U.S. AbilityOne Commission Minutes – Quarterly Public Meeting Tuesday, January 31, 2023 1:00 p.m. – 4:00 p.m. ET

I. Call to Order and Introductions

U.S. AbilityOne Commission Chairperson Jeffrey Koses called the meeting to order at 1 p.m. and greeted the 437 participants attending via Zoom.

Commission Executive Officer Angela Phifer gave administrative remarks. She noted that two American Sign Language interpreters would interpret, and that the meeting was being live captioned.

Commission members and Commission staff introduced themselves.

II. Consideration of Minutes

There were no changes to the minutes from the virtual public meeting on October 25, 2022. The minutes were approved.

III. Chairperson Opening Remarks

Koses said the meeting would include a panel on contract performance – a topic he himself spends a lot of time thinking about, since he is the Senior Procurement Executive for the General Services Administration (GSA).

Contract performance is not synonymous with the AbilityOne Program's direct labor hour ratio requirement, he emphasized. Good contract performance showcases the work of AbilityOne in a competitive market, and results in increased customer satisfaction and better mission outcomes,

He noted that the Commission would soon begin a formal rulemaking process to support competition in the AbilityOne Program. The 2017 National Defense Authorization Act Section 898 Panel on Department of Defense and AbilityOne Contracting Oversight, Accountability and Integrity had recommended that step.

"The value of competition within the Program is a message we hear loudly and clearly," Koses said.

Koses went on to mention selected AbilityOne achievements in 2022, including:

- Rule "Prohibition on the Payment of Subminimum Wages Under 14(c) Certificates as a Qualification for Participation as a Nonprofit Agency Under the Javits Wagner O'Day Act"
- FY 2022-2026 Strategic Plan

- Commission <u>Policy 51.542</u> "Nonprofit Agency Use of AbilityOne Products in the Performance of AbilityOne Service Contracts"

- Technology Modernization Fund Investment

He also discussed the Commission's plans for <u>refocusing compliance</u> as part of the agency's strategic initiatives to modernize and enhance AbilityOne.

IV. Remembrance of Bobby Silverstein

Commission Vice Chairperson Chai Feldblum and Katy Neas and Ralph Neas honored Bobby Silverstein, a pivotal figure in the advancement of disability policy, who passed away in November 2022.

V. Executive Director Report

Executive Director Kim Zeich <u>reported</u> on AbilityOne Program FY 2022 data, Commission accomplishments in the first quarter of FY 2023, and <u>AbilityOne Representatives</u> (ABORs) at Federal agencies.

VI. Presentation by Inspector General

Inspector General Stefania Porter provided an <u>update</u> on the activities of the Commission's Office of Inspector General (OIG), including audits and the OIG's FY 2022 Top Management and Performance Challenges Report.

VII. Regulations & Policy Subcommittee Updates

Commission Vice Chairperson Chai Feldblum gave an <u>update</u> on behalf of the Regulations and Policy Subcommittee, which she chairs:

- Commission issued three draft compliance policies on January 27, 2023, for public feedback.
- The new compliance policies will entail a fundamental shift for the Commission, Central Nonprofit Agencies, nonprofit agencies (NPAs), and stakeholders.
- On February 1, 2023, the Commission will pause routine, traditional compliance reviews in order to consider comments, retrain staff, develop updated compliance materials for the NPA community, and ensure alignment among all participants.
- While ongoing reporting and corrective actions will continue, the Commission will limit inspections to critical issues during this pause.

Feldblum also discussed the legislative changes to ABLE (Achieving a Better Life Experience) accounts, which are tax-advantaged savings programs for eligible people with disabilities.

VIII. Public Engagement: Federal Contract Performance

Acting Deputy Executive Director Amy Jensen moderated the meeting's public engagement section, which focused on Federal contract performance.

The Federal Register <u>notice</u> for the meeting had invited public comments and suggestions on the topic of what is important to Federal agencies in terms of contractor performance—whether or not those contracts are awarded under the auspices of the AbilityOne Program.

Eliana Zavala, Management Analyst, Office of Federal Procurement Policy

Zavala mentioned three Biden-Harris Administration acquisition priorities as being relevant to advancing equity for the disability community through procurement.

- The President's Management Agenda directs agencies to strengthen the diversity and resilience of the Federal marketplace.
- Source selection decisions should emphasize the best value to the taxpayer.
 - "This administration recognizes the great power of acquisition as a catalyst to advance our national priorities, from strengthening the competitiveness of U.S. industries to fighting climate change to strengthening cybersecurity," Zavala said. "This will require strong performance from all of our contractors performance that generates high customer satisfaction."
- Important strides have been made in creating a more agile and innovative buying environment by encouraging testing and sharing of new ideas.

She emphasized the importance of information sharing.

Federal Customer Panel: Contract Performance Expectations

Panelists were <u>AbilityOne Representatives</u> (ABORs):

- Justin Crosby, Department of Energy ABOR
- Sheila Roche, NASA ABOR
- Linda Walker, Defense Health Agency ABOR

Justin Crosby, Department of Energy ABOR

Crosby raised points including:

- Mission success is shared success.

- Kickoff meetings can advance the understanding of a contract.
- Communicate early and often.
- The importance of knowledge management.

Sheila Roche, NASA ABOR

Roche raised points including:

- NASA expects contractors to provide quality products and services at a reasonable price with on-time delivery.
- NASA's contractor community needs to consider how the government can be more innovative in how it procures requirements.
- Even small solutions can make a big impact.
- Ideas can come from anyone at any level.
- NASA recognizes that innovation requires seeing issues from diverse perspectives to enable improved mission outcomes.

Linda Walker, Defense Health Agency (DHA) ABOR

Walker discussed questionnaires DHA sends out during the solicitation phase of a contract. The questionnaires are evaluated on recency, relevance and quality.

She also emphasized the importance of reading and understanding the requirements listed in a solicitation.

Following the panelists' remarks, Koses asked them to briefly discuss the role of Contracting Officer's Representatives (CORs) in contract oversight, and they did.

Koses asked the panelists to talk about any advice they would give to NPAs that are about to enter into a new contract.

- Roche emphasized the importance of understanding the terms and conditions of a contract. She also encouraged open communication with contracting officers and CORs, as appropriate.
- Crosby reiterated his points about kickoff meetings.
- Walker said it was important for contractors to know what is in their contract and stay in their lane.

Zavala discussed the importance of industry liaisons, and emphasized the value of sharing ideas, examples and success stories, including with the Commission and the ABOR community.

Millisa Gary, GSA ABOR, brought up the importance of trust. She also observed that ABORs can be resources for vendors as well as contracting officers.

Commission Member Tara Jamison, Deputy Senior Procurement Executive and Director, Office of Acquisition Management, Department of Justice, said a route to strong performance is to find opportunities that suit the skill set and talent of your particular organization.

Commission Member Matthew Beebe, Director of Acquisition, Defense Logistics Agency, said that NPAs should share information about their capabilities, including any new capabilities, as that can be helpful when looking ahead.

Zeich said she wanted to emphasize the theme of innovation that had surfaced in the conversation.

Feldblum tied the contract performance theme to the Commission's Strategic Plan. She also returned to the topic of the draft compliance policies, gave a little more information about next steps, and said compliance-related questions in the chat had been captured.

Koses closed the official part of the meeting.

IX. Tribute to Tina Ballard

Koses, Zeich, Commission Chief of Staff Kel Wood and others shared memories of Tina Ballard, who <u>passed away</u> on January 20, 2023. Ballard led the Commission from 2008 to 2021.

List of Attendees - January 31, 2023

Commission Members

Bryan Bashin

Matthew Beebe

Chris Brandt

Gabe Cazares

Megan Dake

Carol Dobak

Chai Feldblum

Robert Hogue

Tara Jamison

Jeffrey Koses

Jennifer Sheehy

Virna Winters

Commission Staff

Aaron Ammons

Cassandra Assefa

Ramon Barreto

Bradley Crain

Benedict Fern

George Govan

Brian Hoey

Amy Jensen

Steven Jones-Ellard

Mike Jurkowski

John Konst

Marlin Paschal

Angela Phifer

Breck Richardson

Donald Rose

Joan Smith

Vanedra Smith

Chris Stewart

Amy Tao

Trevor Tullie

Zafor Ullah

Julia Wiggins

Wakita Wilson

Kel Wood

Celia Wren

Janet Yandik

Edward Yang

Kim Zeich

Office of Inspector General

Syed Kamil Ali

Steven Burke

Betty Durosier

Stefania Porter

Frederick Swartzbaugh

Rosario Torres

ASL Interpreters

Judy Boswell

Judith Britt

CART Captioning (Empire Captions)

Max B.

National Industries for the Blind (NIB)

Juan Arciniegas Duran

Matt Buchanan

Senetra Burgess

Kevin Campbell

Timothy Dudley

Annelie Eyre

Sonia Francis

James Frick-Tordella

Vivian Fridas

Robert Harris

Angela Hartley

Denise Harvey

Aneta Jordan

Ashley Kraus

Lakesha Larry

Luis Lebron

Kelly McGarey

Wanda McLeod

Thomas Mikrut

Charles Mitchell

Andy Mueck

Nancy Ramos-Campanelli

Joyce Rey

Anne-Marie Wallace

Rick Webster

Matthew Wieseler

Kevin A. Lynch

President and CEO

SourceAmerica

Leejay Acham

Anthony Ackers

Rosario M. Aguilar

Richard Baker

Phyllis Barrett

Richard Belden

Mike Bender

David Berthiaume

Ryan Blackman

Steph Blake

Sam Boit

John Bonham

Lindsey Boyington

Michelle Brownlee

Mike Caldrone

Catherine Chase

Theresa Chavez

Charnel Coleman-Butler

Bob Daniels

Al Dawson

Kathi DuTilly

Alicia Epstein

Nidia Escobar

Victoria Fields

Steven Follum

Vickie Fuller

Carol Gary

Micky Gazaway

Indelli George

Sunny Glorch

Carla Gocool

Gail Gordon

Carla Goulart

Angelo Grima

Jane H. Bero

Jessica Hardy

Tom Hartigan

Thomas Hawkins

Corey Heritage

Cheryl Hogarth

Amy Hon-Wong

Barry Howard

Dana Jedrick

Calvin Jenkins

Jill Johnson

Shane Kanady

Amanda King

TJ Lanaghan

Rob LeSueur

Mark Lezotte

Jeffrey McCaw

Victoria Middleton

Nathaniel Muncie

April Murray

Leslie Nelson

Greer Newman

Alicia Pagan

Denise Perka

Stephen Plastino

Amanda Polk

Joshua Prosser

Chris Reger

Mickey Reyes

Derek Rogers

Kim Roland

Michelle Rondenet

John Rose

Kim Scott

Wayne Scott

Karen Searles

Steve Smith

Breanna Stanley

Karen Stecher

Jessica Tagai

Ricardo Terrazas

Laurie Tolson

Daniel Tryon

Wes Tyler

Heather Virasteh

Shari Walton

Lori Webster

Nancy Yoder

Margie Boyd

Sherese Wilson

Richard Belden President and CEO

Federal Government Representatives

Justin Crosby Department of Energy

Karen Eifert General Services Administration

Michael Frazier Department of the Army

Millisa Gary General Services Administration

Bill Granfield Department of Defense

Timi Kenealy Environmental Protection Agency

Daniel Lewis Department of Agriculture
Bonita Miner Department of the Army
Susan Pollack Department of Defense
MaryKathryn Robinson Department of Defense

Sheila Roche NASA

Thomas Sherman Census Bureau

William Sproule Department of the Air Force Edna Taylor-Capers Internal Revenue Service

Andrew Tulli General Services Administration

Leo Valencia Department of Energy/ Sandia National Laboratories

Linda Walker Defense Health Agency

Amanda Werb General Services Administration

Susan Wortham Department of Defense
Jennifer Young Department of Education

Lakeeta Young-Hill NASA

Renae Zaruba Department of Defense

Eliana Zavala Office of Management and Budget

Lori Zinck Department of the Navy

Other Attendees

George Abbott The Lighthouse for the Blind, Inc.

Erin Abele Montgomery County Chapter, NYSARC Inc.

Mandi Adams Skookum Contract Services

Roger Adkins Beyond Vision - AIB

Nancy Albin Los Angeles Habilitation House, Inc.
Brian Ammerman Adelante Development Center, Inc.
Adrian Andrews Challenge Enterprises of North Florida

Indra Andrews Goodwill of North Georgia

John Angerer ServiceSource

Tiffany Anthony Louisiana Industries for the Disabled, Inc.

Amanda Apodaca PRIDE Industries

Shay Arnold Knox County Association for Remarkable Citizens

Shay Assad

Michael Atkins Sr. Chimes
Paul Atkinson Jr. Eggleston

Liam Bailey ORC Industries, Inc.

Angela Barker

Susie Barragate Vocational Guidance Services
Cheryl Bates-Harris National Disability Rights Network

Borgi Beeler MVW Services

Nick Bell The Resource Center
Brett Bellinger Liberty Enterprises
Yolanda Bellinger SVRC Industries

Susan Bertoldo Inspiritec

Nancy Bogdan Gesher Human Services
Michelle Boling The Arc of the United States

Lauren Branch NewView Oklahoma
Dan Briles Bosma Enterprises

Patrick Brooks TRDI Crystal Brown Goodwill

Margaret Brown The Corporate Source

Lincoln Burr ASPIRO, Inc.
Nikki Burris Center Industries

Amanda Bush Orange County Rehabilitative Services

Chris Butler Goodwill Services, Inc.

Marie Campanoli Skookum

Jennifer Campbell VersAbility Resources, Inc.
Haley Carney Disability Rights New Jersey
Carol Carr ACHIEVE Human Services, Inc.
Meredith Champagne Goodwill Southeast Georgia
Arleca Chapman Transylvania Vocational Services

Celeste Childers ENMRSH. Inc.

Julie Christensen APSE

Patricia Clay Goodwill Industries of Kentucky

Elisa Cohen Disability Rights NJ

Nanette Cohen JCFS Chicago

Valentino Colasito TRDI

Fallon Coleman TradeWinds
Allen Connely Mozaic

Armando Contreras United Cerebral Palsy

Cathy Cooke

Ashlee Cooper Opportunity Village

Deborah Copeland DRTC
Jewelyn Cosgrove Melwood
Melissa Cotter Arc GLOW

Billy Counts Huntsville Rehabilitation Foundation, Inc. d/b/a Phoenix

Cricelda Cristan TRDI

Karen Croom Mavagi Enterprises
Ken Crum ServiceSource

Darone Dancy Eastern Carolina Vocational Center, Inc. Felicia Daniels Progressive Adult Rehabilitation Center, Inc.

Jessica Daniels The Arc

Dennis Dapolito ServiceSource

Michael Davenport Adelante Development Center, Inc.
Dwight Davis Global Connections to Employment
Mike Davis Goodwill Easterseals Miami Valley
Carla Dean Services to Enhance Potential

Kim Denver Leidos

Jeffery Dern PRIDE Industries

Paige Derouen Goodwill Industries of South MS

Leo Devora CW Resources
Joseph Diaz Didlake Inc.
Tami Dillon Skils'kin

Marissa Ditkowsky National Partnership for Women & Families

Christopher Dreher

Brian East Disability Rights Texas

Dennis Edwards Rising Star Resource Development Corp

Antoinette Elizondo Access: Supports for Living Inc.

James Enyart Arc Fresno

Andrew Esterer Challenge Unlimited

Tonia Ferguson CSAVR
Kenny Fernald AVRE
Cynthia Flores TRDI

Christopher Flynn Pacific Coast Community Services

Taylor Foster Golden Rule Industries of Muskogee, Inc.

Shannon Fritz Navigations, Inc.

Jose Garcia TRDI Marco Garcia TRDI

Jennifer Garman Disability Rights Pennsylvania

Melanie Gearhart Goodwill Industries of Upstate Midlands SC

Melanie Gearhart

Ann Gillmore Peckham

Lenard Gleesing PRIDE Industries

David Godbold Wounded Warrior Program USA

Angela Gonzales TRDI

Rick Gonzalez ORC Industries

Alexis Gonzalez Hernandez Goodwill Western Missouri & Eastern Kansas

Jennifer Googins

Joshua Gould

Beatrice Granby

William Green

CW Resources, Inc.

Industries of the Blind

CHI Centers, Inc.

CW Resources, Inc.

Gagan Grewal Global Connections to Employment

Pamela Grimes ServiceSource

Cameron Grisham

Karl Groninger Melwood

Kasia Grzelkowski VersAbility Resources

Lucio Guajardo TRDI

Damaris Guerra ReadyOne Industries

Karen Gustina SASI

Lauren Haley Vocational Guidance Services

Charlotte Hammond Challenge Unlimited
Benjamin Harris Garten Services

Denise Harvey

Tina Hawley-Blount Virginia Department for the Blind & Vision Impaired

Susan Head Disability Rights New Jersey

Sally Henderson

Alexandra Hermann DRP

Karina Hernandez Mavagi Enterprises

Melanie Hessler Via of the Lehigh Valley, Inc.

Colleen Himmelberg Cottonwood, Inc.
Chris Hoagland Eggleston Services
Mathew Hoffman Calidad Industries, Inc

Damian Houfek ENMRSH, Inc.
Lydia Hoxha CHI Centers, Inc.
Zakiya Hoyett Eggelston Services
Reginald Hughes Palmetto Goodwill

Tracy Hutton The Arc Jefferson-St. Lawrence

Anthony Iannaccone BAC

Scott Iverson ORC Industries
Steve Jacobs New Leaf Inc.
Jeffrey Johnson Job Options, Inc.

Sophia Jones Alabama Goodwill Industries

Tasha Jones Eggleston
Mark Jones PCSI

Jon Jones Skookum Contract Services

Trisha Juerling Didlake Lori Kain GCE

Robert Katz ServiceSource

Nancy C Keating Challenge Enterprises of North Florida, Inc.

Dan Kelly IFB Solutions

John Kelly PCSI

Miranda Kennedy National Disability Institute

Kellie Kennedy
James Kerlin
Betsy Key
Amy Knight
Tom Korff
The Arc GLOW
Beyond Vision, Inc.
Goodwill Gulf Coast
PRIDE Industries
Peckham, Inc.

Michael Kramer The Corporate Source Joel Krupa Northern Transitions, Inc.

Dawn Lacko NOWCAP Services

Chris LaFollette Arizona Industries for the Blind

Laura Lamb VGS

Heather Larson Lakestate Industries
Ron Lassman Challenge Unlimited, Inc.
Shayne Lewis Goodwill of South Mississippi

Barry and Sang Lineback

Gigi Lopez

Ruben Lopez

Bona Fide Conglomerate, Inc.

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Sara's Mentoring Center, Inc.

Monica Lucas Didlake, Inc.
Jennifer Luebke PRIDE Industries

Rachel M. Schliem Casco

Reinhard Mabry Alphapointe

Brynne Madway DRP

Darlene Malzone Easterseals Western and Central Pennsylvania

Dean Marino Inspiritec

Jane Maritz Sunrise Enterprises of Roseburg Inc

Jason Marshall Goodwill Industries of the Coastal Empire

Ryan Martin Goodwill NWO

Tara Martinez The WV Association of Rehabilitation Facilities

Rachel Mason Phoenix Megan Mason-Todd Skookum

Nicole Matherly Horizon Goodwill Industries

Kurtis Mayne ORI

Margaret McCreadie Huntsville Rehabilitation Foundation (Phoenix)

Crystal McDaniel TRDI

Timothy McGlinn Wrigglesworth Enterprises

Dane McGraw Goodwill Industries of North Florida Heather McKenzie Haddock Louisiana Association for the Blind

Kate McSweeny ACCSES Catherine Meloy Goodwill

Diane Meyer Minnesota Diversified Industries
Brent Mikulski Services to Enhance Potential

Harrison Misewicz Eggleston Katie Missimer Melwood

Jeffrey Mittman Bosma Enterprises

Lisa Montalbano Employment Horizons, Inc.

Tiffini Mueller Relay Resources
Lisa Mules Sinai Hospital - VSP
Bill Mullens Navigations, Inc.

Holly Mullins Services to Enhance Potential (STEP)

Jennifer Murrin North Jersey Friendship House

Mike Nagel The Arc of the U.S.

Katy Neas

Ralph Neas

Don Nelson PRIDE Industries

Marilyn Noble Lakestate Industries

Wendy Nolte NOWCAP Services

Steve Noyes Clover Imaging Group

Rose Marie Nunez Bona Fide Conglomerate

Christopher O'Connor Bayaud Enterprises, Inc.

Avery Oden NewView Oklahoma

Holly O'Donnell Bazelon Center for Mental Health Law

Becky Ogle NTI

Samantha Oras Employment Horizons

Anthony Ortiz TRDI

Linda Padgett Yakima Specialties Inc.

Sharon Pardo Chimes District of Columbia, Inc
Scott Parry Goodwill Industries of North Georgia
Brian Patchett Louisiana Association for the Blind

Amar Patel BAC
Amy Patterson Phoenix

Bruce Patterson ServiceSource
Laurie Penfold Peckham, Inc.
Theodore Peoples Alabama Goodwill

David Perez Phoenix

Brian Petraits Bosma Enterprises
Donald Pincus ServiceSource

Joseph Place SASI

Jon Porter Group

Susan Prokop Paralyzed Veterans of America

Camille Putnam SASI

Javier Ramirez Great Plains Enterprises, Inc

Josue Ramirez TRDI Antonio Rangel TRDI John Rangel TRDI

Shawn Richardson Horizon House Inc.
Charles Richman Washington DC SCORE

Andrew Rind ServiceSource

Mileasha Rizan Work Services Corporation

Sam Rodriguez The Lighthouse For the Blind, Inc.
Darren Rogers Ada S. McKinley Community Services

Renee Rose VersAbility Resources, Inc.

Mary Ann Ross Arc of Greater New Orleans

Albert Salinas TRDI Cheryl Sanders SEKRI

Sheila Sandford

Laurie Schaller National Disability Institute / ABLE National Resource Center

Jessica Schamberger Heartland Goodwill Enterprises

Lee Schiefelbein Easterseals Western and Central Pennsylvania

Stephanie Schrage Challenge Unlimited Inc.
Rick Sebastian The Kennedy Collective
David Seimetz Licking/Knox Goodwill
Janna Sheiman Disability Rights NJ

Carmen Sheppard Goodwill of North Florida

Jennifer Simek PRIDE Industries

Jo Sinha Peckham

James Simpson JES Acquisition and Business Solutions

Zac Smith Challenge Unlimited

Tim Smith Phoenix
William Sofia ArcGLOW
Kevin Sonntag DRTC

Cindy Sterling Opportunity Center Inc. DBA Servicesource

Bryan Stevens Beacon Group

Mindy Stevenson NewView Oklahoma

Thomas Stewart CHIMES

Chris Stream Ada S. McKinley Community Services

Catherine Strother First Chance Center
David Suddreth Tommy Nobis Center

Greg Szabo The Lighthouse for the Blind, Inc.

Melanie Tabolt Inspiritec
Ada Terrill Chimes
Justin Thacker TRDI

Cassandra Thomas MidWest Enterprises for the Blind

Denise Thomas Orange County Rehab and Dev Services Inc

Pat Thomas VA Industries for the Blind

David Toogood WSC

Jaime Torres Damacio Goodwill of Orange County - Santa Ana

Megan Tucker VSP/ Sinai Hospital of Baltimore

Duane Turnbull Cottonwood, Inc.

Carol Tyson Disability Rights Education & Defense Fund

Marlene Ulisky NDI

Lauren Unger Licking/Knox Goodwill Ind., Inc.

Roberto Velez Wounded Warrior Project

Kaleigh Vicknair Goodwill Industries of South Mississippi Katie Vineyard Challenge Enterprises of North Florida, Inc.

Jeremy Vinyard Gesher Human Services

Jodi Virgil Bosma Industries for the Blind, Inc. (Bosma Enterprises)

Patricia Walker Pathfinder, Inc. Stephanie Walker Porter Group

Laura Walling Goodwill Industries International

Masumi Ward NewView Oklahoma

Michael Warden

Sylvia Washington Tresco Inc.

Cynthia Watson San Antonio Lighthouse for the Blind

Lisa Webb Sharpe Peckham, Inc.

Dennis Webster Central Association for the Blind and Visually Impaired

Lori Webster

Jo Weisbeck Pride, Inc.

Ed Welsh CABVI Utica, NY
Dana Werner Bosma Enterprises

Mary Joan Willard NTI

Marvece Williams Goodwill Greater Washington

Ashley Winship TRC

Shawn Wolfgram GW Commercial Services, Inc.

Natalia Yu ServiceSource Kristina Zwick Peckham, Inc.