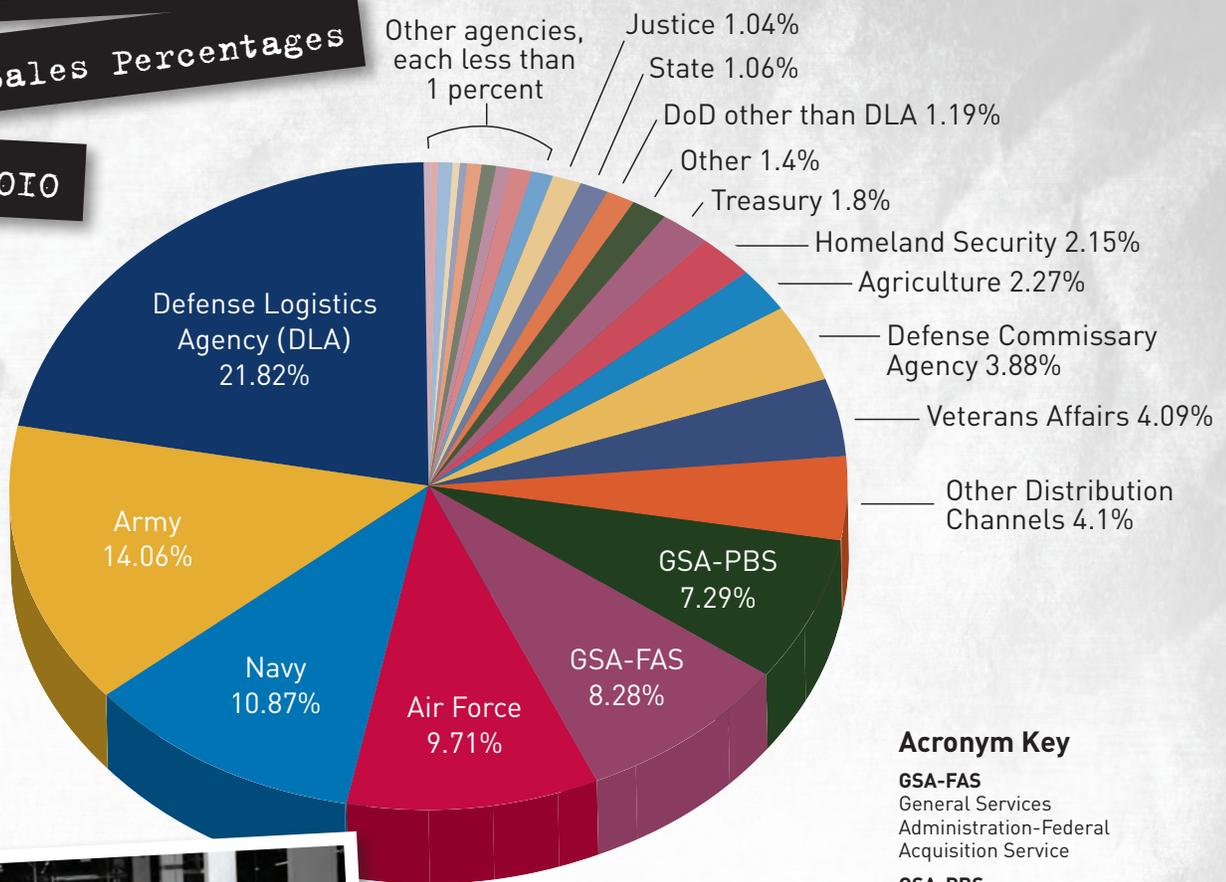
AbilityOne Sales of Products and Services



PROVEN SUCCESS

Top Government Agency AbilityOne Sales Percentages

FY2010



Acronym Key

- GSA-FAS**
General Services Administration-Federal Acquisition Service
- GSA-PBS**
General Services Administration Public Buildings Service



PERSONNEL PROFILE:

Spirit of Goodwill Band

Position:

71 percent of band members work on a variety of AbilityOne contracts

Nonprofit Agency:

Goodwill Industries of South Florida, Miami, Fla.

Highlights:

This unique assembly of vocalists and musicians shares the common qualities

of music and friendship. The band members work in different positions at Goodwill and have overcome many barriers to personal development and accomplishment. The band

has become a harmonious group, and the members are now accomplished musicians and singers. Their love of music and being part of something larger than themselves enables them to perform music that captivates and inspires audiences.

Achievements:

For Once in My Life is a film documentary about this exceptional band of singers and musicians who take part in an incredible journey of personal growth and achievement. Through their music, band members show the rest of the world the greatness that lies within each person. The film explores individual struggles and triumphs, and the

healing power of music, as band members' innate talents are nurtured to extraordinary levels that challenge common public perceptions and misconceptions about people with significant disabilities. As one watches the story unfold and the music plays—and as their disabilities become inconsequential—it is hard to remember that prior to being hired by Goodwill through an AbilityOne contract, most of the band members had no formal musical training. In addition to the film winning multiple festival awards and accolades, the band has performed live at the U.S. Conference of Mayors and the South by Southwest Film Festival. Several band members also visited the White House to celebrate the 20th Anniversary of the Americans with Disabilities Act.

To watch the film trailer and learn more about the band, visit www.goodwillsouthflorida.org.

AbilityOne and Small Business

Small Business Partnerships Yield Big Results

When AbilityOne® NPAs partner with small businesses, everyone comes out a winner. These valuable partnerships create jobs for people who are blind or have other significant disabilities, while supporting the small business community.



Small Businesses Provide Supplies to NPAs

One way AbilityOne NPAs support small businesses is by purchasing products they need from them. For example, Ocean Janitorial Supply, a New York City-based small business, provides Fedcap Rehabilitation Services, Inc., the supplies, training and advice it needs to fulfill its AbilityOne custodial contract.

Like Fedcap, Central Association for the Blind and Visually Impaired (CABVI) in Utica, N.Y., relies on a small business—Alliance Rubber Company—to supply the rubber bands that CABVI packages and ships to customers.

Other AbilityOne NPAs rely on partnerships with small businesses as well.



Duro Textiles is a major supplier of military fabrics and Team Wendy is the sole supplier of pads used in the suspension system for the Army Combat Helmet and the Marine Lightweight Combat Helmet. Because of their efforts, both businesses were awarded the NIB Supplier Award—Textile Business Line for 2010.

NPAs Subcontract to Small Businesses

NPAs also subcontract work to small businesses to provide part of the required services. Last year alone, the AbilityOne Program awarded more than \$200 million in subcontracts to the small business community.

For example, when Challenge Unlimited, Inc. of Alton, Ill. was selected for a base-wide grounds maintenance and pest control contract for the Great Lakes

Pictured, top left: NIB Chief Operating Officer Scottie Knott presents the Supplier Award—Textile Business Line to Tom Prodouz, president, Team Wendy.

Pictured, left: Anne and Bob Martin (left), owners of The Meeting Place restaurant in Washington, N.C., look on as Micky Gazaway, NISH South Region executive director, prepares to deliver the NISH Small Business Partnership Award at The Meeting Place. The Meeting Place was honored for hiring people with disabilities from AbilityOne NPA Beaufort County Developmental Center, also of Washington. Photo credit: *Washington Daily News*, Christ Prokos.

Pictured, right: NIB Chief Operating Officer Scottie Knott presents the Supplier Award—Textile Business Line to Dan Pezold, senior vice president, Military and Government Fabrics, Duro Textiles.

Naval Training Station at Great Lakes, Ill., the NPA partnered with two small businesses — Joppa Maintenance, Inc., a small business based in Hamstead, N.C., and Smithereen, a veteran-owned small business based in Chicago, Ill. Joppa Maintenance, Inc. provides site-specific technical expertise and guidance for the grounds maintenance, and Smithereen is responsible for pest control. The prime contract to Challenge Unlimited provides 21 job opportunities for people with disabilities.

“The small business alliance that we’ve developed brings resources and capabilities into the AbilityOne Program and allows us to be more aggressive in the business that we acquire,” said John Gilliland, chief operations officer, Challenge Unlimited. “We are very good at employing people with disabilities, and it was very nice to see that mission embraced by the small business community.”

When the U.S. Army decided to replace the uniforms of soldiers in Afghanistan with the Operation

Enduring Freedom Camouflage Pattern (OCP) so soldiers would better blend into the Afghan terrain, the Army turned to AbilityOne to produce the new uniforms. When the uniforms were complete, AbilityOne subcontracted the application of a safe and tested insecticide treatment, permethrin, to the garments to a small business, Warmkraft, Inc. See Page 20 for more details on the OCP uniforms.

Small Businesses Distribute AbilityOne Products

The small business community and AbilityOne also work together through the Authorized Distributor Program, which authorizes commercial firms, including more than 450 small businesses, to distribute AbilityOne products to Federal customers. Customers purchase AbilityOne products from authorized distributors through DoD E-Mall, GSA Advantage, www.AbilityOne.com or the distributors’ e-commerce sites. Roughly 90 percent of AbilityOne distributors are small businesses.

The main lawn at Great Lakes Naval Training Station, where Challenge Unlimited partners with two small businesses for its base-wide grounds maintenance and pest control contract.



PERSONNEL PROFILE:

Ron Braxton

Position:

Shipping/Receiving Clerk, IRS mailroom, Oxon Hill, Md.

Nonprofit Agency:

Melwood, Upper Marlboro, Md.

Career Highlights:

Completed Melwood’s training program; hired as custodian, his first full-time, regular position; hired as general clerk at the Internal Revenue Service mailroom, where he sorted mail, signed for packages and logged shipments; promoted to shipping/receiving clerk in August 2010; responsible for daily mailroom operations and maintaining excellent customer relationships.

Personal Achievements:

Overcame obstacles due to a speech disorder and learning disability; bolstered his self confidence; rented his first apartment in Washington, D.C., in 2002. Will marry his fiancée, Maria, in January 2011.

Overheard Saying:

“I had a difficult time getting regular [full-time] work... [Employers] thought I didn’t know things because I couldn’t always get my thoughts out clearly.”

Kudos:

“Ron has always made sure the job site runs smoothly and provides lots of input on making it run well,” said Denise Young, Melwood senior quality assurance inspector. “Ron’s work has taken him to a whole other level of self-confidence, and I’m very proud of him—I can see him going much higher.”

DoD Customer Spotlight

AbilityOne Delivers State-of-the-Art Gear to America's Soldiers

The cover image of this report depicts just some of the items produced through the AbilityOne® Program—uniforms and accessories that enable our soldiers to best meet the challenges of the battlefield. Outfitting troops with clothing and equipment nearly from head to toe, AbilityOne employees (also pictured on the cover) produce helmets, hats, shirts, coats, trousers, first-aid kits, load-carrying systems and other items essential to mission success. These products are developed and designed by the Army and prototyped by selected AbilityOne NPAs such as Peckham Vocational Industries, Inc. of Lansing, Mich.; ReadyOne Industries of El Paso, Texas; San Antonio Lighthouse for the Blind; and Winston-Salem Industries for the Blind of Winston, Salem, N.C. They are then manufactured to strict military specifications by NPAs across the country, incorporating innovations and advanced materials that are integral to equipping and protecting the 21st century soldier.

New Camouflage Pattern Results in an Urgent Order for 50,000 Uniforms

Newly designed uniforms made by AbilityOne employees represent a milestone in the evolution

of the U.S. Army Combat Uniform (ACU). Following months of evaluations of alternative camouflage pattern colors, the Army selected the Operation Enduring Freedom Camouflage Pattern (OCP) uniforms to issue to all soldiers deploying to Afghanistan. The OCP uniform shown on this page will replace the Universal Camouflage Pattern uniform shown on the cover for use in Afghanistan only. Once standardization of OCP was decided, the Army urgently needed AbilityOne to deliver 50,000 uniforms to soldiers in Afghanistan within just a few months rather than the standard year or more. Through intense coordination of numerous NPAs nationwide, the uniforms were delivered on time to troops deploying to Afghanistan in late summer 2010.

ACU products include sunhats, patrol caps, coats, advanced combat shirts, trousers and first aid kits. This single AbilityOne product family

created a total of 750 jobs for people who are blind or have other significant disabilities.

Advanced Combat Shirt (ACS)

Benefits of products like the advanced combat shirt (ACS) include reduced weight and bulk, improved fire resistance and sweat “wick away” capability. In FY2010 alone, employees of AbilityOne NPAs produced one million ACS shirts, valued at \$38 million, and placed 480 people who are



photo credit:
PEO Soldier

AbilityOne Partners

Equipping America's Soldiers

Producing OCP Uniforms and Accessories

- Goodwill Industries of South Florida, Miami
- Industries of the Blind, Greensboro, N.C.
- Lions Volunteer Blind Industries, Morristown, Tenn.
- New York City Industries for the Blind
- ReadyOne Industries, El Paso, Texas
- San Antonio Lighthouse for the Blind
- Southeastern Kentucky Rehabilitation Industries, Corbin, Ky.
- Winston-Salem Industries for the Blind, N.C.

blind or have other significant disabilities in jobs. This massive effort involved the following NPAs: San Antonio Lighthouse for the Blind; Winston-Salem Industries for the Blind, Winston-Salem, N.C.; Southeastern Kentucky Rehabilitation, Industries, Inc. (SEKRI), Corbin, Ky.; Goodwill Industries of South Florida, Inc., Miami; and Mt. Rogers Community Services Board, Wytheville, Va.

MOLLE

A modular, lightweight, load-carrying system, or MOLLE, that features a quick-release mechanism relieves soldiers from having to hand-carry equipment. Instead, essential equipment is attached to a Fighting Load Carrier vest, enabling soldiers to easily drop all other gear while keeping the vest and its critical items in place. Components for the MOLLEs are produced by AbilityOne employees of several NPAs such as Mississippi Industries for the Blind in Jackson, Miss., which

produces the bandoleer pouch; The Lighthouse for the Blind, Inc. in Seattle, which manufactures the hydration bladder, tube and valve; and The Resource Center in Jamestown, N.Y., which produces numerous pouches (pockets) and other accessories.

Advanced Combat Helmet (ACH)

Topping off today's soldier is the Army's advanced combat helmet (ACH). The ACH provides improved protection and greater comfort thanks to thick padding on the inside. Susquehanna Association for the Blind and Vision Impaired, Lancaster, Pa., and Winston-Salem Industries for the Blind, Winston-Salem, N.C., cut and assemble the helmet pads. ACH covers in the OCP pattern are sewn by AbilityOne NPAs such as Lions Volunteer Blind Industries Inc., Morristown, Tenn. and Mt. Rogers Community Services Board.

CMS Services Added to Procurement List (PL)

In 2009, the Army awarded a pilot contract to NIB through

continued...



PERSONNEL PROFILE:

Annamarie Parker

Position:

Contract Closeout Specialist/Team Leader

Nonprofit Agency:

Susquehanna Association for the Blind and Vision Impaired, Lancaster, Pa.

AbilityOne Program Employee since 2009

Career Highlights:

Recognized as a Contract Management Support (CMS) Program Outstanding Participant at NIB's annual conference in October 2010; responsible for reviewing contract documents, writing modifications to de-obligate funds and destroying or returning them to the military facility; promoted to team leader and responsible for training her peers and reviewing their work; plans to enroll in the local community college in order to advance her career.

Personal Achievements:

At church, sings in the choir, assembles welcome baskets and participates on the women's committee.

Overheard Saying:

"Every contract is different... You can't get bored with it. I like to learn new things... In any job, you have to like it to do well."

Kudos:

"She's very proactive in her approach to work, and she's determined not to let anything hold her back," said Shelley Sanders, Contract Management Support, Susquehanna Association for the Blind and Vision Impaired. "Anna's a great example of success in the AbilityOne Program."



Virginia Neely and Opal Tuttle, SEKRI Industries of Corbin, Ky., work on the Operation Enduring Freedom Camouflage Pattern Advanced Combat Shirts.



Geraldine Hester, Blind Industries and Services of Maryland, Baltimore, works on the fabric spreader machine to make Army Combat Uniforms in the Universal Camouflage Pattern.



Seated at table, left to right: Dale Williams, Army contracting officer; John Qua, NIB vice president of services. (Standing, left to right) Bob Chamberlin, president and CEO, NISH; Kevin Lynch, president and CEO, NIB; Scottie Knott, chief operating officer, NIB; Brig. Gen. Stephen Leisenring, commander of the Mission and Installation Command, Fort Sam Houston, San Antonio, Texas; Shay Assad, director, Defense Procurement and Acquisition Policy, U.S. Department of Defense; Tina Ballard, executive director, Committee for Purchase From People Who Are Blind or Severely Disabled; Carol Lowman, deputy director, U.S. Army Contracting Command.

DoD, continued...

the AbilityOne Program for contract management support (CMS) services.

By the end of May 2010, AbilityOne employees presented more than 3,000 ready-to-close contracts to Government contracting officers with a remarkable 99 percent quality rate.

Using assistive technology, employees identified excess obligations on the contracts and produced documentation allowing Government contracting officers to recoup \$3.8 million in de-obligations from the closed contracts, with another \$1.8 million in the contracting officer approval queue.

The pilot's success resulted in CMS services being added to the AbilityOne PL in June 2010, establishing a national indefinite delivery/indefinite quantity contract vehicle accessible by all military services and DoD agencies.

Jobs supporting Federal contracting activities provide

highly sought after career-growth opportunities through the AbilityOne Program. The positions pay well and enable employees to develop valuable skills.

Among work performed, CMS employees digitize documents, prepare contract files for closeout and de-obligation of funds, and provide file-destruction services for sensitive documents.

New Navy Contract Expands Opportunities for AbilityOne Employees

In September 2010, AbilityOne signed a contract with the Navy to provide expanded CMS services. Rear Adm. Mark Heinrich, commander, Fleet and Industrial Supply Centers, approved the task order assisting the Navy in reducing a backlog of contracts requiring closeout, and facilitating the return of unused but obligated contract funds to the Government.

Combined, the Army and Navy contracts created 18

positions with upward mobility potential at the following locations:

- Susquehanna Association for the Blind and Vision Impaired, Philadelphia satellite (Army)
- Joint Contracting Command-Iraq/Afghanistan center in San Antonio through the San Antonio Lighthouse for the Blind (Army)
- San Antonio Lighthouse for the Blind, Fort Sam Houston, Texas (Army)
- Seattle Lighthouse for the Blind in Seattle (Navy)

Providing CMS services to DoD is a tremendous opportunity for the AbilityOne Program and its employees. Faced with a serious shortage of contract specialists, this work is especially valuable to the Federal Government. It allows Government contracting personnel to devote more time to market analysis, negotiations and other pressing contract management activities. Such AbilityOne successes clearly pave the way to vastly improved job prospects for people who are blind or have other significant disabilities. ★

Pictured, below: Jaime Cameron of the Susquehanna Association for the Blind and Vision Impaired provides contract management support services.



E.R. "Dick" Alley Award



Gilbert Montoya (left), deputy commander, Plans and Operations, Defense Supply Center Philadelphia, and Andrew D. Houghton (right), Committee chairperson, present the E.R. "Dick" Alley Award to Michael McCall, director, DSCP Small Business Office.

Career-Long Supporter Receives AbilityOne's Highest Award

Michael McCall, director of the Defense Supply Center Philadelphia's Small Business Office since 2001, has 28 years of contracting, policy and small business knowledge and uses this expertise to support the AbilityOne Program's employment mission. Through his efforts, AbilityOne employees are able to participate in supporting the Nation's troops by packaging or producing the food, clothing and textiles, medical and industrial supplies they need to accomplish their often-dangerous missions.

In May 2010, McCall was presented with the prestigious 2010 E.R. "Dick" Alley Career Achievement Award for his efforts in supporting the AbilityOne Program. Committee Chairperson Andrew D. Houghton

presented the award to McCall, calling it the highest honor the AbilityOne Program can bestow on a Federal employee. Gilbert Montoya, deputy commander, Plans and Operations, Defense Supply Center Philadelphia co-presented the award.

The E.R. "Dick" Alley Career Achievement Award was established in 1998 in honor and recognition of Dick Alley, who provided more than 25 years of dedicated service to the AbilityOne Program as the deputy executive director of the Committee. The award recognizes individuals who have provided extraordinary achievement and sustained effort in utilizing the Federal procurement system to create AbilityOne employment and training opportunities for people who are blind or have other significant disabilities.

McCall's influence and impact is reflected in recent AbilityOne sales data that shows the Defense Supply Center Philadelphia is the largest single AbilityOne Program customer, accounting for 20 percent of AbilityOne total sales in FY2009.



PERSONNEL PROFILE:

Ramon & Cesar Agron

Position:
Product Packers

Nonprofit Agency:
New York City Industries for the Blind (NYCIB),
New York, N.Y.

Career Highlights:
Ramon and Cesar are twins who are known for their versatility at NYCIB, where they have worked since 2003. As product packers, Cesar works in the brush and broom department; Ramon, in the plastics department. They readily take on additional responsibilities and assist in other departments.

Personal Achievements:
Live independently in their shared apartment; enjoy traveling and exploring new areas throughout the city and surrounding areas.

Overheard Saying:
Ramon: "I understand how difficult it is to find a job especially if you are legally blind. NYCIB gives me an opportunity to have a full-time job and support myself, and I enjoy coming to work every day."

Cesar: "I am very thankful to have an opportunity to work here [NYCIB]. It gives me a chance to be productive and to help others as well."

Kudos:
"The Agrons help some of the employees who are totally blind to order lunch and will even pick up lunch for them, and try to teach them more about the area so that people can travel more easily," said Supervisor John Perez.

Veterans Programs

AbilityOne Provides Life-Changing Opportunities for Returning Veterans

The sacrifices made by America's brave fighting men and women often involve serious injuries. Veterans with newly acquired disabilities may face enormous psychological and economic challenges upon re-entering civilian life. These challenges are often compounded by the misperceptions held by some potential employers and members of the public.

Change happened for David Kendrick, who participated in the Warrior SALUTE Program, offered by Continuing Developmental Services (CDS), an AbilityOne® NPA in Webster, N.Y. He was on the verge of being homeless due to his unemployment and service-connected disability when he joined CDS. Expressing his gratitude, he explained, "The CDS program gave me a second chance because I thought nobody cared about soldiers out there. It was really hard, and I searched everywhere, and nobody wanted to give me a hand. Without

the CDS program, I would be out there on the street."

In addition to providing vocational assessments, employment training and placement assistance, CDS provides individual, family and group counseling; fully accessible fitness centers and an aquatic center for therapeutic recreation, art and music therapy; temporary housing; and a variety of family-support services.

AbilityOne Makes Concerted Efforts to Support Wounded Warriors

The Committee, NIB and NISH are dedicated to a variety of programs that reach out to veterans with disabilities and connect them with local NPAs and other resources.

NIB collaborates with the Department of Veterans Affairs (VA) and connects veterans with job training, job placement and other career development services offered through its associated NPAs across the country. NIB's Wounded Warrior Program offers critical training in areas such as contract management support, business management training, leadership training and fellowship programs. NIB also participates in job fairs, special events and conventions on a national scale.

The NISH Institute for Economic Empowerment is conducting a two-year research project with the National Organization on Disability that involves interviewing veterans with



Participants of CDS' Warrior SALUTE Program get hands-on experience working on CDS' AbilityOne contract, packaging, fulfilling and shipping spices. Kyle Sill, Warrior SALUTE Program participant, fills spice bottles.

disabilities, employers and family members to establish employment interests and skill levels. Additionally, NISH partners with Military Wounded Warrior Programs, VA and other organizations to assist veterans.

PCSI: A Leader in Hiring Veterans with Disabilities

Professional Contract Services (PCSI) of Austin, Texas employs 294 veterans among its total AbilityOne work force of 1,120 people. PCSI coordinates with veterans programs to recruit veterans with disabilities for its AbilityOne contracts. It participates in the VA Wounded Warrior Program, the Army Career and Alumni Program job fairs and other veteran-related community activities. PCSI provides training programs and opportunities for advancement and assists in relocating veterans with disabilities and their families.

"Many of these veterans performed the same or a similar job during their military careers as those offered by the AbilityOne Program," said Ace Burt, PCSI president and CEO.



Staff Sgt. George Lewis, Air Force (Ret.), operates a saw to cut paper for industrial wipes at Horizon Industries/East Texas Lighthouse for the Blind in Tyler, Texas. Lewis is a Vietnam veteran.

Project HIRED Collaborates with Businesses to Employ Veterans

Like PCSI, Project HIRED, San Jose, Calif., also recruits veterans to work on its AbilityOne contact center contracts. Additionally, through its Wounded Warrior Workforce Program, Project HIRED helps businesses leverage the unique advantages of veterans with disabilities in the workforce. The NPAs' endeavors have led to substantial collaboration with organizations such as Yahoo!, Lockheed-Martin, NASA and Cisco to leverage the unique advantages of veterans with disabilities in the work force. Project HIRED's success stories are commonplace, and the success of the program has caught the

attention of both ABC and NBC. Additionally, Project HIRED partners with K9 Coach Plus for its Service Dog Program to match veterans with disabilities with command-trained service animals.

NPA Task Force Collaborates with Veterans Affairs

In other developments, a task force of NIB-affiliated NPAs, rehabilitation providers and VA representatives convened in June 2010 to discuss outreach strategies to help veterans who are blind locate job opportunities. Participants included NIB, St. Louis Lighthouse, St. Louis Society for the Blind and Visually Impaired, Envision, AlphaPointe Association for

the Blind and the VA. The task force plans a variety of actions to raise public awareness of NPAs and rehabilitation providers that support wounded veterans.



Spc. Alvin Ramlu, U.S. Army (Ret.), works on Project HIRED's AbilityOne contact center contract.

Army Hero Receives "Oz" Day AbilityOne Awareness Award



Master Sgt. Jeffrey Mittman is a hero in every sense of the word. He has traveled the world for the U.S. Army, conducted hundreds of combat missions and served in Operations Desert Storm, Desert Shield and Enduring Freedom. But when an improvised explosive device left him blind and severely injured, he began a journey that would include more

than 40 operations and four years of recovery. Since then, he travels the country sharing his story and serves as a symbol of inspiration, bravery and strength to people who are blind throughout the world.

In October 2010, Mittman was presented with the prestigious Osborne A. "Oz" Day AbilityOne Awareness Award for his efforts in advocating and promoting the AbilityOne® Program.

"I decided long ago—I can both own my experiences and learn from them, or I can let them own me. I chose the former," said Mittman. "I am humbled and proud to receive this honor, and I am eager to continue to be an example to our wounded warriors and other individuals with disabilities, showing them what is possible."

Andrew D. Houghton, Committee chairperson, presented the award to Mittman at the Committee's Open House and called it a "richly deserved honor." Mittman's active support of AbilityOne has included a variety of speaking engagements and increasing participation in annual disability awareness events.

The award is named in honor of Osborne A. "Oz" Day, who served as a private citizen member of the Committee from 2005 to 2008. Day provided critical leadership in communicating the AbilityOne message to Federal customers and the general public.

Day's widow, Ester "Tess" Day, helped present the award to Mittman, who said he wished he could have had the opportunity to meet Day and share their experiences about serving in the military.

Humanitarian Support

AbilityOne Employees Help Others in Need

Through hundreds of NPAs, the AbilityOne® Program offers employment opportunities to tens of thousands of people who are blind or have other significant disabilities in the United States, making it possible for them to support themselves and their families. They even manage to help thousands of other people when they need it most by providing valuable assistance at times of crisis and catastrophe, within our own borders and beyond.

Most recently, AbilityOne employees helped the people of the island Nation of Haiti following a devastating earthquake and worked to offset the growing food-bank food shortage brought on by the economic recession in the United States.

Peckham, Inc. Sets up Call Center Fast to Support Haitian Relief Effort

After the earthquake struck Haiti in January 2010, the U.S. Department of State was inundated with calls from individuals frantically searching for information about their loved ones. State Department officials turned to Peckham, Inc. of Lansing, Mich., a member of the AbilityOne network of NPAs, to provide contact center services.

Thanks to Peckham's existing relationship with the State Department, the NPA could move quickly. Within 36 hours, Peckham had a functioning call center staffed with 60 employees tirelessly



Angela Smith, Peckham Inc., Lansing, Mich., provides contact center services.

answering calls, recording family information and following up with distraught callers.

"The most important aspect of this effort... was to ease people's concerns and reassure them we were diligently working to find their loved ones," said Matt June, director of Business Services, Peckham, Inc.

In recognition of their outstanding work, Peckham's Haiti call center employees received certificates of appreciation from Janice Jacobs, assistant secretary, Bureau of Consular Affairs. Peckham also received a letter of appreciation from Secretary of State Hillary Rodham Clinton for its ongoing call center support of the State Department's National Passport Information Center, which has also been performed through AbilityOne since February 2009.



Pictured, left top: Tammy Bodenhamer works at Winston-Salem Industries for the Blind, one of the NPAs that provided Haiti relief effort support.

Pictured, left bottom: The Lighthouse for the Blind of Fort Worth team put together 100,000 personal hygiene kits in less than 10 days.



First aid kits supplied by Cooperative Workshops, Inc., Sedalia, Mo.



Sara Gordier, Peckham, Inc., Lansing, Mich., provides contact center services.

Bay. Due to its proximity to Haiti, the supply center became the logical destination for U.S. ships to replenish food and supplies. AbilityOne products accounted for approximately 55 percent of items purchased from the BSC during this time.

“Sometimes you just have to do something knowing what’s going to be needed. That really paid off because we jumped on it right away without waiting,” said Jerry O’Hagan, director of base supply centers, WSIFB.

Like WSIFB, Lighthouse for the Blind of Fort Worth (LFW), Texas, also increased its inventory of supplies. After receiving an order from the U.S. General Services Administration, LFW put together 100,000 personal hygiene kits in less than 10 days—an effort that normally takes more than a month.

“It was a massive job done by a lot of energized employees who really wanted to get it

continued...

AbilityOne NPAs Donate Money and Provide Supplies for Haitian Relief Effort

With Peckham employees busy staffing the call center, other AbilityOne NPAs donated money and provided supplies to support the Haitian relief effort.

Upon hearing about the devastation in Haiti, AbilityOne employees at Winston-Salem Industries for the Blind (WSIFB), Winston-Salem, N.C., took action, donating \$1,500 to *Doctors Without Borders*, an international medical humanitarian organization also supporting the relief effort. As sole manufacturer of poncho liners for the U.S. Army,

WSIFB also donated 1,000 poncho liners to the Haitian Community Hospital, managed by the Haitian Health and Education Foundation.

Jeanne Wilkinson, vice president, Business Strategies, WSIFB, is continuously inspired by their employees. “It’s wonderful that people who face challenges in their own lives continue to work to help others every day,” she said.

The WSIFB base supply center (BSC) at Guantanamo Bay, Cuba served as a critical supply point for items used in the Haiti relief effort. Following the earthquake, and realizing there would be an increased demand for supplies, WSIFB dramatically increased inventory levels at Guantanamo



From left to right: Jamie Owen, Transylvania Vocational Services (TVS), Brevard, N.C.; Hilda Soto and Alex Negron, CW Resources, Inc., New Britain, Conn.; and Jody Harris, TVS, support the AbilityOne contract for manufacturing and packaging instantized nonfat dry milk, a critical staple for domestic feeding programs.

Humanitarian, continued...

done for the Haitian people. They did the job with a smile on their face," said Charlie Wood, vice president, Sales and Marketing, LFW.

Goodwill Industries of South Florida (GISFL), Miami, also ramped up efforts on its AbilityOne contract at Homestead Air Reserve Base in Florida. The NPA provided 24/7 support, cleaning and maintaining Immigration & Naturalization Service transition sites and providing porter services.

Additionally, GISFL raised money and wired it directly to its employees' families in Haiti who were impacted by the earthquake and, using fabric and thread donated by commercial firms,

sewed blankets for Haiti relief. Additionally, GISFL collected mobility device donations from other Goodwill organizations and coordinated with the University of Miami to replace the wheels with ones that would handle unpaved and uneven ground in Haiti.

Relief assistance was also provided by Industries of the Blind in Greensboro, N.C.; ORC Industries, LaCrosse, Wis.; and Cooperative Workshops, Inc. (CWI), Sedalia, Mo. Industries for the Blind shipped 100 tarps, valued at \$3,100, to help fight cholera, and ORC donated 1,400 wet weather ponchos. Meanwhile, CWI partnered with a nonprofit Christian ministry to develop and supply a new line of emergency first aid kits specifically to serve the needs of those in Haiti.

AbilityOne Employees Help Put Milk on the Table

While several AbilityOne NPAs supported the Haitian relief effort, others worked to help feed low-income individuals and families here at home.

Since March 2001, AbilityOne has manufactured and packaged instantized nonfat dry milk for the U.S. Department of Agriculture's (USDA) domestic feeding program. From July 2009–August 2010, AbilityOne produced 40 million pounds of instantized nonfat dry milk, marking its highest single-year of production. The food product is delivered to state-operated and USDA centralized warehouses, and then distributed to food banks and other charitable organizations.

The instantized nonfat dry milk is produced by three members of the AbilityOne network: Transylvania Vocational Services, Inc. (TVS), Brevard, N.C.; Knox County Association for Retarded Citizens (KCARC), Inc., Vincennes, Ind.; and CW Resources, Inc., New Britain, Conn.

“The packaging of instant nonfat milk, in accordance with demanding USDA specifications, further highlights the production capabilities and skills of persons with disabilities. This project fosters a sense of pride among our employees knowing they are helping to feed those in need,” said Alix Capsalors, senior vice president, Manufacturing, CW Resources, Inc.

AbilityOne’s participation in this USDA program is critical. According to a November 2010 report released by the USDA

Economic Research Service, in 2009, nearly 15 percent of households were “food insecure,” meaning thousands of families had difficulty putting food on the table at times during the year. This is the highest percentage level recorded since USDA began tracking food security levels in 1995.

As we move into economic recovery, the demand for this product will likely continue, making AbilityOne’s participation more important than ever.

Through the work of dedicated NPA employees and staff, the AbilityOne Program makes the personal aspirations and contributions of its employees possible, while working with partners and customers to tackle some of the toughest missions facing our country and our neighbors today. ★

Michael Cook works at TVS, manufacturing and packaging instantized nonfat dry milk.



PERSONNEL PROFILE:

Charles Warren

Position:

Laundry Utility Worker

Nonprofit Agency:

Goodwill Industries of Southeastern Wisconsin, Milwaukee, Wis.

AbilityOne Program Employee since 2008

Career Highlights:

Responsible for sorting, coding and cleaning linens; notably increased his sorting speed and related production activities; and now helps train colleagues. Served in the U.S. Navy, August 1971–May 1973; worked as a cook on an aircraft carrier and supervised a team of 30 cooks; received a combat medal for participation in the Vietnam War zone, a medal for good conduct and an award for being a sharp shooter.

Personal Achievements:

Achieved financial stability, rents an apartment, owns a car and saved money for a “rainy day;” works out at the gym and plays baseball.

Overheard Saying:

“My employment through the AbilityOne Program has made me... a more productive citizen in society... I have been really happy that my family is proud of me because it makes me proud of myself to be successful in my employment at Goodwill.”

Kudos:

“He is a wonderful person who has overcome so many barriers. He is always smiling and friendly with everyone,” said Chandra Henderson, workforce development supervisor, James O. Wright Center.



Sustainability

“Green” Solutions for the Environment

AbilityOne® is at the forefront of delivering innovative products and services to help Federal agencies meet Government requirements for sustainability and to *make environmental initiatives possible*. Office products, biobased chemical cleaners, recycled content-paper and packaging materials, soy-based products, and environmentally friendly custodial and vehicle washing services are just some of the green solutions provided and used by AbilityOne NPAs and their employees.

In a recent example, the Federal Bureau of Prisons (BOP) approached NIB to standardize cleaning products throughout BOP and comply with the U.S. Department of Agriculture’s BioPreferred initiative to procure biobased products. NIB worked with Susquehanna Association for the Blind and Vision

Impaired (SABVI), an AbilityOne NPA based in Lancaster, Pa., to develop a custom line of biobased cleaning products and packaging specifically for BOP. The project was added to the AbilityOne Procurement List in FY2010 and is expected to create four jobs for people who are blind at SABVI.

Although BOP is the first Federal Agency to standardize biobased cleaning products through AbilityOne, the program is certainly not new to Federal greening initiatives. Federal Acquisition Regulation (FAR) 23.703 states that “agencies must implement cost-effective contracting preference programs promoting energy efficiency, water conservation, and the acquisition of environmentally preferable products and services.”

Although one of the important requirements today involves the use of at least 30 percent post-consumer recycled content in paper products, AbilityOne began delivering these products 20 years ago. AbilityOne also stays ahead of the curve by developing new green products as well as redesigning older products to meet evolving environmental requirements.

SKILCRAFT® Bio-Write® pens, for example, are up to 60 percent biobased and compostable; contain up to 48 percent recycled materials; and the pen packaging contains 100 percent recycled content,



Rosemary Roberts, PRIDE Industries, Roseville, Calif., performs green custodial services.

with 35 percent post-consumer waste. The refillable pens feature barrels made from corn starch and are certified by the Biodegradable Products Institute (BPI) to meet stringent standards. Many SKILCRAFT® products are specifically designed to meet BPI standards, helping customers make smart choices.

SKILCRAFT® soy candles further illustrate how focusing on sustainability helps the environment while delivering benefits for consumers. Made from biobased soybean wax, soy candles burn cleanly, are non-toxic and last 30 to 50 percent longer than paraffin candles. People who are blind employed by Industries of the Blind in West Allis, Wis. use technology to pour the wax and center the wicks on the candles. The candles are sold in military commissaries and other outlets worldwide.

Biobased cleaning products



AbilityOne Leads the Way with Green Services

AbilityOne NPAs provide green custodial services to Federal customers across the Nation, including the Department of Defense, the General Services Administration (GSA) and the Department of Homeland Security. In a 2007 study conducted by GSA, AbilityOne outranked competing commercial custodial services in *seven out of seven* industry-recognized green cleaning practices benchmarks.

AbilityOne's Clean and Green program helps customers meet their goals for sustainability while receiving great value and cleaning performance.

Healthcare environmental services provided by AbilityOne NPAs include the use of green cleaning products that help prevent the spread of infection and are safe for use in areas where patients with respiratory and other sensitive conditions are being treated.

In FY2010, AbilityOne launched consolidated facilities maintenance services at the

Naval Medical Center Portsmouth (NMCP) in Virginia. Professional Contract Services, Inc., Austin, Texas, is the prime contractor and two additional NPAs work as subcontractors—Didlake, Manassas, Va., and Portco, Inc., Portsmouth, Va. The AbilityOne team quickly made a “green” impact, significantly reducing the zinc in NMCP wastewater. “By using this environmentally friendly product and approach, we reduced the amount of zinc being sent to the sanitary waste system and maintained the high standard the hospital has for cleanliness,” said Lt. Cmdr. Kreg R. Everleth, Base Operations Medical Installations—Facilities Department head, NMCP.

AbilityOne also offers a unique mobile vehicle washing service. With as little as one cup of water, the mobile washing system utilizes the power of steam and pressure to soften and remove dirt. This service preserves water and meets Occupational Safety and Health Administration, and



Alexis Salgado Colón of The Corporate Source steam washes a vehicle in San Juan, Puerto Rico.

Environmental Protection Agency standards. AbilityOne provides mobile vehicle washing for GSA and U.S. Customs and Border Protection.

In Washington, D.C., AbilityOne NPA Melwood designed, installed and maintains a roof-top garden at the U.S. Department of Agriculture Jamie L. Whitten Building. The green roof adds aesthetic value to the building, reduces storm water run-off and provides insulation, resulting in improved energy efficiency and savings.

The Federal Government's commitment to sustainability not only helps the environment and increases employment opportunities for people with disabilities; it also delivers a return on investment to taxpayers while meeting energy, water and waste reduction targets.

Industries for the Blind, West Allis, Wis., employee Earl McHenry pours wax for soy candles.



Melwood employees (from left to right) Tulio Sigaran, Jessie Wedge and Rupert Jordan perform seasonal maintenance for the roof-top garden at the U.S. Department of Agriculture.

Strategic Partnerships

AbilityOne Establishes Strategic Partnerships with Boeing and Northrop Grumman

The AbilityOne® Program reached a major milestone recently by developing strategic partnerships with two respected giants of private industry.

AbilityOne and Boeing Company—the largest manufacturer of commercial jetliners and military aircraft combined—signed a Memorandum of Agreement (MOA) in May 2010 at the NISH National Training & Achievement Conference. The groundbreaking partnership marks the first MOA between AbilityOne stakeholders and a private entity designed to support the AbilityOne mission of increasing opportunities for individuals who are blind or who have other significant disabilities.

Boeing has had a formal small business and supplier diversity

program since 1951. The company also has an established history working with AbilityOne-participating NPAs such as the Lighthouse for the Blind in Seattle, Wash. and Center Industries in Wichita, Kan. The MOA provides a structured opportunity to expand this engagement across the AbilityOne Program, and to make the capabilities of NPAs available to Boeing and its first tier subcontractors.

In the spring of 2010, American aerospace and defense technology company Northrop Grumman agreed to develop an MOU with AbilityOne. Later, on Aug. 30, 2010, Northrop Grumman and MVLE, an AbilityOne NPA in Springfield, Va., signed a DoD mentor/protégé agreement. The partnership is designed to help create new jobs for people with significant disabilities in the



From left to right: Nancy Myrick, director, Policy and Programs, Committee; Kimberly Zeich, deputy executive director, Committee; Dennis Fields, COO, NISH; Susan Cote, corporate vice president, Contracts, Pricing, Supply Chain, Northrop Grumman Corporation; April Pinch Keeler, president, MVLE; Elaine Howell, division chief, Mentor/Protégé Program, DCMA Small Business Operations Center; Tizoc Loza, corporate program manager, Mentor/Protege Programs, Northrop Grumman Corporation; Gloria Pualani, corporate director, SEBP Government Relations, Northrop Grumman Corporation; and Ken Rush, vice president, Contracts and Business Development, MVLE.

Washington, D.C. area. MVLE provides custodial services for GSA at multiple Federal buildings in Northern Virginia and the District of Columbia. MVLE also provides food service, outbound mail, digital mail and secure document management services.

The Northrop Grumman-MVLE agreement is the first for an AbilityOne NPA. For two years, Northrop Grumman will assist MVLE in the development of Federal contracting opportunities and the necessary infrastructure to create more jobs for people with disabilities. Northrop Grumman will provide engineering and technical training to MVLE, including formal training at Northrop Grumman facilities in partnership with the George Mason Technical Assistance Center.



Representatives from Boeing, Committee, NIB and NISH sign the MOA at the NISH National Training & Achievement Conference in May 2010.

CEO Forums

To help ensure that our Government is transparent, participatory and collaborative, President Obama directed all Federal Agencies to be creative in soliciting public input in fulfilling the agency missions. In this spirit, the Committee, NIB and NISH organized three NPA Chief Executive Officer (CEO) Forums in FY2010. In June 2010, CEOs representing a diverse array of AbilityOne® NPAs were invited to participate in the Forums that would research and identify promising business concepts for the AbilityOne Program. They would focus on key issues impacting the future of the Program as identified during NPA visits and conversations the previous year. The Forums are organized as:

1. Definition Implementation Forum
2. Business Rules Forum
3. AbilityOne Enterprise Forum

Stated Objectives

Definition Implementation Forum: *To research and identify processes and best practices to ensure that individuals identified as having a significant disability do, in fact, have a significant disability for purposes of employment in the AbilityOne Program.*



Business Rules Forum:

To create employment through fair and equitable, transparent and efficient, Government-customer friendly processes and best practices for the distribution of product and service opportunities among the CNAs and participating NPAs.

AbilityOne Enterprise Forum:

To identify and pursue execution of businesslike strategies that increase employment across the entire AbilityOne Program, and provide the best practices to establish an “enterprise culture” that is adopted, recognized and valued by all stakeholders.

Effectiveness

While Forum results will not be reported until 2011, preliminary feedback from the participants has identified the sharing of expertise and best practices as well as the opportunity to build relationships across the AbilityOne Program as positive outcomes. As one Forum member stated, “Simply put, the work of the CEO Forums will make significant contributions to the AbilityOne Program and lead directly to increased employment opportunities for the AbilityOne workforce.” More to follow in 2011!



Pictured, top: Members of the CEO Enterprise Forum, Committee staff and PCSI management tour the Naval Medical Center Portsmouth (NMCP)—a facility with 1.1 million square feet of space—where PCSI of Austin, Texas provides custodial services through the AbilityOne Program. Photo provided courtesy, Riza Caparros, U.S. Navy photojournalist.

Pictured, bottom: The CEO Business Rules Forum meets off-site at Peckham Inc., Lansing, Mich., where members share the camaraderie, collaboration and teamwork that are key characteristics of the AbilityOne Program.

CEO Forums Vision

An AbilityOne leadership culture of collaboration where the good of the AbilityOne® Program is the first priority.

AbilityOne Outreach



"Thank you for such a lovely ceremony. The conference room is impressive. Oz would have loved it. Oz spent a lot of time with AbilityOne and enjoyed every minute. It certainly was the highlight of his second career."
-Tess Day

During the Committee's first Open House, Committee Chairperson Andrew D. Houghton and Ester "Tess" Day, widow of Committee member Osborne A. "Oz" Day together cut the ribbon to dedicate a conference room named in his honor. Oz Day served on the Committee for three years representing the interests of people who are blind.

Carla Fay Morris, Chesapeake Service Systems, Portsmouth, Va. Photo taken during Committee visit to the NPA.



AbilityOne® Program publishes its first magazine.



Committee members visit Winston-Salem Industries for the Blind.



The Committee participates in the DoD Procurement Conference (shown here) through exhibits and classroom training sessions to educate Federal procurement officials about the AbilityOne Program.



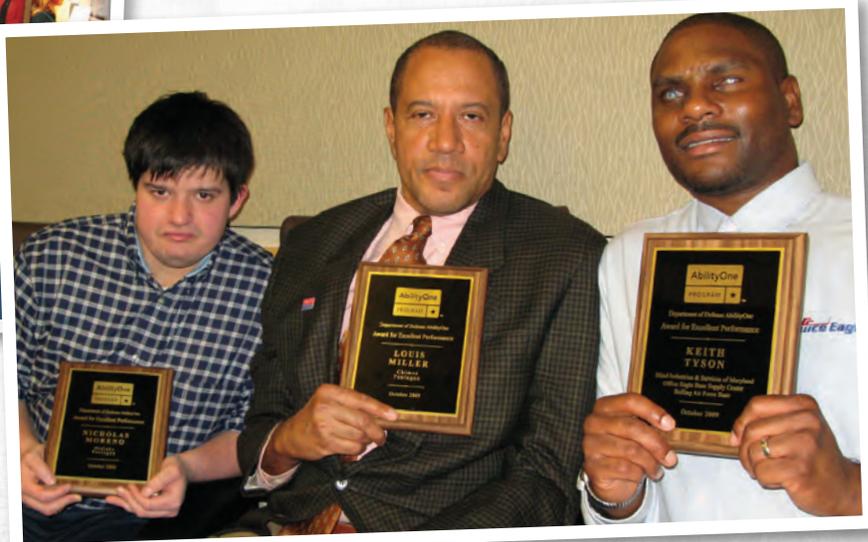
Winston-Salem Industries for the Blind Inc. in North Carolina opens a new base supply center store at the U.S. Department of Agriculture in Washington, D.C.



A tree planting at Fort Detrick, Frederick, Md., commemorates 15th Anniversary of AbilityOne Base Supply Center Program.



AbilityOne exhibits at a variety of events nationwide, including the GSA Expo (pictured here), military trade shows and National Disability Employment Awareness Month celebrations.



Left to right: AbilityOne employees Nicholas Moreno, Louis Miller and Keith Tyson pose with their Defense Department excellent performance awards following the AbilityOne National Disability Employment Awareness Month award ceremony at the Pentagon. DoD photo by Gerry J. Gilmore.

Stewardship and Compliance

Committee Makes Mission Possible through Good Stewardship

The AbilityOne® Program mission to create job opportunities for people who are blind or have other significant disabilities is possible only if the Committee and its program partners act as good stewards of taxpayer dollars. Thus, one of the primary ways the Committee fulfills its role as administrator of the AbilityOne Program is through the process of verifying compliance of participating agencies. This consists of more than just visiting the NPAs and determining whether the agencies are adhering to regulatory requirements; it also includes information sharing, training and providing technical, on-site assistance to its participating nonprofits.

The Committee places a high priority on compliance as evidenced by the fact that, in FY2010, **98.3 percent of NPAs were in compliance** with the program ratio requirement that *at least 75 percent or more* of their direct labor hours performed under AbilityOne or other contracts were completed by individuals who are blind or have other severe disabilities. The Committee and its program partners have also achieved and sustained an upward trend in direct labor ratio compliance for more than a decade. The graphs and charts show how the Committee and the NPAs themselves fared in fulfilling their roles and responsibilities as required under AbilityOne Program regulations during FY2010.

The purpose in conducting site visits and audits by Committee compliance staff is clearly viewed as an ideal opportunity to educate and train NPA leaders so that their agencies may become compliant in the areas required, rather than a punitive function.

Compliance Visit Results FY2010

Areas reviewed during a compliance visit include *Medical Documentation* of blindness or severe disability; *Competitive Employability Evaluations*; *Placement Program*; *Direct Labor Ratios*; *Service Contract Act (SCA) requirements*, *Occupational Safety and Health Administration*, and *Contract Clause Requirements* (Affirmative Action Plan, EEO-1, Contractor Code of Business Ethics, etc.). More than 90 percent of the agencies visited in FY2010 were in compliance for medical documentation, placement programs, contract clauses and overall AbilityOne direct labor ratios.

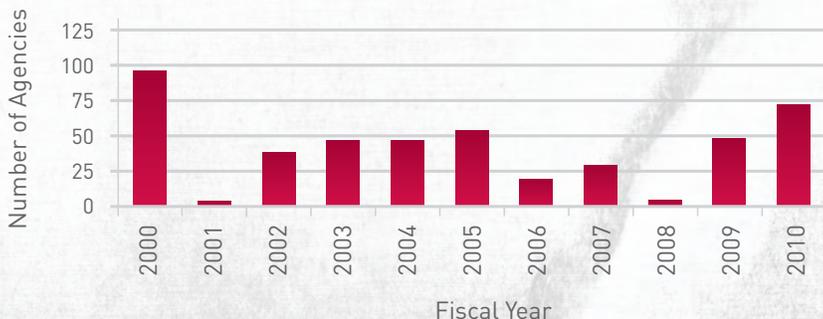
FY2010 was the first year that the Committee staff provided an expanded rating for the NPAs' *Medical Documentation* and *Competitive Evaluations* on a scale of unacceptable, acceptable, superior and outstanding. As a result, there is no previous data with this level of detail for comparison.

Compliance Visit Methodology

Based on a five-year cycle, compliance specialists review a sampling of specific documentation that every participating NPA is required to maintain. NPAs are selected for compliance visits based on multiple criteria, such as number of employees, program sales and risk assessment factors. These factors include length of time since the last visit, performance at the time of the last visit and annual report of direct labor information.

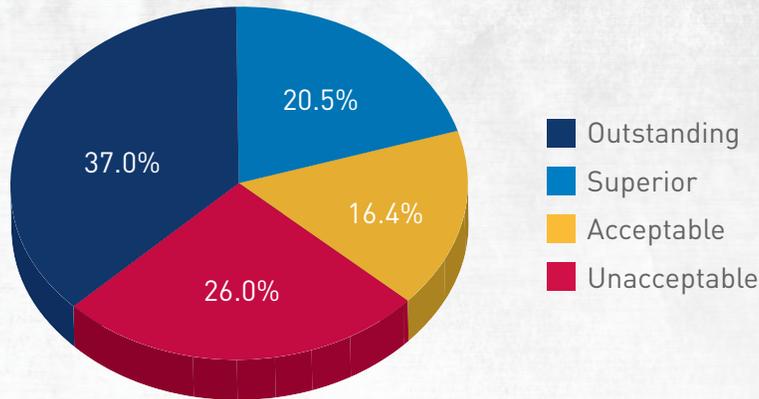
Committee Increases Compliance Visits

Committee compliance visits increased by 55 percent from 47 visits in FY2009 to 73 visits in FY2010—the highest number since FY2000. The Committee has a strategic objective to conduct an on-site compliance visit at each of its 600-plus participating NPAs over a five-year period.



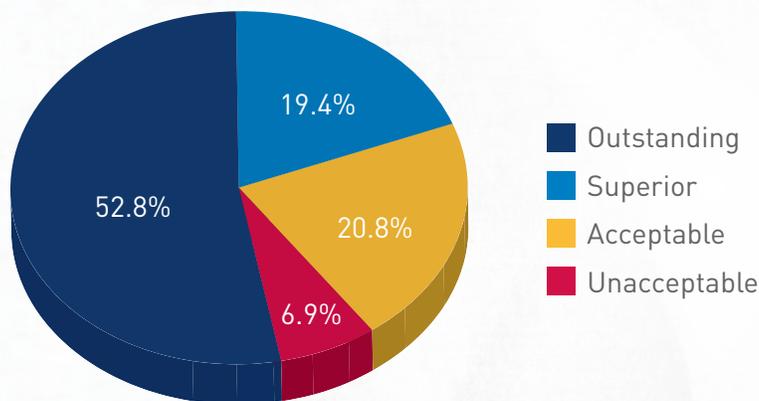
Competitive Employment Evaluation Ratings

Forty-two NPAs (57.5 percent) were rated outstanding or superior for *Competitive Employment Evaluations*.



Medical Documentation Ratings

Fifty-two NPAs (72.2 percent) were rated outstanding or superior for *Medical Documentation*.



The Path Ahead: Poised for Continued Improvement and Program Stewardship

The Committee will add an additional compliance specialist and plans to conduct more than 120 compliance visits in 2011. In addition, the Committee will provide increased training to NPAs both during compliance visits and at other times throughout the year. Through its continuing efforts to improve its stewardship and NPA compliance rates, the Committee and its partnering NPAs are in position to help grow the AbilityOne Program for many years to come.



PERSONNEL PROFILE:

Sam Rodriguez

Position:
Assistant Director of Business Services

Nonprofit Agency:
LightHouse for the Blind and Visually Impaired, San Francisco, Calif.

Career Highlights:
Secured permanent position shortly after being hired as a temporary employee; promoted to operations and maintenance specialist; completed NIB's Fellowship for Leadership Development program and returned to LightHouse as assistant director for business services. Oversees day-to-day operations of the manufacturing facility; leads LightHouse efforts to obtain ISO 9001 certification. AbilityOne Program employee since 2004.

Personal Achievements:
Bilingual; learned to speak, read and write English after relocating with his parents from El Salvador to the United States in 1991 at the age of 14; graduated from San Jose State University in 2004 with a Bachelor of Science in Mechanical Engineering. Together with his spouse, they enjoy their young son, Samuel, Jr.

Overheard Saying:
"There is no other program that I know of that can give you such vast experience in so short a period of time."

Kudos:
"Sam is a rock-solid asset to the LightHouse's administrative team," said Brian Bashin, LightHouse CEO.

Small Giants

Some of the biggest success stories come from some of the smallest AbilityOne® participating NPAs. Usually with 50 or fewer AbilityOne employees, they may seem small, but to the people they employ and the communities they serve, these NPAs have the impact of a giant.

James M. Kesteloot, Committee member and private citizen, explains: "Our smaller NPAs, or 'small giants,' collectively add up to a lot of jobs for people who are blind or have significant disabilities and contribute greatly to the AbilityOne Program mission."

Sara's Mentoring Center

Sara Carroll has always had a passion for helping others. In 2003, 65-year-old Sara and her son William founded Sara's Mentoring Center, Virginia Beach, Va. The Center provides training and rehabilitative services that empower individuals with disabilities through jobs in custodial services, shelf stocking, warehouse management, grounds maintenance and food services.

In its first year, Sara's Mentoring Center secured an AbilityOne contract with the Navy Exchange Service Command (NEXCOM) to provide custodial services for the stores at Oceana and Dam Neck. The Center now provides nine full-time equivalent jobs



Judy Murphy, Sara's Mentoring Center, cleans mirrors at the Oceana Navy Exchange in Virginia Beach, Va.



Chun Yin Yeung, Opportunities and Resources, Inc., Wahiawa, Hawaii, cleans floors at Hickam Air Force Base in Hawaii.

at NEXCOM. Business Manager Debra Loudermilk adds, "The benefits of the NEXCOM contract are two-fold: we proudly serve the military heroes who serve our country while providing employment for people with disabilities. Everyone wins."

Grand Traverse Industries

Founded in 1974, Grand Traverse Industries (GTI), Traverse City, Mich., provides plastic bag manufacturing, vending sales and services, custodial services, industrial assembly and packaging. Since 2001, GTI has partnered with Michigan-based Plascon, Inc. They partner to produce plastic bags, including trash can liners, bio-hazardous bags, laundry bags, highway pickup bags, packaging bags and custom bags. GTI also has an AbilityOne custodial service contract at the Veterans Affairs Medical Center in Traverse City.

Steve Perdue, CEO of GTI, also serves on the NISH board of directors and is a member of the Quality Work Environment (QWE) steering group. His participation and leadership with those groups is a prime example of the contributions small NPAs make at the national level.

Opportunities and Resources, Inc.

In 1980, current President and CEO Susanna F. Cheung, together with a group of concerned individuals and parents of adult men and women with developmental disabilities, launched Opportunities and Resources, Inc. (ORI), Wahiawa, Hawaii. Once just a dream, Helemano Plantation provides real-world training and employment opportunities in its work centers that include a restaurant, gift shop, bakery, farm and garden.

To add to and partially because of its well-earned reputation, ORI enjoys a Secret facility level clearance—a designation held by few members of the AbilityOne network—and a requirement of ORI's AbilityOne contract at Camp H.M. Smith, where employees provide custodial services for the Nimitz-MacArthur Pacific Command Center. ORI also provides custodial services at Hickam Air Force Base (AFB) as well as food services at Fort Shafter and Schofield Barracks through AbilityOne.

Reflecting on 30 years of success, Cheung adds, "It's not how many buildings we have or how many acres we own. It is individual accomplishments that count."

Arizona Industries for the Blind

Established in 1952, Arizona Industries for the Blind (AIB), Phoenix, Ariz., is a program within the Arizona Department



James Johnston, GTI, vacuums the Veteran's Administration Medical Clinic in Traverse City, Mich.

of Economic Security that provides employment and training opportunities for people who are blind or visually impaired. AIB features four primary business units—manufacturing, distribution center, base supply centers and document imaging. AIB operates a modern manufacturing center that features computerized numerically controlled mills and lathes that are accessible to people who are blind. Since

the 1980s, AIB has produced military litters (stretchers) and field operating tables for the Department of Defense; and in collaboration with two other NPAs, provides parts machining services to the Defense Logistics Agency (DLA).

For 15 years, AIB has provided distribution/logistics services to the DLA in support of America's Warfighters. AIB introduced a voice recognition picking system, TalkMan[®], to its warehouse management system, providing real-time order updates to DLA. In 2010, AIB's Distribution Center achieved ISO 9001:2008 Certification and was selected as DLA's Outstanding AbilityOne Program Vendor. AIB operates three base supply centers in Arizona: Luke AFB, Davis-Monthan AFB and Yuma Marines Air Corps Station. AIB also provides secure document conversion services to Federal, state and commercial customers in Arizona.

James Caldwell of Arizona Industries for the Blind operates computer numerically controlled machinery to produce component parts for products used by DoD.



Left: Regan Shimabukuro, Opportunities and Resources, Inc., Wahaiwa, Hawaii, cleans windows at Hickam Air Force Base in Hawaii. Middle: Guard dog using protective equipment procured through a base supply center operated by Arizona Industries for the Blind.



Pearl Franko,
RLCB Inc.,
Raleigh, N.C.

AbilityOne Network of Nonprofit Agencies FY2010

ALABAMA

Anniston

Calhoun-Cleburne Mental Health Board, Inc. (NISH)

The Opportunity Center Easter Seal Facility—The Ala ES Soc, Inc. (NISH)

Birmingham

Alabama Goodwill Industries, Inc. (NISH)

Easter Seals of the Birmingham Area (NISH)

United Cerebral Palsy of Greater Birmingham, Inc. (NISH)

Dothan

Wiregrass Rehabilitation Center, Inc. (NISH)

Huntsville

Huntsville Rehabilitation Foundation (NISH)

The ARC of Madison County, Inc. (NISH)

Mobile

GW Services, Inc. (NISH)

Montgomery

Goodwill Industries of Central Alabama, Inc. (NISH)

Muscle Shoals

NW Alabama Easter Seal Children's Clinic-Rehabilitation Center (NISH)

Talladega

Alabama Industries for the Blind (NIB)

ALASKA

Anchorage

Assets, Inc. (NISH)

M. C. Resource Management (NISH)

MOC Enterprises, Inc. (NISH)

Fairbanks

Fairbanks Resource Agency (NISH)

Juneau

REACH, Inc. (NISH)

ARIZONA

Bisbee

Cochise County Association for the Handicapped (NISH)

Nogales

Santa Cruz Training Programs, Inc. (NISH)

Phoenix

Arizona Industries for the Blind (NIB)

Goodwill Community Services, Inc. (NISH)

Tempe

The Centers for Habilitation/TCH (NISH)

Tucson

Beacon Group SW, Inc. (NISH)

Catholic Community Services of Southern Arizona (NISH)

J.P. Industries, Inc. (NISH)

Southern Arizona Association for the Visually Impaired (NIB)

Yuma

The EXCEL group (NISH)

ARKANSAS

Fort Smith

Abilities Unlimited of Ft. Smith, Inc. (NISH)

BOST, Inc. (NISH)

Jacksonville

Pathfinder, Inc. (NISH)

Little Rock

The Arkansas Lighthouse for the Blind (NIB)

United Cerebral Palsy of Central Arkansas (NISH)

Pine Bluff

Jenkins Memorial Children's Center and Jenkins Industries, Inc. (NISH)

CALIFORNIA

Bakersfield

The Bakersfield Association for Retarded Citizens, Inc. (NISH)

Blythe

Sheltering Wings Corp. (NISH)

Culver City

Exceptional Children's Foundation (NISH)

El Cajon

Bona Fide Conglomerate, Inc. (NISH)

El Centro

ARC-Imperial Valley (NISH)

Imperial County Work Training Center, Inc. (NISH)

Fontana

The Fontana Rehabilitation Workshop (NISH)

Fresno

Arc Fresno, Inc. (NISH)

Hanford

Kings Rehabilitation Center, Inc. (NISH)

Lancaster

Desert Haven Enterprises, Inc. (NISH)

Lompoc

Life Options, Vocational and Resource Center (NISH)

Los Angeles

Asian Rehabilitation Services, Inc. (NISH)

Goodwill Industries of Southern California (NISH)

Mountain View

VTF Services (NISH)

Mt Shasta

Siskiyou Opportunity Center, Inc. (NISH)

Napa

Napa Valley PSI, Inc. (NISH)

Oakland

Calidad Industries, Inc. (NISH)

Pasadena

Foothill Workshop for the Handicapped, Inc. (NISH)

Perris

Valley Resource Center for the Retarded, Inc. (NISH)

Red Bluff

Tehama County Opportunity Center, Inc. (NISH)

Redding

Shasta County Opportunity Center (NISH)

Richmond

Pacific Coast Community Services (NISH)

Rubicon Programs, Inc. (NISH)

Ridgecrest

Desert Area Resources and Training (NISH)

Rohnert Park

North Bay Rehabilitation Services, Inc. (NISH)

Roseville

PRIDE Industries (NISH)

Sacramento

Crossroads Diversified Service, Inc. (NISH)

Easter Seal Society of Superior California (NISH)

San Diego

Job Options, Inc. (NISH)

San Diego Outsourcing Systems, Inc. (NISH)

The ARC of San Diego (NISH)

San Francisco

Lighthouse for the Blind and Visually Impaired (NIB)

Toolworks, Inc. (NISH)

San Jose

Hope Services (NISH)

Social Vocational Services, Inc. (NISH)

San Leandro

The Arc of Alameda County (NISH)

Santa Ana

Landmark Services, Inc. (NISH)

Santa Clara

Project HIRED (NISH)

Santa Maria

VTC Enterprises (NISH)

South El Monte

Lincoln Training Center and Rehabilitation Workshop (NISH)

Stockton

Goodwill Service Connection, Inc. (NISH)

Vallejo

Solano Diversified Services (NISH)

Ventura

The ARC of Ventura County, Inc. (NISH)

Woodland

Yolo Employment Services (NISH)

COLORADO

Colorado Springs

Aspen Diversified Industries, Inc. (NISH)

Goodwill Industrial Services Corporation (NISH)

Denver

Bayaud Industries, Inc. (NISH)

Jewish Family Service of Colorado (NISH)

Fort Collins

Foothills Gateway, Inc. (NISH)

Pueblo

Pueblo Diversified Industries, Inc. (NISH)

Westminster

North Metro Community Services for Developmentally Disabled (NISH)

CONNECTICUT

Enfield

Allied Community Services, Inc. (NISH)

New Britain

CW Resources, Inc. (NISH)

Trumbull

The Kennedy Center, Inc. (NISH)

Waterbury

Easter Seal Rehabilitation Center of Greater Waterbury, Inc. (NISH)

Windso

Easter Seals Capital Region & Eastern Connecticut, Inc. (NISH)

DELAWARE

Milford

Kent-Sussex Industries, Inc. (NISH)

New Castle

Delaware Division for the Visually Impaired (NIB)

Wilmington

InspiriTec, Inc. (NISH)

Opportunity Center, Incorporated (NISH)

DISTRICT OF COLUMBIA

Washington

Anchor Mental Health Association (Anchor Services Workshop) (NISH)

Columbia Lighthouse for the Blind (NIB)

Davis Memorial Goodwill Industries (NISH)

Lt. Joseph P. Kennedy Institute (NISH)

The ARC of the District of Columbia, Inc. (NISH)

FLORIDA

Boca Raton

Habilitation Center for the Handicapped, Inc. (NISH)

Clearwater

Abilities, Inc. of Florida (NISH)

Daytona Beach

SMA Behavioral Health Services, Inc. (NISH)

Gainesville

Association for Retarded Citizens/Alachua County, Inc. (NISH)

Green Cove Springs

Challenge Enterprises of North Florida, Inc. (NISH)

Jacksonville

GINFL Services, Inc. (NISH)

The Right 2 Work Corporation (NISH)

Lake City

CARC-Advocates for Citizens with Disabilities, Inc. (NISH)

Miami

Easter Seals South Florida, Inc. (NISH)

Goodwill Industries of South Florida, Inc. (NISH)

North Fort Myers

GW Services of SWFL, Inc. (NISH)

Orlando

Goodwill Industries of Central Florida (NISH)

Pensacola

Lakeview Center, Inc. (NISH)

Rockledge

Brevard Achievement Center, Inc. (NISH)

Bridges BTC, Inc. (NISH)

St. Petersburg

JobWorks, Inc. (NISH)

Louise Graham Regeneration Center, Inc. (NISH)

Tampa

MacDonald Training Center, Inc. (NISH)

Tampa Lighthouse for the Blind (NIB)

West Palm Beach

Gulfstream Goodwill Industries, Inc. (NISH)

GEORGIA

Americus

Middle Flint Behavioral HealthCare—Sumter County MR Center (NISH)

Atlanta

Bobby Dodd Institute, Inc. (NISH)

Goodwill Industries of North Georgia, Inc. (NISH)

Augusta

Easter Seals East Georgia, Inc. (NISH)

Bainbridge

Georgia Industries for the Blind (NIB)

Columbus

Power Works Industries, Inc. (NISH)

Dublin

Middle Georgia Diversified Industries, Inc. (NISH)

Jonesboro

WORKTEC (NISH)

LaGrange

New Ventures Enterprises, Inc. (NISH)

Macon

Good Vocations, Inc. (NISH)

Marietta

Tommy Nobis Enterprises, Inc. (NISH)

Savannah

Goodwill Industries of the Coastal Empire, Inc. (NISH)

Smyrna

Vision Rehabilitation Services of Georgia, Inc. (NIB)

Thomasville

Thomas-Grady Mental Retardation Service Center (NISH)

Warner Robins

Houston County Association for Exceptional Citizens, Inc. (NISH)

GUAM

Santa Rita

Able Industries of the Pacific (NISH)

HAWAII

Hilo

The ARC of Hilo (NISH)

Honolulu

Goodwill Contract Services of Hawaii, Inc. (NISH)

Lanakila Rehabilitation Center (NISH)

Network Enterprises, Inc. (NISH)

Wahiawa

Opportunities for the Retarded, Inc. (NISH)

Wailuku

Ka Lima O Maui, Ltd. (NISH)

IDAHO

Blackfoot

Dawn Enterprises, Inc. (NISH)

Boise

Trace, Inc. (NISH)

Caldwell

Western Idaho Training Company (NISH)

Coeur d'Alene

TESH, Inc. (NISH)

Idaho Falls

Development Workshop, Inc. (NISH)

Meridian

Reliant Services, Inc. (NISH)

Pocatello

New Day Products, Inc. (NISH)

ILLINOIS

Alton

Challenge Unlimited, Inc. (NISH)

Arlington Heights

Clearbrook Center, Inc. (NISH)

Belleville

St. Clair Associated Vocational Enterprises, Inc. (NISH)

Chicago

Ada S. McKinley Community Services, Inc. (NISH)

Envision Unlimited (NISH)

Jewish Vocational Service and Employment Center (NISH)

Lester and Rosalie ANIXTER CENTER (NISH)

The Chicago Lighthouse for People who are Blind or Visually Impaired (NIB)

TRI Industries (NISH)

Danville

WorkSource Enterprises, NFP (NISH)

Lanark

Rolling Hills Progress Center, Inc. (NISH)

Mt. Sterling

Hancock County Mental Health Center, Inc. (NISH)

Mt. Vernon

Jefferson County Comprehensive Services, Inc. (NISH)

Murphysboro

Specialized Training for Adult Rehabilitation (NISH)

Northbrook

Glenkirk (NISH)

Paris

Human Resources Center of Edgar and Clark Counties (NISH)

Peoria

Community Workshop and

NEBRASKA

Grand Island

Goodwill Employment Services of Central Nebraska, Inc. (NISH)

Nebraska City

Region V Services (NISH)

Omaha

Goodwill Specialty Services, Inc. (NISH)

Outlook-Nebraska, Inc. (NIB)

NEVADA

Las Vegas

Blind Center of Nevada, Inc. (NIB)

Great Plains Enterprises, Inc. (NISH)

Opportunity Village Association for Retarded Citizens (NISH)

Reno

High Sierra Industries, Inc. (NISH)

Washoe ARC (NISH)

NEW JERSEY

Cedar Knolls

Employment Horizons, Inc. (NISH)

Edison

Edison Sheltered Workshop, Inc. (NISH)

Hackensack

North Jersey Friendship House, Inc. (NISH)

The Arc of Bergen and Passaic Counties, Inc. (NISH)

Mt. Holly

Occupational Training Center of Burlington County (NISH)

Runnemede

Bestwork Industries for the Blind, Inc. (NIB)

Somerses

New Jersey Association for the Deaf-Blind, Inc (NIB)

NEW MEXICO

Albuquerque

Adelante Development Center, Inc. (NISH)

New Mexico Industries for the Blind (NIB)

RCI, Inc. (NISH)

Artesia

Door of Opportunity, Inc. (NISH)

Clovis

ENMRSH, Inc. (NISH)

Las Cruces

Tresco, Inc. (NISH)

Santa Fe

Presbyterian Medical Services (NISH)

NEW YORK

Albany

Northeastern Association of the Blind at Albany, Inc. (NIB)

Amsterdam

Montgomery County Chapter, NYSARC, Inc. (NISH)

Batavia

Genesee County Chapter, NYSARC (NISH)

Binghamton

ABLE INDUSTRIES, INC. (NISH)

Association for Vision Rehabilitation and Employment, Inc. (NIB)

Brooklyn

New York City Industries for the Blind, Inc. (NIB)

Buffalo

Elizabeth Pierce Olmsted, M.D. Center for the Visually Impaired (NIB)

Phoenix Frontier, Inc. (NISH)

Canandaigua

Ontario County Chapter, NYSARC, Inc. (NISH)

Canton

St. Lawrence County Chapter, NYSARC (NISH)

Cortland

J.M. Murray Center, Inc. (NISH)

Elma

Suburban Adult Services, Inc. (NISH)

Fairport

Continuing Developmental Services, Inc. (NISH)

Fulton

Oswego Industries, Inc. (NISH)

Herkimer

Herkimer County Chapter, NYSARC, Inc. (NISH)

Jamestown

Chautauqua County Chapter, NYSARC (NISH)

Kingston

Gateway Community Industries, Inc. (NISH)

Malone

Citizen Advocates, Inc. (NISH)

Menands

The Workshop, Incorporated (NISH)

Middletown

New Dynamics Corporation (NISH)

Occupations, Inc. (NISH)

New York

Fedcap Rehabilitation Services, Inc. (NISH)

Federation Employment and Guidance Service (NISH)

NYSARC, Inc., NYC Chapter (NISH)

The Corporate Source, Inc. (NISH)

Niagara Falls

Niagara County Chapter, NYSARC (NISH)

Oakdale

Skills Unlimited, Inc. (NISH)

Olean

Cattaraugus County Chapter, NYSARC (NISH)

Penn Yan

Yates County Chapter NYSARC, Inc. (NISH)

Plattsburgh

Clinton County Chapter, NYSARC, Inc. (NISH)

Rochester

Association for the Blind and Visually Impaired—Goodwill Industries of Greater Rochester (NIB)

Rochester Psychiatric Center (NISH)

Rochester Rehabilitation Center (NISH)

Schenectady

Schenectady County Chapter, NYSARC, Inc. (NISH)

Slingerlands

Albany County Chapter, NYSARC, Inc. (NISH)

Syracuse

Aurora of Central New York (NIB)

Onondaga County Chapter, NYSARC, Inc. (NISH)

Utica

Central Association for the Blind & Visually Impaired (NIB)

Human Technologies Corporation (NISH)

The Arc, Oneida-Lewis Chapter, NYSARC, Inc. (NISH)

Walton

Delaware County Chapter, NYSARC, Inc. (NISH)

Waterloo

NYSARC, Inc., Seneca-Cayuga Counties Chapter (NISH)

Watertown

Jefferson County Chapter, NYSARC (NISH)

Watkins Glen

Schuyler County Chapter, NYSARC, Inc. (NISH)

NORTH CAROLINA

Brevard

Transylvania Vocational Services, Inc. (NISH)

Charlotte

Lions Services, Inc. (NIB)

Durham

Durham Exchange Club Industries, Inc. (NISH)

L.C. Industries, Inc. (NIB)

Elizabeth City

Skills, Inc. (NISH)

Fayetteville

Employment Source, Inc. (NISH)

Greensboro

Greater Cincinnati Behavioral Health Services (NISH)

Ohio Valley Goodwill Industries Rehabilitation Center, Inc. (NISH)

Greenville

Eastern Carolina Vocational Center, Inc. (NISH)

Hillsborough

OE Enterprises, Inc. (NISH)

Jacksonville

Coastal Enterprises of Jacksonville, Inc. (NISH)

Kinston

Lions Industries for the Blind, Inc. (NIB)

Marble

Industrial Opportunities, Inc. (NISH)

Raleigh

RLCB (NIB)

Washington

Beaufort County Developmental Center, Inc. (NISH)

Winston-Salem

Winston-Salem Industries for the Blind, Inc. (NIB)

Marion

MARCA Industries, Inc. (NISH)

Newark

Licking-Knox Goodwill Industries, Inc. (NISH)

NORTH DAKOTA

Bismarck

Pride, Inc. (NISH)

Devils Lake

Lake Region Corporation (NISH)

Fargo

Vocational Training Center (NISH)

Jamestown

Alpha Opportunities, Inc. (NISH)

Minot

MVW Services, Inc. (NISH)

Valley City

Open Door Center (NISH)

OHIO

Akron

Community Support Services, Inc. (NISH)

Weaver Industries, Inc. (NISH)

Canton

The Workshops, Inc. (NISH)

Cincinnati

Cincinnati Association for the Blind (NIB)

Greater Cincinnati Behavioral Health Services (NISH)

Ohio Valley Goodwill Industries Rehabilitation Center, Inc. (NISH)

Clovernook Center for the Blind and Visually Impaired (NIB)

Cleveland

VGS, Inc. (NISH)

Dayton

Eastway Corporation (NISH)

Goodwill Easter Seals Miami Valley (NISH)

Delaware

The Alpha Group of Delaware, Inc. (NISH)

Elyria

Murray Ridge Production Center, Inc. (NISH)

Mansfield

Rehabilitation Service of North Central Ohio, Inc. (NISH)

Richland County Board of Developmental Disabilities (NISH)

Marion

MARCA Industries, Inc. (NISH)

Newark

Licking-Knox Goodwill Industries, Inc. (NISH)

Via of the Lehigh Valley, Inc. (NISH)

Springfield

TAC Industries, Inc. (NISH)

Stryker

Quadco Rehabilitation Center, Inc. (Northwest Products Division) (NISH)

Toledo

ContracTech, Inc. (NISH)

Xenia

Greene, Inc. (NISH)

Youngstown

Youngstown Area Goodwill Industries (NISH)

OKLAHOMA

Anadarko

APEX, Inc. (NISH)

Muskogee

Golden Rule Industries of Muskogee, Inc. (NISH)

Oklahoma City

Dale Rogers Training Center, Inc. (NISH)

NewView Oklahoma, Inc. (NIB)

OREGON

Ashland

Pathway Enterprises, Inc. (NISH)

Hood River

Hood River Sheltered Workshop (NISH)

Lebanon

Willamette Valley Rehabilitation Center, Inc. (NISH)

McMinnville

Mid-Valley Rehabilitation, Inc. (NISH)

Portland

Blind Enterprises of Oregon (NIB)

DePaul Industries (NISH)

Portland Habilitation Center, Inc. (NISH)

Roseburg

Sunrise Enterprises of Roseburg, Inc. (NISH)

Salem

Garten Services, Inc. (NISH)

PENNSYLVANIA

Aston

Elwyn, Inc. (NISH)

Athens

Penn-York Opportunities for the Handicapped, Inc. (NISH)

Bethlehem

Via of the Lehigh Valley, Inc. (NISH)

Chester

Center for the Blind and Visually Impaired (NIB)

Coatesville

Chester County Branch of the PAB (NIB)

Erie

Dr. Gertrude A. Barber Center, Inc. (NISH)

Greensburg

Westmoreland County Blind Association (NIB)

Harrisburg

Goodwill Services, Inc. (NISH)

Homestead

Blind and Vision Rehabilitation Services of Pittsburgh (NIB)

Houston

Arc Human Services, Inc. (NISH)

Johnstown

Cambria County Association for the Blind and Handicapped (NISH)

Goodwill Industries of the Conemaugh Valley, Inc. (NISH)

Lancaster

Susquehanna Association for the Blind and Vison Impaired (NIB)

Lebanon

Quality Employment Services and Training, Inc. (NISH)

Lewistown

NuVisions Center, a Not for Profit Corporation (NISH)

Mechanicsburg

Cumberland-Perry Association for Retarded Citizens (NISH)

New Castle

Lark Enterprises, Inc. (NISH)

North Warren

Bollinger Enterprises (NISH)

Philadelphia

Horizon House, Inc. (NISH)

Pittsburgh

ARC—Allegheny (NISH)

Family Services of Western Pennsylvania (NISH)

Goodwill Commercial Services, Inc. (NISH)

Life'sWork of Western PA (NISH)

The Easter Seal Society of Western Pennsylvania (NISH)

Pottsville

Avenues, Inc. (NISH)

Scranton

Allied Health Care Services (NISH)

Stroudsburg

The Burnley Workshop of the Poconos, Inc. (NISH)

Washington

Washington-Greene County Branch, PAB (NIB)

Wilkes-Barre

United Rehabilitation Services, Inc. (NISH)

Williamsport

Hope Enterprises, Inc. (NISH)

North Central Sight Services, Inc. (NIB)</

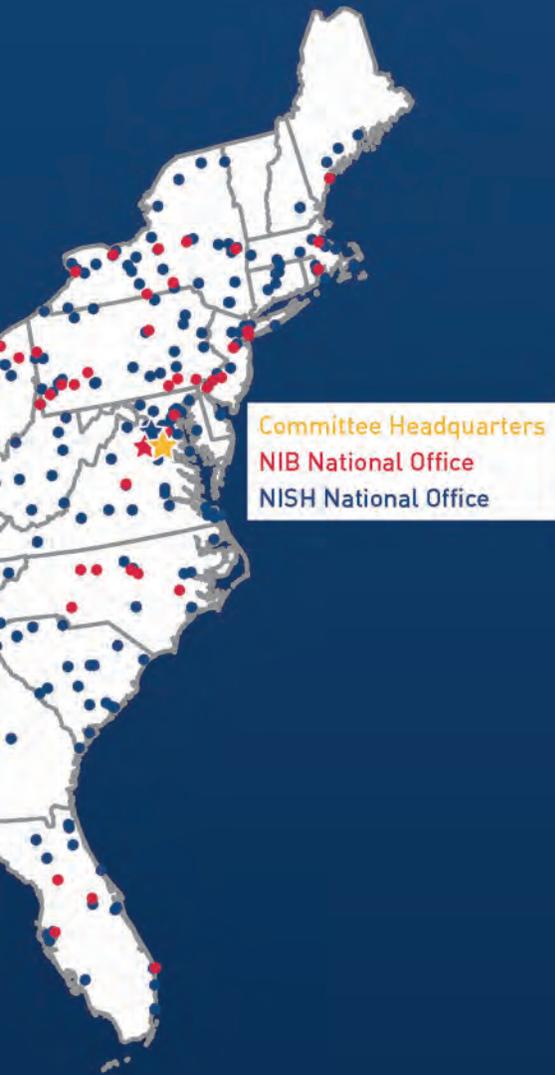


Raymond
Bousman,
PCSI,
Austin, Texas

AbilityOne[®] National Network



Network



● NISH Producing NPAs

● NIB Producing NPAs

AbilityOne® FY2010 Stats by State

State or Territory	Number of Agencies	Hours	Employees	Wages	Average Hourly Wage
Alabama	12	1,114,863	901	\$12,352,369	\$11.08
Alaska	5	210,292	204	\$2,842,062	\$13.51
Arizona	10	627,066	531	\$6,864,515	\$10.95
Arkansas	6	313,984	313	\$2,956,104	\$9.41
California	45	3,794,108	3,206	\$47,097,694	\$12.41
Colorado	7	449,038	705	\$4,946,383	\$11.02
Connecticut	5	334,375	1,250	\$3,941,573	\$11.79
Delaware	3	74,478	84	\$842,595	\$11.31
District of Columbia	5	387,941	282	\$5,115,674	\$13.19
Florida	20	3,283,765	2,765	\$32,419,905	\$9.87
Georgia	16	1,529,123	1,251	\$15,951,283	\$10.43
Guam	1	160,563	143	\$1,240,071	\$7.72
Hawaii	6	265,652	260	\$3,065,629	\$11.54
Idaho	7	797,337	899	\$9,295,932	\$11.66
Illinois	23	753,565	1,229	\$8,109,433	\$10.76
Indiana	15	483,829	725	\$4,137,261	\$8.55
Iowa	5	68,258	185	\$730,006	\$10.69
Kansas	4	457,311	451	\$3,569,093	\$7.80
Kentucky	7	486,431	868	\$4,491,096	\$9.23
Louisiana	12	484,751	549	\$4,572,653	\$9.43
Maine	4	329,395	328	\$3,448,042	\$10.47
Maryland	17	3,212,689	2,535	\$36,509,683	\$11.36
Massachusetts	12	391,842	676	\$4,876,070	\$12.44
Michigan	22	3,270,164	3,770	\$32,688,529	\$10.00
Minnesota	7	254,263	358	\$2,406,263	\$9.46
Mississippi	10	261,382	331	\$2,827,201	\$10.82
Missouri	12	511,846	638	\$4,983,809	\$9.74
Montana	4	104,280	239	\$511,523	\$4.91
Nebraska	4	175,844	234	\$1,693,222	\$9.63
Nevada	5	257,243	230	\$2,745,444	\$10.67
New Jersey	8	455,209	396	\$5,245,866	\$11.52
New Mexico	7	368,962	346	\$3,836,988	\$10.40
New York	44	2,064,364	2,264	\$27,003,221	\$13.08
North Carolina	15	2,788,790	2,242	\$25,171,147	\$9.03
North Dakota	6	178,962	185	\$1,625,871	\$9.08
Ohio	21	815,034	968	\$9,003,907	\$11.05
Oklahoma	4	371,395	341	\$3,619,965	\$9.75
Oregon	8	289,825	249	\$4,670,773	\$16.12
Pennsylvania	32	975,893	1,169	\$8,730,672	\$8.95
Rhode Island	3	89,944	105	\$1,045,549	\$11.62
South Carolina	16	531,168	865	\$5,102,404	\$9.61
South Dakota	5	229,771	205	\$2,096,963	\$9.13
Tennessee	10	316,262	381	\$3,013,770	\$9.53
Texas	37	5,922,612	4,595	\$62,722,546	\$10.59
Utah	4	318,849	209	\$4,035,250	\$12.66
Virginia	23	3,322,917	3,057	\$36,757,844	\$11.06
Washington	19	1,576,728	1,585	\$25,381,976	\$16.10
West Virginia	12	346,836	276	\$3,635,777	\$10.48
Wisconsin	14	2,191,336	1,804	\$27,766,853	\$12.67
Wyoming	3	49,220	45	\$626,446	\$12.73
Totals	602	48,049,751	47,427	\$528,324,902	

AbilityOne NPAs employ people in all 50 states, District of Columbia, Puerto Rico, the Virgin Islands and Guam; some participating NPAs perform work in multiple states, and the data above is based on the location of the NPA headquarters.

**MISSION:
POSSIBLE**

FOCUS ON: HAITI

When Haiti was hit by a magnitude 7.0 earthquake in January 2010, the U.S. State Department turned to AbilityOne to fulfill its contact center needs. AbilityOne nonprofit agencies also provided much-needed supplies, equipment and monetary donations. See story inside.



www.abilityone.gov