

ABILITY

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2014-2015
abilityone.org



**FEDERAL
AGENCIES:**

I NEED YOU

**to create jobs for people
who are blind or have
significant disabilities**

AbilityOne®

PROGRAM



AbilityOne Program Magazine

From the Desk of the Executive Director:

DEAR FEDERAL LEADER:



Landing a job in an uncertain economy is a difficult task. But, for people who are blind or have significant disabilities, it is made infinitely more perplexing since there seem to be two “parallel employment systems.” These dual methodologies exist side by side, but use different criteria in making hiring decisions. One is at least theoretically objective in nature; the other is all too often based on appearances and misperceptions, as well as limited understanding about the true potential, capabilities and motivation of people who are blind or have significant disabilities.

The AbilityOne® Program and the people it serves need your help in changing this inequity, and you have the power to do so while meeting the needs of your own organization.

"We know that equality of individual ability has never existed and never will, but we do insist that equality of opportunity still must be sought."

— FRANKLIN D. ROOSEVELT

UNDENIABLE DATA

As evidence of this parallel but unequal employment universe, analysis of data from the Census Bureau's 2012 *Current Population Report*, “Americans with Disabilities,” (<http://www.census.gov/prod/2012pubs/p70-131.pdf>) reveals:

- Nearly 73 percent of individuals with severe disabilities did not report any employment in the previous year
- About 27 percent of those with severe disabilities reported some employment as compared with 79 percent for those without disabilities
- Approximately 27 percent of adults with severe disabilities were employed compared with 71 percent of adults with non-severe disabilities

But of equal significance is what these data do not tell you.

THE TRUE COST OF NOT HAVING A JOB

While there are social assistance programs available for people who are blind or have significant disabilities, there is an additional price to be paid by a large segment of this population. It is the cost of being precluded from participating in many activities most of us take for granted — a lack of independence; the impact on one's self-esteem from being unable to get a job; and to some degree at least, determine one's own destiny.

SOCIAL MISSION, PROVEN VALUE

Let's be clear about what the AbilityOne Program is and is not. It is not a charity. AbilityOne is an employment program that accomplishes its social mission through Federal procurement. To succeed, AbilityOne must provide real value to its Federal customers.

And it does just that.

In FY2014 alone, the AbilityOne Program provided jobs for more than 45,000 people who are blind or have significant disabilities by providing quality products and professional services to Federal

agencies. Yet, we have a long way to go in providing employment to many thousands more individuals.

PROCUREMENT WITH PURPOSE

In the ongoing effort to reverse negative statistics and increase employment opportunities, laws are passed, regulations written and executive orders issued that set the stage for change. But, it takes the right people in the right positions doing the right thing every time to implement that kind of change.

As Federal leaders, you have the means to help put an end to this chronic underemployment. Through the mechanism of acquisition and procurement, you can satisfy your agencies' requirements and move us closer to a truly inclusive society.

As procurement and acquisition professionals, I ask you to take concerted and consistent action to ensure the purchase of specified government products and services from AbilityOne as required in the Javits-Wagner-O'Day Act (Title 41 of the United States Code, Sections 8501-8506) and Federal Acquisition Regulation 8.7.

It is the smart thing to do and it is the law.

On the cover of this magazine is the iconic World War I image of Uncle Sam. He and I are not asking you to pick up arms — just your pens — to create jobs for millions of Americans who are blind or have significant disabilities, including wounded warriors and veterans.

With every AbilityOne contract you sign, you will know you have touched and transformed the lives of real people.

Sincerely,

Tina Ballard

Tina Ballard, Executive Director and CEO
U.S. AbilityOne Commission®

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James "JJ" Scott, Peter J. Salmon Employee of the Year.



Gardens at The John F. Kennedy Center for the Performing Arts.



James Humphrey, Phoenix, Huntsville, Alabama, sews interment flags for the U.S. Department of Veterans Affairs.

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AbilityOne employees of Goodwill Services, Inc. serving Central Virginia and Hampton Roads, Richmond, provide warehouse and supply support services for the U.S. Navy's Space and Naval Warfare Systems Center Atlantic. From left to right: Kelli Thomas; Dominique Anderson; Brandon Walke; and Anderson with Stephon Butler.

PROCUREMENT WITH PURPOSE

BY JENNIFER KUPER

In FY2014, the AbilityOne® Program provided employment opportunities to more than 45,000 people who are blind or have significant disabilities in the United States. Almost 600 participating nonprofit agencies (NPAs) employ these individuals and provide quality goods and services to the Federal Government at a fair market price. This section highlights some of the service and product contracts recently added to the AbilityOne Procurement List (PL).

MANDATORY SOURCE REQUIREMENT

The AbilityOne Program's mandatory source requirement, as specified by the Javits-Wagner-O'Day Act 41 U.S.C. 8504: Procurement Requirements for the Federal Government, is critical to providing long-term stable employment for Americans who are blind or severely disabled. Code of Federal Regulations Title 41 Part 51-5.3, Scope of Requirement, states, "When a commodity is included on the Procurement List, the mandatory source requirement covers the National Stock Number or item designation listed and commodities that are essentially the same as the listed item." When a product is designated as a potential violation to the prohibition to purchase "essentially the same" (ETS) items compared to approved AbilityOne PL products, Federal Government employees are prohibited from purchasing the ETS item in lieu of what is on the PL. Federal Acquisition Regulation Subpart 8.7 implements the Javits-Wagner-O'Day Act and Commission rules requiring the purchase of products on the PL from AbilityOne participating nonprofit agencies at prices established by the Commission.

For more information about the mandatory source requirement please visit: www.abilityone.gov. To add an item to the PL, see pages 8-9.

AbilityOne TO PROVIDE HEALTHCARE HOUSEKEEPING SERVICE FOR LARGE U.S. ARMY HOSPITAL



Madigan Army Medical Center

AbilityOne expanded its partnership with the U.S. Army Medical Command (MEDCOM) with the addition of healthcare housekeeping services for Madigan Army Medical Center at Joint Base Lewis McChord, Washington. With its roots dating back to World War II, Madigan opened in 1944 as a temporary hospital for war-wounded. Today, it is the U.S. Army's second largest medical treatment facility and

one of only three designated Level II trauma centers in Army medicine. Madigan's network of Army medical facilities in Washington and California serves more than 122,000 active duty service members, their families and retirees.

Healthcare housekeeping for Madigan's full-service hospital, as well as its outpatient medical facilities, is no small undertaking for AbilityOne NPA HHI Services, Inc. of San Antonio. Madigan's facilities total more than 1.3 million sq. ft. spread across 40-plus buildings. The project was added to the PL on July 18, 2014 and HHI will assume responsibility for the contract this fall. The project will create 54 jobs for people with significant disabilities at start-up and that number is expected to increase gradually to 150 during a one-year phase-in period. By the end of the phase-in, HHI will service Madigan hospital; an annex and several clinics located on the Joint Base; off-site facilities in Puyallup and Olympia, Washington; and the Presidio of Monterey, California.

Like all other MEDCOM healthcare housekeeping contracts, HHI will provide green cleaning practices in accordance with the Cleaning Industry Management Standard for Green Buildings. The AbilityOne-MEDCOM partnership has continued to grow since the first four healthcare housekeeping contracts launched in 2007 at Forts Benning, Knox, Belvoir and Carson.

Two additional sites were added in 2012 and four in 2013. Following successful base years at those sites, AbilityOne was poised to expand its presence at MEDCOM once again.

AbilityOne EXPANDS WAREHOUSE SUPPORT OF U.S. NAVY'S INFORMATION DOMINANCE SYSTEMS COMMAND

Excellent customer service paved the way for AbilityOne to expand its support of the U.S. Navy's Space and Naval Warfare (SPAWAR) Systems Center Atlantic. SPAWAR provides the hardware and software to connect the nation's warfighters at sea, on land and in the air. It supports the full lifecycle of product and service delivery from the initial research and development, to acquisition and deployment, to operations and logistics support.

Goodwill Services, Inc. serving Central Virginia and Hampton Roads, Richmond, currently provides warehouse and supply support services for six SPAWAR warehouses in Norfolk, Portsmouth, Virginia Beach and Washington, D.C. On the two-year anniversary of that AbilityOne contract, Oct. 1, 2014, Goodwill launches warehouse support services at 13 warehouses in North Charleston, South Carolina for SPAWAR Atlantic's East Coast headquarters.

For these contracts, Goodwill is responsible for shipping and receiving, processing material for reutilization and disposal, storing materials, managing inventory and transporting materials from warehouses to the customer. The original contract provides jobs for 15 people with significant disabilities and the expansion adds another 12 jobs. Additional job growth is expected in the next year or two as additional services, such as crating and rigging, are phased-in.

NEW CONTRACT MANAGEMENT SUPPORT CONTRACTS CREATE 25 JOBS



AbilityOne Authorized Providers recently launched contract closeout support services for several Defense Logistics Agency commands and the Naval Air Station Patuxent River in Maryland. In FY2013, the new contracts created 25 contract closeout positions for people who are blind employed by the Cincinnati Association for the Blind and Visually Impaired; Virginia Industries for the Blind; The Lighthouse for the Blind Inc., Seattle; and Columbia Lighthouse for the Blind, Washington, D.C.

AbilityOne Authorized Providers are working with the Defense Contract Management Agency (DCMA) to extend the period of performance through June 2016 for services being performed by VisionCorps at DCMA's location in Philadelphia, Pennsylvania, and by The Lighthouse for the Blind Inc., Seattle, Washington, at DCMA in San Diego, California. A closeout team employed by Virginia Industries for the Blind began work at DCMA in Chester, Virginia in September 2014.

Since its inception in 2010, the AbilityOne Contract Management Support Program has returned more than \$651 million to the Federal Government; provided 150,783 ready-to-close contracts; achieved an accuracy rate greater than 99 percent; and created 162 new positions for people who are blind or have significant disabilities, 27 of whom are wounded warriors or veterans.

AbilityOne LAUNCHES MAILROOM DISTRIBUTION SERVICES AT KENNEDY SPACE CENTER



Jacob Rodriguez sorts mail in the Kennedy Space Center mailroom facility.

Kennedy Space Center, which spans 219 square miles on Merritt Island, Florida, has long served as America's spaceport, hosting all of the Federal Government's manned spaceflights and hundreds of advanced scientific spacecraft since the late 1960s. Although manned flights are currently on hiatus, the space center continues to manage and operate unmanned rocket launch facilities for the U.S. Government's civilian space program from the adjoining Cape Canaveral Air Space Station.

At this out-of-this-world landmark, AbilityOne agency Anthony Wayne Rehabilitation Center (AWRC) for Handicapped and Blind, Inc., Fort Wayne, Indiana, provides secure mail services for more than 7,200 employees. Each day, AWRC distributes and collects mail from approximately 750 mailstops spread across multiple buildings at the space center as well as at Patrick AFB and Cape Canaveral AFB. The AWRC team picks up mail from the local post office each morning, x-rays and sorts it at the mailroom facility, and delivers it to the recipients. The team also collects mail from each of the mailstops, meters it and delivers it to the Post Office each evening. Additionally, AWRC operates an official U.S. Postal Service branch located next to the mailroom. The secure mail contract, which launched in October 2013, employs 11 people with significant disabilities who are service-disabled veterans. Every member of the AWRC team holds a secret clearance and routinely handles classified documents.

“Every branch of the service is represented by the veterans, who each bring an interesting story and unique background. They are all very appreciative to have quality employment at such a prestigious facility,” said Gary Johnloz, vice president of operations, AWRC.

FLEET MANAGEMENT BUSINESS LINE EXPANDS WITH VEHICLE MARSHALING SERVICE CONTRACT



Mike Hildahl, BH Services, Rapid City, South Dakota, works on a vehicle marshaling services contract for the U.S. General Services Administration Rocky Mountain Region.

AbilityOne® nonprofit agencies provide a wide array of customized fleet management services for U.S. military and Federal fleet and logistics management organizations. Through this ever-expanding business line, AbilityOne offers vehicle maintenance and repair; washing and detailing; up-fitting, decommissioning and disposal; aircraft

washing; transportation services; and various operations and administrative functions. The latest service to be added to this business line is a vehicle marshaling service. The inaugural vehicle marshaling service contract is being performed by BH Services, Rapid City, South Dakota, in support of the U.S. General Services Administration (GSA) Rocky Mountain Region.

BH Services provides this service at its fleet maintenance facility to all government agencies that lease GSA-owned vehicles and are assigned to the greater Rapid City, South Dakota, area. For each new vehicle, BH Services conducts pre-delivery inspections and prepares the vehicles for customer pick-up, including attaching license plates and any specialty equipment, and issuing gas cards. BH Services also inspects used vehicles for any damage, shuttles vehicles to local maintenance shops for repairs, and houses vehicles until they are reassigned or auctioned. BH Services received the first vehicles in March 2013.

MESS ATTENDANT CONTRACT EXPANDS AbilityOne JOBS AT MCCONNELL AFB

Training, Rehabilitation & Development Institute, Inc. (TRDI), San Antonio, Texas, created new job opportunities for people with significant disabilities at McConnell Air Force Base, Wichita, Kansas, with the addition of a mess attendant contract for the Chisholm Trail Inn Dining Facility.

The new project came around the one-year anniversary of TRDI's inaugural contract on the base, providing furnishing management services. This includes unloading and uncrating furniture, washers and dryers, and positioning them in dormitories. TRDI also provides facility maintenance services such as replacing light bulbs and filters, maintaining key cards, repairing door locks, routine maintenance and repairs of furniture and appliances, carpet cleaning, painting, and snow and ice removal.

NEW SKILCRAFT PRODUCTS NOW AVAILABLE

The following new SKILCRAFT® products manufactured by people who are blind working at AbilityOne® Authorized providers are now available to Federal Government customers through the AbilityOne Program.



RETRACTABLE NEEDLEPOINT ROLLERBALL PEN

Refillable retractable needle point rollerball pens offer a sleek

design with a unique liquid ink feed system that is airplane-safe and maintains consistent writing flow. The latex free rubber grip delivers added writing comfort and a translucent barrel allows ink level monitoring.



CERTIFICATE HOLDERS

Preserve your award certificates and documents with SKILCRAFT certificate holders featuring an elegant gold-foil design. Made

of 80-pound linen stock, with four reinforced die-cut slots on the back cover to securely hold vertical or horizontal certificates and documents. Covers measure 12½" x 9¾" and fit 8½" x 11", 8" x 10" and A4 size certificates or documents. Six covers per package.



Nora Nickerson, TRDI, San Antonio, Texas, provides mess attendant services at McConnell Air Force Base.

“The customer was very pleased with the furnishings management service so they latched onto the idea of converting the mess attendant contract to AbilityOne,” said Tony Rangel, director of business development, TRDI.

TRDI began providing mess attendant services in April 2013. For this contract, TRDI employs 23 people with significant disabilities who serve meals; prepare salads, fruits and vegetables; maintain serving lines; wash pots and pans; operate the dishwasher; pick-up dishes from tables as Airmen finish their meals; and clean the facility before and after every meal, seven days a week. As part of the contract, for the first year TRDI also provided contingency cooks while many of the Airmen were deployed.

MANUFACTURING & DEVELOPMENT AND MODERNIZATION CONTRACTS CREATE JOBS, IMPROVED APPAREL AND EQUIPMENT FOR WARFIGHTERS

AbilityOne delivers more than 200 different apparel and individual equipment products in the United States and around the world. These products are made in the USA, and include a variety of items such as military and civilian uniforms, Chemical

Protective Suits, fire retardant items, extreme cold weather sleeping bag systems, duffle bags and component pouches, caps and hats, and military recruit bag items.

In addition to manufacturing these items for full sustainment, AbilityOne often supports prototyping and development, product design and adjustments, and initial fielding for the U.S. Army Natick Soldier Systems Center (NSSC), Natick, Massachusetts. NSSC is the Army’s one-stop Soldier-support organization and is responsible for researching, developing, fielding and managing food, clothing, shelters, airdrop systems and Soldier support items.

SourceAmerica collaborates with Natick to develop and improve products for use by the nation’s warfighter, and leads AbilityOne’s manufacturing and development (M&D) program. As the prime contractor, SourceAmerica has led several M&D projects for NSSC in the last year with manufacturing subcontracted to NIB- and SourceAmerica-associated nonprofit agencies. The most recent projects include the Ahkio arctic tent and sled kit, and the battery pouch for the Target Reconnaissance Infrared Geolocating Rangefinder (TRIGR).

Arctic warriors use the Ahkio sled to transport hundreds of pounds of the equipment vital to survival in the extreme cold over snow and ice. The Resource Center (Chautauque County Chapter, NYSARC, Inc.), Jamestown, New York, an AbilityOne nonprofit agency, is developing sample sleds and kits for field-testing in Alaska. In addition to the sleds, the kits include a variety of survival items for arctic winter conditions, including large tents, stoves and heaters. The sample sleds and kits will be shipped this fall to NSSC and to soldiers in Alaska.

TRIGR is a handheld unit that provides dismounted warfighters with the ability to quickly and accurately identify



STANDARD STAPLES
SKILCRAFT high-quality standard staples offer dependable, easy stapling. Sharp chisel point delivers precise paper puncture with less jamming. Includes rust-resistant zinc coated wires. 210 staples per strip, 5,000 staples per box.

PAPER PLATES - COMPOSTABLE

SKILCRAFT Premium-strength disposable paper plates are water and grease resistant and have a flat-bottom, nesting design. Made from molded pulp and certified compostable, these plates meet Food and Drug Administration requirements. Available in 6 ½” and 9” diameter sizes.



SKILCRAFT PAPERPRO EVOLX DESKTOP STAPLER

SKILCRAFT PaperPro® EvolX® desktop stapler with patented one-finger stapling design reduces stapling effort for up to 20

sheets of paper. Lightweight design and metal body with full spring-powered, jam-proof performance. Features a detachable staple remover. Top loading.



Southeastern Kentucky Rehabilitation Industries, Corbin, Kentucky, developed a pouch to house the battery pack for TRIGR, a handheld unit that provides dismounted warfighters with the ability to quickly and accurately identify targets.

“Natick is very good to work for. They provided us a sample along with requested modifications to get us started and then worked with us throughout the development process to get to what the end user really needs,” said Norm Bradley, SEKRI executive director.

M&D projects from the last couple of years also led to expansion of existing AbilityOne® contracts this year. With SourceAmerica as the prime contractor, several AbilityOne agencies completed M&D contracts for NSSC to modernize the Army Combat shirt (type II) and pants, sunhat, individual first aid kit generation II, patrol cap and fire retardant Army Combat Uniform. These items are now in full-fielding. Contracts issued in 2014 for the improved products are creating jobs for nearly 800 people with significant disabilities employed by four nonprofit agencies: Goodwill Industries of South Florida, Miami; SEKRI; ReadyOne Industries, El Paso, Texas; and Mount Rogers Community Services Board, Wytheville, Virginia.

The updated items feature new patterns and specifications and other modifications such as an extra zipper on the Army Combat shirt. In response to feedback from soldiers that the Velcro on their pockets was too loud out in the field, the pockets on the Army Combat pants were converted back to buttons. Additionally, the pants also required changes to the fly, waistband, kneepads and seat/groin area.

“In Afghanistan, the Army is finding out quickly what works and what doesn’t. As a result of feedback from soldiers in the field, the Army – under Natick – has been able to respond quickly to feedback and make changes in the specs, patterns and fabrics to ensure a better performing garment in the war time arena,” said Sherri Hungate, vice president of business development, Goodwill Industries of South Florida, Miami. ★

targets day or night, even in poor visibility conditions due to smoke or dust, and to deliver timely data to fire support, maneuver command and control, and intelligence systems to aid in target engagement. Southeastern Kentucky Rehabilitation Industries (SEKRI), Corbin, Kentucky, developed a pouch to house the TRIGR’s battery. After developing a few versions of the pouch and subsequent modifications, SEKRI produced 4,600 of the selected version and shipped them to the customer in early August.



LOOPROPE FASTENING SYSTEM

Secure loose items on your all-terrain vehicle (ATV), utility-terrain vehicle (UTV) or in your truck using one of the most versatile

fastening systems available. Unlike bungee cords, the LoopRope® never tangles and has multiple attachment points, reducing the risk of snap back. Link two LoopRopes together to build a custom cargo net. The doubled-up 1/4" heavy-duty shock cord and two steel double-gated safety clips fulfill nearly every light- to medium-duty fastening need. Easy three-step method can be used to tie down multiple items with a single rope. Available in a variety of sizes and colors.

AbilityOne PRODUCTS CAN BE PURCHASED THROUGH THESE AUTHORIZED SOURCES:

- www.abilityone.com
- AbilityOne Authorized Distributors (www.abilityone.gov/distributors)
- Base Supply Centers
- GSA Global Supply
- www.gsaadvantage.gov and <https://dod.emall.dla.mil>



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THERE ARE NO LIMITS TO ACHIEVEMENT.

At Lockheed Martin, we take on some of the most complex challenges imaginable. We depend on a diverse supplier base to provide the widest range of abilities and perspectives. The AbilityOne Program gives us access to a wealth of talent, and helps us deliver innovative solutions to our customers.

Learn more at lockheedmartin.com/supplierwire

LOCKHEED MARTIN 
We never forget who we're working for®

AbilityOne Procurement Process

- 1 **Identify** your need for a product or service. AbilityOne® provides thousands of product and service options.
- 2 Contact AbilityOne at **800-999-5963**, or go to **AbilityOne.org** to reach our technical experts and a network of nearly 600 experienced contractors nationwide.
- 3 Review a **"no-obligation"** price proposal from the Central Nonprofit Agency (CNA) — National Industries for the Blind (NIB) or SourceAmerica®.
- 4 Negotiate terms, conditions and a **fair market price** with the CNA.
- 5 CNA sends a request to the **U.S. AbilityOne Commission**® (Commission) for the Procurement List (PL) addition.
- 6 The **Commission** determines if the product and/or service is suitable for addition to the PL and validates that the price represents a fair market price.
- 7 When the Commission approves the PL addition, it issues a notice to the Contracting Officer and the **contract begins**.

CRITICAL MILESTONES FOR THE PL ADDITION DECISION PROCESS

In accordance with the Administrative Procedures Act, the U.S. AbilityOne Commission notifies the public of its intent to add products and services to the PL. A notice is published in the Federal Register with a 30-day comment period. A final notice is published following the Presidential appointees' decision to approve a PL addition.

PL Addition Package Submitted to Commission

Administrative Review

Initial Publication in Federal Register

Decision by Presidential Appointees

Final Publication in Federal Register

Contracting Activity | Central Nonprofit Agency | Nonprofit Agency

PROCUREMENT STEPS

1 2

Requirement, funds and authority determined. Identification of an AbilityOne solution may be initiated by the Contracting Activity, the Commission, a CNA (NIB or SourceAmerica), or a Nonprofit Agency (NPA). The AbilityOne solution is documented in the acquisition strategy.

PROCUREMENT STEPS

3 4 5

Customer and AbilityOne collaborate in the review and refinement of the requirement. A recommended price is negotiated between the Contracting Activity and the NPA.

U.S. AbilityOne Commission

PROCUREMENT STEP

6

The Commission staff reviews the suitability of the NPA and the project, analyzes impact on the current contractor and evaluates the recommended price. Upon completion, in accordance with the Administrative Procedures Act, the initial 30-day notice and comment rulemaking period begins. Consistent with the Javits-Wagner-O'Day Act and its implementing regulations, the Presidential appointees make a decision on addition of the item to the PL.

Contracting Activity | Central Nonprofit Agency | Nonprofit Agency

PROCUREMENT STEP

7

Upon Commission approval of the PL addition and expiration of the 30-day final notice period, the Javits-Wagner-O'Day Act may be used as the authority to award the contract and production or performance may begin.

UNDERSTANDING "ESSENTIALLY THE SAME"

Check your pens, sticky note pads and other supplies in your office. Are they AbilityOne® or SKILCRAFT® products, or are they commercial equivalents? It is no surprise that many AbilityOne Program products have commercially-made equivalents, also known as “essentially the same” (ETS). Thousands of AbilityOne products have the same characteristics as their commercial equivalents. These items range from writing instruments and general office supplies, to janitorial and sanitation products – all available to meet your everyday needs.

In collaboration with the General Services Administration, research gathered as part of AbilityOne Program compliance monitoring shows that Federal agencies have purchased millions of dollars of commercial products instead of buying AbilityOne products. Purchasing ETS goes beyond non-compliance with Federal law. The true impact of buying AbilityOne products is felt by the thousands of employees who are blind or have significant disabilities, who are able to lead more independent lives through meaningful employment.

AbilityOne partners with industry leaders including 3M, Johnson Diversity, GOJO, Acco and other companies to develop quality products made to meet the highest specifications required by the government. If products you are looking to purchase share commercial characteristics with a product on the AbilityOne Program’s mandatory Procurement List, you are required to buy the items through the AbilityOne Program.

For example, your agency could be using commercial brand hand soap. However, SKILCRAFT hand soaps, which are manufactured in conjunction with a nationally recognized partner, are available through the AbilityOne Program. As a

result, using the SKILCRAFT brand product is mandatory for purchase in accordance with the Javits-Wagner-O’Day Act.

TIPS TO MAKE SURE YOU ARE PURCHASING AbilityOne PRODUCTS

AbilityOne products are available through a variety of purchasing channels, including more than 700 authorized distributors. When shopping for products, here are few ways to make sure you are supporting the AbilityOne Program:

- Make sure your procurement team is aware of mandatory purchasing requirements. To check the mandatory status of a product, visit www.abilityone.gov/procurement_list. For detailed information about AbilityOne and other SKILCRAFT products, visit www.abilityonecatalog.com.
- Be sure you are buying products through authorized purchasing channels, including abilityone.com, GSAadvantage.com, AbilityOne Base Supply Centers or AbilityOne distributors. Visit www.abilityone.gov/distributors for a list of authorized purchasing channels.
- Look for the SKILCRAFT or AbilityOne logos when shopping for products.

With the AbilityOne Program, you get quality products delivered whenever and wherever you need them, all at fair market prices. Plus, you are making a difference in the lives of people who are blind or have significant disabilities. A simple purchase through the AbilityOne Program can have a profound impact! ★

MEET THE COMMISSION STAFF



**BOB
HARTT**

As we reflect on the meaning of National Disability Employment Awareness Month, we would like you to meet Bob Hartt, the Commission’s manager for legislative affairs and program outreach.

Before joining the Commission staff, Hartt worked in the field of health care administration. After finishing graduate work in public administration and health services planning at the George Washington University, he had progressed from work as a health systems planner, HMO feasibility study director and medical group operations manager to become a medical group administrator.

But then in 1990, ironically the same year the Americans with Disabilities Act passed, Hartt lost most of his useable vision. “I didn’t want to identify as a person who is blind and use a white cane for all the stereotypical reasons, but I also knew that I would let myself and my family down if I didn’t find a way to continue to support my loved

PURCHASE CARD HOLDERS: BECOME AN AbilityOne BRAND AMBASSADOR!

By purchasing SKILCRAFT and other AbilityOne products, you help create and sustain jobs for individuals who are blind or have significant disabilities, while complying with the Javits-Wagner-O'Day Act and FAR 8.7.

Become an AbilityOne brand ambassador when purchasing products by following these simple guidelines:

- Check <http://www.abilityonecatalog.com> or [www.abilityone.gov/procurement list](http://www.abilityone.gov/procurement_list) to determine if AbilityOne offers products and services that meet your requirements. AbilityOne products are mandatory purchases at any dollar threshold.
- Be sure you are purchasing AbilityOne products from one of the following authorized sources:
 - www.abilityone.com
 - AbilityOne Authorized Distributors (www.abilityone.gov/distributors)
 - Base Supply Centers
 - GSA Global Supply
 - www.gsaadvantage.gov and <https://dod.emall.dla.mil>
- Use the AbilityOne National Stock Numbers (NSNs) when ordering.
- Be sure you receive the AbilityOne NSNs you ordered rather than a commercial equivalent. If not, please notify info@abilityone.gov.
- Do not purchase ETS products.
- You can also provide additional support by advocating for the AbilityOne Program within your Federal agency. If you have questions, contact Eric Beale at 703-603-2119 or ebeale@abilityone.gov.

ones, use the wonderful education and job experience I had acquired and continue to grow as a person.”

Hartt signed up for Social Security Disability Insurance (SSDI) benefits and took six months of intensive training to learn how to travel independently with a white cane, read Braille and use speech software. He then began his second career search. “Although unsuccessful in my attempts to re-establish my previous career track in health care administration, I was very interested in public service, valued my training in public administration, and focused my search on a government job in that field. It was, however, very tempting to just retire prematurely, as I knew I could continue to qualify for SSDI benefits.”

In the end, Hartt rejected the idea of early retirement and decided to take the somewhat riskier route of re-joining the workforce, and betting he could not only earn more by not relying on government benefits, but also get back on a professional track with a meaningful career. In 1993 Hartt’s persistence and belief in himself resulted in his being hired as a program analyst with the U.S. AbilityOne Commission. “It was a great opportunity to draw on the life lessons my experience with a significant disability had taught me, use the alternative techniques I had learned to once again perform in a competitive work environment, and to help advance the idea that meaningful employment is essential to personal growth and happiness for all people – including those who are blind or have significant disabilities.” ★



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100 YEARS

SourceAmerica Honors SEN. TOM HARKIN

for Lifelong Support of People With Disabilities

SourceAmerica® honored Sen. Tom Harkin, D-Iowa with its distinguished **Jacob K. Javits Legislative Award** in recognition of his decades of service on behalf of people with significant disabilities. SourceAmerica presented Harkin with the award during a Congressional reception held on Capitol Hill in June 2013, in conjunction with the nonprofit agency's annual Grassroots Advocacy Conference.

Bob Chamberlin, SourceAmerica president and CEO, made the presentation of the Javits Legislative Award, along with Evelyne Villines, national disability advocate, and Joy Javits, daughter of the late Sen. Jacob K. Javits, for whom the award and the law authorizing the AbilityOne® Program are named. The SourceAmerica Board of Directors established the Jacob K. Javits Legislative Award to recognize elected national officials who demonstrate outstanding support of people with significant disabilities.

"You are recognized as the champion for people with significant disabilities," Chamberlin said. "Your tireless advocacy in creating employment opportunities, establishing civil rights, promoting inclusive education, advancing independent living supports, providing support as a dedicated AbilityOne Congressional Champion, and expressing vision for the future of employment of people with significant disabilities are just some examples of why you are so uniquely deserving of this prestigious award."



From left: Leading national spokesperson and advocate for people with disabilities Evelyne Villines, SourceAmerica President and CEO Bob Chamberlin, U.S. Sen. Tom Harkin, and Joy Javits, daughter of the late Sen. Jacob Javits.

As author and chief sponsor of the Americans with Disabilities Act (ADA), Harkin was instrumental in the passage of this groundbreaking legislation that requires buildings and transportation to be accessible and provides workplace accommodations for people with disabilities.

"Every time we walk up a ramp or roll up one; every time we see Braille inscribed on an elevator; every time we see an automatic door; every time we are assisted just getting on an elevator and the same getting on a bus, we can think about Tom Harkin," said Villines, a leading advocate for people with significant disabilities, who has served on the SourceAmerica board and the U.S. AbilityOne Commission®.

Harkin's understanding of the challenges faced by people with disabilities traces back to his childhood. His late brother, Frank,

who was deaf from an early age, experienced discrimination and faced low expectations. Frank had trouble finding a job that matched his abilities, until someone – the owner of a manufacturing plant in Des Moines – gave him a chance. Frank thrived in the job and worked there for 23 years, missing only three days of work due to a blizzard.

"I accept your award on the understanding that this is not a 'lifetime achievement award' and that my work with and for people with disabilities is far from being completed," Harkin said. "As long as two or three adults with disabilities are not working, my work will not be completed. As long as people with disabilities have twice the poverty rate of the general public, my work and your work will not be complete. So, this award just serves as a reminder to me that my work is not done."★

Business Solutions

BY GWEN MORAN

SourceAmerica Teams with Franchisors and Nonprofit Agencies in an Innovative Program

Many community-based nonprofit agencies (NPAs) that hire and train people with significant disabilities are heavily dependent on Federal business. As state and Federal business conditions have changed, it has become increasingly important to find new solutions. In 2012, SourceAmerica® looked for such opportunities in the franchise arena. The goals were to create a unique business model for NPAs to own franchise locations of various businesses where they would hire, train and employ people with significant disabilities; and to increase awareness among the franchises so they would hire more people with disabilities. In addition, NPA franchisees would benefit from the income generated by the franchise.

MAKING MATCHES

Rhett Linke, SourceAmerica's executive director of business development, conceived of the program. With more than 1,300 NPAs affiliated with SourceAmerica, franchisors would have access to a large body of potential franchisees. "It seemed like a natural fit," he said.

Using the NPA capability database, which details the skill sets of NPAs, Linke and his team identified six broad business categories that seemed like good matches and approached franchisors in those areas, including technology, office services, food service and others.

One of those franchisors was Houston, Texas-based Link Staffing, which specializes in industrial staffing. As Link Staffing's vice president of franchise operations and relations, Michelle Bearden's job is to look for new franchise opportunities. But, when she was contacted to be part of the AbilityOne® Program, she initially was quite puzzled.

"I didn't understand it. I had a hard time wrapping my head around how we could franchise to a nonprofit," she says.

But she kept an open mind and began attending SourceAmerica conferences and continued discussions with the SourceAmerica team. As she got to know various NPAs, she began to see how it could work. Link Staffing closed a franchise deal in April 2010 with Norfolk, Virginia-based Eggleston Services, a nonprofit that helps people with disabilities lead fuller, richer lives. Now, Bearden is a passionate advocate for the program, and the franchisor is looking for more NPAs with which to partner. In addition to helping Eggleston by providing an additional revenue stream, the program has raised awareness within the company about uncovering and developing other new employment possibilities for individuals with significant disabilities.

NEW THINKING, NEW OPPORTUNITIES

Link Staffing is an example of the effort required in fostering new ways of thinking among both NPAs and franchisors, especially when it comes to owning these businesses. Many times, NPAs and their leadership are risk-averse and rightfully so, Linke says. In partnership with consulting firm Franchise Well, SourceAmerica works closely with franchisors to ensure that the NPAs have all of the support possible to help them be successful in these endeavors. From business training and hiring assistance to marketing support and location scouting, every area of the business is reviewed and supported to ensure that the franchise is viable.

This training and support is critical to franchisees' success says Benjamin C. Litalien, Ph.D., founder of Stafford, Virginia-based Franchise Well, a consulting firm for the franchise industry. He points to Ben & Jerry's Ice Cream's failed social franchises as an example, where nonprofit franchisees failed, largely because they did not understand the business. The NPA employees must have the skills and training to run the franchise.

Rappahannock Goodwill Industries purchased the Fredericksburg, Virginia location of College Hunks Hauling Junk, a Florida-based franchisor in the moving and hauling services sector. Litalien says the match was perfect. Often, Goodwill is called to pick up household items or donations that are too large or numerous for the donor to bring in personally. With the College Hunks service, the nonprofit now has the ability to easily arrange for pickups. "One of the biggest reasons why you buy into a franchise is you're buying into a brand name, the systems, the support, and the training that the franchise offers. We've built it out. We've made all the mistakes so that you don't have to reinvent the wheel," says Jason Killough, director of franchise development at College Hunks.



From left: Connie Thrash McGoodwin, Dale Rogers Training Center executive director; and Kim Stewart, a DRTC Papa Murphy's employee.

ADAPTING THE PARTNERSHIPS

Of course, it is one thing to work with an individual or partnership that is personally responsible for the franchise and its operations. It is quite another to deal with a nonprofit organization in a totally different line of work that is managed by staff and governed by a board of directors. Linke says some accommodations need to be made in the agreements and assignment of responsibilities. And, of course, training is a must.

In late 2012, Papa Murphy's, a take-and-bake pizza franchise based in Vancouver, Washington, with more than 1,400 franchises in the United States, Canada and Dubai, began working with AbilityOne NPA Dale Rogers Training Center, Inc. (DRTC), Oklahoma City, Oklahoma, which helps people with disabilities through paid vocational training, in-house programs and work opportunities as well as competitive community employment. Scott Mellon, Papa Murphy's vice president of franchising, says it took a new way of approaching the partnership to make it work. In addition to detailing the specific individuals who would be responsible for various aspects of franchise operations, the franchisor needed to conduct a thorough education in how food service businesses operate and how, specifically, Papa Murphy's franchises are run. But, DRTC was more than up to the task, Mellon says.

RESULTS THAT MATTER

In addition to providing revenue for NPAs, the program is also creating jobs for people with disabilities. After two years, the Papa Murphy's franchise is operating successfully in its Oklahoma City, Oklahoma location. In addition to the revenue it provides to DRTC, it employs 17 people, and nearly two-thirds are from the training center. At times, as much as 80 percent of the franchise's workforce is from the training center.

So far, the program has resulted in six NPA-owned franchise locations and jobs for nearly 50 people with disabilities. As more NPAs are becoming familiar with the program, the numbers are expected to grow, providing new revenue streams for NPAs and new job options for people with significant disabilities.

The program has relationships with a number of high-profile companies. In addition to College Hunks, Link Staffing and Papa Murphy's, other familiar brands include The UPS Stores, DOMA Technologies, Auntie Ann's, Coffee Beanery, Auto-Lab, Brain Balance Achievement Centers, Five-Star Painting, IKOR, National Maintenance Contractors, Nathan's Famous, and Zerorez. In June, SourceAmerica announced that SUBWAY would be joining the list of participating companies.

"There's really no limit to the potential for a program like this," Litalien says. ★



Omar Soliman and Nick Friedman, co-founders of College Hunks Hauling Junk.

SUCCESSFUL EMPLOYEES

JASON WILLIAMS



Jason Williams earned his bachelor's degree in economics from St. Mary's College of Maryland and enjoyed life as a successful salesman during his twenties.

But that all changed when his vision began to decline. At first, he noticed he would have trouble seeing at night or when trying to read. Later, he started to experience starbursts. As his vision regressed gradually, he found it increasingly difficult to read on his laptop and to drive as much as the job required.

With his vision stabilized but his career in sales over, Williams struggled with being caught in the middle.

"I'm not perfectly sighted but I'm not blind. So, I couldn't get disability

[benefits], but also struggled to find a job. Being in the middle was a very awkward and uncomfortable place to be."

"I was discouraged and at the end of my rope." Williams said. "Then I heard about the 2012 NIB annual conference and expo in Baltimore."

"During the conference, I toured Blind Industries and Services of Maryland (BISM) and met Fred Puente, BISM's president. And, that was it. It was really a blessing," said Williams.

As a participant in BISM's Management Training Program, Williams has spent the last two years rotating through various departments at the agency in two- to three-month stints. He currently works at the Joint Base Andrews AbilityOne® Base Supply Center — his last stop as part of the training program. He performs many of the day-to-day responsibilities of running the store, including purchasing, invoicing, shipping and receiving, and stocking.

According to Puente, Williams has grown by "leaps and bounds" since joining

the organization. "Jason has bloomed and you can see him opening up to the possibilities and believing that people who are blind can do anything. I don't think he ever comes across a problem now that he doesn't believe can be solved."

When Williams completes the Management Training Program this fall, he will become a leader in one of BISM's departments. Exactly where that will be remains to be determined by Williams and BISM leadership. But one thing is for sure — Williams and Puente are looking forward to the road ahead.

"Whatever they ask of me when I'm done with the program, I'll go for it," Williams said. "BISM is really like a family. The people really do care for each other. When you work for someone like that, it's intoxicating... 25 years from now, I want to see someone like me coming in and change their life."

"I'm looking forward to him continuing to grow and hopefully leading this organization in the future. I would gladly take two or three more Jasons," Puente said.

STEPHANIE DAVIS



In May, Stephanie Davis joined other advocates at the 2014 NIB/National Association for the Employment of People Who Are Blind Public Policy Forum in the Washington, D.C. area to engage elected members of Congress and their staff

on Capitol Hill about the importance of the AbilityOne Program. Davis, an optical customer service representative at Winston-Salem Industries for the Blind (WSIFB) in North Carolina, has a passion for making a difference in her life and for her peers. Davis, who is blind, is one of six 2014-2015 Advocates for Leadership and Employment from NIB-associated agencies.

"I want to reach as many people as I can [so they will] understand that having a disability isn't a setback," says Davis. "It's moreso a set up for achieving goals and so our voices will be heard."

Davis' strong commitment to effecting change also can be seen in her dedication as a respected employee at WSIFB. Davis has worked for the organization

since 2005, when she started as a sewing machine operator — early work experience that helped her gain a great deal of confidence. She worked in the Army Combat Uniform, Army Physical Fitness Uniform and Navy Fleece departments as a skilled operator. In 2008, Davis began filling in as the front desk switchboard operator, as well as the receptionist in the optical dispensary. From there, she landed her current position as an optical customer service representative, where she puts her winning smile and well-developed communication skills to work. As a customer service representative, Davis responds to dozens of inquiries from Veterans Administration locations each day.

SUCCESSFUL CONTRACTS

MEGAN TRACY



Megan Tracy served in the U.S. Army for three years before she injured a joint during a six-mile ruck run. After two years of physical therapy, she was medically discharged at the age of 22. She had trouble finding a job in North Carolina, so she moved to Florida in

search of new opportunities and warmer weather to alleviate her joint problems.

She was down to her last \$12 and had slept in her car for a month before she landed a job with Anthony Wayne Rehabilitation Center for Handicapped and Blind, Inc. of Fort Wayne, Indiana in September 2013. Tracy works as a messenger driver at the Kennedy Space Center (KSC) in Cape Canaveral, Florida. She is among a team of 11 service-disabled veterans who operate three mail facilities, distributing and collecting mail from approximately 750 mailstops at the KSC, as well as at Patrick AFB and Cape Canaveral AFB.

“Megan is an energetic worker, always pitching in whenever there is any work to do, even when it’s not her assigned route for the day. She has learned

many of the routes, and fills in often in another mail facility whenever one of their people is out. Most importantly, our customers are very satisfied with her services,” said Harold Eagleson, manager of the KSC operation.

“She has a great personality, laughs a lot and gets along with everyone,” Eagleson added. It’s no surprise that Tracy says her favorite aspect of her job is working with others and, outside of work, she enjoys visiting with family and friends. Looking to the future, Tracy aspires to go to college.

“This was the break I had been searching for. Because of this opportunity, I have finally been able to get back on my feet! I am happy to be here at Kennedy Space Center,” Tracy said.

ETHEL BANKS



Ethel Banks’ AbilityOne job for Goodwill Services, Inc., serving Central Virginia and Hampton Roads, Richmond, Virginia, provides her with the sense of security she was seeking.

“I was able to meet more financial goals like I bought a home and new car. The car I had was about to fall apart and I needed transportation to get to work... It helped me improve my credit. And, I am able to care for my six-year-old daughter – she is my great niece who I took custody of so I raise her,” Banks said.

As a warehouse specialist for the U.S. Navy Space and Naval Warfare (SPAWAR) Systems Center Atlantic, Banks prepares packages for shipment and keeps them organized to ensure they are picked up by the right carriers for transit to Navy ships in the United States and overseas. With as many as four carriers picking up on any given day, this requires careful attention to detail. Banks receives packages from customer sites in the warehouse and brings them to Goodwill’s shipping area; matches the shipping documents to the packages; and prepares them for carrier pickup.

Banks is among a team of 15 people with significant disabilities who provide warehouse and supply support services for six SPAWAR locations in Norfolk, Portsmouth, Virginia Beach and Washington, D.C. SPAWAR is so pleased with the service provided by Goodwill Services, Inc., that it recently added an AbilityOne contract for 13 additional warehouses in North Charleston, South Carolina. No doubt, Banks and her colleagues with significant disabilities have a key role in that success.

Her supervisor, Bob Allen, project manager for Goodwill Services, Inc., describes Banks as a leader: “Ethel is very conscientious about the work she does, she pays attention to detail and exudes teamwork. Whatever the team needs, she will do.”

Banks joined the Goodwill team in October 2012. Originally based at SPAWAR’s Portsmouth location, Banks willingly agreed to fill a void at the Joint Expeditionary Base Little Creek site at Allen’s request. This is just one of many examples of Banks’ flexibility and team spirit. She looks out for her colleagues and helps them learn proper procedures.

“Right now, my goal is to become a better asset for Goodwill.” ★

GROWING PLANTS & BLOSSOMING SKILLS

Melwood's Horticultural Training Center puts people with differing abilities to work growing plants and maintaining grounds for the John F. Kennedy Center

BY CHRISTINE MCLAUGHLIN

Photos courtesy of Melwood.

It all started in 1963. For the love of their children with differing abilities, a group of parents got together with one goal in mind: for their six kids to have a meaningful life beyond high school. As a way to meet that end, the parents were inspired by the idea of creating a program to train adolescents and young adults in horticultural activities. At the time, it was an idea that broke new ground — employing people with disabilities, who at the time were considered by many to be untrainable and unemployable.

But, the idea soon became a reality as the parents persuaded the Federal Government to donate seven acres of land in Upper Marlboro, Md.; the new horticultural training program was born and named Melwood, which means “beautiful woods” (the geographic region that dates to the George Washington era when it was spelled Mellwood). Initially, the agency’s participants started growing mums. Soon after, the number of Melwood employees (mostly adolescents and young adults) with disabilities grew, and so did its services. The organization became an AbilityOne® nonprofit agency and began acquiring contracts for landscaping and groundskeeping.

In the meantime, Melwood became known for its “social-entrepreneurial” business model of generating revenue while contributing to society by providing jobs and independence for people with differing abilities.

Melwood gardening crews soon raised more plants and sold them at work sites around the Washington, D.C. area. Melwood crews earned high marks for their reliable and respected work.

As the novel program’s popularity grew, so did the skills and popularity of one of the original six participants in the Melwood agency, Robert “Bobby” Dove. His bubbly personality helped him become the face of the young organization. And in 1968, when the John F. Kennedy Center for the Performing Arts was under construction in Washington, D.C., the greenhouse operation caught the attention of Eunice Kennedy Shriver. Before the building’s official opening in 1970, Shriver invited Dove and his coworkers to beautify the area with the plants they grew, and the relationship continues to this day—44 years later.



Kennedy Center River Terrace looking toward Georgetown.

CULTIVATING THE PLANTS

Now, the Melwood Horticultural Training Center grows pansies, geraniums, black-eyed Susans and mums — via its three greenhouses and abutting fields. All are planted by Melwood’s AbilityOne grounds crew at the Kennedy Center which is situated on 17 acres overlooking the Potomac River in Washington, D.C. The Center attracts more than 4 million visitors each year through its performances and special events. Every weekday, through the Melwood’s Crossroads Day program, individuals with varying abilities come to Upper Marlboro to work or participate in activities and outings. Some of the work includes washing the flowerpots, filling the pot with soil, planting the plug (a small plant about the size of a quarter), putting the plant tag in the pot, and growing it with water and fertilization.

“It’s a big team effort, which is very therapeutic... and develops fine and gross motor skills... [They are] watering plants, taking off the dead flowers and dead leaves, and propagating plants and doing stem cuttings or root division to make more plants,” said Sheila Gallagher, HTR (registered horticultural therapist),



Melwood grounds worker with new stock of black-eyed Susan plants ready for installation.

CPH (certified professional horticulturalist), master gardener and program director of horticultural therapy at Melwood.

The materials are planted months before they are ready for sale. In the spring, the horticultural program participants travel to plant sales at places like the Washington National Cathedral and the National Arboretum in Washington, D.C., as well as local farmers’ markets to sell their homegrown products. In the process, the individuals acquire valuable social and



Top row, left to right, Marcus Williams, Juan Hernandez, Earl Jordan, Tulio Sigaran, Brenda Patterson; Bottom row, left to right, Kevin Garrison, Crystal Minor





Crystal Minor, Melwood grounds worker preparing for trimming duties.

work skills, as well as learn more about the plants when customers ask them and their supervisors about the different types at plant sales.

“What I see when someone becomes involved in our program is that their self-esteem increases because they see the plant they’ve grown and its value when we go out and sell it. Once you’ve increased self-esteem, other good things start to happen: social interactions are going to be improved as well as [their] health and well-being,” says Gallagher. “And [they are] going to want to do more and learn more.”

SHOWSTOPPERS AT THE KENNEDY CENTER

At the Kennedy Center, the plants that Melwood employees grow are immediately put to use by a lead worker, a gardener and three grounds workers. One of those hard-working and outgoing grounds crew members is Crystal Minor, who has been with Melwood for three years and says she is thrilled that she has this opportunity as her first job. Minor is responsible for a morning clean up that involves removing debris like dead leaves and stick stems around the Kennedy Center, as well as various duties throughout the day, including weeding, pruning, edging and planting.

In fact, she often receives praise from Kennedy Center staff and other contractors about how nice the plantings and landscape look. “I get a lot of compliments,” says Minor, smiling.

Brenda Patterson knows why. As the landscape operations manager at Melwood, she is responsible for 15 properties, including the Kennedy Center. Patterson explains that Minor and her coworkers are dedicated to doing a good job. They are responsible for cutting the grass and general maintenance, as



Melwood employee Bobby Dove with Eunice Kennedy at the Kennedy Center.

well as performing seasonal flower rotations, daily weeding and monthly assignments like hedge trimming, tree pruning and mulching the flower beds. She says that their hard work “speaks for itself” considering how immaculate the Kennedy Center looks.

In fact, she adds, “The Kennedy Center president recently went out of his way to personally compliment Crystal, acknowledging how she stood out to him because of her hard work and what a great job she and the Melwood crew do in keeping the grounds so beautiful!”

In addition, the landscaping crew members regularly receive on-the-job training to inspire them to continually improve. “I get a lot of training and build up my skills each day so I can do more,” says Minor. “I challenge myself every day... by pushing myself to do more. Be a little quicker... a little faster.”

Minor works full time every weekday through the well-known heat and humidity of the Washington summer and the sometimes-bitter cold of winter. But she’s not complaining. “I love my job,” she says. “It’s a privilege to work at the Kennedy Center.”

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U.S. General Services Administration

DOD, GSA & DOL Leaders Speak



ANTHONY POLEO
U.S. AbilityOne
Commission Chairperson
and
Defense Logistics Agency
(DLA) Director Finance

What have you observed during your three years as Chairperson of the U.S. AbilityOne Commission®?

“We have taken steps to mitigate the current economic situation by streamlining the Procurement List process, seeking to identify new lines of business for expansion and continuing our outreach to Federal customers so they make the right buying decisions.”

How does the future of the AbilityOne Program look?

“Federal budget cuts, sequestration, government shutdowns, layoffs, legal challenges, withdrawal of American troops from Iraq and Afghanistan and the return of more than 260,000 service men and women with severe brain injuries and post-traumatic stress disorder, have created a new imperative for our program.

Of major long-term importance, the program is also working to rebalance its business portfolio in a conscious effort to

minimize the impact of spikes and valleys related to wartime spending. Leaders of all the major stakeholder agencies are ready to take on these challenges as opportunities to provide lasting solutions for AbilityOne® and the people we serve.

I can assure you this won't be easy, but we will succeed.”

Why should acquisition professionals work with AbilityOne?

“The benefits of working with the AbilityOne Program include the availability of a dedicated, reliable and experienced workforce capable of handling large or small requirements, emergency situations and special needs such as sustainable “green” products and services. In addition, the closing out of contracts by trained AbilityOne employees has returned millions of dollars of de-obligated funds to agencies.”

Any final thoughts?

“Seeing the AbilityOne Program create new jobs, more jobs, jobs with a future and true career opportunities for those who are blind or have significant disabilities is and will continue to be my top priority and that of the Commission.

I know what this program has accomplished, what it can do and what still needs to be done.”



SHAY ASSAD
Director Defense Pricing
Department of Defense

Why do you see AbilityOne as so important?

“AbilityOne employees provide the highest quality products and services to the greatest fighting force in history.

It's not just lip service when I say they are part of that force. Warfighters know when they get a product from someone at an AbilityOne-affiliated nonprofit agency, it will do what it is supposed to do, and serve the purpose for which it was intended.

I can tell you that there are warfighters on the battlefield who are alive today because of products and services provided by AbilityOne — for example, the headgear and tourniquets that protect and heal those who serve our country.

Bottom line is that we have got to get a better deal for the taxpayers. AbilityOne provides that better deal.”

What about the economic uncertainties AbilityOne agencies face?

“We will continue to buy products and services. There will still be a Department of Defense. And, we will still do all we can to provide employment opportunities.

We're in a time of transition looking to expand job opportunities into areas beyond traditional work, such as manufacturing or grounds maintenance, and into professional services. Contract Management Services (CMS) is just one example of where our department is expanding services with AbilityOne. With \$12 million initially appropriated by Congress to fund CMS, more than \$650 million has been returned to the taxpayer. Quite a return on investment!

We also aim to expand employment opportunities by partnering with companies like Boeing and Northrup Grumman. We need to do more of that.

At the end of the day, it is not about charity. It is about getting the best products and services at fair prices.”

Any final thoughts?

“Our department has goals for small business, for veteran-owned business, and small disadvantaged businesses. Somehow, there are no goals for AbilityOne. I am committed to doing everything in my power to have goals set for the AbilityOne Program within our department.

AbilityOne employees have this overwhelming sense of appreciation for their jobs. That's all any of us want — an opportunity to let our skills show that we can perform.

That is where AbilityOne employees shine.”



THOMAS SHARPE
 Commissioner, U.S. General
 Services Administration (GSA),
 Federal Acquisition Service (FAS)

What has been your experience working with the AbilityOne Program?

“GSA has a long and proud history of collaboration with AbilityOne. We’ve

both changed our names over the decades, and modernized how we operate, but the underlying commitment remains the same. We want to make it easy for Federal buyers to fulfill their mandate to buy AbilityOne products and thereby increase employment opportunities for this dedicated workforce.”

From your FAS perspective, what particular benefits accrue to GSA by contracting with AbilityOne?

“GSA’s mission is to help our customers fulfill their missions. When we make it easy to find and buy AbilityOne products, we increase the efficiency and effectiveness of all Federal agencies. The growth of AbilityOne’s product offering, and the quality standards they exemplify have helped us serve our customers around the world.”

The AbilityOne Program recently completed 75 years of service to the American people and its Federal agency customers.

What do you think the next 75 years will look like?

“This summer, GSA celebrated its 65th birthday so we’re proud of the way we have served our customers over that time. We look forward to continued collaboration with the AbilityOne community. I can’t even imagine what sort of products will be available in 75 years, but I’m optimistic that GSA and AbilityOne will still be working closely together to help the government fulfill its mission.”



VADM MARK HARNITCHEK
 Director, Defense Logistics
 Agency

How do you view industry’s role in the accomplishment of the DLA mission?

“Industry is DLA’s essential partner in accomplishing our mission across

all our supply chains, and the key to a strong partnership with our industry teammates is open and frequent communication.”

What advice would you give to new acquisition professionals when making buying decisions on behalf of the Federal Government?

“In his guidance for Achieving Greater Efficiency and Productivity in Defense Spending, my boss, Mr. Frank Kendall, the Under Secretary

of Defense for Acquisition, Technology and Logistics says: ‘Think: The first responsibility of the acquisition workforce is to think.’ Our workforce should be encouraged to think and not to default to the perceived ‘school solution’ for easy approval.”

What has been the AbilityOne Program’s contribution to DLA’s industrial base?

“AbilityOne is a significant supplier for DLA with \$338 million in FY13 business and \$215 million thus far in FY14. DLA Troop Support’s Clothing and Textile supply chain, in particular, relies heavily on AbilityOne for about 25 percent of its products. In fact, if you see a sailor, an airman, a marine or a soldier, there’s a very good chance their uniform was made by an AbilityOne source. Many AbilityOne products are designated as ‘go-to-war’ items. The AbilityOne Program is a national treasure that’s scalable, reliable and provides best value support to DLA and our customers.”



KATHY MARTINEZ
 Assistant Secretary of Labor for
 Disability Employment Policy

What is the National Disability Employment Awareness Month theme and how does the AbilityOne Program mission support that effort?

“Expect. Employ. Empower. Those three words say that advancing disability employment is about creating a cycle of inclusion by helping those of us who are blind or have significant disabilities prepare for and succeed in employment. AbilityOne exemplifies this cycle. Work offers purpose and the opportunity to lead an independent, self-directed life. Work empowers us.”

What do potential employers risk and stand to gain by employing people who are blind or have significant disabilities?

“Employers who are ahead of the curve understand that a diversified workforce will lead to a diversified consumer base, to more creativity and innovation. Businesses need people with a

demonstrated ability to adapt. People with disabilities must think creatively in solving complex problems and accomplishing tasks. This translates into innovative thinking about how to confront challenges at work and achieve success.

Employers express concerns about perceived additional costs of hiring and retaining workers with disabilities. But, this is not the case — national data demonstrates that 58 percent of accommodations cost nothing to make, while the rest typically cost only \$500.”

Where do accommodation and accessibility come into play in leveling the employment playing field?

“They are critical — as they are for all employees. We all need the right tools and work environments to do our jobs. From technology to flexible work arrangements, accommodations or what I call ‘productivity enhancements’ — are things employers already provide employees every day. For more information, contact the Job Accommodation Network — an Office of Disability Employment Policy-funded technical assistance center that provides customized guidance on accommodations — at askjan.org” ★



VALUE

THAT WORKS

We deliver quality, cost-effective solutions whenever and wherever you need them. You help create jobs for people who are blind.

- ⌘ Nationwide infrastructure
- ⌘ Highly skilled workforce
- ⌘ Tailorable, scalable solutions
- ⌘ Tremendous social impact

MAKE IT WORK FOR YOU.

www.NIB.org/value
1-877-438-5963

NIB
NATIONAL INDUSTRIES FOR THE BLIND

An AbilityOne®
authorized enterprise.



National Industries for the Blind and its network of nonprofit agencies are the nation's largest employer of people who are blind.

Our Pledge to Federal Customers: To Provide You with Quality Products

The Department of Defense (DOD) has a long history of procuring mission-critical products through the AbilityOne® Program. Helmet accessories, combat and T-shirts, outerwear, belts and other sewn products are just a few items DOD customers can rely on purchasing through the AbilityOne Program.

AbilityOne also supports non-DOD Federal customers by providing them with access to a broad range of products manufactured in the United States by people who are blind or have significant disabilities employed by community-based nonprofit agencies nationwide. For example:

Dallas Lighthouse for the Blind (DLB), Inc. and Bestwork Industries for the Blind in Runnemede, New Jersey produce the American National Standards Institute (ANSI) safety vest line. The vests are designed for use by airport ground, roadway construction, survey, utility and emergency response personnel. 3M™ Scotchlite™ reflective material provides enhanced visibility in low-light conditions and at night, and meets new ANSI standards. The mesh is provided by Bruin Plastics in Rhode Island and 3M Company supplies reflective materials. DLB's production line includes up to 20 people at a time who cut, sew and package different classes of vests in various sizes for shipment to the General Services Administration.

The Lighthouse for the Blind, Inc. in Seattle, Washington connected with ACCO Brands, one of the world's largest manufacturers of branded office products. The Lighthouse opened a new satellite facility in Spokane to provide employment to residents in eastern Washington. ACCO was making its Quartet® dry erase and cork wallboards in Mexico, and then China, which meant ACCO would no longer be providing this product in compliance with the Trade Agreements Act. Rather than lose this business with the Federal Government, ACCO partnered with the Lighthouse to grow it, while bringing jobs back to the United States. When the facility in Spokane opened in 2008, six people who are blind were hired. Today, this facility employs more than 40 people who are blind, deaf-blind or blind with disabilities, who make Quartet/SKILCRAFT® dry-erase and cork wallboards.

Many AbilityOne Authorized Providers also partner with companies that want American-made products for the superior quality, faster turnaround time and quality assurance. At the same time, overseas labor and transportation costs are rising, creating more demand for vendors to look for domestic sources.

LC Industries, Durham, North Carolina partnered with Saunders Manufacturing to create a line of plastic storage clipboards. With plastic injection molds provided by Saunders, LC Industries' plant in Hazlehurst, Mississippi, makes all the components for the Saunders plastic storage clipboard line, including the DeskMate™, SlimMate™ and other portable clipboards, which are available through the AbilityOne Program.

In another innovative partnership, LC Industries approached Master Lock Company, an iconic American brand recognized around the world. For some time, LC Industries was selling a variety of Master Lock's padlocks in its base supply centers at military installations across the country. When learning that one of Master Lock's solid steel padlock components was made in Milwaukee, but then shipped to Mexico for assembly, LC Industries approached Master Lock about assembling one of the high-demand padlocks for sale in LC Industries' base supply centers.

"We saw the ability for us to create jobs for people who are blind in a product we already sold in our stores," said DuWayne Gilbertson, vice president, business development at LC Industries. ★

HONORING OUR FALLEN

AbilityOne MARKS TWO DECADES PRODUCING



Al Caudle, Phoenix, Huntsville, Alabama, folds flags.

In 1813, Mary Pickersgill sewed the biggest flag she had ever made. At 30 feet tall and 42 feet wide, the flag displayed 15 stars and 15 stripes — one for each of the 15 states of the union. On Sept. 14, 1814, during the Battle of Baltimore in the ongoing War of 1812, this garrison flag flew over Fort McHenry in Baltimore Harbor and inspired Francis Scott Key to write the poem that ultimately became our national anthem.

Today, as America celebrates the 200th anniversary of the Star-Spangled Banner, three AbilityOne® Network nonprofit agencies — Goodwill Industries of South Florida, Miami, Florida, North Bay Industries, Rohnert Park, California, and Phoenix (Huntsville Rehabilitation Foundation), Huntsville, Alabama — produce American flags and, collectively, half of the interment flags that honor our nation's fallen heroes.

AbilityOne ramped up production of the interment flag some 20 years ago, following the late 1993 AbilityOne Procurement

List addition. AbilityOne initially produced 20 percent of the interment flags required by the Department of Veterans Affairs (VA) and subsequent Procurement List additions expanded the project. Currently, 60 people with significant disabilities employed by the three NPAs collectively manufacture 250,000 interment flags annually, with the work divided equally among the NPAs.

According to SourceAmerica® CEO Bob Chamberlin, “Interment flag production increases employment for people with disabilities and for that we are grateful; however, we fulfill these contracts with the utmost respect and appreciation for those who gave the ‘last full measure’ for their country.”

“Our interment flag production has provided over 276 man years of employment and over \$6 million in wages to people with disabilities and has been the foundation of Phoenix’s manufacturing operation for years.” Ninety-two percent

NATION'S HEROES

INTERMENT FLAGS

BY JENNIFER KUPER



Military officers salute a transfer case as an Army carry team transfers remains at Dover Air Force Base, Delaware (Photo Credit: Roland Balik).

Sue Wilson, North Bay Industries, Rohnert Pack, California, sews interment flags.

of our flag labor is provided by persons with disabilities and the continuous production of flags has provided stable employment for many persons with disabilities who would find it difficult to be successful in a less stable work setting,” said Bryan Dodson, president and CEO, Phoenix.

Sherri Scyphers Hungate, vice president of business development, Goodwill Industries of South Florida, noted that the contract paved the way for Goodwill to expand its business in the state, local and commercial marketplaces. Goodwill provides 100 percent of the state and U.S. flags that are used by the state of Florida through the state use program. Goodwill also purchased a small, family-owned flag business, where it sells national U.S. flags as well as flags for conventions, golf courses, churches, families, high schools, subdivisions and others.

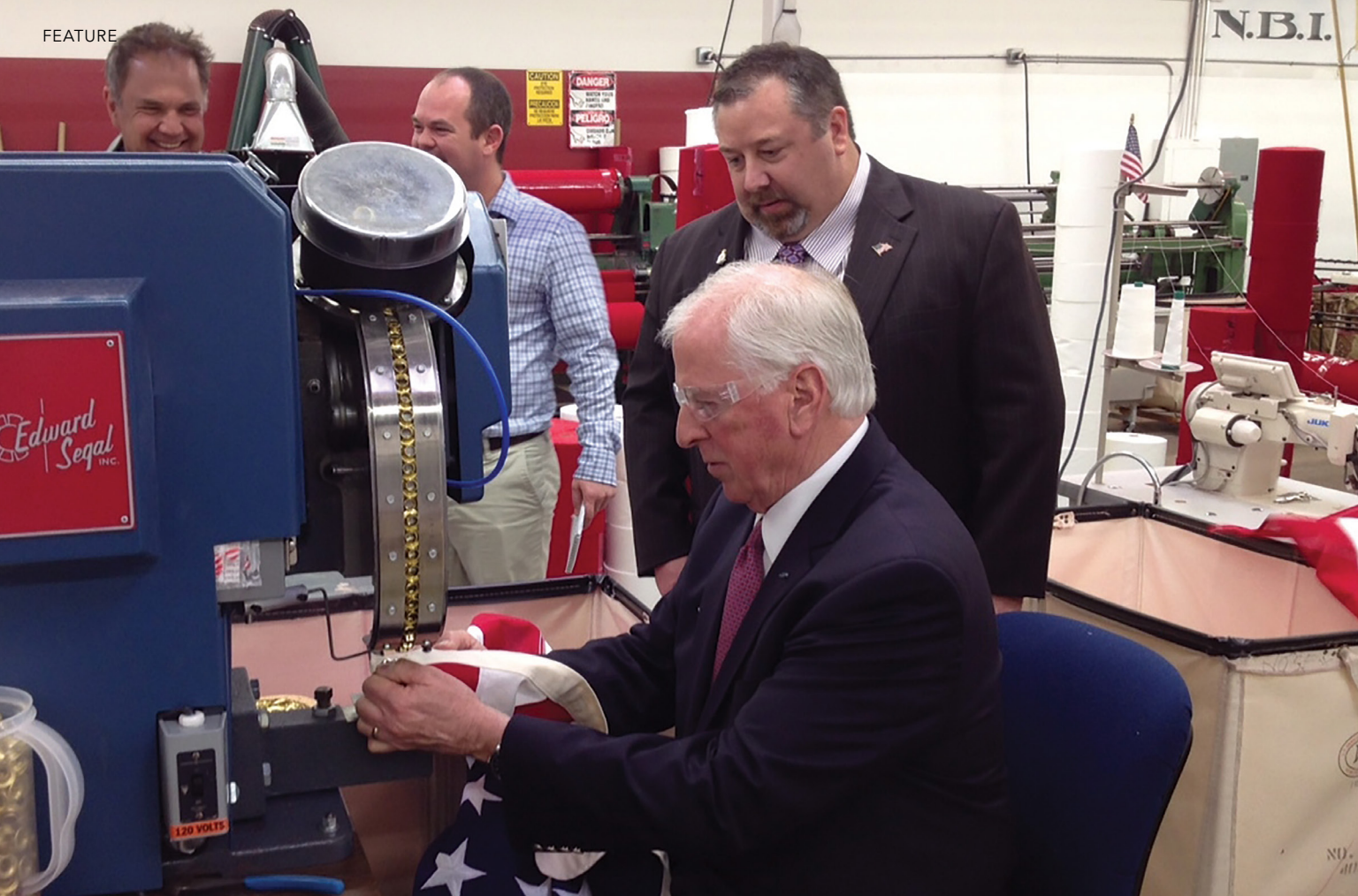
“It showcases how an AbilityOne project can grow, and also help grow jobs and additional business locally and statewide.

Nonprofit agencies can parlay the experience and contract management skills into the commercial arena,” Hungate said.

“MADE IN AMERICA” LAWS AIM TO KEEP PRODUCTION OF OUR NATIONAL SYMBOL AT HOME

The VA requires that all of its interment flags be “wholly produced in the United States” (38 U.S.C. 2301). The law further states, a flag shall be considered to be wholly produced in the United States only if:

- The materials and components of the flag are entirely grown, manufactured or created in the United States;
- The processing (including spinning, weaving, dyeing and finishing) of such materials and components is entirely performed in the United States; and
- The manufacture and assembling of such materials and components into the flag is entirely performed in the United States.



U.S. Rep. Mike Thompson sews a flag during one of his visits to North Bay Industries while North Bay Industries President and CEO Robert Hutt looks on.

“This means, even the cotton has to be grown in America,” Hungate explained.

The Department of Defense (DOD) has similar – albeit less specific – Made in America requirements. Known as the Berry Amendment, 10 U.S.C. 2533a prohibits DOD from purchasing items that are not grown or produced in the United States. It applies to items of: “cotton and other natural fiber products, woven silk or woven silk blends, spun silk yarn for cartridge cloth, synthetic fabric or coated synthetic fabric (including all textile fibers and yarns that are for use in such fabrics), canvas products, or wool (whether in the form of fiber or yarn or contained in fabrics, materials, or manufactured articles).”

While this appears to cover the materials that would be used to manufacture a U.S. flag, it does not specifically state as such. Thanks in no small part to the efforts of AbilityOne® Congressional Champion Rep. Mike Thompson, D-Calif., Congress helped clear up any confusion by including language in its FY2014 Omnibus Appropriations Act, stating that none of the funds made available by the Act may be used for the purchase or manufacture of a U.S. flag unless it is treated as covered by the Berry Amendment. Similar language has been included in the House versions of the FY2015 Defense Authorization and Defense Appropriations bills.

DOD took Congress’ action a step further with its February 2014 issuance of a memorandum, “Class deviation for the acquisition of American flags.” The memorandum directs contracting officers to incorporate a new clause in all solicitations and contracts for American flags, requiring the materials and components to be manufactured in the United States, in accordance with the Berry Amendment.

ALL-AMERICAN FLAG ACT WOULD EXPAND MADE IN AMERICA REQUIREMENT GOVERNMENT-WIDE

While the VA and DOD have 100 percent Made in America requirements for purchasing U.S. flags, the rest of the government is currently only subject to the Buy American Act’s 51 percent domestic content requirement. Furthermore, the VA’s 100 percent requirement is specific to interment flags, and any others it currently purchases fall under the less stringent Buy American Act. Currently under consideration in the House and Senate, the All-American Flag Act would require all American flags acquired by the Federal Government to be 100 percent manufactured in the United States from materials that are 100 percent grown or produced in the United States.

“SourceAmerica continues to work with Congress, Federal agencies and the NPA community to increase opportunities



Seminda Ponce (left), Goodwill South Florida, and Lisa McCrary, Phoenix, Huntsville, Alabama, manufacture American flags that honor our nation's fallen heroes.

for American flag manufacturing through the AbilityOne Program,” said Ashlie Strackbein, manager, Government Affairs and Federal Procurement Policy, SourceAmerica. “Advocating for the passage of this legislation is an important part of those efforts.”

NORTH BAY INDUSTRIES FEATURED ON FOX NEWS NETWORK

Two days prior to Independence Day, FOX News featured North Bay Industries in two video stories that highlighted the NPA's interment flag manufacturing business and carried the important “Made in America” message. The videos featured Rep. Mike Thompson, during his visit to North Bay Industries; the NPA's CEO, Robert Hutt; Yolanda Vega, president of the American Gold Star Mothers Golden Gate Chapter, whose son Jonathan, U.S. Air Force, was killed while serving in Afghanistan in 2008; and individuals with significant disabilities who work in North Bay's flag division.

Thompson believes that U.S. flags should be made in the United State of America. He authored the provision in the FY2014 Omnibus Appropriations Act that requires American Flags purchased by DOD are manufactured in the United States with materials that are grown or manufactured in the United States.

Thompson first visited North Bay in 2012 and returned in early 2014 to celebrate the passage of the law. Following local media coverage, the national Fox News station arranged to produce the videos that were released around Independence Day. “This is our national symbol and these flags go to people who risked their life for our freedom so it's only right,” Hutt said.

Vega agreed. “Our children died for this country so why would the flag that represents the very notion why our children died not be made here... It has to be made here... I interpreted it [receiving the flag] as the military's recognition of my son's ultimate sacrifice. It was put in my arms and it felt comforting... To have this flag made in the United States is representing an understanding and recognition and respect for our country. In fact, this represents our country and it was made here.”

American flags, made by Americans, with American materials in the USA. That's the way to go.

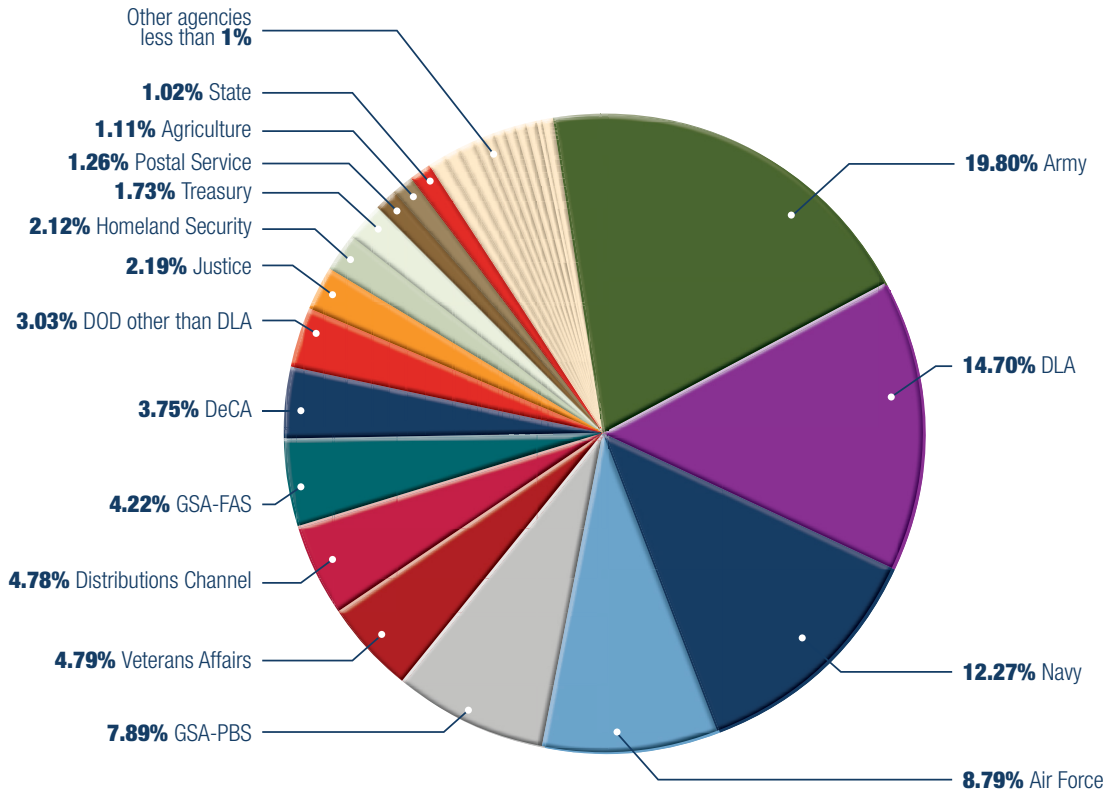
Sue Wilson, an AbilityOne Program employee highlighted in the videos said it best: “I just love the American Flag... I take pride in America.”

To view the videos, visit <http://bit.ly/NBIFlags1> and <http://bit.ly/NBIFlags2>. ★

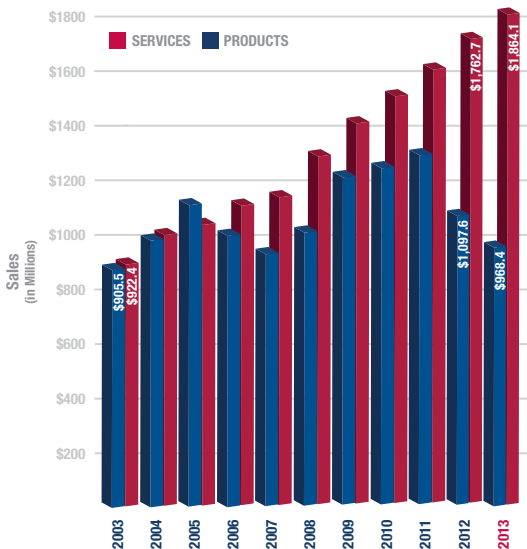
Program Summary Numbers

Latest information available as of January 31, 2014

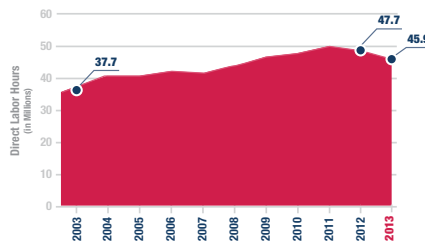
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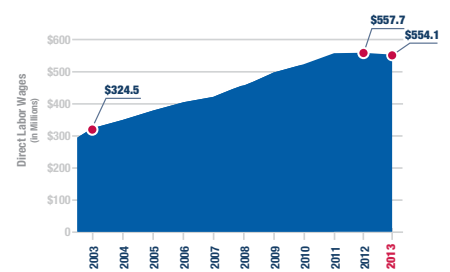
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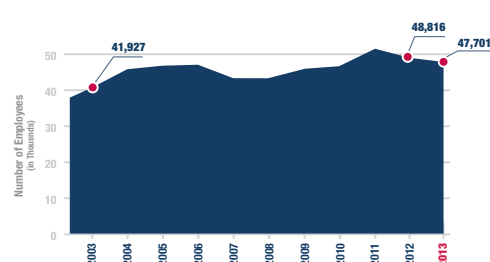
DIRECT LABOR HOURS



DIRECT LABOR WAGES



EMPLOYEES



AbilityOne

EMPOWERS INDIVIDUALS TO ACHIEVE MAXIMUM POTENTIAL

The AbilityOne® Program provides more than 45,000 employment opportunities to people who are blind or have significant disabilities in the United States. In addition to providing AbilityOne employees with opportunities to work in safe and nurturing environments that maximize their wages and quality of life, the program aims to provide them with skills that they can then market into other public and private sector jobs.

With the launch of the Quality Work Environment (QWE) initiative in 2009, the AbilityOne Program formalized its efforts to empower people who are blind or have significant disabilities to achieve their maximum potential. QWE provides a program-wide framework to implement best practices, building on nonprofit agency ongoing efforts to integrate promising and emerging

employment practices into their operations. QWE is a continuous improvement process that provides AbilityOne employees with opportunities to attain the highest possible wages and take advantage of career advancement and placement into other community-based employment, consistent with the individual's informed choice.

To underscore the program's attention to career development, in FY2013:

- 2,218 AbilityOne employees were placed outside of the AbilityOne Program
- 1,010 people were promoted into nonsupervisory jobs, such as team leads
- 441 individuals were promoted into supervisory jobs

VILLINES AWARDS Recipient Leverages AbilityOne to Secure Competitive Employment

SourceAmerica's Evelyne Villines Award recognizes individuals with significant disabilities who have advanced from work on AbilityOne contracts into management (supervisory or leadership roles) within their nonprofit agencies or into private/government sector employment.



Jordan Cooper –
2013-2014 Winner, Evelyne Villines Award

Jordan Cooper battled through Attention Deficit Hyperactivity Disorder (ADHD) with autistic characteristics to now direct a team of 15 customer service representatives with disabilities at the National Passport Information Center in Lansing, Michigan. He had no work experience when he joined Peckham, Inc.'s apparel and manufacturing division as a sewer two years ago, but he demonstrated the motivation to succeed. He advanced by taking advantage of Peckham's counseling services, vocational guidance, classroom training and other support services. Cooper recognized the opportunity for upward mobility when it became available and decided to take the company's customer service training class. He was promoted to team lead, responsible for mentoring and training new hires in the call center. His leadership skills grew and put him on an upward path.

"I'm very proud of Jordan. He's made such a contribution in his young life and with his attitude and smile...he's going to do great and wonderful things. My congratulations go to him," said Evelyne Villines, the award's namesake and lifelong advocate for people with significant disabilities. "When I see the accomplishments and the real miracles that go on every day at SourceAmerica's nonprofit agencies and the selflessness of the employees and how much they contribute, it is wonderful." ★

AbilityOne Employee

Each year, SourceAmerica and NIB celebrate AbilityOne employee success stories.

William M. Usdane National Award

JOHN STINSON

Skookum Contract Services



John Stinson performs his duties at Ft. Lee, Virginia, as the production control clerk at the service order desk for Skookum Contract Services' total facilities management (TFM) operation. Despite significant mobility impairments and chronic pain, he executes his job with an irrepressible drive to succeed. His responsibilities include managing service desk calls, handling web initiated work requests, answering customer inquiries about base utility operations and entering workload data. Stinson is responsible for tasks critical to the TFM contract as he is the vital link in the flow of information that gets transferred to the HVAC technician for repairs in the customer's facilities.

"John embodies the very best values of the AbilityOne® Program, striving to succeed in an environment where customer service is of the utmost importance," said Site

Manager Robert Fetter. "His character, positive demeanor and unfailing work ethic all come together to make him an outstanding choice for this award."

The William M. Usdane National Award recognizes an AbilityOne Program employee with a significant disability who exhibits outstanding achievement and exceptional character and excels in the workplace.

Milton J. Samuelson Career Achievement Award

MEGAN DODD

East Texas Lighthouse for the Blind



Megan Dodd, a member of her high school honor society, graduated a year early with a 3.9 grade point average and a scholarship to Texas Tech University. At the end of her second semester, Dodd noticed obstructions to her vision were causing difficulty reading, driving and following class lectures. By the summer break, she was diagnosed with macular dystrophy. Rapidly declining vision forced Dodd to transfer to the University of Texas at Tyler to be closer to family and friends.

Dodd joined the East Texas Lighthouse for the Blind in 2012 as a marketing associate for the rehabilitation department and was soon promoted to marketing associate for the Lighthouse's low vision store. Dodd created a retail catalog to showcase products and grew sales through marketing events and building relationships with prospective customers. A year later, Dodd landed a position as marketing associate for Lighthouse Graphics. In her new role, Dodd is involved in sales support, product

development and marketing. She has created a new website and marketing collateral, and developed a database order entry system. Dodd plans to pursue a graduate degree in Information and Risk Management, which she hopes will enhance her ability to contribute meaningfully to the mission of the Lighthouse.

The Milton J. Samuelson Career Achievement Award is given to individuals who demonstrate career advancement at an NIB associated agency or in the private sector. Samuelson championed upward mobility and placement programs for people who are blind.

Awards

AbilityOne Honor Roll for Veterans with Disabilities Award

ANDREW WEISSENBARGER

PRIDE Industries



Andrew Weissenberger, a former U.S. Army combat engineer Former U.S. Army combat engineer, was determined to become self-sufficient again after surviving serious injuries while serving in Iraq. Today, he performs base-wide operating support services for PRIDE Industries at Ft Rucker, Alabama, and is responsible for processing work orders according to their priority level and shop specialty.

Weissenberger endured six improvised explosive device blasts, the last of which caused traumatic brain injury, spinal injuries, a fractured hip and damaged knee. He now works with physical impairments and has difficulty retaining information, but remains indomitable in spirit. His positive attitude, combined with continuous training and support from counselors, coworkers and supervisors, have led to new job opportunities and a path toward professional advancement.

"Andrew's resilience, great work ethic and determination inspire all who work with him," said Kim Curry general manager at PRIDE Industries. "The leadership and teamwork skills he learned in the military are put to good use every day in his position at Ft. Rucker, where he must direct workloads while maintaining good working relationships with his coworkers and the customers."

The AbilityOne Honor Roll for Veterans with Disabilities recognizes a service-disabled veteran with a significant disability who exhibits outstanding achievement in his or her work life.

Peter J. Salmon Employee of the Year Award Winner

JAMES "JJ" SCOTT

South Texas Lighthouse for the Blind



JJ Scott is the lead sales associate in the Hazardous Material Department (HAZMAT) at the Naval Air Station (NAS) Meridian, Mississippi, operated by the South Texas Lighthouse for the Blind in Corpus Christi. Recognized by his peers and customers, Scott has become the resident hazardous material expert at NAS Meridian. Expertise in managing the Navy's Enterprise Resource Planning software led to Scott's selection as the installation's hazardous material coordinator.

Scott's extensive knowledge of the Consolidated Hazardous Material Reutilization and Inventory Management Program has resulted in significant cost savings for Navy customers. Scott's dedication and hard work in providing quality services to the Navy have been recognized many times by senior base leadership.

Scott, who has been legally blind since birth as a result of albinism and optic nerve hypoplasia, is also a talented artist who sculpts and creates portraits and digital artwork. Scott is active in his community, serving as treasurer for the Meridian Chapter of the National Federation for the Blind.

The Peter J. Salmon Employee of the Year Award honors employees who excel in their positions at NIB associated agencies. Dr. Salmon was instrumental in the passage of the Wagner-O'Day Act in 1938 and the formation of NIB.

R.B. Irwin Award Winner
GIBSON M. DUTERROIL



Gibson M. DuTerroil spent most of his professional career as president and CEO of The Lighthouse of Houston. His involvement in the blindness community spans more than 35 years, including four terms on the NIB Board and service as a past president of The General Council of Industries for the Blind, now known as the National Association for the Employment of People Who Are Blind.

DuTerroil also volunteered in his local community as president of Lighthouse Industries for the Blind of Texas, and as chairman of Texas Industries for the Blind and Handicapped, Inc., which administers the distribution of products made by people who are blind or have significant disabilities to agencies in the state of Texas.

The R.B. Irwin Award is the highest honor given to professionals in the NIB family who have devoted their careers to creating and improving employment for people who are blind, or to volunteers who have demonstrated exceptional and longstanding service and commitment to NIB's mission.

President's Award
SEAN THOMPSON



Sean Thompson was hired by Adelante Document Imaging (ADI) as an entry-level document preparation technician responsible for preparing files for digital scanning. At first he needed verbal and gestural prompts to stay focused and meet productivity requirements. Thompson never gave up, worked hard, took direction and gained confidence. He earned a promotion to scanner operator after just six months and is now the most productive scanner at ADI. Thompson scans documents, reviews each document to ensure it is processed correctly and resolves any technical issues. In overcoming a developmental disability with global deficits, he relied on support staff to fix every paper jam and screen error. With training, he was able to resolve common scanner malfunctions on his own. Thompson now scans more than 7,500 images each day and was selected as ADI's "Employee of the Month" for surpassing the organization's scanning production goals.

Thompson is a true team player, quick to acknowledge the contributions of others, caring and helpful. "He makes his co-workers feel welcome and encouraged, and his attitude and professionalism help others work harder to obtain their own goals too," said Robin Johnson, senior director of business operations at Adelante.

The President's Award recognizes a non-AbilityOne® Program employee with a significant disability who exhibits outstanding leadership and exceptional character.

Tom Miller Award for Advocacy
HOLLY ANDERSON



Holly Anderson, who works for ACHIEVE Human Services, is an outstanding advocate for people with disabilities and a protégé of Tom Miller's. In 2013, she played a leading role conducting grassroots advocacy at the Arizona state and federal government levels, and, she met with every Arizona lawmaker in the U.S. House of Representatives and U.S. Senate.

When Arizona state budget cuts eliminated some services for people with disabilities, Anderson helped secure a five percent increase in spending by the state Department of Economic Security, Division for Developmental Disabilities. She also helped convince U.S. Rep. Ron Barber of Arizona to become an AbilityOne Program Champion. Today, Anderson carries on Miller's legacy by speaking out regularly about policies that impact employment opportunities for people with disabilities and training others to do the same.

Tom Miller served on SourceAmerica's board of directors and, last summer, lost his battle with cancer. He had earned recognition in his home state of South Dakota and nationally for his grassroots advocacy work. Upon his death in August, U.S. Rep. Kristi Noem, R-S.D. penned a tribute to Miller in the Congressional Record.

The Tom Miller Award for Advocacy recognizes an employee with a significant disability who demonstrates outstanding achievement and remarkable passion for self-advocacy on a local or national level. ★



Bob Chamberlin, president and CEO of SourceAmerica; William J. Powell III, branch chief, The Adjutant General Directorate, Human Resources Command, U.S. Army Human Resources Service Center; and Paul Atkinson, board chairman, SourceAmerica.



Bob Chamberlin, president and CEO of SourceAmerica; Sheena Bruce, contract surveillance representative, Office of Facilities Support, Bureau of Engraving and Printing; and Paul Atkinson, board chairman, SourceAmerica.

Government Award for Military Services
recognizes a military organization that has provided outstanding support to the AbilityOne Program for services

U.S. ARMY HUMAN RESOURCES SERVICE CENTER

Fort Knox, Kentucky

The U.S. Army Human Resources has provided outstanding support to the AbilityOne® Program in many ways: recruitment, training, assistive technologies and job accommodations. Seventy-one people with significant disabilities are employed as customer care center representatives via an AbilityOne contract at Ft. Knox managed by InspiriTec. Operating a contact center that employs persons with disabilities requires management practices that differ from other similar operations. The U.S. Army Human Resources' leadership has embraced those practices and provided additional resources.

Additionally, leadership repeatedly has showcased InspiriTec's telephone customer service operation to other Ft. Knox division leaders. This exposure helped AbilityOne establish an additional contract at Ft. Knox that employs more than 200 people with significant disabilities, including many wounded warriors, performing sophisticated office-based work. Those specialized jobs have another important benefit: They offer AbilityOne employees a pathway to competitive jobs in the human resources and technology industries that are both challenging and well compensated. The U.S. Army Human Resources Command is dedicated to raising awareness of the AbilityOne Program and promoting the advanced skills performed by individuals with significant disabilities.

Government Award for Civilian Services
recognizes a civilian Federal agency that has provided outstanding support to the AbilityOne Program for services

BUREAU OF ENGRAVING AND PRINTING

Washington, D.C.

The U.S. Bureau of Engraving and Printing and Sheena Bruce are active supporters of the AbilityOne Program, and Goodwill of Greater Washington in particular. Goodwill employs 50 people with significant disabilities via an AbilityOne custodial services contract at the bureau's D.C. office. Bruce has designed specialized trainings to welcome Goodwill employees to the bureau. She has organized events to raise awareness about AbilityOne and benefits of employing people with significant disabilities throughout the Federal agency. In 2013, Bruce coordinated Goodwill's National Disability Employment Awareness Month celebration at the bureau. She marketed the event, involved the human resources department and ensured the bureau's leadership attended. ★

AbilityOne by the Numbers

In the U.S., where nearly **73** percent of people who are blind or have significant disabilities do not have jobs, analysis of AbilityOne® Program data for FY 2014 shows:



- More than **45,000** Americans are employed through AbilityOne, **3,000** of whom are veterans
- Nonprofit agency members of the AbilityOne Network operate at nearly **1,000** locations representing **40** government agencies nationally, including operation of more than **150** base supply centers
- The program is facilitated through a network of almost **600** community-based nonprofit agencies
- AbilityOne nonprofit agencies deliver nearly **\$3** billion of products and services purchased by the Federal Government

Frequently Asked Questions

What is the Procurement List? The list of products and services that Federal agencies must purchase at prices established by the U.S. AbilityOne Commission® under FAR 8.002, Subpart 8.7. It is found at abilityone.gov/procurement_list.

How are prices set? Federal agencies and NIB or SourceAmerica negotiate in good faith and agree upon a price that is evaluated by U.S. AbilityOne Commission staff to determine if it is “fair and reasonable” in relation to the marketplace. A formal vote by the U.S. AbilityOne Commission establishes the initial fair market price at the time a product or service is added to the Procurement List. Learn more at [abilityone.gov/laws, regulations and policy/policy memos pricing.html](http://abilityone.gov/laws,_regulations_and_policy/policy_memos_pricing.html).

How do I become an AbilityOne employee? Visit abilityone.org/work_with_us/people.html to find participating nonprofits near you. If you apply and are hired, you will need to provide medical documentation and undergo a preadmission evaluation.

Does AbilityOne support Small Business? Yes. A recent survey found that out of nearly half of the program’s largest agencies, 25 percent of subcontract dollars (\$217 million) was awarded to small businesses. Additionally, more than 600 small businesses are part of AbilityOne’s commercial distribution network.

How does a vendor become an AbilityOne authorized distributor? Review the authorization criteria and submit the completed application. Following a review, vendors will be notified in writing when their authorization is final. The Commission charges no fee for authorization. Learn more at abilityone.gov/distributors/potential.html.

How do I put AbilityOne to work for my Federal agency? To learn how AbilityOne can support your requirements, request a briefing at abilityone.org/contact/briefing.asp.

FEDERAL Awards

The U.S. AbilityOne Commission® recognized the following individuals and organizations for their exemplary support of creating employment opportunities for people who are blind or have significant disabilities.



Left to right: Recipient Nancy Heimbaugh with U.S. AbilityOne Commission Chairperson J. Anthony Poleo.

E. R. "Dick" Alley Career Achievement Award

NANCY HEIMBAUGH
Defense Logistics Agency (DLA),
Acquisition Management

The E. R. "Dick" Alley Career Achievement Award recognizes an individual who has provided extraordinary achievement and sustained effort in utilizing the Federal procurement system to create AbilityOne® employment opportunities. **Nancy Heimbaugh, director, Defense Logistics Agency (DLA), Acquisition Management**, is this year's recipient. Over the course of her career, whether managing the field contracting for the Navy Supply Systems Command or leading the immense DLA Acquisition system, Heimbaugh drove policies and practical

solutions that led directly to increased employment for personnel who are blind or have significant disabilities. From 2007-2009, she was the senior procurement executive at DLA Troop Support, which represented over 85 percent of all DLA procurement. DLA was the number one contributor in the Department of Defense (DOD) to the AbilityOne Program during her tenure. Since 2009, she was very active in her support of the program via regular meetings, a DLA policy in support of AbilityOne that led to an increased number of product purchases by DLA, and the awarding of contracts in contract management, warehousing and distribution, package reclamation and help desk services. Her efforts created nearly 170 jobs.



Award recipient Karone Blondin, GSA PBS industry relations manager (third from left) with, from left to right, Bob Chamberlin, SourceAmerica president and CEO; Joan Smith, U.S. AbilityOne Commission staff; and Andrew Blumenfeld, GSA PBS deputy assistant commissioner for Acquisition.

Osborne A. "Oz" Day AbilityOne Awareness Award

KARONE BLONDIN
General Services Administration (GSA) Industry
Relations Manager, Public Buildings Service (PBS)

The Osborne A. "Oz" Day AbilityOne Awareness Award is named in honor of Osborne Day, a private citizen member of the Commission who provided critical leadership in communicating the AbilityOne message to Federal customers and the general public. This year's recipient is **Karone Blondin, General Services Administration (GSA) industry relations manager, Public Buildings Service (PBS)**. For more than 12 years, Blondin has overseen the Strategic Alliance between GSA PBS and the AbilityOne Program. During her tenure, she has facilitated the creation of more than 500 AbilityOne custodial jobs. She also promotes AbilityOne by providing "road show" training presentations on the GSA/AbilityOne Alliance.

Chairperson’s Award for Leadership

The **Chairperson’s Award for Leadership** recognizes AbilityOne nonprofit agency leaders who consistently meet or surpass the Commission’s statutory and regulatory requirements, fulfill its guiding principles for a Quality Work Environment, and exhibit business acumen that leads to increased employment opportunities for the AbilityOne constituency. There are two recipients this year.



Left to right: Vice Chairperson James M. Kesteloot, recipient Edward R. Guthrie, and Chairperson Poleo.

EDWARD R. GUTHRIE Executive Director, Opportunity Village

Since 1994, **Edward R. Guthrie, executive director of Opportunity Village**, has led the agency to become a recognized and respected provider of services for people with disabilities. Providing training and employment to more than 1,000 people with disabilities each day, Opportunity Village serves more than 325,000 meals each year to military personnel, and the Opportunity Village PaperPros division is the second largest document destruction firm in the Las Vegas valley. Opportunity Village has developed a number of leading edge rehabilitation programs and arts and enrichment programs in which people with disabilities fuel their creative passions through fine arts, music, theatre and dance.



MICHAEL N. GILLIAM President and CEO, San Antonio Lighthouse for the Blind

Under the leadership of **Michael N. Gilliam, president and CEO, San Antonio Lighthouse for the Blind**, employees on the nonprofit agency’s contract management service contract earn wages up to \$30,000-50,000 per year. The nonprofit successfully demonstrated the program’s capability to close out contracts, which led to the Procurement List addition for many more nonprofits. His organization has been named one of the 50 best places to work in San Antonio by local media for three years in a row. In terms of business acumen, he has shown true leadership by bringing his nonprofit agency to financial health.

Commission/Department of Defense Commitment in Action Certificates



The Commission, in partnership with DOD, presented 50 **Commission/ Department of Defense Commitment in Action Certificates** recognizing DOD personnel for exceptional support of the AbilityOne Program, creating employment for wounded warriors and people who are blind or have significant disabilities.

Chairperson Poleo (not pictured) and Defense Procurement and Acquisition Policy Director Richard Ginman (second from left) signed Commitment in Action Certificates for DOD personnel. Recipients from Washington Headquarters Services, left to right: Linda Allen, Alvina Woodson, David Dornburgh, Joelle Faucher, Brett Clark, Wes Bennett and Brent Brinson.

Outstanding Contributions Award



Left to right: Chairperson Poleo, recipient Michael A. Cowley, and Ruben Filomeno, director, EEO Office, DLA Troop Support.

MICHAEL A. COWLEY Equal Employment Opportunity Specialist, DLA Troop Support

The **Outstanding Contributions Award** recognizes Federal employees for their exceptional efforts in creating AbilityOne employment opportunities on Federal contracts. This year's recipient is **Michael A. Cowley, equal employment opportunity specialist, DLA Troop Support**. Since 2005, Cowley has been the driving force at DLA Troop Support, promoting and accomplishing successful AbilityOne Day events, especially during National Disability Employment Awareness Month. He handles all onsite logistics to ensure space, security, and other nonprofit agency needs are met in preparation for the events. He also develops and coordinates the base publicity as the events approach. As a result of

his efforts, AbilityOne has consistently attracted more than 600 DLA personnel who visit 40 National Industries for the Blind (NIB) and SourceAmerica nonprofit agency exhibits, as well as 10 community service organizations that support people who are blind or have significant disabilities.

Most Valuable Liaison Award



Left to right: Chairperson Poleo, recipient Albert Munoz, and USDA Commission member Lisa Wilusz.

ALBERT MUNOZ Procurement Analyst, Department of Agriculture (USDA)

The Commission's **Most Valuable Liaison Award** recognizes Federal employees, who, in their roles as liaisons, demonstrate valuable effort in creating AbilityOne employment opportunities. This year's recipient is **Albert Munoz, procurement analyst, Department of Agriculture (USDA)**. During his many years of support, Munoz has been credited with efforts that led to adding 65 AbilityOne jobs to the Procurement List. He provides direct support to the USDA Commission member, and continually collaborates with Commission, NIB and SourceAmerica staff on such projects as the Employee and Customer Satisfaction Subcommittee pilot customer service survey. ★

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At SourceAmerica® (formerly NISH), we provide a highly qualified workforce for Federal customers: people with significant disabilities. Dedication and work quality define them, from food prep to electronic health records management. The AbilityOne® Program enables us to partner with you and offer our expertise, from budget to contracts and beyond.



SourceAmerica.org

Special Awards and Recognition

2013 Outstanding AbilityOne Program Vendor Award from the Defense Logistics Agency (DLA)



Vice Admiral Mark D. Hamitchek (left), director of the Defense Logistics Agency, presents the 2013 Outstanding AbilityOne Program Vendor Award to Arizona Industries for the Blind (AIB); the award was accepted by Tim Adams, AIB distribution services manager.

Arizona Industries for the Blind (AIB) received the 2013 Outstanding AbilityOne® Program Vendor Award from the DLA. Presented to organizations that exemplify overall excellence in product quality, on-time delivery, customer service, dependability and accuracy, AIB was recognized for its partnership with DLA. AIB provides warehousing and distribution services for four Federal stock classes (insignia, springs, lighting and bushings/shims) to

America's military forces worldwide.

Outstanding Performance Award Presented to DeCA Director and CEO Joseph H. Jeu



Left to right in award ceremony Feb. 6, 2014 at DeCA headquarters in Virginia: Rogers E. Campbell, SES, executive director, Sales, Marketing and Policy Group, DeCA; Mary Ann Finlon, S&K marketing manager; Marie-France Vareilles, vice president, products, NIB; Joseph H. Jeu, director and CEO, DeCA; Keith Hagenbuch, SES, executive director, Store Operations Group, DeCA; and Randall L. "Randy" Chandler, director of sales, DeCA.

In recognition of the Defense Commissary Agency's (DeCA) long-time support of the AbilityOne Program, NIB presented its "Outstanding Performance Award" to Joseph H. Jeu, director and CEO, DeCA, who accepted the award on behalf

of the DeCA team. DeCA's promotion of SKILCRAFT® and other AbilityOne products and services helped create seven new jobs for people who are blind in FY 2013.

Navy Customer Recognizes NewView Team

The NewView Oklahoma team's performance in providing mail room services received rave reviews from the Naval Supply System Command's Fleet Logistics Center, Norfolk Detachment, Naval District Washington Postal Division. Ernest Terry, director of postal operations, recognized NewView employees in an official memo, noting the team's "superb performance" and "working standards [that] are critical where no mistakes are allowed." NewView employees provide mail room services, working with employees from ServiceSource, a SourceAmerica® — associated nonprofit agency.

Inland Northwest Lighthouse Celebrates Building Expansion



Kirk Adams, president and CEO of The Lighthouse for the Blind, Inc., cuts the building expansion ribbon during the Expansion Fiesta in Spokane, Washington.

Employees and their families, customers, vendors and members of the community joined together at an "Expansion Fiesta" to mark the building expansion at the Inland Northwest Lighthouse in Spokane, Washington. A subsidiary of The Lighthouse, Inc., the Inland Northwest Lighthouse provides employment opportunities for people who are blind, deaf and blind, or who are blind with other disabilities. The expansion will allow Inland Northwest Lighthouse to employ more people to produce its variety of wallboards, binders, hanging file folders, and other products through the AbilityOne Program.

IB Express BSC Celebrates 10 Years of Service to Edwards AFB



Left to right: Col. Robert Hoff, commander, 412th Mission Support Group, receives a plaque from CJ Lange, president of IB Milwaukee, in recognition of the Edwards AFB community's support for the IB Express BSC over the past decade.

The IB Express Base Supply Center (BSC) at Edwards Air Force Base (AFB) in California celebrated a big milestone this year – a decade of providing mission-critical supplies for military customers at the base. The BSC is operated by Industries for the Blind Inc. (IB Milwaukee), headquartered in West Allis, Wisconsin. The IB Milwaukee team hosted a celebration on Feb. 25, 2014, to honor and thank the Edwards community for supporting the AbilityOne® Program through their purchases at the BSC.

Lighthouse Louisiana Employee Recognized By Troops



Lighthouse Louisiana employee Vickie Williams was recognized by troops.

Vickie Williams, a 13-year Lighthouse Louisiana employee working as a switchboard operator at Barksdale Air Force Base, received special recognition for her efforts in helping a sergeant deployed in Afghanistan. To show his appreciation for her kind and caring manner, Williams received a wall plaque, a necklace with her name spelled in both English and the Pashto/Dari language, as well as a flag that was flown over the Air Force base in her honor.

SourceAmerica Honors Retiring Army Generals



Chuck Guta, SourceAmerica, presents President's Awards to Lt. Gen. William Phillips (left photo, on the left); Brig. Gen. Stephen Leisenring (center photo, on the right); and Lt. Gen. Raymond Mason (right photo, on the right).

SourceAmerica recently presented President's Awards to three senior retiring Army generals in recognition of their support of the AbilityOne Program. Chuck Guta, key account manager, DOD/Army, National Strategic Business Development, SourceAmerica, presented the awards to:

- Lt. Gen. William N. Phillips, principal military deputy to the assistant secretary of the Army Acquisition, Logistics, and Technology
- Brig. Gen. Stephen B. Leisenring, deputy director of contracting, U.S. Army Corps of Engineers
- Lt. Gen. Raymond V. Mason, U.S. Army deputy chief of staff, G4

“The three Army General Officers who received this SourceAmerica recognition demonstrate a long-standing, ongoing and supportive relationship nurturing the AbilityOne Program and employing its qualified persons with significant disabilities,” Guta said. “During their tenures, these three officers positively affected the Army’s focus and acquisition strategies, leading the Army to become the largest Federal agency in AbilityOne sales. Of special note are the opportunities awarded in the Contract Management Support and Total Facility Management lines of business, and a variety of services for the Directorate of Public Works. Their leadership and guidance have put into motion the unlimited potential for new opportunities that will be grown and enhanced for years to come. In each of their professional functional areas – Contracting, Acquisition and Logistics – these senior Army leaders have made a difference in striving to meet the overall mission of SourceAmerica and the AbilityOne Program.”



Left to right: Brian Bosma, Bosma Enterprises board member; Lou Moneymaker, president and CEO, Bosma Enterprises; Laura Reimers, vice president, communications, NIB; Representative Susan Brooks, R-Ind.; John Kelly, assistant vice president, SourceAmerica; Kevin Mandrell, Bosma board chair.

Bosma Honors U.S. Congresswoman at Dining in the Dark Event

At its "Dining in the Dark" fundraising event, Bosma Enterprises recognized Rep. Susan Brooks, R-Ind., for her guidance and support of the AbilityOne Program. Brooks continues to be a strong supporter of the AbilityOne Program's mission of creating employment opportunities for people who are blind or have significant disabilities. Representatives from Bosma, NIB and SourceAmerica® presented Rep. Brooks with an honorary plaque. Support from elected officials helps Bosma and other NIB associated agencies in local communities provide employment opportunities for people who are blind. ★

DePaul Industries Receives Outstanding AbilityOne Program Vendor Award



DLA Director Navy Vice Adm. Mark Harnitckek (left) presents the vendor award to Dave Shaffer, president and CEO of DePaul Industries.

The Defense Logistics Agency (DLA) honored DePaul Industries, Portland, Oregon, with its Outstanding AbilityOne Program Vendor Award in recognition of DePaul's exceptional performance providing combat knives for DLA Land and Maritime of Columbus, Ohio. The award recognizes AbilityOne nonprofit agencies that exhibit extraordinary customer support, superior product quality, and on-time delivery.

"This project was significant because it marked the first time that SourceAmerica was able to partner with DLA Land and Maritime to offer a commercial item that had previously only been secured through a large business. This represents a first-of-its-kind co-branding partnership with Gerber Legendary Blades to deliver combat knives to the military under an accelerated schedule and

work process," said Vikki L. Hawthorne, associate director for the Office of Small Business Programs, DLA Land and Maritime.

For this project, DePaul Industries partnered with Gerber Legendary Blades to provide two types of co-branded combat knives for the military. Gerber provides DePaul with all of the parts, which DePaul's AbilityOne employees with significant disabilities assemble, package and ship. Gerber also provided training in assembly and safety for DePaul's staff. DePaul has assembled and shipped more than 11,000 knives to three distribution warehouses for the military. The contract created jobs for 12 people with significant disabilities.

Dave Shaffer, president and CEO of DePaul Industries, accepted the award during DLA's 16th Annual Business Alliance Awards Ceremony, held Oct. 29, 2013, at DLA's Fort Belvoir, Virginia headquarters. "This work makes us proud to serve the U.S. military as well as people with disabilities," he said.

"DePaul had to ramp up extremely quickly to meet DLA Land and Maritime's first delivery due date. The ramp up required training and support to complete very complex assembly, high quality compliance and, as you might imagine, strict safety measures for the extremely sharp blades on these tools," said Mark Satterfield, senior project manager, SourceAmerica.

AbilityOne Match Game SOLUTION

- 1) G 2) H 3) F 4) C 5) K 6) E 7) A 8) B 9) I 10) D 11) J



AbilityOne Match Game

— Solution to AbilityOne Match Game on page 43

Match each clue to the appropriate description below.

- | | | |
|-------------------------------------|---|--|
| _____ 1) AbilityOne® Program | _____ 5) U.S. AbilityOne Commission® | _____ 8) Four |
| _____ 2) CNA | _____ 6) By Vote | _____ 9) FAR 8.7 |
| _____ 3) NPA | _____ 7) Department of Labor | _____ 10) More than 45,000 |
| _____ 4) PL | | _____ 11) More than \$650 million |

A) Federal agency that sponsors National Disability Employment Awareness Month (NDEAM)

B) Number of private citizens who are appointed to the Commission by the President of the United States

C) Procurement List; a list of thousands of products and services available from AbilityOne

D) Number of people who are blind or have significant disabilities employed through the AbilityOne Program

E) How U.S. AbilityOne Commission members decide to add a product or service to the Procurement List

F) Nonprofit Agency; local level agencies that employ people who are blind or have significant disabilities and perform the work required in government contracts

G) Created by the Javits-Wagner-O'Day Act to provide employment opportunities for Americans who are blind or have significant disabilities through the sale of goods or services to the Federal Government

H) Central Nonprofit Agency; NIB and SourceAmerica® are the two Central Nonprofit Agencies designated by the Commission to provide support in the administration of the program

I) Acquisition regulation requiring Federal agencies to purchase products and services on the Procurement List

J) Amount of de-obligated money returned to the government from contracts closed out by people who are blind or have significant disabilities

K) Independent Federal agency that administers the AbilityOne Program

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“The professionalism of the AbilityOne Contact Center team was outstanding. They knew what they were doing and offered practical solutions to the problems we were facing.”

—AbilityOne Customer,
Passport Services, Bureau of Consular Affairs,
U.S. Department of State



The AbilityOne® Program meets demanding Federal contract requirements for quality products and services at a fair market price. Plus, with AbilityOne, customers get the benefit of contracting multiple products and services from one source.

In addition, more than 45,000 people who are blind or have significant disabilities are employed through AbilityOne, which enables them to be independent, tax-paying citizens.



[AbilityOne.org](https://www.AbilityOne.org)



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