

# People Purpose Partnership

## Creating Opportunities



Committee for Purchase From People  
Who Are Blind or Severely Disabled

# ANNUAL REPORT 2009





**BELINDA PORRAS**

Belinda Porras has managed Employment Source's AbilityOne contract with the Veterans Affairs Medical Center in Fayetteville, N.C. for more than seven years, overseeing all aspects of the operation. Porras joined Employment Source more than a decade ago as a part-time employee, processing photo identification cards for the VA Medical Center. She was quickly promoted to switchboard operator and again to assistant project manager. In 2002, she transitioned from a direct labor position to an AbilityOne staff position. In 2009, Porras was selected to serve on the NISH Board of Directors.

**DOUGLAS GOIST**

An honor student-athlete in high school and pre-med candidate in college, Douglas Goist was diagnosed with retinitis pigmentosa shortly after his 18<sup>th</sup> birthday and lost his sight over the next 10 years. He learned to navigate with a cane, adjust to daily living challenges and to use assistive technologies. Goist completed Defense Acquisition University's (DAU) Contract Specialist training through National Industries for the Blind's (NIB's) Contract Management Support (CMS) internship program in 2009 at Fort Belvoir, Va. Goist was then hired by NIB as the Assistive Technology Coordinator for the CMS program. In this position, he advises CMS participants on technical skills training and Department of Defense personnel on Section 508 compliance guidelines.

**LUKE GROSSMAN**

Luke Grossman works in the laundry services division of AbilityOne nonprofit agency Louise W. Eggleston Center, Inc. of Norfolk, Va. Grossman now has his own apartment and his father, Larry Grossman, credits the AbilityOne Program. "The AbilityOne Program gives Luke the opportunity for independence, a solid living wage with health benefits, and an understanding employer," he said. Despite his speaking difficulties, Grossman effectively communicates with others about his experiences as a person with Down syndrome and shares firsthand accounts about the importance of independence, self-determination and the quality of life of people with disabilities.

**"When my doctors informed me I was going to permanently lose my eyesight and there was nothing science or medicine could do to stop it—my world exploded. All the big dreams and future plans I had as an 18-year-old instantly vaporized...The AbilityOne Program is striving to restore the lost hope so many of us with college degrees have felt for so long; hope that employers one day will see beyond the disability into the far more diverse capabilities of an underutilized, motivated, intelligent and highly resilient workforce."**

— DOUGLAS GOIST

**The AbilityOne Program**

As the nation's leading source of employment for people who are blind or have other severe disabilities, the AbilityOne Program not only employs people—it empowers them by providing training, job opportunities and career advancement. In fulfilling our purpose to provide employment opportunities, the Program helps our employees achieve a level of independence and economic freedom that they might not otherwise enjoy given the staggering rate of unemployment within the disability community.

This year, we celebrate the theme, **"People—Purpose—Partnership"** to highlight the accomplishments of the nearly 46,000 AbilityOne employees who embody our purpose as well as the successful partnerships with our customers, stakeholders, industry and other government organizations who help us achieve our vision.

The **Committee for Purchase From People Who Are Blind or Severely Disabled** (Committee) is the independent federal agency that administers the AbilityOne Program. The Committee has designated two central nonprofit agencies to assist with program implementation: National Industries for the Blind (NIB) and NISH—Creating Employment Opportunities for People with Severe Disabilities. Together, the Committee, NIB and NISH—along with participating nonprofit agencies (NPAs)—provide meaningful employment to the population we serve. For the federal government, the advantage is found in the value and quality of products and services that are available at fair market prices from a national network of approximately 600 NPAs across the United States, Puerto Rico and Guam.

AbilityOne traces its roots to the Wagner-O'Day Act of 1938, sponsored by Senator Robert F. Wagner and U.S. Representative Caroline O'Day, and signed by President Franklin D. Roosevelt. This Act provided employment opportunities for people who are blind by mandating the federal government to procure products manufactured by NPAs employing such persons. In 1971, under the leadership of Senator Jacob Javits, Congress amended the Act (41 U.S.C. 46-48c) to include people with severe disabilities and expanded the program to also provide services to the federal government.

Today, the AbilityOne Program operates at nearly 1,000 locations serving 40 government agencies nationally, including the operation of 126 supply stores on military bases and in federal buildings. AbilityOne delivers \$2.7 billion worth of products and services annually to the federal government. Most importantly, AbilityOne is changing lives—one job at a time.

**Contents**

**PEOPLE**

- A Message from the Chairperson 2
- AbilityOne at Work 4
- Employment Update 6
- E.R. Dick Alley Career Achievement Award 8
- Osborne A. "Oz" Day AbilityOne Awareness Award 9

**PURPOSE**

- Committee Membership and Staff 12
- Executive Director's Update 14
- Stewardship 16
- Employee Satisfaction:
  - Quality Work Environment 18
  - Delivering Customer Satisfaction 20
  - Sales Data 22

**PARTNERSHIP**

- One Mission, One Team 26
- Department of Defense Partnership 28
- National Disability Employment Awareness Month 30
- Civilian Agency Partnership 31
- Strategic Partnerships 32
- Nationwide Network of Nonprofit Agencies 34



Photo Credit: Picture History

"Government is competent when all who compose it work as trustees for the whole people. We are determined to make every American citizen the subject of this country's interest and concern."

— President Franklin Delano Roosevelt  
Second Inaugural Address  
January 20, 1937

## AbilityOne at Work



During the Listen, Learn and Lead Tour, Committee members and staff visited AbilityOne nonprofit agencies nationwide. One stop along the way was Goodwill Industries of Colorado Springs, Co; the visit included a tour of the facility and meeting with the employees.

### Listen, Learn and Lead Tour Builds Relationships and Defines Common Purpose

#### Informed leadership begins with listening.

From May through September 2009, Committee members and senior staff visited 35 nonprofit agencies (NPAs), met with 60 NPA leaders and hundreds of AbilityOne employees. They also held meetings with government customers and commercial business partners focused on successes, concerns and recommended priorities for the AbilityOne Program.

Committee Chairperson Andrew D. Houghton and Executive Director Tina Ballard envisioned the meetings and visits as a series of "listening, learning and leading" sessions to help influence how the Committee will guide AbilityOne in the coming years.

Also known as "L3T," the Listen, Learn and Lead Tour helped foster a shared purpose centered

on the mission of expanding employment opportunities. It gave Committee members and staff, chief executive officers, NPA leaders, government customers and AbilityOne employees the opportunity to engage in thoughtful discussions about the Program and the positive effect it has had on the lives of AbilityOne employees.

"The feedback we heard during L3T visits will impact the way the Committee leads the AbilityOne Program in the future. We're reaching out to people who work within the AbilityOne Program, to hear what is most important to them, and to share their passion for the mission," said Kimberly Zeich, Committee Deputy Executive Director.

Several nonprofit agencies discussed the merits of legislative and regulatory changes related to modernizing aspects of the AbilityOne Program. Additional themes that emerged from conversations held during the site visits as well as at meetings with nonprofit agencies at conferences included:

- Ensuring program stewardship
- Expanding outreach and communication

- Supporting the employment mission
- Modifying business processes

AbilityOne Program stewardship consistently emerged as a top priority. Several nonprofit agencies encouraged the Committee to use its authority and influence to ensure that the rules are followed and program integrity is protected. They also championed policies that do no harm and do not leave behind people with the most significant disabilities. The need to guard against a "one size fits all" philosophy was often emphasized.

Expanded outreach efforts were highly valued, with many nonprofit agency leaders commenting that greater communication efforts were much appreciated. Executives at the nonprofit agencies stressed the need for the Committee to continue to engage in collaborative, creative problem solving with the nonprofits.

Supporting the employment mission was a frequent topic, with nonprofit agencies emphasizing the importance of education, promotion and advocacy of the program among federal government customers. Comments also addressed the desire for more partnerships with the small business community, and the need to assess policies and procedures for any impediments that might hinder business development efforts.

Business process modifications discussed during the meetings included recommendations that enabled alignment of strategic goals in an operational context.

The need to focus more attention on small nonprofits, perhaps by developing a mentoring program between large and small nonprofit agencies, was discussed.

During L3T, Committee members and senior staff visited participating nonprofits in all regions of the country, including the Seattle Lighthouse for the Blind, New York City Industries for the Blind, Goodwill Industries of South Florida, Jewish Vocational Services in Chicago, Goodwill Industries of Colorado Springs and Opportunity Village in Las Vegas, to name only a few. Committee members and staff also met with CEOs at several regional conferences and took the opportunity to meet with CEOs at nearby participating agencies.

All four of the Committee's private citizen members participated in the L3T visits: Andrew D. Houghton, Chairperson; James H. Omvig, Vice Chairperson; Robert Kelly, Jr.; and Abram Claude, Jr. The L3T opened doors to valuable insights between the Committee, AbilityOne industry partners, government customers and AbilityOne employees.



Chairperson Houghton speaks with AbilityOne Employee, Collette Cutts at Peckham Vocational Industries.



Nancy Rosa-Gonzalez of the Winston-Salem Industries for the Blind explains her job to Chairperson Houghton.

**"We're reaching out to people who work within the AbilityOne Program, to hear what is most important to them, and to share their passion for the mission."**

- KIMBERLY ZEICH, COMMITTEE DEPUTY EXECUTIVE DIRECTOR



# Employment Update

## Increased Employment and Higher Wages Make 2009 a Banner Year for AbilityOne

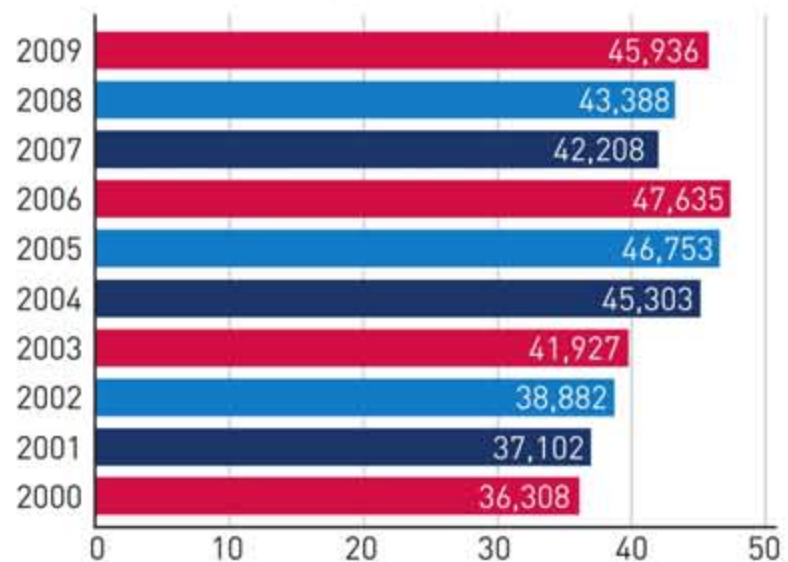
A year in which jobs, direct labor hours and wages all increased is cause for celebration. The fact that these increases were achieved in a challenging economic period makes this success even more remarkable. Accordingly, the Committee is celebrating the AbilityOne Program's 2009 achievements. Thanks to stronger-than-ever support of our federal government customers and growing partnerships with industry, the Committee is proud to report record numbers across the board for 2009 and expects the positive trend to continue for 2010.

During the fiscal year, the AbilityOne Program:

- Employed approximately 46,000 individuals
- Executed more than 45 million hours of work
- Generated roughly \$493 million in direct labor wages
- Boosted the average wages to nearly \$11 per hour

Direct labor hours and direct labor wages showed significant gains from FY 2008 to FY 2009. The nearly \$494 million in wages paid to AbilityOne employees who are blind or have other significant disabilities represents an impressive increase of 8.1 percent over the previous year. Direct labor hours increased by 4.3 percent to 45.6 million direct labor hours. Wages averaged \$10.82 an hour, an increase from \$10.44 in 2008.

Number of AbilityOne Employees

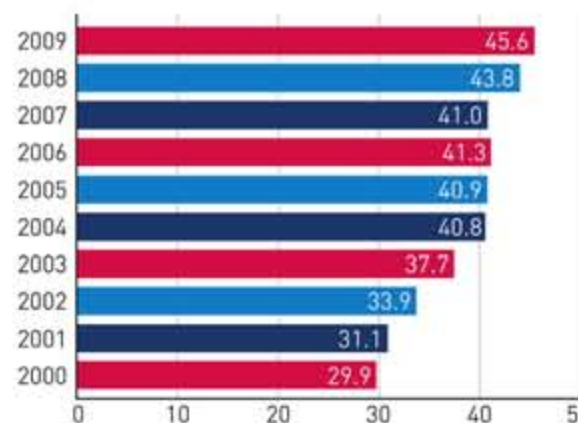


The number of people who are blind or have significant disabilities who were provided employment through the AbilityOne Program increased 5.9 percent from FY 2008 to a total of 45,936. This is more than double the growth rate that the program experienced from FY 2007 to FY 2008. Of the 45,936 people employed, 70 percent provided a wide array of services while the remaining 30 percent produced a variety of quality products for AbilityOne customers.



David Benetiz  
Goodwill Industries of South Florida

AbilityOne Direct Labor Hours in Millions



### Direct Labor Hours Increase 4.3 Percent

The 45.6 million direct labor hours worked by AbilityOne employees represents an overall increase of 4.3 percent. Hours worked on services increased 4.8 percent and hours worked on products increased 3 percent. Product hours grew for the second consecutive year, and services hours grew for the third consecutive year. Service-related job hours now represent 74 percent of all direct labor hours worked in the AbilityOne Program.

Individuals at NIB-affiliated agencies worked nearly six million hours (an increase of 4.3 percent over FY 2008), and individuals at NISH agencies worked approximately 40 million hours (an increase of 4.3 percent over FY 2008). People working at NIB agencies now average over 1,280 hours of work per year and people working at NISH agencies average over 960 hours per year.

AbilityOne Direct Labor Wages in Millions of Dollars



### Direct Labor Wages Grow 8.1 Percent

During FY 2009, AbilityOne-participating nonprofit agencies paid nearly \$494 million in wages to AbilityOne employees who are blind or have other significant disabilities, which was an increase of 8.1 percent over the previous year. NIB agencies paid more than \$53 million in wages, an increase of 6.2 percent over last year. NISH agencies paid over \$440 million in wages, which represented an 8.4 percent growth compared to the previous year.

AbilityOne Average Hourly Wages in Dollars



### Average Hourly Wage Rises to \$10.82

Wages averaged \$10.82 an hour, an increase from \$10.44 in 2008. For NIB-affiliated nonprofit agencies (NPAs), the average hourly wage was \$8.95, which was a 1.8 percent increase over FY 2008. For NISH agencies, the average hourly wage was \$11.10 per hour, an increase of 5.1 percent.



## E.R. Dick Alley Career Achievement Award

### The Committee Honors DoD Procurement Leader

Shay D. Assad

Director of Defense Procurement and Acquisition Policy

Every year, one individual is honored by the Committee for above and beyond support of the AbilityOne Program and its employees. In 2009, the Committee bestowed its highest honor, the E.R. Dick Alley Career Achievement Award, on Shay D. Assad, Director of Defense Procurement and Acquisition Policy. Assad's personal commitment to growing jobs under the AbilityOne Program through Department of Defense procurement has been highly visible, unwavering and instrumental in changing the lives of hundreds of people with disabilities.

During his three-and-a-half years in the Pentagon, the scope and reach of Assad's support has been extraordinary, spanning the DoD enterprise and its major industry players. In addition to his accomplishments related to raising awareness, understanding and knowledge of the AbilityOne Program, his policy initiatives have been instrumental in increasing job opportunities for people who are blind or have other significant disabilities.

Assad issued a Memorandum of Support for the AbilityOne Program, in August 2008, urging all DoD contracting officials to consider the AbilityOne Program in fulfilling procurement needs in accordance with federal acquisition regulations in areas where opportunities for growth exist.

Assad's memo reinforced an earlier communication from the Under Secretary of Defense for Acquisition, Technology and Logistics regarding DoD support for the AbilityOne Program. This top-level support from DoD leadership has led to new initiatives to increase employment for people who are blind or have other significant disabilities.

**"Shay's leadership is something you can believe in because he delivers on his commitments."**

— ANDREW D. HOUGHTON  
CHAIRPERSON

In addition, Assad and his staff launched an AbilityOne page on the Department's acquisition Web site and hosted program events at the Pentagon. Under Assad's leadership, the Pentagon's National Disability Employment Awareness Month event emphasizes the AbilityOne Program and culminates with a high-level award ceremony hosted by the Deputy Secretary of Defense and attended by senior government and industry officials. One of the highlights of these events is the participation of veterans who poignantly articulate how the AbilityOne Program has affected their lives.

"Shay's leadership is something you can believe in because he delivers on his commitments," said Andrew D. Houghton, Committee Chairperson. "His support has been one of the most important catalysts for employment growth in the program's 70-year history."

The E.R. Dick Alley Career Achievement Award is the highest award bestowed by the Committee. The award is named for the late Dick Alley, who provided more than 25 years of dedicated service to the AbilityOne Program as the Deputy Executive Director of the Committee for Purchase From People Who Are Blind or Severely Disabled.

Andrew D. Houghton, Chairperson of the Committee; Shay D. Assad, Director of Defense Procurement and Acquisition Policy; and Tina Ballard, Executive Director and CEO of the Committee.



## Osborne A. "Oz" Day AbilityOne Awareness Award

### DoD Education Leader Expands Awareness and Opportunities for AbilityOne

Frank J. Anderson, Jr.

President, Defense Acquisition University

The Committee recognized Frank J. Anderson, Jr., President of the Defense Acquisition University (DAU) and Director of Acquisition, Technology and Logistics Human Capital Initiatives, with the Osborne A. "Oz" Day AbilityOne Awareness Award in recognition of his outstanding support of the AbilityOne Program. Anderson received the award in October 2009, during a ceremony hosted by the Under Secretary of Defense for Acquisition, Technology and Logistics. In 2009, Mr. Anderson signed a Memorandum of Understanding (MOU) with AbilityOne establishing a framework for raising awareness of the program throughout the Department of Defense and other government agencies.

Through cutting-edge curriculum development and innovative delivery of learning resources, DAU is leading the transformation of the Department of Defense acquisition workforce. DAU is dedicated to supporting people

and elevating the quality of the work they perform. In 2004, DAU was selected as the top corporate university in America by the American Society for Training and Development. In September 2005 and 2006, DAU was selected by Leadership Excellence magazine for the best Leadership Development Program in the military/government sector.

The Committee's Osborne A. "Oz" Day AbilityOne Awareness Award was named in honor and recognition of Osborne A. Day, who served as a private citizen member of the Committee for Purchase From People Who Are Blind or Severely Disabled from June 2005 to May 2008. Appointed by President George W. Bush, his service on the Committee was the culmination of a lifelong career of advocating for people who are blind. The Osborne A. "Oz" Day AbilityOne Awareness Award honors a federal agency employee or agency subcomponent for exceptional AbilityOne promotional efforts throughout the federal and local community.

"This award was named for Oz Day because he felt so strongly that the program name should be a common household word and dedicated his career to raising awareness. Frank Anderson has continued in Oz Day's footsteps by establishing a framework for raising awareness throughout DoD," said James H. Omvig, Committee Vice Chairperson.

**"I welcome the partnership with the AbilityOne Program and feel that working together will benefit the DoD."**

— FRANK J. ANDERSON, JR.  
DAU PRESIDENT



Frank Anderson (right) shakes hands with Committee Chairperson Andrew D. Houghton after accepting the Osborne A. "Oz" Day AbilityOne Awareness Award.



Frank Anderson addresses the DoD audience after accepting the Oz Day award.

## A Message from the Chairperson



### Dear Stakeholders,

On behalf of the Committee for Purchase From People Who Are Blind or Severely Disabled, and the entire AbilityOne family, it is my privilege as Chairperson to submit this Annual Report. I am happy to report that 2009 was not only an exciting year for the AbilityOne Program, but also a year of significant growth in some key programmatic areas. Achieving growth while optimizing federal resources became the cornerstone of success, built through accountability, transparency and collaboration.

In support of the AbilityOne core goals, we have chosen the theme, **“People—Purpose—Partnership”** for this report, because in many ways it tells our story and frames our areas of focus for initiatives implemented during the year. In fact, this report contains stories that are representative of the thousands of hardworking employees who are blind or have other significant

disabilities that participate in the AbilityOne Program. The Committee is dedicated to building an environment where, through a shared vision and collaborative partnerships, every AbilityOne employee succeeds in achieving their maximum potential.

Many of us fulfill our individual aspirations of independence, accomplishment and community through our family, friends and employment. In countless ways, our jobs provide a vital link to our community. After all, the workplace is where we earn a living as well as contribute our skills to meet organizational goals and develop long-term friendships. It is the AbilityOne Program’s mission to broaden employment opportunities for people who are blind or have other significant disabilities, enabling those individuals to maximize their potential to achieve the American dream.

The Committee fostered an exemplary level of achievement in strategic initiatives aimed at increasing employment, advancing customer satisfaction and enhancing stewardship. We strongly believe that emphasis on federal customers and a commitment to advance employment quality will yield positive results in all domains of the Agency and the AbilityOne Program. The following are examples of this year’s major successes:

- Growing the AbilityOne workforce to nearly 46,000 employees who worked more than 45 million direct labor hours;
- Improving the work environment and career opportunities for AbilityOne employees through the Quality Work Environment Initiative;

- Enhancing Program stewardship and compliance;
- Increasing the average wage to \$10.82 per hour, up from \$10.44 in 2008;
- Partnering with government, private companies and nonprofit agencies to expand program capabilities; and
- Diversifying business capabilities resulted in over 50 percent of the 2009 Procurement List additions coming from new lines of business.

Just as we celebrate our success, driven by people, purpose and partnerships, we continue to build a legacy of service to the nation. In these difficult and challenging economic times, we stand ready to deliver our federal customers the highest quality of products and services at a fair market price. We take great pride in being a member of the federal community.

During the past year, the Committee also continued working with the Administration and the Program’s congressional oversight committees to better align our enabling legislation, the Javits-Wagner-O’Day Act, with today’s federal acquisition and prevailing disability policy.

On behalf of the entire AbilityOne family, it is my honor to thank and recognize all of you who contributed to the Program’s success in 2009. We look forward to maintaining a level of public service worthy of the trust of the American People.

**ANDREW D. HOUGHTON**  
CHAIRPERSON



**Russ Keel**  
Skookum Educational Programs  
Vietnam Veteran

# Mission



Provide employment opportunities for people who are blind or have other severe disabilities in the manufacture and delivery of products and services to the federal government.

# Vision



To enable all people who are blind or have other severe disabilities to achieve their maximum employment potential.

Chris Cantu  
National Industries for the Blind

# Purpose



Josie Gordon  
Lighthouse for the Blind Fort Worth

## Committee Membership



Members of the Committee for Purchase From People Who Are Blind or Severely Disabled are appointed by the President and oversee the AbilityOne Program to ensure accomplishment of its mission to employ people who are blind or have other severe disabilities through the delivery of quality products and services to the federal government.

Seated (from left to right): A. Houghton, Chairperson and J. Omvig, Vice Chairperson.

Back row (from left to right): P. Laird, E. Anthony, K. James, A. Claude and R. Kelly.

Not shown: T. Poleo.

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

- Andrew D. Houghton**  
Chairperson  
Private Citizen  
Nonprofit Agency Employees with Other Severe Disabilities
- James H. Omvig**  
Vice Chairperson  
Private Citizen  
Nonprofit Agency Employees Who Are Blind
- P. Edward Anthony**  
Department of Education  
Deputy Commissioner  
Rehabilitation Services Administration
- Abram Claude, Jr.**  
Private Citizen  
Obstacles to Employment of Persons Who Are Blind

- Kathleen Ann James**  
Department of the Air Force  
Chief, Air Force Labor Advisors Office
- Robert Kelly, Jr.**  
Private Citizen  
Obstacles to Employment of Persons with Other Severe Disabilities
- Paul M. Laird**  
Department of Justice  
Chief Operating Officer, UNICOR  
Corporate Management  
Federal Prison Industries
- J. Anthony Poleo**  
Department of Defense  
Chief Financial Officer  
Defense Logistics Agency

## Committee Staff

### OFFICE OF THE EXECUTIVE DIRECTOR

- Tina Ballard**  
Executive Director & Chief Executive Officer
- Kimberly Zeich**  
Deputy Executive Director & Chief Operating Officer
- Kermit (K.C.) Jones**  
Chief of Staff
- Angela Phifer**  
Executive Assistant

### GENERAL COUNSEL

- Dennis Lockard**

### BUSINESS OPERATIONS

- Barry Lineback**  
Director
- Sandra Scafone**  
Administrative Assistant

### BUSINESS DEVELOPMENT TEAM

- Joan Smith**  
Business Management Specialist (Services)
- Josephine Lucas-Neish**  
Business Management Analyst (Services)
- Michael Jurkowski**  
Business Management Analyst (Products)

### PRICING AND INFORMATION MANAGEMENT TEAM

- Patricia Briscoe**  
Deputy Director
- Breck Richardson**  
Business Management Analyst
- Janet Yandik**  
Business Management Analyst
- Janice Coleman**  
Records Management Specialist

### COMPLIANCE

- Louis Bartalot**  
Director
- Amy Jensen**  
Compliance Manager
- Cheryl Graeve**  
Compliance Specialist

### OFFICE OF INFORMATION TECHNOLOGY

- Edward Yang**  
Chief Information Officer

### RESOURCE MANAGEMENT

- Kermit (K.C.) Jones**  
Chief of Staff
- Donald Stockton**  
Administrative Assistant

### POLICY AND PROGRAMS

- Nancy Myrick**  
Director
- Robert Hartt**  
Manager, Legislative Affairs & Program Outreach
- Eric Beale**  
Program Liaison
- Stephanie Lesko**  
Public Affairs Specialist

**"Under the Committee's leadership, the staff continually strives to improve the Program's performance and provide value to our customers."**

— ANDREW D. HOUGHTON, COMMITTEE CHAIRPERSON





## Executive Director's Update



*"It is inspiring to see AbilityOne employees at work and hear the pride they take in their work. It is in their faces, in their voices and in their work."*

—TINA BALLARD

Jose Pineda and more than 45,000 other AbilityOne employees are the reason AbilityOne exists: To employ our target population through the delivery of quality goods and services to our federal customers. I am proud to report that the Committee for Purchase From People Who Are Blind or Severely Disabled, which manages the AbilityOne Program, made significant strides in 2009, beginning with developing a strategic plan that laid the groundwork for increased employment, employee and customer satisfaction, and program stewardship.

### Strategic Planning Initiatives Emphasize Stewardship, Employee and Customer Satisfaction, Employment Growth and Business Excellence

Stewardship. Employment Growth. Business Excellence. Employee and Customer Satisfaction. These are the four foundational pillars in the 2009 Strategic Plan upon which the Committee will continue to strengthen the AbilityOne Program, to employ yet more people and deliver an increasing number of quality goods and services to the federal government.

The writing of the Strategic Plan was only the first step, of course. It's the people behind the Plan that will bring the initiatives to life and ensure progress. To that end, the Committee identified four leaders who have agreed to carry the torch and report progress on each of the initiatives:

- Program Stewardship—Paul Laird, Department of Justice/Federal Prison Industries Representative, Chair
- Employee and Customer Satisfaction—James Omvig, Private Citizen, Chair
- Business Excellence—Tony Poleo, Department of Defense Representative, Chair
- Employment Growth—RADM Michael Lyden, Department of the Navy Representative, Chair

I want to take just a few moments in this update to call your attention

to a few of the accomplishments we realized in 2009 in support of the Strategic Plan.

In the area of **Program Stewardship**, the Committee witnessed steady improvements in compliance over the last decade. Expanded compliance training and technical onsite assistance to nonprofits contributed to a reduction in the number of nonprofits out of compliance for one year and even greater reduction in the number of nonprofits out of compliance for multiple years.

FY 2009 was marked by **Employment Growth** in jobs, direct labor hours and wages. We also established and expanded several strategic partnerships to promote future growth. Our new partnership with the Defense Acquisition University (DAU) will not only help broaden our outreach and education efforts but also aid employment growth. We also formed new partnerships with the United Service Organizations (USO) and FedBid, which is a web-based resource that helps federal government procurement personnel interact with suppliers nationwide.

Several initiatives are being undertaken in the area of **Business Excellence**, to include updating the Procurement List

(which specifies which products and services are to be purchased through AbilityOne) and fair market pricing policies and procedures (which will ensure our customers are paying a fair price for the goods and services they receive from AbilityOne). The bottom line is about providing quality products and services on time and within budget to our federal customers.

And finally, regarding the initiative of **Employee and Customer Satisfaction**, the Committee undertook several groundbreaking steps in 2009. For example, the Listen, Learn and Lead Tour (L3T), which brought Committee, Program and Partner leaders together with AbilityOne employees in forums across the nation, gave us an invaluable opportunity to observe AbilityOne at work at nonprofit agencies (NPAs) and contract sites nationwide, as well as to hear people employed through AbilityOne express great pride in their work. It is inspiring to see AbilityOne employees at work and hear the pride they take in their work. It is in their faces, in their voices and in their work. L3T was a journey that was remarkable not only for the miles covered but also for the distance we bridged between the Committee and the nonprofit leaders who make AbilityOne a reality. Please take a moment to read more about L3T on page 4.

While employee satisfaction is important in its own right, it is also a driver of **Customer Satisfaction**, which is equally important to our mission success. Customer satisfaction is exemplified through AbilityOne sales, which increased by nearly 13 percent from 2008 to \$2.67 billion. It is also made clear by the remarkable partnerships

we have established with our federal customers. Our largest customer, the Department of Defense, placed more emphasis on AbilityOne in 2009 than at any other time in the Department's history. An opportunity to increase this emphasis across all federal agencies is critical to employment for our population. With more awareness of AbilityOne, we expect 2010 will see even more activity and more jobs than ever for AbilityOne employees.

### Empowering People with Disabilities

Increasing the employment rate of people with disabilities is one of the four foundational elements of President Obama's Plan to Empower Americans with Disabilities. Among federally sponsored employment initiatives for people with disabilities, the AbilityOne Program is unique in that it serves people who have the most significant disabilities and face the largest barriers to employment. The Committee's high-priority goals and strategies to increase

employment will provide more Americans with disabilities the opportunity to work.

### In Closing...

I've shared a few examples of our 2009 accomplishments. I encourage you to read our Annual Report from cover to cover. It demonstrates how *People* are our *Purpose*, and how we accomplish that *Purpose* through delivery of quality goods and services, and strong *Partnerships*.

I hope this report inspires you to join with us and make an even greater commitment to advancing opportunities for people who are blind or have other significant disabilities.

**Together with our partners, the Committee made 2009 a banner year and 2010 looks even brighter!**

**Thank you for your continued support.**

**"My part of the assembly process for Fedcap's light markers is in the beginning, soldering the electronics. Without the attention to detail that I put into my job, the light markers won't function when they are needed...I feel that my job is important because it can help save a soldier's life."**

—JOSE PINEDA, EMPLOYED THROUGH THE ABILITYONE PROGRAM AT FEDCAP, NEW YORK, N.Y., FOR 22 YEARS

Committee Executive Director Tina Ballard speaks with Jose Pineda, who is employed through the AbilityOne Program, assembling light markers at Fedcap of New York, N.Y.



# Stewardship

## Training Focus and On-Site Visits Result in Compliance Improvements

With legislative responsibility for administering the AbilityOne Program, the Committee continually monitors and facilitates nonprofit agencies' (NPAs) compliance with federal requirements governing the program. "AbilityOne is only successful if it truly accomplishes its mission. In order to accomplish that mission, participants need to practice effective stewardship and comply with requirements on a consistent basis," explained the Committee's Director of Compliance Louis Bartalot. "The Committee has a two-pronged approach—training and on-site visits—to help ensure NPAs meet or exceed federal requirements."

## What is Compliance?

Compliance has two meanings in the AbilityOne Program. The first is the requirement that nonprofit agencies follow the Javits-Wagner-O'Day Act, Committee regulations, and the requirements of other federal departments and agencies such as the Department of Labor (DOL) and the Equal Employment Opportunity Commission. The second is the process by which the Committee verifies that the participating nonprofit agencies are following federal requirements.

**We have achieved steady and significant improvement in compliance over the past decade. Since 1999, the number of NPAs out of compliance for one year has dropped by 80 percent, from 70 to 13 NPAs. Similarly, NPAs out of compliance for multiple years saw an 84 percent reduction in the same time frame, decreasing from 25 to 4.**

### Background: Requirements and Measures

The Committee reviews certified data to ensure that nonprofit agencies meet the requirement that 75 percent or more of direct labor hours performed under AbilityOne contracts be completed by individuals who are blind or have severe disabilities. NPAs that have been below the 75 percent direct labor ratio for two consecutive years come before the Committee to determine whether they should remain in the AbilityOne Program.

The compliance process consists of more than simply visiting nonprofit agencies and determining whether agencies are adhering to regulatory requirements. It also includes information sharing, training and providing technical onsite assistance to the nonprofits. To help determine and improve compliance with AbilityOne regulations, the Committee uses two methods:

- Self-certification by nonprofit agencies on an annual basis, which involves submitting annual certification forms
- Review and inspection visits to nonprofit agencies by Committee staff

The certifications involve documentation that the nonprofit's executive director and a board

officer must certify as accurate. Data collected include direct labor hours for overall and AbilityOne work, and confirmations that the nonprofit agency:

- Maintains files containing adequate documentation of disability
- Has performed an annual review for competitive employability
- Has a placement program to assist individuals in seeking competitive employment
- Complies with Occupational Safety and Health Administration (OSHA) standards

Additional information collected includes whether there have been any changes to the nonprofits' articles of incorporation or bylaws during the past year.

### Ten Years of Improvement

There has been a steady and significant improvement in compliance over the last ten years. Since 1999, there has been a significant decline in the number of nonprofit agencies out of compliance for one year (a decrease from 70 to 13) and in the number of nonprofit agencies out of compliance for multiple years (a decrease from 25 agencies to four).

"The number of people and direct labor ratio at an agency can be influenced by a number of things,"

said Bartalot. "The loss of work due to changes in demand or to a natural disaster such as Hurricane Katrina may be unforeseen."

### Improving Compliance through Training and On-Site Visits

The Committee's publication of a Compliance Manual in June 2007 has helped to educate nonprofit agencies about requirements. Since 2007, the Committee has provided training on disability documentation at compliance symposia, NISH's AbilityOne Academy, and through a joint NISH and Department of Labor (DOL) effort to improve compliance with DOL requirements.

Feedback from people who have attended the training sessions or read the Compliance Manual reflects a growing understanding of requirements. "The Compliance Manual and training sessions have been a tremendous help," remarked Bartalot. "We have received many positive comments from nonprofit agency executives regarding the examples of the

processes involved and all of the information about medical documentation, competitive employment assessments, direct labor ratio determinations and DOL requirements."

The training sessions work hand-in-hand with changes the Committee made in February 2008 in how staff performs on-site compliance visits. "We are placing more of an emphasis on defining the selection criteria for on-site visits," said Bartalot. Nonprofit agencies are selected for compliance reviews based on the following criteria:

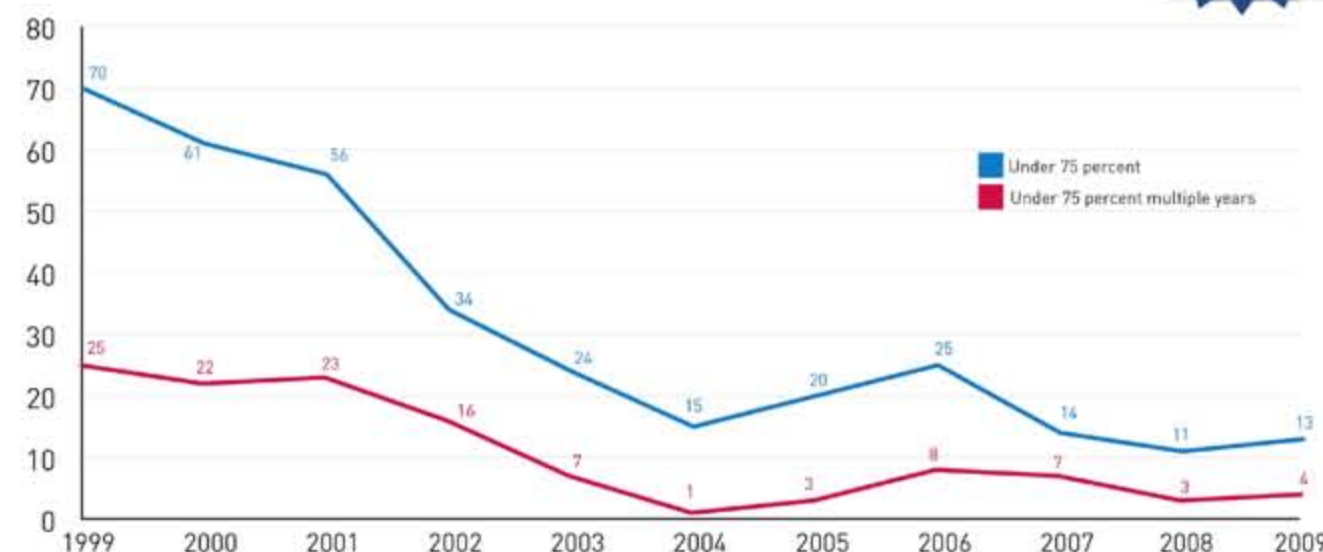
- Nonprofits reporting total agency direct labor ratios below 75 percent
- Nonprofit agencies entering the AbilityOne Program for the first time
- Agencies that exhibit patterns of growth or concentrate in business lines that historically indicate potential compliance problems
- Random selection of nonprofits that have conducted an internal audit and certified they are in compliance

In addition to the annual desk audits of the NPA self-certifications, Committee personnel strive to review every participating nonprofit agency on a five-year cycle. All nonprofit agencies have the reasonable expectation of receiving a compliance review periodically, but the actual number reviewed annually based on random selection is driven by the number and complexity of reviews performed during the year.

"Our new approach to measuring compliance is designed to incentivize high performance," explained Bartalot. "Rather than simply rating nonprofit agencies regarding compliance, we also rate them on the things they are doing well. Not only does this motivate our partners to continually improve, it also gives us the opportunity to share best practices across the AbilityOne Program, which in turn makes the Program, its participants and its customers even more successful."



Compliance Results  
Number of Agencies Below 75 Percent



## Employee Satisfaction: Quality Work Environment

### QWE: Training, Productivity, Career Advancement, Competitive Wages

The Committee's vision of ensuring people with disabilities enjoy productive and meaningful careers gained momentum in 2009 when the Committee launched the Quality Work Environment (QWE) best practices initiative. QWE is a collaborative effort to assist all AbilityOne nonprofit agencies in sharing best practices to enhance the work environment and enable employees to achieve their maximum employment potential.

"This initiative is about people. It's about ensuring AbilityOne employees have the opportunity to realize their career dreams and full career potential. QWE will help us identify and promote 'state-of-the-art' best practices to make work environments better for all AbilityOne employees who are blind or have other severe disabilities," explained James H. Omgig, Vice Chairperson of the Committee.

At the core of the initiative are three guiding principles, which broadly state AbilityOne workers should be provided competitive wages, ongoing training and a clear career path. These principles serve as a framework for the development of best practice standards for the more than 600 nonprofit agencies across the nation participating in the AbilityOne Program. More specifically, the guiding principles state that AbilityOne employees will be provided:

- Opportunities to do the work of their choice with appropriate support and/or workplace flexibilities, alongside non-disabled employees where all workers receive competitive wages and benefits, either with their current employer or other community-based businesses
- Ongoing training opportunities that make employment with other community-based businesses possible, by teaching job and social skills, as well as by promoting the worker's leadership and management potential

- A clear path for career advancement opportunities, which details what opportunities are available and the steps the worker must accomplish to achieve promotion in a reasonable time period

These major principles were developed by the Program's Subcommittee on Communications and Customer Satisfaction, whose membership included Chairman Neil Romano, Assistant Secretary of the Department of Labor's Office of Disability Employment Policy; Committee Vice Chairperson James Omgig; and the Committee's representative from the Department of the Air Force, Kathleen James.

### Committee Approves Quality Work Environment Initiative



The Committee unanimously approved the QWE Initiative—this ground-breaking effort will provide our employees even greater access to training and career mobility.

Standing, from left to right: J. Anthony (Tony) Poleo, Perry Edward (Ed) Anthony, Robert Henke, Abram Claude, Jr., Edward Walters, James House, Kimberly Zeich, Felipe Mendoza and Robert Kelly, Jr.

Seated, from left to right: Kathleen James, James H. Omgig, Andrew D. Houghton, Neil Romano, Tina Ballard and Patrick Leahy.

### QWE Steering Group Sets the Foundation for Success

A QWE Steering Group composed of representatives from AbilityOne participating nonprofit agencies and other subject matter experts was formed to develop and execute the processes required to advance the initiative. The group will provide recommendations to NIB and NISH for QWE business plans.

John Miller, CEO of Goodwill Industries of Southeastern Wisconsin, serves as the group's chairman, and Robert Hanye, CEO of the Association for Vision Rehabilitation and Employment of Binghamton, N.Y., serves as co-chairman. The Steering Group's roles and responsibilities include:

- Researching, identifying and adopting best practices to implement the guiding principles for AbilityOne employment
- Researching methods to bolster workforce productivity and wage rates
- Recommending ways to leverage employment tailoring and training to promote achievement of the guiding principles
- Identifying systems and resources to assist nonprofit agencies (NPAs) that are at various stages of implementing QWE plans

Commenting on the group's work, Committee Chairperson Andrew D. Houghton remarked, "The Subcommittee as well as the QWE Steering Group have initiated a collaborative process that will lead us in a new and innovative direction—one that will open the doors of opportunity wider for all Americans who are blind or have other severe disabilities."

### QWE STEERING GROUP MEMBERS:

**John Miller, Chairman**  
CEO, Goodwill Industries of Southeastern Wisconsin  
Milwaukee, Wisconsin

**Robert Hanye, Co-Chairman**  
CEO, Association for Vision Rehabilitation and Employment  
Binghamton, New York

**Jerry Bettenhausen, CEO**  
Work Services, Inc.  
Wichita, Falls, Texas

**Steve Perdue, CEO**  
Grand Traverse Industries, Inc.  
Traverse City, Michigan

**Robin Usalis, CEO**  
Clovernook Center for the Blind and Visually Impaired  
Cincinnati, Ohio

**Lou Moneymaker, CEO**  
Bosma Industries for the Blind  
Indianapolis, Indiana

**Rich Gilmartin, Vice President, Vocational Services**  
Lakeview Center, Inc.  
Pensacola, Florida

**Robert Silverstein, Counsel**  
ACCSES (American Congress of Community Supports and Employment Services)  
Washington, DC

**Deb Russell, Manager, Outreach and Employment Services**  
Walgreens, Supply Chain  
Deerfield, Illinois

**"Quality Work Environment is about ensuring AbilityOne employees have the opportunity to realize their career dreams and full career potential. QWE will help us identify and promote 'state-of-the-art' best practices to make work environments better for all AbilityOne employees."**

— JAMES H. OMVIG  
COMMITTEE VICE CHAIRPERSON

## Delivering Customer Satisfaction



Back row, from left to right: Byron Cole, AbilityOne Program employee; Kim Zeich, Deputy Executive Director, the Committee for Purchase From People Who Are Blind or Severely Disabled; Dennis Fields, COO, NISH; and Claudia "Scottie" Knott, COO, NIB. Front row, from left to right: Doug Goist, NIB, and Richard Grauel, AbilityOne Program employee.

At every level of the AbilityOne Program, delivering superior customer service is the overarching goal. From our chief operating officers, who execute day-to-day operations, to our direct labor employees, who represent AbilityOne every day at our contract sites nationwide, each team member plays an integral role in delivering customer satisfaction. The entire team works together to not only expand employment opportunities for people who are blind or have other significant disabilities, but also to ensure the delivery of high-quality products and services to all of our customers. Ace Burt, CEO of PCSI in Austin, Texas, says it best when he tells people, "We hire people for what they can do."

**"We hire people for what they can do."**

— ACE BURT, CEO, PCSI, AUSTIN, TEXAS

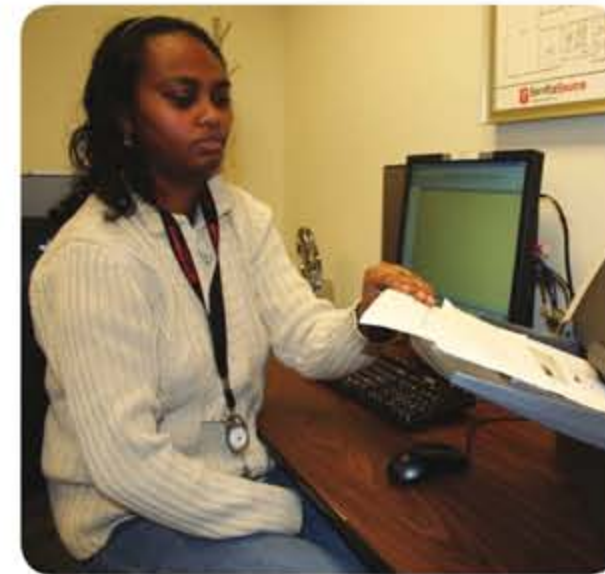
## Delivering Quality Service

### AbilityOne Employees Make "Quality Service" Happen



ServiceSource of Alexandria, Va. provides secure mail services to the federal government at its 58,000 square foot facility. ServiceSource provides chemical, radiological, nuclear and explosives mail screening. Once screened, the mail is processed and staged for quick delivery to approximately 600 mailstops in about 80 locations scattered throughout the local area.

Executive Director Tina Ballard presents an AbilityOne lapel pin to Stephen Christenson, an AbilityOne employee of ServiceSource.



Mariamawit Tilahun works with the digital mail pilot project.



Wanda Walton of ServiceSource screens a package received at the mail facility.



# Quality + Customer Satisfaction = Employment Opportunities



## Products and Services Sales

Total sales of AbilityOne products and services were \$2.67 billion in FY 2009. This was an increase of 12.7 percent from FY 2008. Services increased 9.1 percent to \$1.44 billion and products increased 17.4 percent to \$1.22 billion.

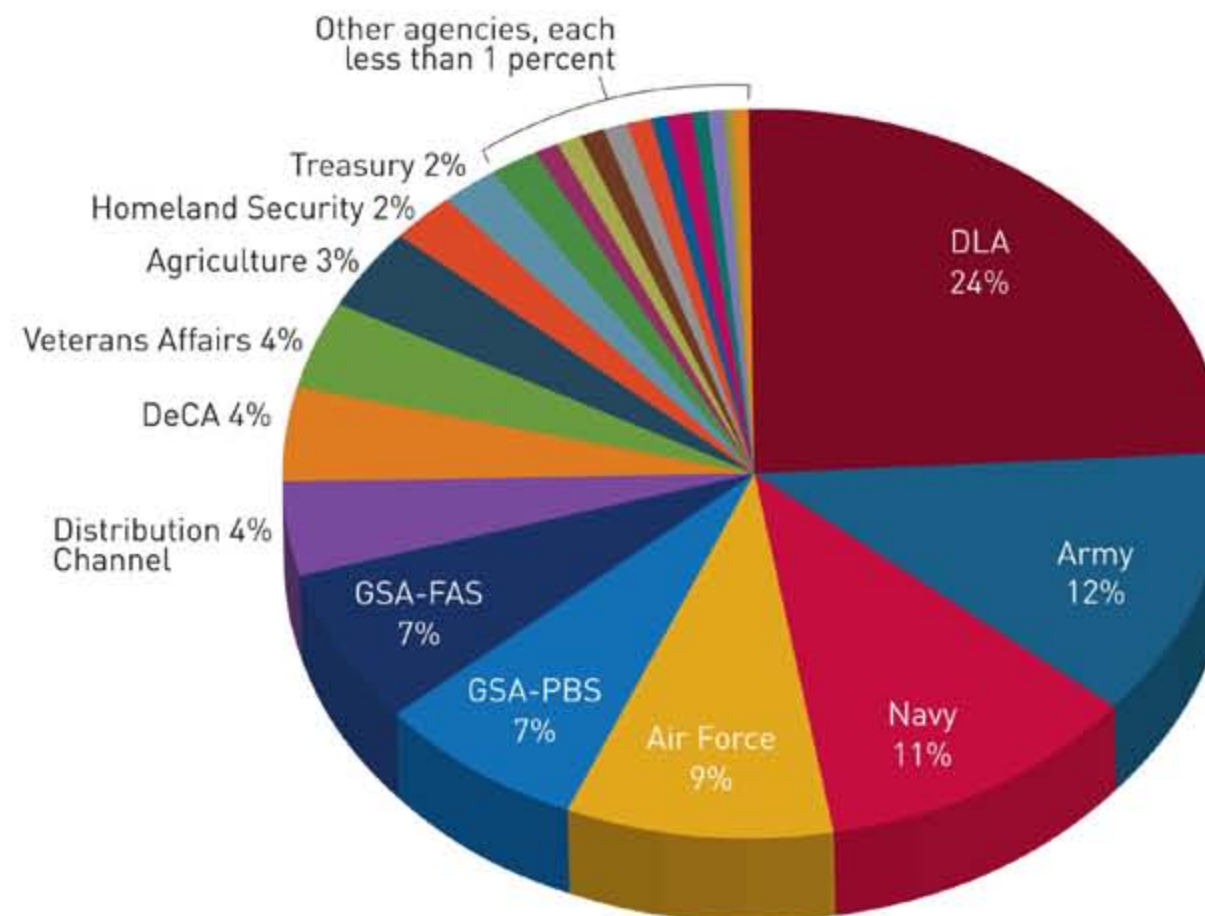
NIB sales increased by 16.3 percent from FY 2008 to \$633 million. For the first time, NISH total sales topped the \$2 billion level at \$2.04 billion, an 11.7 percent increase from FY 2008.

Norman Ford, Professional Contract Services, Inc.

AbilityOne Products and Services Sales



## Top Government Agency Sales Percentage FY 2009



DoD accounts for approximately 60 percent of all AbilityOne sales; GSA represents approximately 16 percent of AbilityOne sales, making it the largest civilian agency customer.

## Sales Data

DLA	\$645,695,918	Agriculture	\$92,884,251	Military Resale	\$18,829,583
Army	\$322,459,797	Homeland Security	\$60,058,440	State	\$17,408,501
Navy	\$296,068,916	Treasury	\$48,782,079	HHS	\$17,111,093
Air Force	\$242,395,721	Other category	\$45,389,764	Postal Service	\$14,417,523
GSA-PBS	\$198,115,841	Commerce	\$26,204,217	Interior	\$12,274,238
GSA-FSA	\$184,205,725	Social Security	\$22,075,945	Transportation	\$8,225,469
Distribution Channels	\$112,161,833	DoD other than DLA	\$21,689,933	EPA	\$6,548,517
DeCA	\$110,658,714	Justice	\$21,204,359		
Veterans Affairs	\$104,118,374	NASA	\$19,972,567		

### AbilityOne Statistics by State

State	Number of Agencies	Hours	Workers	Wages	Average Hourly Wage
Alabama	13	1,025,390	730	\$11,673,521	\$11.38
Alaska	5	197,878	270	\$2,647,965	\$13.38
Arizona	10	615,857	561	\$6,535,202	\$10.61
Arkansas	5	326,935	311	\$2,915,379	\$8.92
California	43	3,877,663	3,459	\$47,175,061	\$12.17
Colorado	8	449,717	668	\$4,955,265	\$11.02
Connecticut	5	288,972	1,143	\$3,242,023	\$11.22
Delaware	3	45,741	79	\$557,373	\$12.19
District of Columbia	5	384,611	272	\$4,846,173	\$12.60
Florida	20	2,903,231	2,755	\$28,504,008	\$9.82
Georgia	17	1,438,611	1,197	\$14,763,892	\$10.26
Guam	1	120,567	188	\$935,131	\$7.76
Hawaii	6	253,379	228	\$2,782,776	\$10.98
Idaho	7	710,891	895	\$8,369,339	\$11.77
Illinois	24	785,196	1,096	\$7,907,545	\$10.07
Indiana	15	516,629	668	\$4,126,231	\$7.99
Iowa	5	55,751	202	\$567,338	\$10.16
Kansas	4	417,254	459	\$3,269,856	\$7.84
Kentucky	7	725,843	899	\$6,173,738	\$8.51
Louisiana	12	509,901	466	\$4,749,034	\$9.31
Maine	4	311,583	220	\$3,132,720	\$10.05
Maryland	16	3,187,742	2,552	\$35,378,883	\$11.10
Massachusetts	12	441,496	718	\$5,241,451	\$11.87
Michigan	21	2,156,591	2,702	\$23,635,220	\$10.96
Minnesota	6	282,843	379	\$2,685,301	\$9.49
Mississippi	11	305,671	339	\$3,113,679	\$10.19
Missouri	11	460,898	542	\$4,681,932	\$10.16
Montana	4	106,035	221	\$496,024	\$4.68
Nebraska	4	169,600	204	\$1,480,514	\$8.73
Nevada	5	239,039	177	\$2,584,571	\$10.81
New Hampshire*	0	0	0	\$0	\$0.00
New Jersey	9	447,047	420	\$5,068,035	\$11.34
New Mexico	7	357,342	366	\$3,647,369	\$10.21
New York	43	1,895,280	2,221	\$24,722,547	\$13.04
North Carolina	15	2,628,461	2,182	\$22,640,429	\$8.61
North Dakota	6	170,492	164	\$1,493,799	\$8.76
Ohio	22	773,236	983	\$8,567,953	\$11.08
Oklahoma	5	372,791	422	\$3,558,477	\$9.55
Oregon	9	293,954	276	\$4,721,115	\$16.06
Pennsylvania	32	820,889	1,159	\$8,275,911	\$10.08
Rhode Island	3	125,763	152	\$1,478,337	\$11.75
South Carolina	17	504,733	1,065	\$4,652,538	\$9.22
South Dakota	5	227,306	222	\$1,983,112	\$8.72
Tennessee	9	289,743	340	\$2,733,829	\$9.44
Texas	39	5,579,239	4,580	\$57,195,453	\$10.25
Utah	4	330,433	266	\$4,112,981	\$12.45
Vermont*	0	0	0	\$0	\$0.00
Virginia	23	3,195,436	2,731	\$34,493,465	\$10.79
Washington	19	1,448,156	1,311	\$22,026,457	\$15.21
West Virginia	12	363,238	286	\$3,755,853	\$10.34
Wisconsin	15	2,469,656	2,128	\$29,139,630	\$11.80
Wyoming	3	43,261	42	\$506,496	\$11.71
<b>Totals</b>	<b>606</b>	<b>45,647,969</b>	<b>45,936</b>	<b>\$493,900,931</b>	

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



# Partnership

Yasmin Hinecker  
Alphapointe Association for the Blind



# One Mission One Team



"Through the collaborative efforts of AbilityOne Program partners, we are truly making a difference in the lives of so many people. We are part of the solution in terms of empowering people who are blind or who have other significant disabilities through the employment opportunities we provide. At the same time, we are helping our federal customers accomplish their missions."

*Andrew D. Houghton  
Chairperson  
Committee for Purchase From People Who  
Are Blind or Severely Disabled*

"Developing NIB's Strategic Plan, in alignment with the AbilityOne Strategic Plan, has afforded our Board of Directors the opportunity to reconfirm our mission and our vision for the organization, refine our strategic direction, and identify essential investments."

*James A. Kutsch, Jr.  
Chairman of the Board  
National Industries for the Blind*

"A heartfelt thank you to the Committee, our catalyst for the AbilityOne Program strategic planning initiatives and growth goals. Ms. Tina Ballard's dynamic leadership and collaborative energies served us well throughout the process. We've got the resources, the right people, the right focus, and all at the right time."

*James Barone  
Chairman of the Board  
NISH*

"The Committee, NISH and NIB collaborated to identify core goals that all organizations involved in administering the AbilityOne Program will pursue and then measure our results. This strategy will posture the Program to employ even greater numbers of individuals who are blind or severely disabled."

*Tina Ballard  
Executive Director  
Committee for Purchase From People Who  
Are Blind or Severely Disabled*

"Federal employees should feel incredibly proud because they are helping to reduce unemployment for people who are blind by purchasing products and services that are sold through the AbilityOne Program. With every purchase of SKILCRAFT® and other AbilityOne products and services, federal and military procurement officers literally create and sustain more jobs for employees who are blind or have other severe disabilities working at our associated NPAs."

*Kevin Lynch  
President and CEO  
National Industries for the Blind*

"The AbilityOne Program's TOTAL focus on quality employment for people who are blind or have other significant disabilities makes it unique among all government programs. The employment made possible through AbilityOne allows participants to experience the true bottom lines of the Program—dignity, a sense of inclusion, and, most of all, the self-respect that comes from becoming taxpaying citizens. This sense of self-worth translates to total job commitment and unsurpassed quality of products and services for our valued Federal customers."

*E. Robert Chamberlin  
President and CEO  
NISH—Creating Employment Opportunities  
for People with Significant Disabilities*

## Department of Defense Partnership



### Strong Partnership with DoD Results in New Service Line and More Employment Opportunities

In 2009, the Committee strengthened its partnership with its largest customer, the Department of Defense (DoD). As a result, in September 2009, the U.S. Army awarded a Contract Management Support (CMS) pilot contract to AbilityOne to provide contract closeout support to Army contracting offices. "Contract closeout is important," said Ben McCarter, Assistant Deputy Assistant Secretary for the Army (Procurement) Iraq/Afghanistan. "AbilityOne can help us meet the growing demand to close contracts."

"The goal for the AbilityOne Program is to provide the contracting officer with files that are ready for their review and signature, affording contracting personnel the opportunity to focus on other critical and time sensitive contracting functions," explained John Qua, National Industries for the Blind (NIB) Vice President of Services Development. "The work includes digitizing contract documents, providing contract file destruction services and other administrative functions necessary to prepare a contract file to be closed out, including preparation work for the de-obligation of funds."

The AbilityOne Program began pursuing this initiative with the support and recommendations of several senior DoD procurement executives. AbilityOne developed a solution to address the backlog many agencies face in closing out contracts. In addition to

addressing this need, the CMS initiative also creates career-oriented, upwardly mobile employment opportunities for people who are blind or have other significant disabilities.

NIB, serving as the lead agent/prime contractor, and its counterpart NISH, prepared to handle the CMS requirements by identifying candidates who are blind or have other significant disabilities. NIB and NISH arranged for the candidates to begin training while the agencies developed standard operating procedures and adaptive technologies.

All of the hard work culminated with Army leadership agreeing to negotiate a proof-of-concept pilot contract for CMS services. The CMS contract closeout pilot was a firm-fixed-price award with a nine-month term and nine-month option.

"The pilot employs 14 people who are blind or have other significant disabilities, including one wounded warrior and one service disabled vet," said Dennis Fields, NISH Chief Operating Officer.

This successful Army pilot project will result in a strategic indefinite delivery/indefinite quantity contract vehicle accessible by all DoD components. Each of the military services and other Defense agencies will be able to issue task orders for the delivery of contract closeout services from a menu of listed capabilities. A long-term contract is expected to be awarded by the Army in the summer of 2010.

### Contract Management Support Training Program

Training is the key to career advancement for AbilityOne employees.

Since the establishment of the Contract Management Support (CMS) pilot project with the Department of Defense (DoD), more than 60 individuals have completed the rigorous training program. This curriculum has equipped them with the necessary contracting skills to closeout contracts that supported the Army's mission in Southwest Asia. Currently, there are two AbilityOne pilot sites—one, located in San Antonio, Texas, and the other in Philadelphia, Pa.

The training curriculum required participants to complete approximately 80–90 hours of coursework over a period of several months. The training was designed in partnership with the Defense Acquisition University (DAU), and it is just another example of DAU's commitment to the AbilityOne Program. The training includes—CON 100: Shaping Smart Business Arrangements, CON 110: Mission-Support Planning, CON 111: Mission-Planning Execution, and CON 112: Mission-Performance Assessment.

To be eligible, trainees must be a U.S. citizen, possess a four-year college degree or have equivalent work experience, and have proficient computer skills including the use of adaptive technology such as screen readers, JAWS (Job Access With Speech), or Zoom Text. The pay range for AbilityOne employees on the CMS projects is based on the federal government's general schedule GS-5/7 pay scale, depending on the individual's education and/or experience. As part of the CMS Program, NIB also is working with federal agencies to identify entry-level positions within the government in the contract management field when possible.



Annamarie Parker (facing page), Joyce McEntyre (top) and Don Nored (bottom) work on the CMS AbilityOne pilot, providing contract closeout support to Army contracting offices.

This successful Army pilot project for contract closeout will result in a strategic indefinite delivery/indefinite quantity contract vehicle accessible by all DoD components.



## National Disability Employment Awareness Month

### AbilityOne Celebrates 70<sup>th</sup> Anniversary

#### 2009 National Disability Employment Awareness Month Kicks Off

AbilityOne kicked off the fiscal year with celebrations of the 20<sup>th</sup> anniversary of National Disability Employment Awareness Month (NDEAM) and the 70<sup>th</sup> anniversary of AbilityOne. To mark these anniversaries, the AbilityOne Program partners organized events in several cities across the country to raise awareness of AbilityOne and the importance of expanding opportunities for people who are blind or have other significant disabilities. The events were held in October across four quadrants of the country in the following locations:

- Reagan Federal Building and Courthouse, Santa Ana, Calif.
- Pentagon, Washington, D.C.
- Michael DeBakey VA Medical Center, Houston, Texas
- Metcalfe Federal Building, Chicago, Ill.

At the events, AbilityOne employees spoke to the audiences about how the program has positively impacted their lives. Other presenters included Committee members, federal customers and elected officials. In conjunction with the Chicago event, AbilityOne received a letter of appreciation from President Barack Obama (then Senator).



Andrew D. Houghton, Committee Chairperson, speaks during a celebration to recognize the 20<sup>th</sup> year of NDEAM in Santa Ana, Calif.

The events also featured award presentations to contracting officers for their demonstrated support of AbilityOne, as well as to AbilityOne employees for their achievements. "I'm here to say thank you for your great, great work," Deputy Secretary of Defense Gordon England told NDEAM award recipients at the Pentagon event, noting the "significant increase in the number of severely wounded warriors transitioning to the AbilityOne Program, which provides these brave men and women with an opportunity to continue to serve their country."

In addition to these celebrations, the U.S. Department of Agriculture (USDA) demonstrated its AbilityOne support with expanded activities and co-sponsorship of the agency's NDEAM celebration by the USDA Office of Civil Rights and the USDA Office of Small and Disadvantaged Business Utilization (OSDBU). After the singing of the national anthem by Augustus Morris, an AbilityOne employee, Margo McKay, Assistant Secretary for Civil Rights, provided remarks. Key presentations were made by USDA Secretary Ed Schafer, the Committee Executive Director and CEO Tina Ballard; Terry Thir, Departmental Diversity and Disability Employment Program Manager, and Elaine Ho, Director of the Office of Workforce Diversity and Inclusion. The USDA annual AbilityOne Vendor Expo followed, which featured 20 nonprofit agencies and authorized distributors.

In addition to USDA, AbilityOne also promoted events at Defense Supply Centers in three cities. NDEAM 2008 programs at Defense Supply Center Philadelphia (DSCP), Defense Supply Center Richmond (DSCR) and Defense Supply Center Columbus (DSCC) illustrated the support for AbilityOne that exists by its largest customer, the Defense Logistics Agency.

At DSCP, AbilityOne Day and the Employment Awareness Program EXPO attracted a large crowd of vendors and visitors for the fifth year in a row. DSCP Commander Brig. Gen. Gustavo Perna kicked off the event and other senior leaders also included: Gilbert Montoya, DSCP Deputy Commander and Nancy Heimbaugh, DLA Senior Procurement Executive. AbilityOne Day at DSCP was an opportunity for NIB and NISH agencies to interact with their counterparts at the Center. This year, about 50 nonprofit agencies and hundreds of DSCP employees attended. It was a joint Committee/NIB/NISH event sponsored by the Equal Employment Opportunity (EEO) Office at DSCP.

Like DSCP, DSCR demonstrated its strong endorsement of AbilityOne by the participation of DSCR employees at the agency's first-ever AbilityOne Day celebration. At DSCC, 450 contracting officers and contract specialists from DSCC attended AbilityOne Program training presented by NIB, NISH and the Committee. Following the training, a meeting was held with the DSCC Director of Small Business Office and AbilityOne Program manager to discuss methods for increasing potential contract opportunities.

Through our NDEAM events, we reached approximately 2,000 federal employees in 12 federal agencies—our largest federal audience in the history of AbilityOne NDEAM celebrations.

## Civilian Agency Partnership

### Contact Center Operations Continue to Expand Job Opportunities for AbilityOne Employees

AbilityOne nonprofit agencies (NPAs) are providing unparalleled contact center services across the nation employing approximately 1,000 people with disabilities who handle more than 17 million contacts per year. The average speed of answer is 12.2 seconds compared to 29 seconds for other providers. The abandon rate for AbilityOne Contact Center services is less than two percent compared to four percent for competing suppliers. First-call issue resolution is 90.2 percent for AbilityOne employees versus 81 percent for other commercial providers.

National Industries for the Blind (NIB) worked with The Association for the Blind and Visually Impaired (ABVI)-Goodwill Industries of Greater Rochester to initiate a two-year contract with the Environmental Protection Agency (EPA). The EPA's National Lead Information Hotline handles 10,000 inquiries each month, including by phone, e-mail, fax and Web form. Incoming inquiries originate from the general public and private sector as well as from federal, state and local government organizations.

The contract with EPA is indicative of the numerous successful business relationships NIB has helped foster between ABVI-Goodwill Industries and contact center clients. Their efforts began in 2000, when ABVI-Goodwill established call center operations staffed by people who are blind. An initial contract for contact center services was awarded to ABVI-Goodwill to support the sale of SKILCRAFT<sup>®</sup> and other AbilityOne products. Employees performed outbound telemarketing campaigns, provided information about suppliers and prices, fulfilled requests for product literature and samples, captured customer data, and followed up on customer service requests.

As a result of ABVI-Goodwill's success and expertise in contact center operations, their business in this arena has steadily grown. The demand for personnel to staff contact centers continues to grow, and ABVI-Goodwill recently consolidated its contact center operations in a facility that offers the capacity for more than 70 work stations. Additionally, call center training programs hosted by ABVI-Goodwill enable other NPAs to begin their own contact center initiatives. Thanks to the efforts of ABVI-Goodwill, three additional NIB-associated agencies have taken advantage of



ABVI Goodwill Call Center employees Christine Walker and Daniel Sudillo with guide dog Lexie.

the training to diversify their service offerings by adding contact center services to their operations.

One of the more recent AbilityOne contact center contracts is with the Department of State, and it is the largest to date. The contract creates more than 225 jobs for people with disabilities who handle calls and questions from the general public about U.S. Passports. NISH worked with Peckham Vocational Industries of Lansing, Mich. to initiate the contract that established the Department of State National Passport Information Center. The Center provides the Department of State with a turnkey operation that supplies responses by e-mail as well as by telephone, including emergency surge requirements.

# Strategic Partnerships Expand Awareness of AbilityOne

To address the extremely high unemployment or underemployment rate facing people who are blind or have other significant disabilities, AbilityOne established and expanded key strategic partnerships with government and industry organizations during 2009. These newly established or enhanced partnerships ally the Committee with the Defense Acquisition University (DAU), FedBid and USO. Strategic partnerships such as these help make the efforts of AbilityOne more widely known, increasing awareness and education in both public and private sector enterprises.

## USO and AbilityOne Volunteers Support Wounded Warriors

In September, AbilityOne formed a strategic alliance with the USO (United Service Organizations), which is widely known for its outreach in delivering comfort, morale and recreational services to members of the military. As a result of this partnership, AbilityOne will provide volunteer support through its network of more than 45,000 employees, 2,000 of whom are veterans—for the USO's Operation Enduring Care Program.

"The Enduring Care Program serves injured soldiers and their families," said Pat Leahy, the Committee's liaison for this effort. "AbilityOne employees will assemble 'comfort kits' for service members who arrive home after being injured on the battlefield. This illustrates the care and appreciation that AbilityOne employees have for those in uniform and who make important sacrifices in defense of our nation."

"This first engagement between AbilityOne and the USO marks the start of a long-term partnership that will work to serve wounded warriors as they return home from overseas," remarked

Barry Lineback, the Committee's Director of Business Operations.

## FedBid Develops Seller Group of More Than 250 Authorized AbilityOne Distributors

In June 2009, FedBid and the AbilityOne Program announced a key partnership that resulted in authorized AbilityOne commercial distributors having greater access to competitively bid on government requirements for commodities.

Through FedBid's The Buyer-Driven Marketplace®, a Web-based resource that helps federal government procurement personnel interact with distributors nationwide, federal customers are more aware of products available through AbilityOne.

"FedBid's Web site helps streamline and simplify the buying process for purchasing a broad range of SKILCRAFT®

**"AbilityOne employees will assemble 'comfort kits' for service members who arrive home after being injured on the battlefield. This illustrates the care and appreciation that AbilityOne employees have for those in uniform and who make important sacrifices in defense of our nation."**

— PATRICK LEAHY, COMMITTEE'S LIAISON FOR THE ENDURING CARE PROGRAM

and other AbilityOne products manufactured by people who are blind or have other significant disabilities," explained Eric Beale, the Committee's AbilityOne Program Liaison. "When federal government buyers want to purchase AbilityOne products from authorized AbilityOne commercial distributors, the buyers can do so by simply clicking a button when posting a buy order—it's as simple as that."

FedBid developed an AbilityOne seller group that consists of more than 250 authorized AbilityOne distributors that have been registered and trained on how to use FedBid. FedBid also prominently highlighted the AbilityOne Program on its Web site.

## DAU Provides Education and Awareness of AbilityOne

The Defense Acquisition University (DAU) is one of our nation's most honored corporate training institutions. Its innovative contributions to curriculum development and training are integral to transforming the defense acquisition workforce.

A Memorandum of Understanding (MOU) between DAU and the AbilityOne Program established a new strategic partnership, increasing exposure and understanding of the Committee's statutory mission and objectives throughout the

Department of Defense and other government agencies.

"The MOU details how our organizations will work together to identify educational opportunities and increase the awareness of AbilityOne and our products and services produced by people who are blind or who have other significant disabilities," explained Kimberly Zeich, the Committee's Deputy Executive Director. "AbilityOne has the opportunity to make academic presentations within appropriate DAU courses and to coordinate with regional DAU campuses for student tours to AbilityOne nonprofit organizations."

## Highlights of the DAU—AbilityOne Partnership

**AbilityOne Webinars**—DAU will provide AbilityOne with assistance in producing educational Webinars for DAU students and other acquisition professionals, and will help ensure the Webinars are available at appropriate Web portals and learning sites.

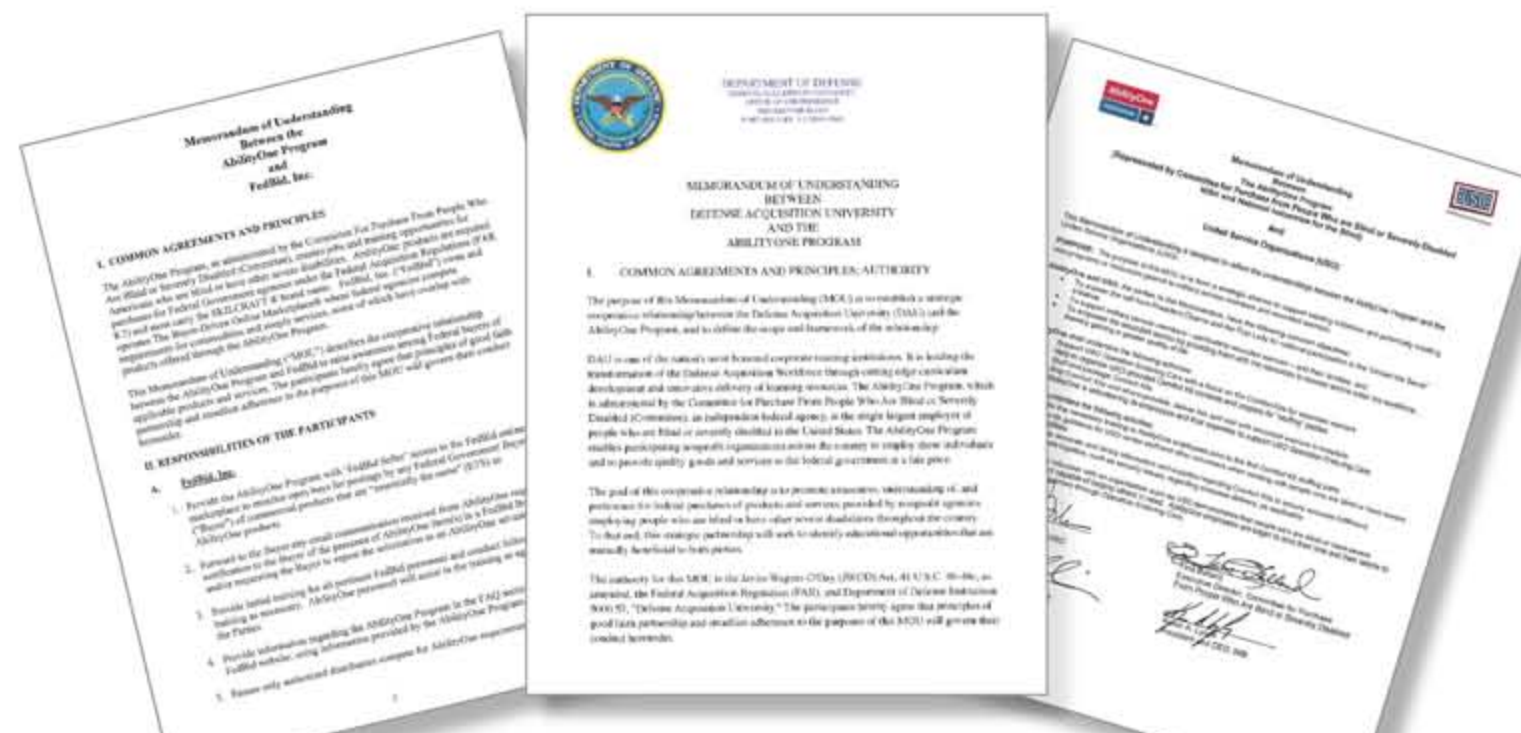
**AbilityOne Guidebook**—DAU will add an AbilityOne Guidebook on the DAU Contracting Portal, which is located within the DAU Web site.

**Support for Wounded Warriors**—DAU pledged to work with the AbilityOne Program to create or locate job opportunities for wounded warriors, particularly through nonprofit agencies associated with AbilityOne. DAU and the DAU Alumni Association will provide links from their Web sites to the section of the AbilityOne Web site that lists wounded warriors who are seeking work.

Increasing awareness of AbilityOne will enhance employment opportunities for people who are blind or have other significant disabilities while allowing federal government customers to receive high quality products and services. AbilityOne's partnerships with the USO, FedBid and DAU mark the start of an ever-increasing number of strategic partnerships with industry and government organizations to grow awareness of AbilityOne.



Frank Anderson, President of the Defense Acquisition University, and Tina Ballard, Committee Executive Director, signed a Memorandum of Understanding to increase awareness and understanding of the Committee's statutory mission and objectives in administering the AbilityOne Program.



# Nationwide Network of Nonprofit Agencies

## ALABAMA

- Anniston**  
The Opportunity Center Easter Seal Facility—The Ala ES Soc, Inc. (NISH)  
Calhoun-Cleburne Mental Health Board, Inc. (NISH)
- Birmingham**  
Alabama Goodwill Industries, Inc. (NISH)  
Easter Seals of the Birmingham Area (NISH)  
United Cerebral Palsy of Greater Birmingham, Inc. (NISH)
- Dothan**  
Wiregrass Rehabilitation Center, Inc. (NISH)
- Huntsville**  
The ARC of Madison County, Inc. (NISH)  
Huntsville Rehabilitation Foundation (NISH)
- Loxley**  
Association for Retarded Citizens of Baldwin County, Inc. (NISH)
- Mobile**  
GWI Services, Inc. (NISH)

- Montgomery**  
Goodwill Industries of Central Alabama, Inc. (NISH)

- Muscle Shoals**  
NW Alabama Easter Seal Childrens Clinic-Rehabilitation Center (NISH)

- Talladega**  
Alabama Industries for the Blind (NIB)

## ALASKA

- Anchorage**  
Assets, Inc. (NISH)  
M. C. Resource Management (NISH)  
MQC Enterprises, Inc. (NISH)

- Fairbanks**  
Fairbanks Resource Agency (NISH)

- Juneau**  
REACH, Inc. (NISH)

## ARKANSAS

- Fort Smith**  
Abilities Unlimited of Ft. Smith, Inc. (NISH)  
BOST, Inc. (NISH)

- Jacksonville**  
Pathfinder, Inc. (NISH)

- Little Rock**  
The Arkansas Lighthouse for the Blind (NIB)

- Pine Bluff**  
Jenkins Memorial Children's Center and Jenkins Industries, Inc. (NISH)

## ARIZONA

- Bisbee**  
Cochise County Association for the Handicapped (NISH)
- Nogales**  
Santa Cruz Training Programs, Inc. (NISH)
- Phoenix**  
Arizona Industries for the Blind (NIB)  
Goodwill Community Services, Inc. (NISH)
- Tempe**  
The Centers for Habilitation/TCH (NISH)
- Tucson**  
Beacon Group SW, Inc. (NISH)  
Catholic Community Services of Southern Arizona (NISH)  
J.P. Industries, Inc. (NISH)  
Southern Arizona Association for the Visually Impaired (NIB)
- Yuma**  
The EXCEL group (NISH)

## CALIFORNIA

- Bakersfield**  
The Bakersfield Association for Retarded Citizens, Inc. (NISH)
- Culver City**  
Exceptional Children's Foundation (NISH)
- El Cajon**  
Bona Fide Conglomerate, Inc. (NISH)
- El Centro**  
ARC-Imperial Valley (NISH)  
Imperial County Work Training Center, Inc. (NISH)
- Fontana**  
The Fontana Rehabilitation Workshop (NISH)
- Fresno**  
Arc Fresno, Inc. (NISH)
- Hanford**  
Kings Rehabilitation Center, Inc. (NISH)
- Lancaster**  
Desert Haven Enterprises, Inc. (NISH)
- Lompoc**  
Life Options, Vocational and Resource Center (NISH)
- Los Angeles**  
Asian Rehabilitation Services, Inc. (NISH)  
Goodwill Industries of Southern California (NISH)
- Mountain View**  
VTF Services (NISH)
- Napa**  
Napa Valley PSI, Inc. (NISH)
- Oakland**  
Calidad Industries, Inc. (NISH)
- Pasadena**  
Foothill Workshop for the Handicapped, Inc. (NISH)
- Perris**  
Valley Resource Center for the Retarded, Inc. (NISH)
- Pomona**  
Braswell Rehabilitation Institute for Development of Growth & Educational Services, Inc. (NISH)
- Red Bluff**  
Tehama County Opportunity Center, Inc. (NISH)
- Redding**  
Shasta County Opportunity Center (NISH)
- Richmond**  
Pacific Coast Community Services (NISH)  
Rubicon Programs, Inc. (NISH)
- Ridgecrest**  
Desert Area Resources and Training (NISH)
- Rohnert Park**  
North Bay Rehabilitation Services, Inc. (NISH)
- Roseville**  
PRIDE Industries (NISH)
- Sacramento**  
Easter Seal Society of Superior California (NISH)  
Crossroads Diversified Services, Inc. (NISH)
- San Diego**  
The ARC of San Diego (NISH)  
San Diego Outsourcing Systems, Inc. (NISH)  
Job Options, Inc. (NISH)

- San Francisco**  
Lighthouse for the Blind and Visually Impaired (NIB)  
Toolworks, Inc. (NISH)
- San Jose**  
Hope Services (NISH)  
Social Vocational Services, Inc. (NISH)
- San Leandro**  
The Arc of Alameda County (NISH)
- Santa Ana**  
Landmark Services, Inc. (NISH)
- Santa Clara**  
Project HIRED (NISH)
- Santa Maria**  
VTC Enterprises (NISH)
- South El Monte**  
Lincoln Training Center and Rehabilitation Workshop (NISH)
- Stockton**  
Goodwill Service Connection, Inc. (NISH)
- Vallejo**  
Solano Diversified Services (NISH)
- Ventura**  
The ARC of Ventura County, Inc. (NISH)
- Woodland**  
Yolo Employment Services (NISH)

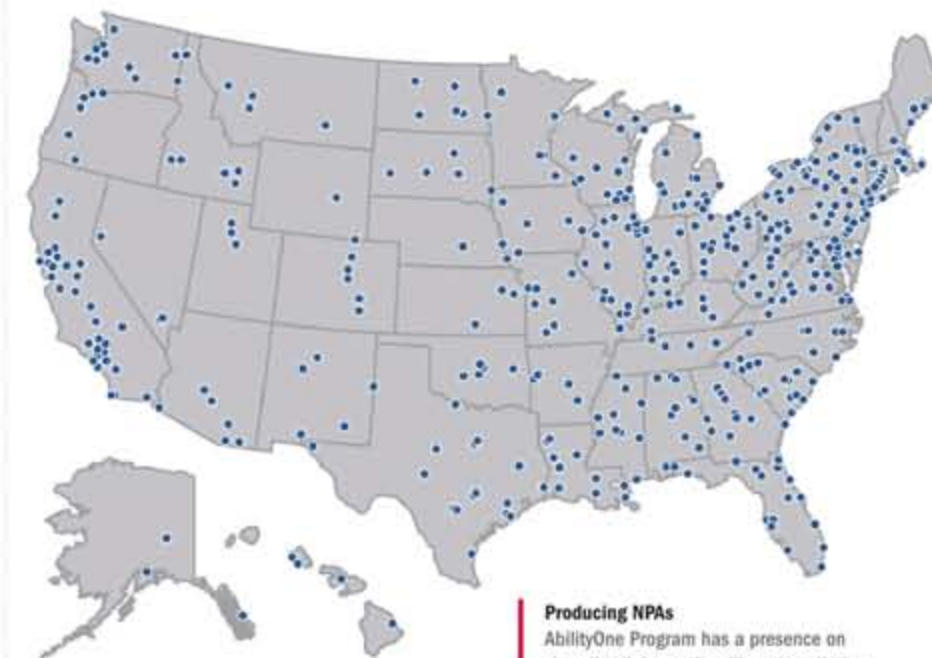
## COLORADO

- Colorado Springs**  
Aspen Diversified Industries, Inc. (NISH)  
Goodwill Industrial Services Corporation (NISH)
- Denver**  
Bayaud Industries, Inc. (NISH)  
Jewish Family Service of Colorado (NISH)  
Platte River Industries, Inc. (NISH)
- Fort Collins**  
Foothills Gateway, Inc. (NISH)
- Pueblo**  
Pueblo Diversified Industries, Inc. (NISH)
- Westminster**  
North Metro Community Services for Developmentally Disabled (NISH)

## CONNECTICUT

- Enfield**  
Allied Community Services, Inc. (NISH)
- New Britain**  
CW Resources, Inc. (NISH)
- Norwich**  
Easter Seals Connecticut, Inc. (NISH)
- Waterbury**  
Easter Seal Rehabilitation Center of Greater Waterbury, Inc. (NISH)
- Windsor**  
Easter Seals Greater Hartford Rehabilitation Center, Inc. (NISH)

## AbilityOne Network



**Producing NPAs**  
AbilityOne Program has a presence on virtually all domestic military installations.

## DELAWARE

- Milford**  
Kent-Sussex Industries, Inc. (NISH)
- New Castle**  
Delaware Division for the Visually Impaired (NIB)
- Wilmington**  
Opportunity Center, Incorporated (NISH)

## DISTRICT OF COLUMBIA

- Washington**  
Anchor Mental Health Association (Anchor Services Workshop) (NISH)  
The ARC of the District of Columbia, Inc. (NISH)  
Columbia Lighthouse for the Blind (NIB)  
Davis Memorial Goodwill Industries (NISH)  
L.T. Joseph P. Kennedy Institute (NISH)

## FLORIDA

- Boca Raton**  
Habilitation Center for the Handicapped, Inc. (NISH)
- Clearwater**  
Abilities, Inc. of Florida (NISH)
- Daytona Beach**  
SMA Behavioral Health Services, Inc. (NISH)
- Gainesville**  
Association for Retarded Citizens/Alachua County, Inc. (NISH)
- Green Cove Springs**  
Challenge Enterprises of North Florida, Inc. (NISH)
- Jacksonville**  
The Right 2 Work Corporation (NISH)  
GINFL Services, Inc. (NISH)
- Lake City**  
CARC-Advocates for Citizens with Disabilities, Inc. (NISH)
- Miami**  
Goodwill Industries of South Florida, Inc. (NISH)  
Easter Seals South Florida, Inc. (NISH)
- North Fort Myers**  
GW Services of SWFL, Inc. (NISH)
- Orlando**  
Goodwill Industries of Central Florida (NISH)
- Pensacola**  
Lakeview Center, Inc. (NISH)
- Rockledge**  
Brevard Achievement Center, Inc. (NISH)  
Bridges BTC, Inc. (NISH)
- St. Petersburg**  
JobWorks, Inc. (NISH)  
Louise Graham Regeneration Center, Inc. (NISH)
- Tampa**  
MacDonald Training Center, Inc. (NISH)  
Tampa Lighthouse for the Blind (NIB)
- West Palm Beach**  
Gulfstream Goodwill Industries, Inc. (NISH)

**"I know when I look back at my career, I will be proud of the fact that we were able to meet the requirements of the American warfighter with the help of the folks in the AbilityOne Program. We use the AbilityOne Program because they provide quality items and services to us."**

— THOMAS BOUCHARD, ARMY SOLDIER SYSTEMS CENTER, U.S. ARMY RDECOM ACQUISITION CENTER

**GEORGIA**

- Americus**  
Middle Flint Behavioral HealthCare—Sumter County MR Center (NISH)
- Atlanta**  
Bobby Dodd Institute, Inc. (NISH)  
Goodwill Industries of North Georgia, Inc. (NISH)
- Augusta**  
Easter Seals East Georgia, Inc. (NISH)
- Bainbridge**  
Georgia Industries for the Blind (NIB)
- Columbus**  
Power Works Industries, Inc. (NISH)
- Dublin**  
Middle Georgia Diversified Industries, Inc. (NISH)
- Jonesboro**  
WORKTEC (NISH)
- LaGrange**  
New Ventures Enterprises, Inc. (NISH)
- Macon**  
Good Vocations, Inc. (NISH)
- Marietta**  
Tommy Nobis Enterprises, Inc. (NISH)
- Savannah**  
Goodwill Industries of the Coastal Empire, Inc. (NISH)
- Smyrna**  
Vision Rehabilitation Services of Georgia, Inc. (NIB)
- Thomasville**  
Thomas-Grady Mental Retardation Service Center (NISH)
- Warner Robins**  
Epilepsy Association of Georgia (NISH)

Houston County Association for Exceptional Citizens, Inc. (NISH)  
NAMI-Central Georgia, Inc. (NISH)

**GUAM**

**Santa Rita**  
Able Industries of the Pacific (NISH)

**HAWAII**

**Hilo**  
The ARC of Hilo (NISH)

**Honolulu**  
Goodwill Contract Services of Hawaii, Inc. (NISH)  
Lanakila Rehabilitation Center (NISH)  
Network Enterprises, Inc. (NISH)

**Wahiawa**  
Opportunities for the Retarded, Inc. (NISH)

**Wailuku**  
Ka Lima O Maui, Ltd. (NISH)

**IOWA**

**Des Moines**  
Goodwill Solutions, Inc. (NISH)

**Iowa City**  
Goodwill Industries of the Heartland (NISH)

**Jefferson**  
Genesis Development (NISH)

**Rock Valley**  
Hope Haven, Inc. (NISH)

**Shenandoah**  
Nishna Productions, Inc. (NISH)

**IDAHO**

**Blackfoot**  
Dawn Enterprises, Inc. (NISH)

**Boise**  
Trace, Inc. (NISH)

**Caldwell**  
Western Idaho Training Company, Inc. (NISH)

**Coeur d’Alene**  
TESH, Inc. (NISH)

**Idaho Falls**  
Development Workshop, Inc. (NISH)

**Meridian**  
Reliant Services, Inc. (NISH)

**Pocatello**  
New Day Products, Inc. (NISH)

**ILLINOIS**

**Alton**  
Challenge Unlimited, Inc. (NISH)

**Arlington Heights**  
Clearbrook Center, Inc. (NISH)

**Belleville**  
St. Clair Associated Vocational Enterprises, Inc. (NISH)  
Vintage Support Group, Inc. (NISH)

**Chicago**  
Ada S. McKinley Community Services, Inc. (NISH)  
Chicago Association for Retarded Citizens (NISH)

The Chicago Lighthouse for People who are Blind or Visually Impaired (NIB)  
Jewish Vocational Service and Employment Center (NISH)

Lester and Rosalie ANIXTER CENTER (NISH)  
Thresholds Rehabilitation Inc. (NISH)

**Danville**  
WorkSource Enterprises, NFP (NISH)

**Lanark**  
Rolling Hills Progress Center, Inc. (NISH)

**Mt. Sterling**  
Hancock County Mental Health Center, Inc. (NISH)

**Mt. Vernon**  
Jefferson County Comprehensive Services, Inc. (NISH)

**Murphysboro**  
Specialized Training for Adult Rehabilitation (NISH)

**Northbrook**  
Glenkirk (NISH)

**Paris**  
Human Resources Center of Edgar and Clark Counties (NISH)

**Peoria**  
Community Workshop and Training Center, Inc. (NISH)

**Rock Island**  
Association for Retarded Citizens of Rock Island County (NISH)  
Innovative Partnerships, N.F.P. (NISH)

**Rockford**  
OMNI Business Services, Inc. (NISH)

**Skokie**  
The Douglas Center (NISH)

**Springfield**  
United Cerebral Palsy of the Land of Lincoln (NISH)

**West Frankfort**  
The H Group, B.B.T. Inc. (NISH)

**INDIANA**

**Bloomington**  
Stone Belt ARC, Inc. (NISH)

**Fort Wayne**  
Anthony Wayne Rehabilitation Ctr for Handicapped and Blind, Inc. (NISH)  
The Arc of Northeast Indiana, Inc. (NISH)

**Gary**  
Tradewinds Rehabilitation Center (NISH)

**Indianapolis**  
Bosma Industries for the Blind, Inc. (NIB)  
Crossroads Rehabilitation Center, Inc. (NISH)  
GW Commercial Services, Inc. (NISH)

**Kokomo**  
Bona Vista Programs, Inc. (NISH)

**Lafayette**  
Wabash Center, Inc. (NISH)

**Linton**  
Four Rivers Resource Services, Inc. (NISH)

**New Albany**  
Rauch Rehabilitation and Developmental Services, Inc. (NISH)

**Paoli**  
Orange County Rehabilitative and Developmental Services, Inc. (NISH)

**Rockville**  
Child-Adult Resource Services, Inc. (NISH)

**Shelbyville**  
Shares Inc. (NISH)

**“This is the first real stable job I’ve had...The thing I like most about the AbilityOne Program is the training I receive. Most of my training is hands-on right here...with the military.”**

– ROLLAND BAILEY, ABILITYONE EMPLOYEE, SKOOKUM, FORT LEWIS, WASH.

**Vincennes**  
Knox County Association for Retarded Citizens, Inc. (NISH)

**KANSAS**

**Lawrence**  
Cottonwood, Incorporated (NISH)

**Topeka**  
Topeka Association for Retarded Citizens (NISH)

**Wichita**  
Center Industries Corporation (NISH)  
Envision, Inc. (NIB)

**KENTUCKY**

**Corbin**  
Southeastern Kentucky Rehabilitation Industries, Inc. (NISH)

**Danville**  
Pioneer Vocational/Industrial Services, Inc. (NISH)

**Hopkinsville**  
Pennyroyal Regional Mental Health-Mental Retardation Board, Inc. (NISH)

**Lexington**  
Employment Solutions, Inc. (NISH)

**Louisville**  
C.G.M. Services, Inc. (NISH)  
Goodwill Industries of Kentucky, Inc. (NISH)

**Owensboro**  
Opportunity Center Workshop, Inc. (NISH)

**LOUISIANA**

**Baton Rouge**  
Louisiana Industries for the Disabled, Inc. (NISH)

**Berwick**  
Bayou Industrial Maintenance Services, Inc. (NISH)

**Jena**  
LaSalle Association for the Developmentally Delayed, Inc. (NISH)

**Lake Charles**  
Calcasieu Association for Retarded Citizens, Inc. (NISH)

**Leesville**  
Vernon Sheltered Workshop, Inc. (NISH)

**Many**  
Association of Retarded Citizens of Sabine, Inc. (NISH)

**Metairie**  
Goodworks, Inc. (NISH)

**New Orleans**  
The Lighthouse f/t Blind in New Orleans (NIB)

**Shreveport**  
The Arc of Caddo-Bossier (NISH)  
Goodwill Industries of North Louisiana, Inc. (NISH)  
Louisiana Association for the Blind (NIB)

**Slidell**  
St. Tammany Association for Retarded Citizens, Inc. (NISH)

**MAINE**

**Auburn**  
Pathways, Inc. (NISH)

**Augusta**  
Motivational Services, Inc. (NISH)

**Belfast**  
Group Home Foundation, Inc. (NISH)

**Portland**  
Northern New England Employment Services (NISH)

**MARYLAND**

**Aberdeen**  
The Arc Northern Chesapeake Region, Incorporated (NISH)

**Baltimore**  
Alliance, Inc. (NISH)  
The Arc of Baltimore, Inc. (NISH)

Blind Industries & Services of Maryland (NIB)  
The Chimes, Inc. (NISH)

Goodwill Industries of the Chesapeake, Inc. (NISH)  
Sinai Hospital of Baltimore (Vocational Services Program) (NISH)

**Columbia**  
Humanim, Inc. (NISH)

**Easton**  
Chesapeake Bay Industries, Inc. (NISH)

**Frederick**  
Jeanne Bussard Center, Inc. (NISH)

**Hagerstown**  
Hagerstown Goodwill Industries, Inc. (NISH)

**Hollywood**  
The Center for Life Enrichment, Inc. (NISH)

**Rockville**  
The Arc of Montgomery County, Inc. (NISH)

**Silver Spring**  
CHI Centers, Inc. (NISH)

**JEFFREY MITTMAN**

Sergeant Jeffrey Mittman joined the U.S. Army in July 1989 and served in Bamberg, Germany as a gunner and a platoon leader’s driver. Soon after, he deployed in support of Operations Desert Shield and Desert Storm. In the following years, Mittman was stationed at Fort Campbell, K.Y. and in Korea. He later deployed to Iraq and Afghanistan in support of Operations Iraqi Freedom and Enduring Freedom.

In July 2005, Mittman was severely wounded in Iraq when an Improvised Explosive Device exploded near his vehicle, leaving him without a nose, lips, most of his teeth and the majority of his vision. Mittman has endured more than 40 operations and spent the last four years recovering physically and emotionally.

As a participant of the Warrior in Transition Program, Mittman has been detailed by the Army to National Industries for the Blind (NIB) for training in his new role as a national account manager. He will move to a permanent position as an NIB employee upon his release from the Army. Mittman, a husband of 16 years and father of two, earned a bachelor’s degree in Resource Management from Troy State University and is pursuing a master’s degree in Executive Development from Ball State University.





**Olean**  
Cattaraugus County Chapter, NYSARC (NISH)

**Penn Yan**  
Yates County Chapter NYSARC, Inc. (NISH)

**Plattsburgh**  
Clinton County Chapter, NYSARC, Inc. (NISH)

**Rochester**  
Assoc f/t Blind&Visually Impaired & Goodwill Ind. of Greater Rochester (NIB)  
Rochester Psychiatric Center (NISH)  
Rochester Rehabilitation Center (NISH)

**Schenectady**  
Schenectady County Chapter, NYSARC, Inc. (NISH)

**Slingerlands**  
Albany County Chapter, NYSARC, Inc. (NISH)

**Syracuse**  
Aurora of Central New York (NIB)  
Onondaga County Chapter, NYSARC, Inc. (NISH)

**Utica**  
The Arc, Oneida-Lewis Chapter, NYSARC, Inc. (NISH)  
Central Association for the Blind & Visually Impaired (NIB)  
Human Technologies Corporation (NISH)

**Walton**  
Delaware County Chapter, NYSARC, Inc. (NISH)

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

**Watertown**  
Jefferson County Chapter, NYSARC (NISH)

**Watkins Glen**  
Schuyler County Chapter, NYSARC, Inc. (NISH)

## NORTH CAROLINA

**Brevard**  
Transylvania Vocational Services, Inc. (NISH)

**Charlotte**  
Lions Services, Inc. (NIB)

**Durham**  
Durham Exchange Club Industries, Inc. (NISH)  
L.C. Industries For The Blind, Inc. (NIB)

**Elizabeth City**  
Skills, Inc. (NISH)  
**Fayetteville**  
Employment Source, Inc. (NISH)

**Greensboro**  
Industries of the Blind, Inc. (NIB)

**Greenville**  
Eastern Carolina Vocational Center, Inc. (NISH)

**Hillsborough**  
OE Enterprises, Inc. (NISH)

**Jacksonville**  
Coastal Enterprises of Jacksonville, Inc. (NISH)

**Kinston**  
Lions Industries for the Blind, Inc. (NIB)

**Marble**  
Industrial Opportunities, Inc. (NISH)

**Raleigh**  
Raleigh Lions Clinic for the Blind, Inc. (NIB)

**Washington**  
Beaufort County Developmental Center, Inc. (NISH)

**Winston-Salem**  
Winston-Salem Industries for the Blind (NIB)

## NORTH DAKOTA

**Bismarck**  
Pride, Inc. (NISH)

**Devils Lake**  
Lake Region Corporation (NISH)

**Fargo**  
Vocational Training Center (NISH)

**Jamestown**  
Alpha Opportunities, Inc. (NISH)

**Minot**  
MVW Services, Inc. (NISH)

**Valley City**  
Open Door Center (NISH)

## OHIO

**Akron**  
Community Support Services, Inc. (NISH)  
Weaver Industries, Inc. (NISH)

**Canton**  
The Workshops, Inc. (NISH)

**Cincinnati**  
Cincinnati Association for the Blind (NIB)  
The Clovernook Center for the Blind (NIB)

Greater Cincinnati Behavioral Health Services (NISH)  
Ohio Valley Goodwill Industries Rehabilitation Center, Inc. (NISH)

**Cleveland**  
VGS, Inc. (NISH)

**Columbus**  
Goodwill Columbus Outsourcing in Columbus (NISH)

**Dayton**  
Goodwill Easter Seals Miami Valley (NISH)  
Eastway Corporation (NISH)

**Delaware**  
The Alpha Group of Delaware, Inc. (NISH)

**Elyria**  
Murray Ridge Production Center, Inc. (NISH)

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

Richland County Board of Developmental Disabilities (NISH)

**Marion**  
MARCA Industries, Inc. (NISH)

**Newark**  
Licking-Knox Goodwill Industries, Inc. (NISH)

**Springfield**  
TAC Industries, Inc. (NISH)

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

**Toledo**  
ContracTech, Inc. (NISH)

**Xenia**  
Greene, Inc. (NISH)

**Youngstown**  
Youngstown Area Goodwill Industries (NISH)

## OKLAHOMA

**Anadarko**  
APEX, Inc. (NISH)

**Moore**  
Work Activity Center, Inc. (NISH)

**Muskogee**  
Golden Rule Industries of Muskogee, Inc. (NISH)

**Oklahoma City**  
Dale Rogers Training Center, Inc. (NISH)  
The Oklahoma League for the Blind (NIB)

## OREGON

**Ashland**  
Pathway Enterprises, Inc. (NISH)

**Hood River**  
Hood River Sheltered Workshop (NISH)

**Lebanon**  
Willamette Valley Rehabilitation Center, Inc. (NISH)

**Portland**  
Blind Enterprises of Oregon (NIB)

**Portland**  
DePaul Industries (NISH)  
Portland Habilitation Center, Inc. (NISH)

**Roseburg**  
Sunrise Enterprises of Roseburg, Inc. (NISH)

**Salem**  
Garten Services, Inc. (NISH)

**Warrenton**  
Clatsop County Developmental Training Center Association (NISH)

## PENNSYLVANIA

**Aston**  
Elwyn, Inc. (NISH)

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

**Bethlehem**  
Via of the Lehigh Valley, Inc. (NISH)

**Chester**  
Center for the Blind and Visually Impaired (NIB)

**Coatesville**  
Chester County Branch of the PAB (NIB)

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

**Greensburg**  
Westmoreland County Blind Association (NIB)

**Harrisburg**  
Goodwill Services, Inc. (NISH)

**Houston**  
Arc Human Services, Inc. (NISH)

**Johnstown**  
Goodwill Industries of the Conemaugh Valley, Inc. (NISH)  
Cambria County Association for the Blind and Handicapped (NISH)

**Lancaster**  
Susquehanna Association for the Blind and Visually Impaired (NIB)

**Lebanon**  
Quality Employment Services and Training, Inc. (NISH)

**Lewistown**  
Nu Visions Center, a Not for Profit Corporation (NISH)

**Mechanicsburg**  
Cumberland-Perry Association for Retarded Citizens (NISH)

**New Castle**  
Lark Enterprises, Inc. (NISH)

**North Warren**  
Bollinger Enterprises (NISH)

**Philadelphia**  
Horizon House, Inc. (NISH)

**Pittsburgh**  
ARC—Allegheny (NISH)  
Blind and Vision Rehabilitation Services of Pittsburgh (NIB)

The Easter Seal Society of Western Pennsylvania (NISH)

Family Services of Western Pennsylvania (NISH)  
Goodwill Commercial Services, Inc. (NISH)  
Life'sWork of Western PA (NISH)

**Pottsville**  
Avenues, Inc. (NISH)

**Scranton**  
Allied Health Care Services (NISH)

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

**Washington**  
Washington-Greene County Branch, PAB (NIB)

**Wilkes-Barre**  
United Rehabilitation Services, Inc. (NISH)

**Williamsport**  
Hope Enterprises, Inc. (NISH)

North Central Sight Services, Inc. (NIB)

**York**  
ForSight Vision (NIB)

## RHODE ISLAND

**Cranston**  
CranstonArc (NISH)

**Newport**  
James L. Maher Center (NISH)

**North Providence**  
Greater Providence Chapter, Rhode Island Assoc. for Retarded Citizens (NISH)

## SOUTH CAROLINA

**Aiken**  
The Tri-Development Center of Aiken County, Inc. (NISH)

**Beaufort**  
Beaufort Vocational Rehabilitation Center (NISH)

**Charleston Heights**  
Charleston Vocational Rehabilitation Center (NISH)

**Columbia**  
Lexington Vocational Rehabilitation Center (NISH)

**Conway**  
Horry County Disabilities and Special Needs Board (NISH)

**Florence**  
Florence County Disabilities and Special Needs Board (NISH)

**Greenville**  
Greenville County Disabilities and Special Needs Board (NISH)  
Greenville Rehabilitation Center (NISH)

**North Charleston**  
Goodwill Industries of Lower South Carolina, Inc. (NISH)



(top) Rosalinde Andrews, Professional Contract Services, Inc., (middle) Alex Rosalez, Lighthouse for the Blind of Fort Worth, Inc., and (bottom) Deborah Huffstutler, Huntsville Rehabilitation Foundation.

**"Our office and janitorial products not only help people like me who are visually impaired, but they help support our military. That makes me happy."**

— VICTOR CARINO, ABILITYONE EMPLOYEE, FORT BELVOIR'S SKILCRAFT® SELF-SERVICE SUPPLY CENTER



Jesse Tran, Dallas Lighthouse for the Blind

**Orangeburg**  
Orangeburg County Disabilities and Special Needs Board (NISH)

**Rock Hill**  
York County Mental Retardation and Developmental Disabilities Board (NISH)

**Seneca**  
Oconee-Pickens Work Training Center (NISH)

**Spartanburg**  
The Charles Lea Center for Rehab and Special Education, Inc. (NISH)

**Summerville**  
Dorchester County Board of Disabilities and Special Needs (NISH)

**Sumter**  
The Genesis Center (NISH)  
Sumter County Disabilities and Special Needs Board, Inc. (NISH)

**Walterboro**  
Walterboro Vocational Rehabilitation Center (NISH)

## SOUTH DAKOTA

**Aberdeen**  
Adjustment Training Center, Inc. (NISH)

**Elsworth AFB**  
BH Services, Inc. (NISH)

**Huron**  
Huron Area Center for Independence (NISH)

**Pierre**  
OAHE, Inc. (NISH)

**Sioux Falls**  
South Dakota Achieve (NISH)

## TENNESSEE

**Clarksville**  
Progressive Directions, Inc. (NISH)

**Cookeville**  
Advocacy and Resources Corporation (NISH)

**Johnson City**  
Dawn of Hope Development Center, Inc. (NISH)

**Knoxville**  
Goodwill Industries—Knoxville, Inc. (NISH)  
Knox County Association for Retarded Citizens (NISH)

**Memphis**  
Memphis Goodwill Industries, Inc. (NISH)

**Morristown**  
Lions Volunteer Blind Industries, Inc. (NIB)

**Nashville**  
Ed Lindsey Industries f/t Blind, Inc. (NIB)  
Goodwill Government Services, Inc. (NISH)

## TEXAS

**Abilene**  
Abilene Goodwill Industries, Inc. (NISH)

**Austin**  
Austin Task, Inc. (NISH)  
Blue Solutions (NISH)  
Professional Contract Services, Inc. (NISH)  
Relief Enterprise, Inc. (NISH)  
Travis Association for the Blind (NIB)

**Beaumont**  
Goodwill Industries Industrial Contracts and Temporary Services, Inc. (NISH)  
Statewide Consolidated Community Development Corporation, Inc. (NISH)

**Conroe**  
Tri-County Mental Health and Mental Retardation Services (NISH)

**Corpus Christi**  
Goodwill Industries of South Texas, Inc. (NISH)  
The LC Foundation, Inc. (NISH)  
Nueces County Mental Health Mental Retardation Community Center (NISH)  
South Texas Lighthouse for the Blind (NIB)

**Dallas**  
Dallas Lighthouse for the Blind, Inc. (NIB)

**El Paso**  
El Paso Lighthouse for the Blind (NIB)  
Let's Go To Work (NISH)  
ReadyOne Industries, Inc. (NISH)

**Fort Worth**  
Expanco, Inc. (NISH)  
Goodwill Industrial Services of Fort Worth, Inc. (NISH)  
Tarrant County Association for the Blind (NIB)

**Houston**  
Arbor Products, Inc. (NISH)  
CRI Federal Services (NISH)  
Lighthouse for the Blind of Houston (NIB)  
On Our Own Services, Inc. (NISH)  
Southeast Vocational Alliance, Inc. (NISH)

**Lufkin**  
Burke Center, Inc. (NISH)

**San Angelo**  
Concho Resource Center (NISH)  
MHMR Services for the Concho Valley (NISH)  
West Texas Lighthouse for the Blind (NIB)

**San Antonio**  
Goodwill Industries of San Antonio (NISH)  
Mavagi Enterprises, Inc. (NISH)  
San Antonio Lighthouse for the Blind (NIB)  
South Texas Housing and Community Development Corporation, Inc. (NISH)  
Training, Rehabilitation, & Development Institute, Inc. (NISH)  
World Technical Services, Inc. (NISH)

**Tyler**  
East Texas Lighthouse for the Blind (NIB)

**Wichita Falls**  
Beacon Lighthouse, Inc. (NIB)  
North Texas State Hospital (NISH)  
Work Services Corporation (NISH)

## UTAH

**Clearfield**  
Pioneer Adult Rehabilitation Center Davis County School District (NISH)

**Ogden**  
Enable Industries Incorporated (NISH)

**Salt Lake City**  
Utah Industries for the Blind (NIB)  
Community Foundation for the Disabled, Inc. (NISH)

## VIRGINIA

**Alexandria**  
ServiceSource, Inc. (NISH)

**Arlington**  
Sheltered Occupational Center of Northern Virginia, Inc. (NISH)

**Atkins**  
Mount Rogers Community Services Board (NISH)

**Charlottesville**  
Virginia Industries for the Blind (NIB)  
WorkSource Enterprises (NISH)

**Chesapeake**  
Chesapeake Service Systems, Inc. (NISH)

**Farmville**  
Southside Training Employment Placement Services, Inc. (NISH)

**Fredericksburg**  
Rappahannock Goodwill Industries, Inc. (NISH)

**Hampton**  
The Arc of the Virginia Peninsula, Inc. (NISH)

**Harrisonburg**  
Friendship Industries, Inc. (NISH)

**Leesburg**  
Every Citizen Has Opportunities, Inc. (NISH)

**Lynchburg**  
Lynchburg Sheltered Industries, Inc. (NISH)

**Manassas**  
Didlake, Inc. (NISH)

**Norfolk**  
Louise W. Eggleston Center, Inc. (NISH)

**Petersburg**  
Progressive Adult Rehabilitation Center, Inc.

**Portsmouth**  
Portco, Inc. (NISH)

**Richmond**  
Goodwill Services, Inc. (NISH)  
Richmond Area Association for Retarded Citizens (NISH)

**Roanoke**  
Goodwill Industries of the Valleys, Inc. (NISH)

**Springfield**  
MVLE, Inc. (NISH)

**Virginia Beach**  
Community Alternatives, Incorporated (NISH)  
Sara's Mentoring Center, Inc. (NISH)

**Winchester**  
NW Works, Inc. (NISH)

## WASHINGTON

**Bellingham**  
Cascade Christian Services (NISH)  
Lake Whatcom Residential and Treatment Center (NISH)

**Bremerton**  
Holly Ridge Center (NISH)  
Peninsula Services (NISH)  
Skookum Educational Programs (NISH)

**Clarkston**  
Asotin County Community Services (NISH)

**Issaquah**  
AtWork! (NISH)

**Kennewick**  
Columbia Industries (NISH)

**Oak Harbor**  
New Leaf, Inc. (NISH)

**Olympia**  
Morningside (NISH)

**Seattle**  
The Lighthouse for the Blind, Inc. (Seattle Lighthouse) (NIB)  
Northwest Center (NISH)  
Provail (NISH)

**Spokane**  
Good Works, Inc. (NISH)  
Skills'kin (NISH)

**Sumner**  
VADIS (NISH)

**Tacoma**  
Goodwill Contracting Services (NISH)

**Walla Walla**  
Lillie Rice Center (NISH)

**Yakima**  
Yakima Specialties, Inc. (NISH)

## WISCONSIN

**Eau Claire**  
L. E. Phillips Career Development Center, Inc. (NISH)

**Elkhorn**  
VIP Services

**Fond du Lac**  
Brooke Industries, Inc. (NISH)

**Fort Atkinson**  
Opportunities, Inc. of Jefferson County (NISH)

**Green Bay**  
ASPIRO, Inc. (NISH)

**La Crosse**  
ORC Industries, Inc. (NISH)

**Madison**  
Madison Area Rehabilitation Centers, Inc. (NISH)

**Milwaukee**  
Associated Industries for the Blind (NIB)  
Goodwill Industries of Southeastern Wisconsin, Inc. (NISH)  
Milwaukee Center for Independence, Inc. (NISH)  
Wiscraft Inc.—Wisconsin Enterprises for the Blind (NIB)

**Racine**  
Lakeside Curative Services, Inc. (NISH)

**Waukesha**  
Waukesha Training Center, Inc. (NISH)

**West Allis**  
Industries for the Blind, Inc. (NIB)

**Wisconsin Rapids**  
ODC Government Services, Inc. (NISH)

## WEST VIRGINIA

**Bridgeport**  
Job Squad, Inc. (NISH)

**Buckhannon**  
Buckhannon-Upshur Work Adjustment Center, Inc. (NISH)

**Charleston**  
Goodwill Industries of Kanawha Valley, Inc. (NISH)

**Craigsville**  
The Sheltered Workshop of Nicholas County, Inc. (NISH)

**Huntington**  
Goodwill Industries of KYOWWA Area, Inc. (NISH)

Prestera Center for Mental Health Services, Inc. (NISH)

**Maben**  
Integrated Resources, Inc. (NISH)

**Parkersburg**  
SW Resources, Inc. (NISH)

**Ronceverte**  
Gateway Industries, Inc. (NISH)

**Star City**  
PACE Training and Evaluation Center, Inc. (NISH)

**Weirton**  
Hancock County Sheltered Workshop, Inc. (NISH)

**Wheeling**  
Russell Nesbitt Services, Inc. (NISH)

## WYOMING

**Cheyenne**  
Magic City Enterprises, Inc. (NISH)  
Goodwill Industries of Wyoming, Inc. (NISH)

**Worland**  
Northwest Community Action Programs of Wyoming, Inc. (NISH)

**“Working with the AbilityOne Program is not only something that feels right but also it is right on the bottom line.”**

— JAMES FOLEY, ENVIRONMENTAL PROTECTION AGENCY



### ALVIN RAMLU

In June 2006, SPC Alvin Ramlu and his team were on a three-vehicle convoy operation in Afghanistan when they were ambushed by a suicide bomber followed by an enemy engagement. Despite being wounded, SPC Ramlu called in a medical evacuation and was later awarded the Combat Action Badge for his actions. Upon returning to the United States, SPC Ramlu was diagnosed with Traumatic Brain Injury (TBI) and Post Traumatic Stress Disorder (PTSD), making it nearly impossible for him to stop reliving the horrific experience. Simple actions like driving down the street became mentally challenging.

When Ramlu was medically retired from the Army, he was given a second chance by the AbilityOne Program to lead a productive life while serving his country. Through the Program's nonprofit Project HIRED, which operates call centers in five locations in California, Ramlu helps fellow veterans by answering calls for the Veterans Administration Hospital in Mather, Calif. Today, SPC Ramlu and his wife are grateful to the AbilityOne Program and Project HIRED for giving him the chance to enter the civilian workforce.



### DAVID GWIN

Since 2002, David Gwin has served as a telephone switchboard operator for NewView Oklahoma (formerly Oklahoma League for the Blind) at Tinker Air Force Base. Many people look forward to hearing "Operator 15" when they call in because of his excellent customer service skills. He started his career at the agency in 1995 with summer employment while in high school.

Gwin is truly a valued team member and has earned respect and admiration from his co-workers, base personnel and customers because of his strong work ethic and personal character. He has received numerous "Profiles in Success" recognitions for exemplary on-the-job performance. In 2009, Gwin received National Industries for the Blind's Peter J. Salmon Employee of the Year Award in recognition of his accomplishments.

Gwin was diagnosed with retinal blastoma at age two, resulting in the loss of both of his eyes. He was a high achiever in school, graduating valedictorian of his class with honors in wrestling, jazz band, history and piano. Gwin graduated from East Central University in Ada, Okla., with a Bachelor of Science degree in sociology and communications minor.



### JAMIE SHEPHERD

"This is my calling. I think I was nine or 10 when my Dad put a wrench in my hand," Jamie Shepherd says; she has been fixing vehicles ever since. Today, she is a dedicated AbilityOne employee, helping to maintain critical fleet maintenance on U.S. Army trucks and ambulances at Ft. Lewis Army Base in Washington. Shepherd is also a U.S. Army and National Guard Veteran with a spinal disability. Despite this, however, "I'm usually the first one [to arrive] in my motor pool every morning." Shepherd describes how her co-workers pitch in to help each other, complementing each other's skills, in order to fulfill their customer's needs and expectations.

"I've come to work not feeling like giving my all," she admits, "but then I realize that our guys [at war] have to have this truck to complete their mission. I'm honored to work for a company like this."

**"The valuable feedback we heard from employees, partners and customers during the L3T visits will guide the Committee in leading AbilityOne into the future. We look forward to continuing the story in our 2010 annual report."**

— ANDREW D. HOUGHTON, COMMITTEE CHAIRPERSON



From left to right: James Omvig, Committee Vice Chairperson; Tina Ballard, Committee Executive Director; Jeff Dolven, Skookum CEO; and Louis Bartalot, Committee Director for Compliance, during the L3T visit to Skookum.



Committee member Abram Claude (left) meets AbilityOne employees Robert Nagel (center) and Bill Allen (right) during an L3T visit to the Bobby Dodd Institute.



Committee member Robert Kelly (right) greets AbilityOne employee Scott Gibbs during an L3T visit to Challenge Unlimited.

**"I know that I'll be alright as long as I can work and bring home a paycheck; and the AbilityOne Program makes that possible for me and thousands of others who desperately need it."**

— ALVIN RAMLU





"Government is competent when all who compose it work as trustees for the whole people. We are determined to make every American citizen the subject of this country's interest and concern."

—President Franklin Delano Roosevelt  
Second Inaugural Address  
January 20, 1937



**COMMITTEE FOR PURCHASE FROM PEOPLE  
WHO ARE BLIND OR SEVERELY DISABLED**

1421 JEFFERSON DAVIS HIGHWAY  
JP2, SUITE 10800  
ARLINGTON, VA 22202-3259

**TELEPHONE: 703-603-7740**  
**FAX: 703-603-0655**  
**INFO@ABILITYONE.GOV**  
**WWW.ABILITYONE.GOV**