

# 2005-2006 ANNUAL REPORT ON THE AbilityOne Program



## The AbilityOne (Formerly JWOD) Program Mission and Vision

### *The mission of the AbilityOne Program is to:*

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.

### *The vision of the AbilityOne Program is:*

The AbilityOne Program enables all people who are blind or have other severe disabilities to achieve their maximum employment potential.

### *This vision will be realized when:*

- Every person who is blind or severely disabled and who wants to work is provided an opportunity to be employed productively.
- Every AbilityOne employee earns not only the Federal minimum wage (or higher applicable state minimum wage) but also a living wage and benefits package appropriate to his or her geographic locality.
- AbilityOne employees are provided the training and development they need to be successful in their current positions, and ultimately achieve their maximum employment potential.
- Every AbilityOne employee is provided the opportunity, with or without accommodations, to advance to his or her maximum employment potential, including internal or external competitive placement or management and administrative positions.
- All AbilityOne products and services provide best value to Federal customers, thus earning their continued support and loyalty.

### *AbilityOne (formerly JWOD) Program History*

In 1938, the Wagner-O'Day Act was passed to provide employment opportunities for people who are blind by allowing them to manufacture commodities, such as mops and brooms, to sell to the Federal Government. The Javits Amendment of 1971 created the Javits-Wagner-O'Day (JWOD) Act (41 U.S.C. 46-48c) and amended the Act to include providing employment opportunities for people with other severe disabilities and allowing the Program to also furnish services to the Federal Government. In addition, the amendment established the Committee for Purchase From People Who Are Blind or Severely Disabled as an independent Federal agency to administer the JWOD Program. In 2006, the Committee deliberated and elected to change the JWOD Program umbrella name to AbilityOne to give a stronger, more unified identity to the program and to show a connection between the program name and the abilities of those who are blind or have other severe disabilities. Currently providing employment opportunities to over 47,000 Americans who are blind or have other severe disabilities, the AbilityOne Program is the single largest employer of such individuals in the United States.



Senator Robert Wagner (NY)  
1877–1953  
U.S. Senate Historical Office



Representative Caroline Love  
Goodwin O'Day (NY) 1875–1943  
Library of Congress



Senator Jacob Javits (NY)  
1904–1986  
U.S. Senate Historical Office

TABLE OF CONTENTS

**Chairperson’s Message . . . . . 2**

**AbilityOne Program Name Change . . . . . 4**

**Committee Members . . . . . 5**

**About the Committee . . . . . 6**

**Program Organization/NIB & NISH Partnership . . . . . 8**

**About AbilityOne-associated Nonprofit Agencies . . . . . 9**

**Responding to Critical Needs . . . . . 11**

**AbilityOne Program Strategic Plan . . . . . 14**

**AbilityOne Program Legislative Recommendations . . . . . 16**

**Committee Semiannual Regulatory Agenda . . . . . 17**

**Program Employment . . . . . 18**

**Wages Paid . . . . . 19**

**Program Sales . . . . . 20**

**E. R. “Dick” Alley Career Achievement Award . . . . . 21**

**AbilityOne-associated Nonprofit Agency Results by State . . . . . 22**

**Customer Satisfaction/AbilityOne Projects . . . . . 24**

**AbilityOne-associated Nonprofit Agency Listing by State . . . . . 27**

# Chairperson's

## MESSAGE

Change, evolution and transformation. These words define both the era in which we live and the environment in which the AbilityOne (formerly Javits-Wagner-O'Day or JWOD) Program pursues its mission, to 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. To that end, the AbilityOne Program is today the largest single source of employment for people who are blind or have other severe disabilities in the United States. The Program currently employs over 47,000 individuals at more than 600 community-based nonprofit agencies nationwide.

It is my honor and pleasure to present to you the combined 2005-2006 Annual Report of the Committee for Purchase From People Who Are Blind or Severely Disabled. The period covered in this report marks the transition of the former JWOD Program to the AbilityOne Program, and demonstrates how this nearly 70 year-old nationwide initiative is as relevant today—if not more so—as it was when Congress created it in 1938.

AbilityOne products are ubiquitous throughout government offices, warehouses, military installations, and maintenance facilities. We are proud to know that U.S. soldiers depend on AbilityOne-manufactured clothing and equipment in Iraq and Afghanistan. In addition, its associated State and local nonprofit employees are familiar faces seen every workday from the halls of Congress to the Statue of Liberty; from Federal courthouses to military dining facilities. These skilled employees

deliver mail, answer phone inquiries, maintain building grounds, clean offices and handle warehouse functions, among other tasks in service to our Government and our country. Without question, the AbilityOne Program works for America!

In Fiscal Years 2005 and 2006, the AbilityOne Program continued to increase employment for the underutilized population it serves. There was an increase by more than 2,000 in the number of individuals who have jobs through this Program. At the same time, we saw a notable increase in wages

earned by workers on AbilityOne contracts. In 2005, these employees earned total wages of \$389 M, with an average hourly rate of \$9.51. In 2006, total wages surpassed \$403 M, with an average hourly rate of \$9.78. In addition to their wages, AbilityOne employees typically earn benefits such as paid vacation and medical leave, health insurance and retirement accounts. Beyond providing Federal offices needed products and services at fair market prices, the Program also provides the American taxpayer an

added bonus, as AbilityOne workers achieve greater independence, thus reducing dependence on Government assistance and becoming taxpayers themselves.

The AbilityOne Program is moving forward with its 2007-2009 Strategic Plan, and we are excited about the many new types of job opportunities that will be available to people who are blind or have other severe disabilities, through new lines of business, expansion of core businesses and advances in technology. The AbilityOne Program strives to be a solution provider to our Federal customers, while at the same time, a quality employer of people with disabilities. Everyone should have an opportunity to



participate in the American work experience, earn equitable wages and build skills that foster career advancement. This is our expectation for AbilityOne employees, as well.

This Annual Report resumes the practice of recommending changes to our enabling legislation, the Javits-Wagner-O'Day Act (41 U.S.C. § 46-48c), as authorized. The Committee has not included such a recommendation in its Annual Report since 1987. The recommendations contained in this Annual Report have been coordinated with the Office of Management and Budget.

This report also contains a list of AbilityOne-participating State and local nonprofit agencies by state. These organizations employ, train, and often provide daily living skills to individuals who work on Federal contracts under the auspices of the

Program. We invite members of Congress and its staff to contact a member of the Committee staff to arrange a tour of participating agency facilities and witness the contributions of the AbilityOne workforce to the business of the Federal Government first hand.

I close with a quote that has special meaning for the Committee and our program: "Far and away the best prize that life offers is the chance to work hard at work worth doing."

—Theodore Roosevelt, 1858-1919

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Houghton". The signature is fluid and cursive, with a long horizontal stroke at the end.

Andrew Houghton  
Chairperson

## STILL WORKS FOR AMERICA

The period covered in this report was, indeed, a time of change and evolution for America's largest single source of employment for individuals who are blind or have other severe disabilities. One of the most exciting transformations occurred in 2006, when the Committee deliberated and elected to change the Javits-Wagner-O'Day (JWOD) Program umbrella name to the AbilityOne Program. The Committee voted to adopt the new name in order to give a stronger, more unified identity to the program and to show a connection between the program name and the abilities of those who are blind or have other severe disabilities.

**W**illiam Shakespeare put it aptly when he penned, "What's in a name? That which we call a rose by any other name would smell as sweet." That said, the mission and the vision of the AbilityOne Program remains resolutely the same as when Congress first created the program nearly 70 years ago: *To 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.*

As you review this report, you will find the JWOD and AbilityOne names used throughout the text. The names are interchangeable and reference the same Program. During the transition period, AbilityOne will remain connected to its legacy name so as to ease into the new identity while keeping confusion to a minimum for participating AbilityOne nonprofit agencies, Federal customers, members of Congress, other stakeholders and the public at large.

Meanwhile, change always gives birth to opportunity. Even as the AbilityOne Program evolves, the Committee, with assistance from our partners at National Industries for the Blind and NISH (serving people with a range of disabilities), is committed to accomplishing program goals. The AbilityOne Program will continue to be a solution provider of choice for our valued Federal customers while delivering employment opportunities that offer individual choice, equitable wages and benefits, upward mobility and personal satisfaction for people who are blind or have other severe disabilities. AbilityOne is as relevant to the lives of the people we serve today as it was in 1938 and continues to work for America.



AbilityOne-associated employees at Goodwill Industries of South Florida sew internment flags on a Department of Veteran's Affairs contract

# Members

## OF THE COMMITTEE



**Andrew Houghton, Chairperson**  
Private Citizen—Nonprofit Agency Employees  
with Other Severe Disabilities  
March 2003



**Steven B. Schwalb, Chairperson, 2005**  
Chief Operating Officer, UNICOR  
Corporate Management  
Federal Prison Industries  
Department of Justice  
November 1994



**Frederick R. Beaman, III**  
Chief, Air Force Labor Advisors  
Department of the Air Force  
July 2003



**Steven R. Bennett**  
Deputy Commander  
Defense Supply Center Philadelphia  
Defense Logistics Agency  
Department of Defense  
July 2003



**Robert J. Henke**  
Assistant Secretary for Management  
Office of Management  
Department of Veterans Affairs  
May 2006



**Osborne Day**  
Private Citizen—Obstacles to Employment  
of Persons Who are Blind  
July 2005



**W. Roy Grizzard, Jr., Ed.D.**  
Assistant Secretary for Disability Employment Policy  
Office of Disability Employment Policy  
Department of Labor  
September 2004



**Robert T. Kelly, Jr.**  
Private Citizen—Obstacles to Employment  
of Persons with Other Severe Disabilities  
July 2003



**Felipe Mendoza**  
Associate Administrator  
Office of Small Business Utilization  
General Services Administration  
July 2003



**James H. Omvig**  
Private Citizen—Nonprofit Agency  
Employees Who are Blind  
March 2003



**Michael Sade**  
Director for Acquisition Management  
and Procurement Executive  
Department of Commerce  
July 2003



**Sandra O. Sieber**  
Director of the Army Contracting Agency  
Department of the Army  
August 2003



**Rear Admiral Daniel H. Stone**  
Commander, Naval Supply Systems Command  
and Chief of Supply Corps  
NAVSUP  
Department of the Navy  
May 2005



**James E. House\***  
Director, Office of Small and Disadvantaged  
Business Utilization  
Department of Agriculture  
May 2006



**Perry E. Anthony\*\***  
Deputy Commissioner  
Rehabilitation Services Administration  
Department of Education  
May 2006

\*John Surina held this seat in 2005

\*\*The Honorable Joanne Wilson held this seat in 2005

## About

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# THE COMMITTEE FOR PURCHASE FROM PEOPLE WHO ARE BLIND OR SEVERELY DISABLED

The Committee for Purchase From People Who Are Blind or Severely Disabled is the small, independent Federal Agency responsible for administering the Javits-Wagner-O'Day Act (41 U.S.C. 46-48c). The Committee's mission is to generate job opportunities for people who are blind or have other severe disabilities in the manufacture and delivery of products and services to the Federal Government. The Committee's primary means of doing so is through the Federal acquisition system, where the purchase of products and services furnished by nonprofit agencies participating in the AbilityOne Program enable the employment of such persons nationwide.

**T**he Committee has 15 members, all of whom are appointed by the President. Representatives from Federal Agencies include the Departments of Agriculture, Air Force, Army, Commerce, Defense, Education, Justice, Labor, Navy, Veterans Affairs, and the General Services Administration, as specified in the Act. The remaining four members are private citizens knowledgeable about the employment problems of people who are blind or have other severe disabilities, including those employed by nonprofit agencies associated with the AbilityOne Program. Among its responsibilities, the Committee:

- Determines which products and services are suitable for purchase by the Federal Government, and thus, added to the Program Procurement List. Once included on the list, Federal customers buy the items/service from AbilityOne-participating nonprofit agencies;
- Sets the fair market prices for these products and services, and revises the prices when appropriate;
- Ensures that AbilityOne-associated nonprofit

agencies comply with Committee rules and regulations (through on-site reviews of agency operations, annual certifications and other means); and

- Works with Federal customers to facilitate their AbilityOne Program purchases.



Mops and brooms were the first commodities that AbilityOne-associated nonprofit agencies offered to Federal customers when Congress passed the Wagner-O'Day Act in 1938.



The Committee has a full-time staff with offices located in Arlington, Virginia. The staff receives and reviews information submitted by its two designated Central Nonprofit Agencies, National Industries for the Blind (NIB) and NISH (serving people with a range of severe disabilities) proposing to add or delete products and service projects to or from the official Procurement List. The purpose of the review process is to ensure that the Committee has adequate information to determine the suitability of proposed additions and/or deletions to or from the Procurement List. Suitability and pricing information compiled by the staff is submitted to Committee members for their deliberation and decision regarding such changes to the Procurement List. Other responsibilities of the Committee staff include:

- Communicating to Federal customers the benefits and processes associated with purchasing AbilityOne Program products and services;
- Identifying and researching issues of interest to the AbilityOne Program for review and discussion by the Committee;
- Reviewing and analyzing recommended fair market prices for current and proposed AbilityOne Program products and services;
- Assisting nonprofit agencies in complying with Committee rules and regulations and those of other Federal agencies; and
- Implementing technology infrastructures to facilitate communication and rapid access to information electronically among Committee members, Committee staff, Central Nonprofit Agencies, Nonprofit Agencies, and Federal customers.

Through NIB and NISH, the Committee currently works with more than 600 nonprofit agencies across the country, as well as in Puerto Rico and Guam. Federal customers' purchases of AbilityOne products and services provided by these participating agencies, and the people who are blind or have other severe disabilities they employ, helps battle the high unemployment rate faced by this untapped labor resource, 70 percent of whom are not employed.



Many AbilityOne-associated nonprofit agencies are involved in the manufacture of military and agency unique apparel and other products- making the AbilityOne Program a critical partner in the U.S. military industrial base.

### Committee Meetings

During FY 2005-2006, the Committee held 13 formal meetings on the following dates:

October 14, 2004	November 10, 2005
November 4, 2004	January 12, 2006
January 13, 2005	March 9, 2006
March 10, 2005	May 1, 2006
May 24, 2005	July 13, 2006
July 14, 2005	September 28, 2006
September 8, 2005	

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**“Freedom is no half-and-half affair. If [a] citizen is guaranteed equal opportunity in the polling place, he must have equal opportunity in the marketplace... We are poor indeed if this nation cannot afford to lift from every recess of American life the dread fear of the unemployed that they are not needed in the world.”**

—President Franklin D. Roosevelt

## About

# NATIONAL INDUSTRIES FOR THE BLIND AND NISH

The Javits-Wagner-O'Day (JWOD) Act authorizes the Committee to designate “a central nonprofit agency or agencies to facilitate the distribution” of Government orders of Procurement List products and services among nonprofit agencies employing people who are blind or have other severe disabilities.

The Committee has designated National Industries for the Blind (NIB) and NISH (serving people with a range of disabilities) as the national nonprofit organizations that perform this and other functions that assist nonprofit agencies to participate in the AbilityOne (formerly JWOD) Program. NIB and NISH work closely with contracting activities and nonprofit agencies to match Government requirements with nonprofit agency capabilities.

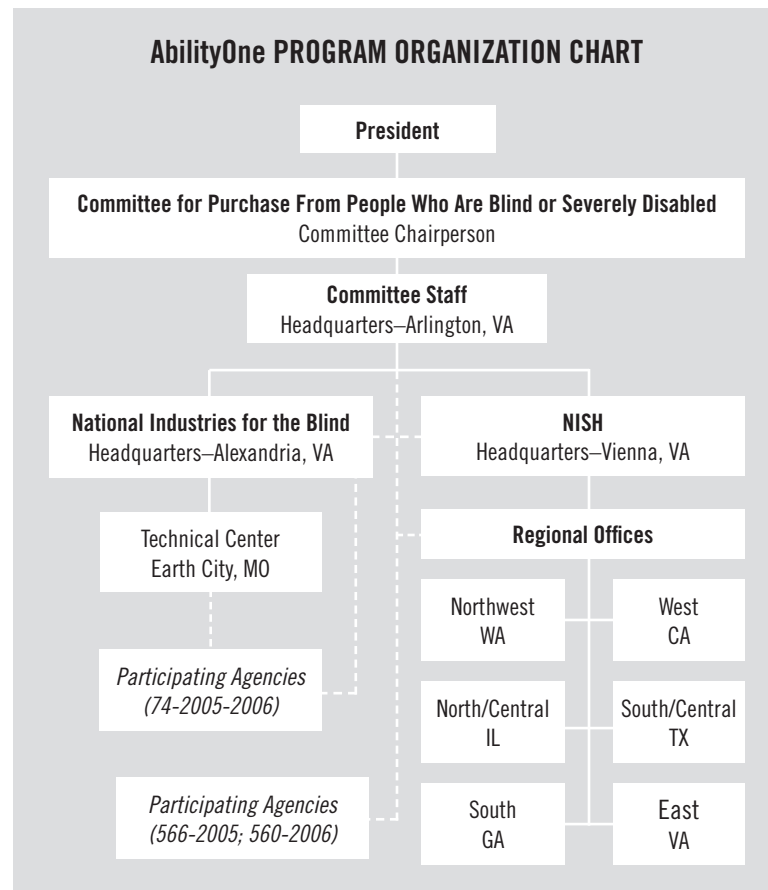
Each of the more than 600 community-based nonprofit agencies participating in the AbilityOne Program during FYs 2005-2006 is associated with either NIB or NISH. Major functions carried out by these two organizations include:

- Allocating Government orders for AbilityOne projects among nonprofit agencies;
- Assisting nonprofit agencies in the development of new AbilityOne projects for the Committee's consideration, including the negotiation of proposed AbilityOne contract prices, addressing production/service provision concerns, and compliance with Committee regulations;
- Evaluating Federal customer needs and nonprofit agencies' capabilities to provide specific products and services, and facilitating distribution channels;
- Obtaining item procurement histories from Federal contracting activities and other information required by the Committee.

NIB and NISH also provide their associated agencies with many other services, including:

legislative and regulatory assistance, communications and public relations materials, information technology support, engineering, financial and technical assistance, and professional training programs.

NIB is headquartered in Alexandria, Virginia. In FY 2005-2006, 74 NIB-affiliated agencies participated in the AbilityOne Program. NISH is headquartered in Vienna, Virginia, with regional offices in California, Washington, Georgia, Virginia, Texas and Illinois. In FY 2005, 566 nonprofit agencies participating in the AbilityOne Program were affiliated with NISH while the number of NISH-affiliated agencies numbered 560 in 2006.



## About

# ABILITYONE-PARTICIPATING NONPROFIT AGENCIES

The AbilityOne (formerly JWOD) Program is a unique public-private initiative. Nonprofit organizations participating in the AbilityOne Program may be privately incorporated, state-owned, or state-operated organizations. They are located in communities across the United States. The AbilityOne-participating nonprofit organizations are the Program's on-the-ground source for creating employment opportunities for people who are blind or have other severe disabilities. At the same time, these organizations provide products and service solutions to meet their Federal customers' needs.

All nonprofit agencies participating in the AbilityOne Program are affiliated with either NIB or NISH. To be recognized as a "qualified nonprofit agency" under the Javits-Wagner-O'Day Act:

- The nonprofit agency must be organized under the laws of the United States or of any State, operated in the interest of individuals who are blind or have other severe disabilities, and the net income cannot inure in whole or in part to the benefit of any shareholder or other individual;
- The nonprofit agency must comply with any applicable occupational health and safety

**"People might not get all they worked for in this world, but they must certainly work for all they get."**

—Frederick Douglas, 1817-1895

standard prescribed by the Secretary of Labor; and

- At least 75 percent of the hours of direct labor performed annually by the nonprofit agency must be performed by workers who are blind, in the case of agencies associated with NIB, and by workers who are blind or have other severe disabilities, in the case of agencies associated with NISH.

To maintain its qualification under the Javits-Wagner-O'Day Act, AbilityOne-participating nonprofit agencies must, along with the initial guidelines outlined above:

- Provide the Federal Government with a quality product or service, on time, and at a fair market price;
- Comply with the applicable compensation and employment standards as prescribed by the Secretary of Labor;
- Comply with directives or requests issued by the Committee in furtherance of the objectives of the Javits-Wagner-O'Day Act or its implementing regulations;
- Maintain appropriate medical and competitive employment documentation for each individual performing direct labor who is blind or has a severe disability;
- Maintain records of direct labor hours performed in the nonprofit agency by each employee;



The safety goggles worn by this AbilityOne employee are in compliance with Occupational Safety and Health Administration safety standards.

- Make its records available for inspection to representatives of the Committee or the central nonprofit agency representing the nonprofit agency;
- Maintain an ongoing placement program to assist those individuals capable and desirous of competitive employment;
- Provide to the Committee, through NIB and NISH, appropriate Annual Certification data; and
- Pay to the central nonprofit agency a fee, not to exceed the fee limit approved by the Committee, to fund the central nonprofit agency's role in facilitating the nonprofit agency's participation in the AbilityOne Program.



The dining galley at Great Lakes Naval Training Center in Great Lakes, Illinois is a sterling example of the AbilityOne Program's commitment to quality customer service. Goodwill of Southeastern Wisconsin is the NISH-associated AbilityOne nonprofit agency responsible for the food service contract.

### What is legal blindness?

The Javits-Wagner-O'Day Act and the Committee's regulations define legal blindness as:

*“central visual acuity which does not exceed 20/200 in the better eye with correcting lenses or... visual acuity if better than 20/200... accompanied by a limit to the field of vision in the better eye to such a degree that its widest diameter subtends an angle no greater than 20 degrees.”*

### What is a severe disability?

The Javits-Wagner-O'Day Act and the Committee's regulations define a severe disability other than blindness as:

*“a severe physical or mental impairment (a residual, limiting condition resulting from an injury, disease, or congenital defect) which so limits the person's functional capabilities (mobility, communication, interpersonal skills, self-care, self-direction, work tolerance or work skills) that the individual is unable to engage in normal competitive employment over an extended period of time.”*

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**“Continuity of purpose is one of the most essential ingredients of happiness in the long run, and for most men this comes chiefly through their work.”**

—Bertrand Russell, 1872-1970

# Responding

## TO CRITICAL NEEDS

### Hurricanes Katrina, Rita, and Wilma

A dozen AbilityOne (formerly JWOD)-participating nonprofit agencies located in Louisiana, Florida, Mississippi, and Texas, were affected by what proved to be a devastating hurricane season for hundreds of thousands of Americans in 2005. The combined effects of Hurricanes Katrina, Rita, and Wilma on the region impacted operations on more than 50 AbilityOne contracts for products and services being supplied to the Federal Government, as well as the livelihoods of the hundreds of people who are blind or have other severe disabilities those contracts employed. But during these difficult times, many AbilityOne-participating nonprofit agency employees in the affected areas put aside concerns for their own personal safety during the hurricanes, and personal challenges and losses afterward, to support the needs of their Federal customers. And, nonprofits outside of the area also stepped up efforts to meet the needs of Federal and local humanitarian response activities.



The destruction and calamity in the wake of the 2005 hurricane season impacted more than a dozen AbilityOne-associated nonprofit agencies and hundreds of their employees. Still, AbilityOne-associated employees rose to the occasion performing heroically in meeting critical customer needs.

### Serving Beyond the Call of Duty

Lakeview Center, Inc., of Pensacola, Florida, operates the food service contract for the Armed Forces Retirement Home in Gulfport, Mississippi. With Hurricane Katrina approaching, all 15 AbilityOne employees volunteered to stay and assist the 400 residents who were not evacuated. When the first floor of the retirement home suddenly flooded, three of the retirement home's employees were trapped inside a storage room that was quickly filling up

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**“All labor that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence.”**

—Martin Luther King, Jr., 1929-1968

with water. The rushing water was pushing against the door, making it impossible for those inside to escape. Two AbilityOne employees assisted other members of the retirement home staff in forcing open the door and rescuing those trapped inside.

Mississippi Goodworks of Gulfport, Mississippi, operates the switchboard operation contract at Keesler Air Force Base in Biloxi, Mississippi. During Hurricane Katrina, four MS Goodworks employees stayed and ran the switchboard throughout the storm. They remained on their jobs for days until relief was flown in from another Air Force base. Thanks to the dedication and positive attitude of the MS Goodworks employees, the switchboard remained in operation before, during and after the storm without disruption.

Mississippi Goodworks employees also cleaned more than 100 rooms in record time at the

Air National Guard in Gulfport, Mississippi, just before Hurricane Katrina hit, in preparation for an influx of troops. They performed this with their normal crew and before the deadline for evacuation.

St. Tammany Association for Retarded Children (STARC) in Slidell, Louisiana, operates a laundry facility, which, after Hurricane Katrina, was flooded with more than 4 feet of water. STARC's largest customers, who were also hit by the hurricane, cancelled their laundry contracts. STARC reacted quickly to restore operations by repairing the laundry facility and placing a bid with the Federal Government's prime contractor to provide laundry support for personnel living in the tent city that was installed at Naval Air Station Belle Chasse. STARC won the bid and had just a few weeks to move damaged equipment out and repair their building. Just 7 weeks after the hurricane hit, STARC began performing laundry services for the prime contractor.

Like many other AbilityOne employees, a number of people with severe disabilities employed at Goodworks New Orleans lost everything they had during Hurricane Katrina, but that did not stop them from fulfilling their commitment to provide grounds maintenance services at Naval Air Station Belle Chasse. To continue to meet their customer's needs, many of these employees are living on site at the base in Recreational Vehicles provided through NISH grants.

LC Industries for the Blind of Durham, North Carolina operates a number of Base Supply Centers (BSCs) on military installations including Naval Air Station Jacksonville, Florida; Naval Air Station Mayport, Florida; and Naval Air Station, Pensacola, Florida. To meet the needs of ships being deployed to the New Orleans area, the BSCs at Naval Air Stations Jacksonville and Mayport were open for 16 hours a day, several days in a row. On Labor Day, the NAS Mayport BSC provided needed blankets,

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**“We love to work because it gives us genuine happiness, the posting and solving of problems, the joyful exercise of the imagination.”**

—Joyce Carol Oates

sheets, pillowcases, water cans, sterile gloves, and assorted cleaning supplies to the US Navy Hospital Ship, USNS COMFORT, allowing it to be underway to the Gulf of Mexico region by late afternoon. The NAS Mayport BSC also provided assistance to the USS Stephen W. Groves and the USS John B. Hall, which were both ported at NAS Pascagoula, Mississippi, and ordered to sea to avoid the hurricane. These two ships were also utilized after the hurricane to carry badly needed relief supplies from NAS Mayport to NAS Pascagoula. In the wake of hurricane Katrina, LC Industries also immediately loaded trucks full of relief items from its distribution center in Durham, North Carolina, to stock its BSC at Naval Air Station Pensacola, which had been designated as the Navy's staging area for hurricane relief effort.

At Camp Shelby, Mississippi, LC Industries also provided needed supplies for the Federal Emergency Management Agency, the Mississippi Emergency Management Agency, and the Joint Task Force Katrina, which was headquartered at the camp. The BSC was honored with a Certificate of Appreciation from the Joint Task Force Commander, LTG Russell L. Honoré.



NISH President and CEO, Robert Chamberlin (7th from left) with representatives and employees of New Orleans area AbilityOne-associated nonprofit organizations acknowledges the commitment and bravery they demonstrated in service to their nation and communities during Hurricane Katrina.

The J.M. Murray Center in Cortland, New York, provided the U.S. Navy with an order of 2,000 dental care kits, each containing a toothbrush, toothpaste, and dental floss, to go aboard the aircraft carrier USS Harry S. Truman for provision to people in the coastal areas of Louisiana, Mississippi, and Alabama.

TARC Industries Employment Services of Topeka, Kansas, provided 45,000 breakfast and dinner kits to National Guard units from Kansas, New Mexico, and Oklahoma, being deployed to Louisiana to assist the Louisiana National Guard in recovery efforts.

The Louisiana Association for the Blind in Shreveport, Louisiana, which operates a BSC at Barksdale Air Force Base, donated sheets and pillows from the store inventory to the 926th Fighter Group stationed in New Orleans, which was eventually relocated to Barksdale AFB.

### **Meeting the needs of local communities**

The J.M. Murray Center in Cortland, New York, has provided approximately 10,000 of the items they manufacture and/or produce in their facility including toothbrushes, toothpaste, shampoo, and trash bags, to displaced children as well as to people with disabilities and caregivers who had been relocated to a Lafayette, Louisiana shelter.

National Industries for the Blind and its associated agencies donated more than 30 boxes of supplies, including first aid kits, medical supplies, clothing, and dog and cat food, which were distributed to those in need by two NIB employees living and working in areas deeply affected by the storms.

### **Meeting the needs of AbilityOne-participating nonprofit agencies**

NIB and NISH came to the aid of their impacted affiliated nonprofit agencies with various forms of financial, technical, and logistical assistance and support. They provided nonprofit agencies with grants and interest-free loans to: restore operations; supplement affected employees incomes; rebuild facilities; provide temporary housing and office space; provide immunizations; secure new contracts; and purchase necessary supplies and equipment.

### **Affected AbilityOne-Participating Nonprofit Agencies:**

AbilityWorks, Inc. of Harrison County, Long Beach, MS  
Calcasieu Association for Retarded Citizens, Inc.,  
Lake Charles, LA  
Goodwill Industries Industrial Contracts and Temporary  
Services, Beaumont, TX  
Goodwill Industries of South Florida, Inc., Miami, FL  
Goodworks, Inc., New Orleans, LA  
Lakeview Center (also known as Gulf Coast Enterprises),  
Pensacola, FL  
L.C. Industries for the Blind, Inc., Durham, NC  
(Gulfport satellite location)  
The Lighthouse for the Blind in New Orleans,  
New Orleans, LA  
Louisiana Industries for the Disabled (also known  
as Upliftd), Baton Rouge, LA  
Mississippi Goodworks, Gulfport, MS  
St. Tammany Association for Retarded Citizens,  
Slidell, LA  
Statewide Consolidated Community Development  
Corp, Inc., Beaumont, TX

Members of NIB and NISH staff also spent time on-site at affected nonprofit agencies to coordinate assistance efforts and to help bring operations on AbilityOne contracts back online.

NIB also created a fund to collect financial and in-kind donations from its employees and those of its associated agencies, as well as from private donors and professional partners, to assist blind employees at affected NIB-associated agencies reestablish their lives and replace personal property. NISH created a Disaster Relief bulletin board on its Web site to pair nonprofit agencies that had been affected by the hurricanes with nonprofit agencies that wanted to provide assistance. Many NIB- and NISH-associated agencies offered supplies, housing, and jobs for employees at affected agencies.

## *Strategic Plan*

# EXECUTIVE SUMMARY FOR THE ABILITYONE PROGRAM FY 2005 – 2007

### **Background Introduction**

In 1938, the Wagner-O'Day Act was signed into law by President Franklin D. Roosevelt in order to provide employment opportunities for people who are blind by allowing them to manufacture mops and brooms and other commodities to sell to the Federal Government. The Javits Amendments of 1971 created the Javits-Wagner-O'Day Act (41 U.S.C. 46-48c) and amended the Act to include providing employment opportunities for people with other severe disabilities and allow the Program to also provide services to the Federal government. The amendments established the Committee for

Purchase From People Who Are Blind or Severely Disabled (Committee) as an independent Federal agency with a professional civilian staff to administer the JWOD Program. The Committee voted to change the JWOD Program name in 2006 to the AbilityOne Program in order to give a stronger, more unified identity to the program and to show a connection between the program name and the abilities of those who are blind or have other severe disabilities.

FedCap, a New York city NISH-associated AbilityOne nonprofit is responsible for maintaining the Statue of Liberty and Ellis Island visitor center in one of the first environmentally responsible janitorial contracts with the Department of the Interior National Park Service.





The Committee accomplishes its mission by working through the AbilityOne Program's two Committee-designated Central Nonprofit Agencies (CNAs), National Industries for the Blind (NIB) and NISH (serving individuals with a range of disabilities), to identify Government procurement requirements that can generate employment opportunities for individuals who are blind or have other severe disabilities. The Committee places such product and service requirements on the AbilityOne Procurement List to be furnished by state and private nonprofit agencies (NPAs) employing people who are blind or have other severe disabilities. If Federal agencies have a requirement to procure such products and services, and the NPA can meet the Government's needs, the Federal agency procures such products and services from Committee-authorized NPAs at Committee-established fair market prices.

### Strategic Goals and Objectives

This section documents the AbilityOne Program's high-level strategic goals for FY 2007 through FY 2009. Specific objectives are identified under each goal. The activities to achieve the objectives will be incorporated into specific Action Plans.

#### Goal 1. Employment for People Who Are Blind or Have Other Severe Disabilities

Continue to expand employment opportunities for people who are blind or have other severe disabilities (people who are currently unable to engage in normal competitive employment over an extended period of time) under the AbilityOne Program, including wage progression, benefits, upward mobility and personal job satisfaction.

#### Goal 2. Customer Satisfaction

Partner with Federal customers to increase customer satisfaction and loyalty, so the AbilityOne Program becomes their preferred source for products and services.

#### Goal 3. Process and Procedures

Improve efficiency and effectiveness of the AbilityOne Program (the Committee, CNAs, and NPAs) by



AbilityOne jobs pay good wages and offer health insurance, vacation and sick leave and other benefits to AbilityOne-associated employees working on Federal contracts.

streamlining and automating processes and procedures, and improving communication, while continuing to ensure program integrity.

#### Goal 4. Communication and Information Sharing

Expand awareness, understanding and preference for the AbilityOne Program within the public, Congress, Federal agencies, the disability community, and other AbilityOne stakeholders through effective communication and information sharing.

.....

**“Change is the constant, the signal for rebirth, the egg of the phoenix.”**

—Christina Baldwin, American Writer

#### Goal 5. Market Development

Strategically develop new markets and expand existing markets in which the AbilityOne Program can provide best value products and services to Federal customers in order to expand employment opportunities that meet the needs of people who are blind or have other severe disabilities.

You may review the Committee's Strategic Plan in its entirety, including Key Measures and Objectives detailed in the plan, at the Committee's website at [www.abilityone.gov](http://www.abilityone.gov).

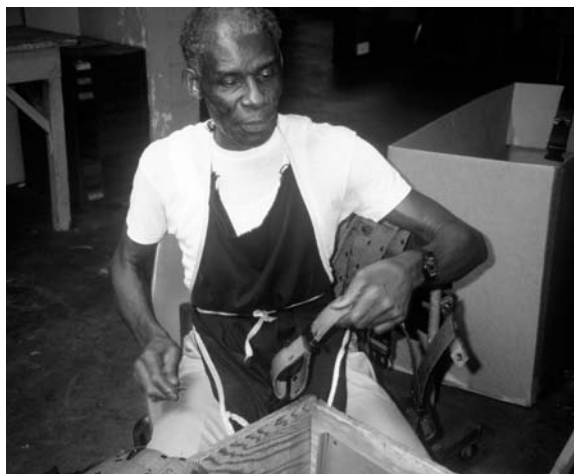
## Program

# LEGISLATIVE RECOMMENDATIONS

In accordance with Javits-Wagner-O'Day Act (41 U.S.C. § 46-48c) the Committee has the authority to transmit to the President and to the Congress a report which shall include any recommendations for changes in this Act, that it determines are necessary. For the first time since 1987, the Committee is including in its Annual Report a recommendation of this nature.

The following broad principles have been coordinated with the Office of Management and Budget and would contribute to the modernization of the Act:

- Sustain and improve the initial/recurring employment opportunities for people who are blind or severely disabled employed under this Act.
- Sustain and improve the upward mobility employment opportunities for people who are blind or severely disabled initially employed under this Act.
- Streamline the statutory processes used to justify, add, delete, and transfer projects to/from the Procurement List.
- Ensure that the entire AbilityOne Program system, including the participating nonprofit agencies, central nonprofit agencies and Federal agencies, accept and comply with the highest levels of accountability, ethical and integrity standards.



Dependable and capable, AbilityOne-associated employees play an integral role in the U.S. military industrial base.

**“I have come to know by experience that work is the nearest thing to happiness that I can find.”**

—Zora Neale Hurston, 1891-1960

## SEMIANNUAL REGULATORY AGENDA

**SUMMARY:** This document sets forth the regulatory agenda of the Committee for Purchase From People Who Are Blind or Severely Disabled. The agenda lists regulations that are, or will be, under development or review during the next 12 months.

### **Accountability Standards for Designated CNAs and AbilityOne-Participating NPAs**

The Committee is proposing to require designated CNAs and other participating NPAs take specific steps to adhere to accountability standards established by the Committee. This proposed rule's key element is to ensure that executive compensation generated through the AbilityOne Program's authority does not unreasonably inure to an individual, executive, or professional staff member. The proposed rule is also intended to ensure that only qualified, capable, and compliant CNAs and NPAs can receive and retain Javits-Wagner-O'Day Act sponsored Government contracts. This rule will require CNAs to adhere to the fee guidance established herein.

### **Determining Whether Commodities are "Essentially the Same"**

The Committee proposes to amend its regulations by adding guidelines for Federal agencies' use in determining whether commercial commodities are "essentially the same" as items on the Procurement List, the official list of commodities and services that the Committee determines are suitable for provision to the Government by NPAs employing people who are blind or have other severe disabilities, and that pursuant to the Javits-Wagner-O'Day Act and the regulations, must be purchased from the source the Committee designates. The guidelines for Federal

agencies would clarify the meaning and applicability of the term "essentially the same," which appears in the Committee's regulations but is not defined.

### **AbilityOne Program Ratio Requirements**

The Committee plans to propose to amend its regulations by adding a requirement that for total AbilityOne project work, the direct labor hours performed by people who are blind or have other severe disabilities must be at least 75 percent, and for individual AbilityOne projects, the direct labor hours performed by people who are blind or have other severe disabilities must be no lower than 60 percent. This proposed rule would also provide a mechanism for the phase-in of projects that cannot initially meet the direct labor hour percentage requirements set forth in the proposal.

### **Suitability Criteria and Determinations**

The Committee plans to propose to amend its regulations by revising and clarifying the current suitability criteria, in 41 CFR 51-2.4, that the Committee uses to make determinations regarding whether a commodity or service is suitable to be added to the Procurement List.

### **Responsibilities of Central Nonprofit Agencies**

The Committee plans to propose to amend its regulations by revising and clarifying the current AbilityOne Program responsibilities of CNAs designated by the Committee. These responsibilities are set forth at 41 CFR 51-3.2 of the regulations.

## 2005 – 2006 STRENGTHENING AN ECONOMIC CITADEL

To tens of thousands of Americans who are blind or have other severe disabilities, the AbilityOne (formerly Javits-Wagner-O'Day/JWOD) Program is an economic citadel. It represents a fortress of opportunity that affords them the chance to participate in the American work experience and thus, achieve greater personal and financial independence. In 2005 and 2006 the Committee for Purchase From People Who Are Blind or Severely Disabled focused its energy on strengthening the foundation of this nearly 70-year-old

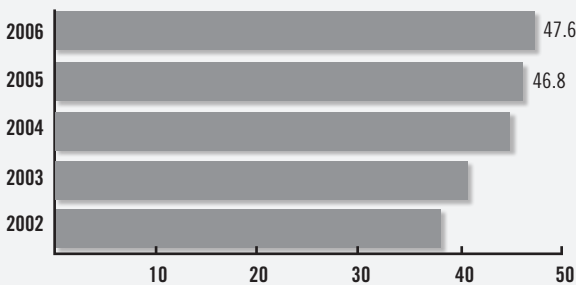
Program so that it continues to be relevant for generations to come.

During this period, the AbilityOne Program reengineered itself—evaluating business processes, implementing its strategic plan, and continuing to target strategic goals while at the same time, focusing on generating job opportunities for the population it serves.

The AbilityOne Program is a best value solution provider to its Federal customers. As such, the Committee continues its drive to deliver quality

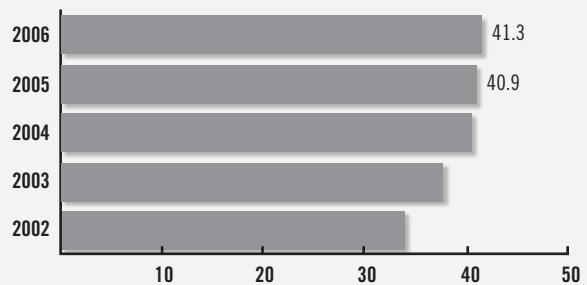
### Employment

AbilityOne Employees (in thousands)



In 2005, 46,753 Americans who are blind or have other severe disabilities worked under the auspices of the AbilityOne Program, an increase of 1,450 over the 2004 figure of 45,303. Another 882 jobs were added in 2006 when AbilityOne-participating nonprofit agencies employed 47,635 people with severe disabilities. The total increase for the two year period was 2,332.

AbilityOne Direct Labor Hours (in millions)



While the number of employees increased during this timeframe, so too did the number of direct labor hours they worked. In 2005, AbilityOne-associated employees worked 40,945,943 hours. In 2006, AbilityOne-associated employees worked 41,258,300 direct labor hours. These figures represent an increase for the period of 463,932 additional direct labor hours over 2004.

products and services in a timely manner and at a fair market price to the Government marketplace. ... Along the way, the Program meets challenges head-on and continues to grow. Today, the AbilityOne Program is the largest single source of employment for these individuals who face tremendous obstacles to steady, stable employment.

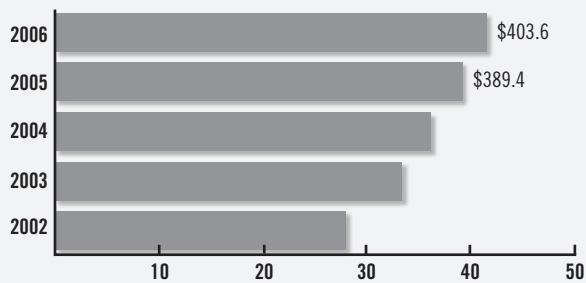
The AbilityOne Program has a new name, a new look and feel. However, the mission remains the same, and the Committee will continue to strive for policy and business improvements and efficiencies that will allow National Industries for the Blind and NISH, along with the more than 600 AbilityOne-associated nonprofit agencies across the nation to generate quality jobs and stable incomes for Americans who are blind or have other severe disabilities.



A Skookum Educational Programs (Port Townsend, WA) employee performs maintenance on an AbilityOne vehicle maintenance service contract at Fort Lewis.

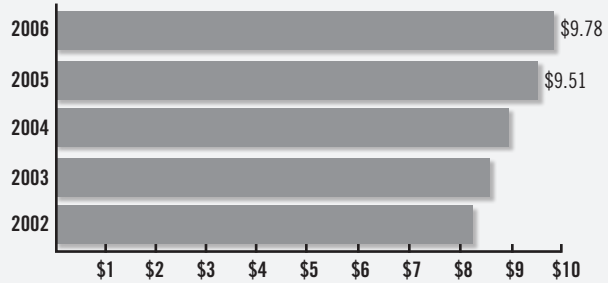
## Wages

### AbilityOne Direct Labor Wages (in millions)



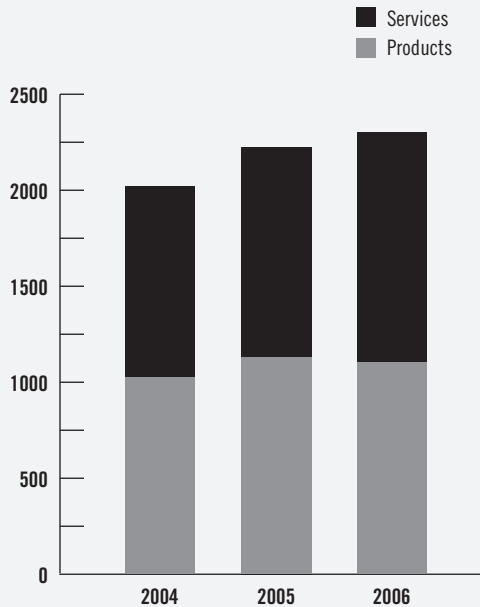
Total wages paid to AbilityOne-associated employees in 2005 amounted to \$389,366,499; in 2006, wages earned increased to \$403,608,916. For the 2005-2006 period, AbilityOne-associated employees earned \$37,387,320 additional wages over 2004's \$366,221,596.

### AbilityOne Direct Labor Hourly Wage



The average hourly wage paid to AbilityOne-associated employees also increased. In 2004, the average hourly rate paid to AbilityOne-associated employees was \$8.98 per hour. The average increased to \$9.51 in 2005 followed by another increase to \$9.78 in 2006.

### AbilityOne Sales by Year (in millions)



Of course, this sustained growth could not be possible without the continued support of our Federal customers. In 2004, Federal military and civilian agencies purchased \$2,048,326,986 worth of products and services from AbilityOne-associated nonprofit agencies. In 2005 that figure grew to \$2,241,330,197 and continued this upward trend in 2006, with \$2,266,374,251 in sales of both AbilityOne products and services. Despite this increase, however, the AbilityOne Program only accounts for one-half of one percent of all Federal procurement dollars spent.

While AbilityOne office, cleaning, medical and military and agency unique products continue to be an important source of job creation, providing service solutions is a growing business line for the AbilityOne Program. The following is a break down of the products and services provided to Federal customers in 2004-2006:

### AbilityOne Sales by Purchaser

	FY 2005	FY 2006
<b>DLA</b>	\$710,233,010	\$673,294,654
<b>Navy</b>	\$239,678,587	\$256,708,305
<b>Air Force</b>	\$208,641,394	\$235,063,605
<b>Army</b>	\$216,837,266	\$228,596,331
<b>GSA-PBS</b>	\$154,165,629	\$167,903,970
<b>GSA-FSA</b>	\$135,233,114	\$140,387,306
<b>Authorized Distributors</b>	\$87,309,362	\$90,716,000
<b>DeCA</b>	\$104,018,291	\$89,300,996
<b>Veterans Affairs</b>	\$65,333,360	\$77,776,668
<b>Treasury</b>	\$37,693,099	\$42,209,754
<b>Agriculture</b>	\$73,455,395	\$37,398,944
<b>Postal Service</b>	\$37,466,673	\$32,434,099
<b>Homeland Security</b>	\$10,186,807	\$27,760,659
<b>Military Resale</b>	\$18,574,264	\$19,079,000
<b>Social Security</b>	\$17,987,645	\$18,220,487
<b>Justice</b>	\$14,779,148	\$16,421,677
<b>DoD other than DLA</b>	\$15,459,136	\$14,055,507
<b>HHS</b>	\$9,911,987	\$13,191,239
<b>Interior</b>	\$8,237,579	\$11,291,438
<b>Transportation</b>	\$6,846,646	\$8,030,238
<b>NASA</b>	\$6,712,858	\$7,386,285
<b>EPA</b>	\$5,904,460	\$6,848,478
<b>Commerce</b>	\$7,296,069	\$5,754,554
<b>Other Agencies Total</b>	\$49,368,418	\$46,544,052
<b>DoD Total</b>	\$1,494,867,684	\$1,497,019,398
<b>Totals</b>	<b>\$2,192,073,884</b>	<b>\$2,204,683,648</b>
<b>Other Category Total</b>	<b>\$49,256,313</b>	<b>\$61,690,598</b>
<b>Grand Total</b>	<b>\$2,241,330,197</b>	<b>\$2,266,374,251</b>

	Products	Services	Total
<b>2004</b>	\$1,031,661,567	\$1,016,661,567	\$2,048,323,134
<b>2005</b>	\$1,156,833,546	\$1,084,496,651	\$2,241,330,197
<b>2006</b>	\$1,117,584,594	\$1,148,789,657	\$2,266,374,251

## E. R. “Dick” Alley

### CAREER ACHIEVEMENT AWARD

The E. R. “Dick” Alley Career Achievement Award was established in 1998 in honor and recognition of Dick Alley who provided more than 25 years of dedicated service to the AbilityOne (formerly JWOD) Program as the Deputy Executive Director of the Committee for Purchase From People Who Are Blind or Severely Disabled. The award recognizes individuals who demonstrate extraordinary achievement and sustained efforts in utilizing the Federal procurement system to create jobs for people who are blind or have other severe disabilities under the auspices of the AbilityOne Program.

#### 2005 E. R. “Dick” Alley Award Winner

##### Linda G. Wright

During her 31 years of support for the Program, Ms. Linda G. Wright, Associate Director, Small and Disadvantaged Business Utilization, Naval Facilities Engineering Command (NAVFAC), Washington, D.C. has strongly advocated for a NAVFAC/AbilityOne partnership, the first between the AbilityOne Program and one of its customers. The partnership stresses responsiveness and flexibility in meeting contracting officers’ changing needs while at the same time creating additional jobs under the AbilityOne Program. Examples of Ms. Wright’s commitment to the partnership include the AbilityOne training she provides to NAVFAC personnel and the development of an AbilityOne Services Contracting Guide for field contracting



officers. Through her leadership, NAVFAC entrusts AbilityOne employees to perform highly-skilled service contracts such as ones at the Bremerton Washington Naval Complex. At this location, AbilityOne-associated employees at Skookum Industries, of Port Townsend, WA, perform asbestos abatement services following earlier success there in providing grounds maintenance services. Due to her efforts, 1,000 jobs were created.

#### 2006 E. R. “Dick” Alley Award Winner

##### Dennis Dudek

Dennis Dudek, Director of Supplier Operations Clothing & Textiles at the Defense Supply Center Philadelphia (DSCP) is a widely recognized ambassador of the AbilityOne Program within the Defense Logistics Agency. A contracting professional for over 30 years, Mr. Dudek consistently identifies new AbilityOne opportunities within DSCP. Mr. Dudek demonstrated his commitment to the AbilityOne Program while serving as the driving force behind the Virtual Prime Vendor (VPV) Program. The VPV initiative requires AbilityOne-associated nonprofit agencies to order, receive, store and distribute recruiting and organizational military clothing items to regional U.S. locations. Both NIB and NISH-associated nonprofit agencies provide services under the VPV contracts.



Due in large part to Mr. Dudek’s efforts, AbilityOne/DSCP Clothing and Textiles contracts provide more than 1,000 jobs for people who are blind or have other severe disabilities. For FY 2005 alone, his organization awarded contracts to AbilityOne nonprofit agencies in excess of \$583 million in products and services, while adding 250 National Stock Numbers to the Procurement List.

# AbilityOne PARTICIPATING NONPROFIT RESULTS

	2005 AbilityOne Nonprofits	2006 AbilityOne Nonprofits	2005 AbilityOne Employees	2006 AbilityOne Employees	2005 AbilityOne DL Hours
Alabama	10	10	679	678	789,647.69
Alaska	5	5	262	229	213,468.92
Arizona	11	11	625	687	591,884.76
Arkansas	5	5	348	231	284,094.73
California	44	45	3,091	3,077	3,239,768.93
Colorado	7	7	1,045	666	881,881.64
Connecticut	6	6	739	757	201,536.70
Delaware	3	3	14	16	23,612.00
District of Columbia	6	5	487	522	508,376.83
Florida	15	18	2,444	3,113	2,022,090.76
Georgia	18	17	1,199	1,038	1,012,723.35
Guam	1	1	107	97	62,961.55
Hawaii	7	7	234	257	210,390.39
Idaho	8	8	1,059	836	827,480.13
Illinois	24	27	1,585	1,359	835,172.03
Indiana	13	13	624	639	527,477.69
Iowa	4	4	129	190	68,592.07
Kansas	7	6	435	340	332,725.24
Kentucky	7	6	2,082	2,042	879,978.40
Louisiana	12	12	594	553	562,230.63
Maine	4	4	276	298	255,289.33
Maryland	15	16	3,044	2,711	3,008,849.02
Massachusetts	13	13	773	893	433,689.57
Michigan	20	20	1,483	1,334	1,435,460.23
Minnesota	6	6	526	766	451,265.95
Mississippi	10	10	484	374	387,699.60
Missouri	10	11	686	622	466,014.30
Montana	4	4	196	270	96,629.95
Nebraska	5	5	272	251	183,691.15
Nevada	5	5	236	189	295,525.67
New Jersey	9	9	523	493	445,696.75
New Mexico	7	7	286	300	349,442.31
New York	45	46	2,291	2,598	1,941,589.54
North Carolina	18	16	2,170	1,995	2,187,353.23
North Dakota	7	7	226	210	201,548.78
Ohio	20	19	821	793	707,852.20
Oklahoma	9	9	456	566	421,356.16
Oregon	13	13	272	255	298,227.48
Pennsylvania	36	35	1,519	1,415	980,604.50
Rhode Island	4	4	248	191	152,246.41
South Carolina	18	18	921	1,276	586,957.01
South Dakota	6	6	214	225	218,799.61
Tennessee	10	10	523	593	412,374.10
Texas	36	38	4,028	4,764	3,997,689.42
Utah	4	4	260	243	350,532.28
Vermont	—	—	—	—	—
Virginia	28	26	2,606	2,856	2,695,181.15
Washington	24	23	1,153	1,206	1,321,225.31
West Virginia	12	12	282	290	353,132.40
Wisconsin	13	14	2,158	2,285	2,193,858.05
Wyoming	3	3	38	46	40,066.63
<b>Totals</b>	<b>627</b>	<b>629</b>	<b>46,753</b>	<b>47,635</b>	<b>40,945,943</b>



	2006 AbilityOne DL Hours	2005 AbilityOne Wages	2006 AbilityOne Wages	2005 AbilityOne Sales	2006 AbilityOne Sales
Alabama	825,135	\$6,336,876.27	\$6,928,757	\$28,711,058.06	\$30,077,588
Alaska	202,187	\$2,543,011.77	\$2,661,853	\$10,023,407	\$10,568,455
Arizona	573,333	\$5,420,509.31	\$5,371,694	\$24,102,187	\$21,637,584
Arkansas	282,211	\$2,283,413.68	\$2,377,203	\$11,643,041	\$9,908,653
California	3,291,266	\$33,068,666.54	\$34,884,462	\$135,170,346	\$147,227,314
Colorado	563,674	\$8,796,485.25	\$6,246,802	\$24,288,007	\$19,004,058
Connecticut	220,914	\$1,679,011.18	\$1,811,296	\$8,961,719	\$8,044,338
Delaware	25,048	\$337,015.81	\$352,918	\$731,294	\$1,131,545
District of Columbia	435,547	\$5,385,187.58	\$4,922,199	\$16,788,154	\$14,405,215
Florida	2,120,605	\$17,309,917.29	\$18,844,620	\$79,730,704	\$78,594,696
Georgia	1,099,930	\$8,670,482.09	\$10,261,956	\$35,933,083	\$39,071,511
Guam	86,744	\$466,499.04	\$656,664	\$2,144,786	\$2,588,432
Hawaii	200,202	\$1,944,450.12	\$1,884,631	\$9,740,218	\$9,523,341
Idaho	706,085	\$8,754,363.88	\$7,656,742	\$25,115,973	\$24,535,806
Illinois	847,501	\$7,855,427.89	\$8,203,387	\$33,108,345	\$33,205,892
Indiana	430,868	\$3,342,186.22	\$3,133,905	\$43,642,604	\$35,574,832
Iowa	83,102	\$604,267.90	\$652,821	\$1,304,658	\$1,483,252
Kansas	338,611	\$2,335,035.94	\$2,602,059	\$48,013,151	\$41,034,239
Kentucky	1,128,828	\$6,510,687.81	\$8,813,475	\$6,553,258.45	\$96,565,290
Louisiana	409,941	\$4,643,676.19	\$3,828,777	\$31,178,558	\$34,058,043
Maine	284,259	\$2,336,507.60	\$2,578,902	\$29,630,863	\$34,610,602
Maryland	3,081,933	\$30,151,534.74	\$32,140,985	\$118,435,843	\$124,901,958
Massachusetts	450,866	\$4,827,940.63	\$4,953,970	\$17,254,558	\$17,128,692
Michigan	1,164,435	\$12,784,312.58	\$11,880,267	\$100,848,775	\$70,691,096
Minnesota	620,060	\$3,870,566.77	\$5,471,789	\$21,483,045	\$30,958,576
Mississippi	262,818	\$3,572,219.48	\$2,632,621	\$17,738,028	\$15,818,657
Missouri	456,051	\$3,748,931.14	\$4,101,121	\$27,381,498	\$26,947,885
Montana	85,471	\$419,519.35	\$374,507	\$1,829,896	\$1,350,191
Nebraska	182,450	\$1,403,903.22	\$1,508,019	\$12,569,771	\$15,947,468
Nevada	226,494	\$2,869,145.55	\$2,395,048	\$10,780,723	\$9,760,507
New Jersey	459,114	\$4,933,034.32	\$5,069,383	\$16,130,086	\$19,172,942
New Mexico	345,452	\$3,520,019.35	\$3,641,136	\$10,897,184	\$12,851,979
New York	1,879,576	\$23,491,383.22	\$23,445,151	\$116,073,709	\$137,166,355
North Carolina	2,199,079	\$17,554,214.00	\$17,723,684	\$151,363,055	\$138,143,152
North Dakota	183,564	\$1,548,929.15	\$1,456,204	\$5,263,641	\$5,178,552
Ohio	773,223	\$7,509,815.60	\$7,899,033	\$31,400,143	\$45,349,938
Oklahoma	421,310	\$3,503,426.69	\$3,497,018	\$19,783,151	\$18,704,423
Oregon	281,120	\$3,713,824.42	\$3,781,538	\$8,935,537	\$9,922,109
Pennsylvania	1,000,115	\$6,668,129.82	\$6,693,720	\$36,806,614	\$48,709,166
Rhode Island	169,897	\$1,982,980.93	\$2,004,123	\$4,452,651	\$4,121,938
South Carolina	579,195	\$4,604,135.54	\$5,062,124	\$13,265,951	\$13,075,730
South Dakota	233,192	\$1,698,708.74	\$1,988,575	\$5,912,928	\$6,428,377
Tennessee	335,121	\$3,550,035.65	\$2,832,351	\$66,031,171	\$34,153,774
Texas	4,658,062	\$37,513,150.80	\$42,527,970	\$439,211,940	\$425,453,242
Utah	324,012	\$3,877,089.67	\$3,704,903	\$8,796,706	\$9,436,004
Vermont	—	—	—	—	—
Virginia	2,785,777	\$26,623,663.49	\$28,534,817	\$101,943,563	\$109,276,460
Washington	1,265,150	\$18,066,369.55	\$16,871,972	\$59,594,138	\$58,632,950
West Virginia	354,010	\$3,256,579.89	\$3,392,545	\$8,783,197	\$9,196,330
Wisconsin	2,282,411	\$21,053,640.87	\$22,875,131	\$130,731,375	\$153,819,273
Wyoming	42,349	\$429,614.76	\$474,091	\$1,115,907.25	\$1,225,839
<b>Totals</b>	<b>41,258,300</b>	<b>\$389,370,499</b>	<b>\$403,608,916</b>	<b>\$2,241,330,197</b>	<b>\$2,266,374,251</b>

## CUSTOMER SATISFACTION

The AbilityOne Program collaborates with its Federal customers to satisfy their needs with best value products and services. AbilityOne-participating nonprofit agencies (NPAs) are capable of meeting or exceeding industry quality standards. The following are examples of the superior customer service found within the AbilityOne Program.

### **Batteries for the Defense Logistics Agency**

Eastern Carolina Vocational Center (ECVC) of Greenville, North Carolina, is one of the twenty largest battery distributors in North America as a result of its contracts to provide batteries to the Defense Logistics Agency (DLA). Since 1994, ECVC has seen its business with DLA increase owing to its outstanding performance and competitive pricing. During FY05, ECVC handled 17,000 orders for DLA, totaling 12 million batteries (nearly 9 million of which were provided under contracts obtained through the AbilityOne Program, and the remaining 3 million being provided through competitively awarded contracts). In October 2005, ECVC became DLA's sole source for ten commercial battery types, eight of which are the most commonly used by the U.S. Military. ECVC shipped more than 30,000 orders, totaling 34 million alkaline and lithium batteries, to DLA during FY06.

These contracts include a shelf life provision, requiring inventory to be managed by the manufacture date. Depending upon battery chemistry, ECVC is required to provide only batteries that have been manufactured within a specific number of months prior to the date that the customer receives them. This requirement ensures that optimal power is available for equipment vital to the success of the U.S. Warfighter. The contracts also require accelerated shipping directly to DLA customers: orders received on Monday or Friday must be shipped

same day; orders received on all other weekdays must ship by close of business the following day. Finally, ECVC must also be able to meet surge demands.

To provide DLA with a superior product, ECVC worked with a paper industry leader to develop moisture resistant packaging for lithium batteries (which are more prone to damage from such exposure). This packaging, similar to that used in the pharmaceutical industry, exceeds the quality of the standard paperboard cartons, plastic bags, or shrink wrap that had been provided to DLA in the past—and ECVC is able to provide it at a lower cost.

In addition to meeting the needs of the U.S. Warfighters, these battery contracts obtained through the AbilityOne Program also employ 27 people with severe disabilities, who are responsible for the products' packaging, warehousing, and distribution. The capabilities and dedication of these individuals allow ECVC to maintain a perfect DLA vendor rating of 100% for on-time delivery and quality.

### **Energy Dissipation Pads for the Department of the Army**

Since 1998, the U.S. Army Soldier Systems Center at Natick has entrusted the manufacturing of the energy dissipation pad, or "honeycomb," exclusively to the Lighthouse for the Blind in Fort Worth, Texas, under the auspices of the AbilityOne Program. U.S. Warfighters are the most rapidly de-



AbilityOne-participating nonprofit agencies performing custodial contracts for the General Services Administration Public Building Service must be certified under a Custodial Certification Program developed by NISH to ensure quality cleaning standards.

ployed forces worldwide, in part to the success of the Army's logistics chain in safely and securely delivering necessary materials to troops in-theater; these pads are an integral component of that system.

In the air-drop system, several layers of pads sit on a base plate under supplies or equipment parts; Army riggers customize the size of the layered pads to the load they drop. Since supply planes must drop their loads from high altitudes to minimize personnel risks, these loads' packing materials must withstand the additional trauma from the increased impact. Each pad crushes upon impact and thus absorbs shock to protect its military supply load from damage. Soldiers of the 82nd Airborne Division's 782nd Main Support Battalion rely on the pad's performance when air-dropping humanitarian supplies, as well as equipment and tools.

Besides protecting shipments, the pads have an important secondary function: they are fully recyclable by on-hand military personnel for temporary roofs, walls, floors, and dry mats. The AbilityOne Program meets both of these needs of the military with this unique product.

Nine AbilityOne employees are responsible for producing the honeycomb, which entails operating a 50-foot long machine to glue kraft paper sheets to the pad's core, expanding the core to form a ½-inch cell honeycomb, laminating kraft paper to the bottom and top of the core, and cutting them as specified. During FY 2005, the Lighthouse supplied the Army with approximately 150,000

dissipation pads, with a 100 percent on-time delivery rate.

### **Custodial Certification Program and Centers of Excellence**

In FY 2005, NISH completed the development of its Custodial Certification Program for all General Services Administration Public Buildings Service (GSA/PBS) contracts, which further enhances consistency and quality of custodial services provided to Government customers through the AbilityOne Program. Nonprofit agencies that complete the certification process offer a customer-focused, quality assurance management system based on nationally recognized practices in the custodial industry. This process has resulted in increased customer satisfaction, reduced contract deductions, and, most importantly, increased employment opportunities for people with severe disabilities.

Certification represents the AbilityOne Program's ongoing commitment to continual process improvement and customer satisfaction in custodial services. The Program examines quality control and assurance, customer satisfaction, contract management and experience, strategic planning, training, compensation, and regulatory compliance. Requirements are determined based on the size or amount of a nonprofit agency's overall GSA/PBS custodial business in terms of dollars and full-time equivalent (FTEs) positions. The participating nonprofit

agency's competency is enhanced at each level of the certification process, in keeping with industry benchmarks. Certification is awarded to agencies that have successfully completed a thorough review of their business practices to ensure all elements of their quality assurance systems are integrated to provide greater efficiency and customer satisfaction.

Each of the approximately 180 AbilityOne-associated nonprofit agencies currently performing custodial services for GSA/PBS are required to complete the certification process by 2007. The first two agencies to receive their certification in FY 2005 were FedCap of New York, New York, and Lakeview Center of Pensacola, Florida. In addition, these two agencies are recognized by NISH as Centers of Excellence for their outstanding performance in the custodial services field. As Centers of Excellence, the nonprofit agencies serve as mentors to other agencies either currently providing, or seeking to provide, specific service lines. FedCap and Lakeview Center also provide guidance to agencies undertaking the custodial certification process.

**“All of our citizens should have the opportunity to live and work with dignity and freedom...we...recognize the talents, skills, and dedication of disabled Americans who are a vital part of our workforce.”**

*—President George W. Bush*

### **Hospital Housekeeping Center of Excellence**

Another participating NPA designated by NISH as a Center of Excellence during FY 2005 was Professional Contract Services, Inc. (PCSI), of Austin, Texas, for its exceptional performance in providing hospital housekeeping services.

Since 1999, PCSI has been providing hospital housekeeping services at Evans Army Community Hospital at Ft. Carson, Colorado, where 70 Ability-



Professional Contract Services, Inc. of Austin, Texas holds an award winning custodial contract at Evans Army Community Hospital at Fort Carson, CO.

One-associated employees with severe disabilities service the hospital and twelve outlying buildings. The hospital, which houses 2600 rooms and 78 operating rooms, together with its outbuildings comprise a total of 536,730 square feet that is serviced by PCSI. Services provided by PCSI to Evans Army Community Hospital include aseptic cleaning of hospital rooms; cleaning of operating rooms, surgical suites, and MRI units; and hazardous waste transportation.

During FY 2005, Evans Army Community Hospital provided services to more than 425,000 patients. The hospital is expected to continue to be in demand as more soldiers are assigned to Ft. Carson and return home from Iraq and other duty posts. And, recommendations outlined in the current Base Realignment and Closure report will result in making Ft. Carson the largest Army post in the United States by 2008.

Results of the hospital's most recent Joint Commission on Accreditation of Healthcare Organizations (JCAHO) accreditation review in November 2005 placed Evans in the top 10% of all healthcare organizations in the country—with zero findings hospital wide, fewer recommendations for improvement than any other facility, and numerous compliments for PCSI housekeeping staff.

PARTICIPATING NONPROFIT AGENCIES, 2005-2006

**ALABAMA (11)**

- Anniston**  
Opportunity Center Easter Seal Rehabilitation Facility (NISH)
- Birmingham**  
Alabama Goodwill Industries, Inc. (NISH)  
Easter Seals of the Birmingham Area (NISH)  
United Cerebral Palsy of Greater Birmingham, Inc.
- Huntsville**  
Huntsville Rehabilitation Foundation (NISH)  
The ARC of Madison County, Inc. (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**  
Northwest Alabama Easter Seal Children's Clinic—Rehabilitation Center (NISH)
- Talladega**  
Alabama Industries for the Blind (NIB)

The growing demand for computer and electronics recycling is creating more business opportunities for AbilityOne-participating nonprofit agencies and more jobs for their employees.



**ALASKA (5)**

- Anchorage**  
Assets, Inc. (NISH)  
M. C. Resources Management (NISH)  
MQC Enterprises, Inc. (NISH)
- Fairbanks**  
Fairbanks Resource Agency (NISH)
- Juneau**  
REACH, Inc. (NISH)

**ARIZONA (10)**

- 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, Inc. (NISH)

- J.P. Industries, Inc. (NISH)  
Southern Arizona Association for the Visually Impaired (NIB)

- Yuma**  
Yuma WORC Center, Inc. (NISH)

**ARKANSAS (5)**

- 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)

**CALIFORNIA (45)**

- Bakersfield**  
The Bakersfield Association for Retarded Citizens, Inc. (NISH)
- Baldwin Park**  
Work Orientation and Rehabilitation Company, 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)

- Lakeside**  
Bona Fide Conglomerate, Inc. (NISH)

- Lancaster**  
Desert Haven Enterprises, Inc. (NISH)

- Lompoc**  
Life Options, Vocational and Resource Center (NISH)

- Los Angeles**  
Asian Rehabilitation Services, Inc. (NISH)

- Exceptional Children's Foundation (NISH)  
Goodwill Industries of Southern California (NISH)

- Mountain View**  
VTF Services (NISH)

- Mt. Shasta**  
Siskiyou Opportunity Center (NISH)

- Napa**  
Napa Valley PSI, Inc. (NISH)

- Oakland**  
Calidad Industries, Inc. (NISH)  
The Independent Way (NISH)

- Pasadena**  
Foothill Workshop for the Handicapped, Inc. (NISH)

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

- Red Bluff**  
Tehama County Opportunity Center, Inc. (NISH)

- Redding**  
Shasta County Opportunity Center (NISH)

- Richmond**  
Rubicon Programs, Inc. (NISH)

- Ridgecrest**  
Desert Area Resources and Training (NISH)

- Rohnert Park**  
North Bay Rehabilitation Services, Inc. (NISH)

- Roseville**  
PRIDE Industries (NISH)

- Sacramento**  
Crossroads Building Services, Inc. (NISH)  
Easter Seal Society of Superior California (NISH)

**San Diego**

Job Options, Inc. (NISH)

The San Diego Outsourcing Systems, Inc. (NISH)

The ARC of San Diego (NISH)

**San Francisco**

Rose Resnick Lighthouse for the Blind (NIB)

The Janet Pomeroy Center (NISH)

Toolworks, Inc. (NISH)

**Santa Ana**

Landmark Services, Inc. (NISH)

**Santa Clara**

Hope Services (NISH)

Project HIRED (NISH)

**Santa Maria**

VTC Enterprises (NISH)

**South El Monte**

Lincoln Training Center and Rehabilitation Workshop (NISH)

**Stockton**

Valley Service Connection, Inc. (NISH)

**Torrance**

Social Vocational Services, Inc. (NISH)

**Truckee**

Pacific Coast Community Services (NISH)

**Vallejo**

Solano Diversified Services (NISH)

**Ventura**

Association for Retarded Citizens—Ventura County, Inc. (NISH)

**Woodland**

Yolo Employment Services (NISH)

**COLORADO (7)****Colorado Springs**

Aspen Diversified Industries, Inc. (NISH)

Goodwill Industrial Services Corporation (NISH)

**Denver**

Bayaud Industries, Inc. (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 (6)****Bridgeport**

The Kennedy Center, Inc. (NISH)

**Enfield**

Greater Enfield Allied Rehabilitation Centers, Inc. (NISH)

**New Britain**

CW Resources, Inc. (NISH)

**Uncasville**

Easter Seals Connecticut, Inc. (NISH)

**Waterbury**

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

**Windsor**

Easter Seals Greater Hartford Rehabilitation Center, Inc. (NISH)

**DELAWARE (3)****Milford**

Kent-Sussex Industries, Inc. (NISH)

**New Castle**

Delaware Industries for the Blind (NIB)

**Wilmington**

Opportunity Center, Inc. (NISH)

**DISTRICT OF COLUMBIA (6)****Washington**

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

Columbia Lighthouse for the Blind (NIB)

Davis Memorial Goodwill Industries (NISH)

Lt. Joseph P. Kennedy Institute (NISH)

Service Disabled Veterans Business Association (NISH)

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

**FLORIDA (18)****Clearwater**

Abilities, Inc. of Florida (NISH)

**Daytona Beach**

ACT CORP. (NISH)

**Ft. Lauderdale**

United Cerebral Palsy of Broward County, Inc. (NISH)

**Gainesville**

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

**Green Cove Springs**

Challenge Enterprises of North Florida, Inc. (NISH)

**Jacksonville**

GINFL Services, Inc. (NISH)

**Lake City**

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

**Miami**

Easter Seals Miami-Dade, Inc. (NISH)

Goodwill Industries of South Florida, Inc. (NISH)

**Orlando**

Goodwill Industries of Central Florida (NISH)

**Pensacola**

Lakeview Center, Inc. (NISH)

**Rockledge**

Brevard Achievement Center, Inc. (NISH)

The ARC of Brevard, Inc. (NISH)

**St. Petersburg**

JobWorks, Inc. (NISH)

**Tampa**

MacDonald Training Center, Inc. (NISH)

Tampa Lighthouse for the Blind (NIB)

**Vero Beach**

Abilities Resource Center of Indian River County, Inc. (NISH)

**West Palm Beach**

Gulfstream Goodwill Industries, Inc. (NISH)

**GEORGIA (17)****Americus**

Middle Flint Behavioral Health-Care—Sumter County Mental Retardation 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**

Nobis Enterprises, Inc. (NISH)

**Savannah**

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

**Smyrna**

Blind & Low Vision Services of North Georgia (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 (1)**

**Tamuning**  
Able Industries of the Pacific (NISH)

## **HAWAII (7)**

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

**Honolulu**  
Goodwill Contract Services of Hawaii, Inc. (NISH)

Lanakila Rehabilitation Center (NISH)

Lanakila Rehabilitation Center for the Blind (NIB)

Network Enterprises, Inc. (NISH)

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

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

## **IDAHO (8)**

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

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

**Couer d'Alene**  
TESH, Inc. (NISH)

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

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

**Lewiston**  
Opportunities Unlimited, Inc. (NISH)

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

**Sand Point**  
Panhandle Special Needs, Inc. (NISH)

## **ILLINOIS (27)**

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

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

**Bloomington**  
Occupational Development Center, Inc. (NISH)

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

**Chicago**  
Ada S. McKinley Community Services (NISH)

Chicago Association for Retarded Citizens (NISH)

Community Counseling Centers of Chicago, Inc. (NISH)

Habilitative Systems, Inc. (NISH)

Jewish Vocational Service and Employment Center (NISH)

Lester and Rosalie Anitxter Center (NISH)

The Chicago Lighthouse for People Who Are Blind or Visually Impaired (NIB)

Thresholds Rehabilitation Inc. (NISH)

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

**Highland Park**  
Opportunity, Inc. (NISH)

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

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

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

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

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

**Quincy**  
Trasnitions of Western Illinois, 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)

**Rolling Meadows**  
Clearbrook Center, Inc. (NISH)

**Skokie**  
The Douglas Center (NISH)

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

**West Frankfort**  
Franklin-Williamson Human Services, Inc. (NISH)

## **INDIANA (13)**

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

**Fort Wayne**  
The Arc of Northeast Indiana, Inc. (NISH)

**Gary**  
Tradewinds Rehabilitation Center (NISH)

.....  
“Nothing ever comes to one that is worth having, except as a result of hard work.”

—Booker T. Washington, 1856-1915

**Indianapolis**  
Bosma Industries for the Blind (NIB)

Crossroads Rehabilitation Center, Inc. (NISH)

GW Commercial Services, 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)

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

## **IOWA (5)**

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

**Iowa City**  
Goodwill Industries of Southeast Iowa (NISH)

**Jefferson**  
Genesis Development (NISH)

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

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

## **KANSAS (7)**

**Junction City**  
Great Plains Enterprises, Inc. (NISH)

**Lawrence**  
Cottonwood, Inc. (NISH)

**McPherson**  
MCDS Federal Contracting, Inc. (NISH)

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

**Wichita**  
Business Technology Career Opportunities (BTCO) (NISH)

Center Industries Corporation (NISH)

Envision, Inc. (NIB)

## KENTUCKY (6)

### Corbin

Southeastern Kentucky Rehabilitation Industries, Inc. (NISH)

### Danville

Pioneer Vocational/Industrial Services, Inc. (NISH)

### Hopkinsville

Pennyroyal Regional Mental Health—Mental Retardation Board, Inc. (NISH)

### Louisville

C.G.M. Services, Inc. (NISH)

Goodwill Industries of Kentucky (NISH)

### Owensboro

Opportunity Center Workshop, Inc. (NISH)

## LOUISIANA (12)

### 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)

### Shreveport

Louisiana Association for the Blind (NIB)

North Louisiana Goodwill Industries Rehabilitation Center, Inc. (NISH)

The Arc of Caddo-Bossier (NISH)

### Slidell

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

## MAINE (4)

### Auburn

Pathways, Inc. (NISH)

### Augusta

Motivational Services, Inc. (NISH)

### Belfast

Group Home Foundation, Inc. (NISH)

### Portland

Northern New England Employment Services (NISH)

## MARYLAND (15)

### Aberdeen

The Arc Northern Chesapeake Region, Inc. (NISH)

### Baltimore

Alliance, Inc. (NISH)

Blind Industries & Services of Maryland (NIB)

Goodwill Industries of the Chesapeake, Inc. (NISH)

Sinai Hospital of Baltimore (Vocational Services Program) (NISH)

The Arc of Baltimore, Inc. (NISH)

The Chimes, 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)

### Upper Marlboro

Melwood Horticultural Training Center (NISH)

## MASSACHUSETTS (13)

### Boston

Community Workshops, Inc. (NISH)

Morgan Memorial Goodwill Industries (NISH)

National Telecommuting Institute, Inc. (NISH)

### Braintree

Employ&Ability, Inc. (NISH)

### Chicopee

Sunshine Village, Inc. (NISH)

### Concord

Minute Man Arc for Human Services, Inc. (NISH)

### Hyannis

capeAbilities, Inc. (NISH)

### Malden

Massachusetts Commission for the Blind Ferguson Industries for the Blind (NIB)

### Marshfield

Road to Responsibility, Inc. (NISH)

### North Quincy

Work, Inc. (NISH)

### Pittsfield

Berkshire County Arc, Inc. (NISH)

### Springfield

Goodwill Industries of the Springfield/Hartford Area, Inc. (NISH)

### Worcester

Seven Hills Occupational & Rehabilitation Services, Inc. (NISH)

## MICHIGAN (20)

### Alpena

Northeastern Michigan Rehabilitation and Opportunity Center (NEMROC) (NISH)

### Ann Arbor

Washtenaw County Community Support and Treatment Services (NISH)

### Auburn Hills

New Horizons Rehabilitation Services, Inc. (NISH)

### Battle Creek

Calhoun County Community Mental Health Services (NISH)

Navigations, Inc. (NISH)

### Brighton

Work Skills Corporation (NISH)

### Caro

Tuscola County Community Mental Health Services (NISH)

### Grand Rapids

Hope Network Services Corporation (NISH)

### Holland

Kandu Industries, Inc. (NISH)

### Kalamazoo

MidWest Enterprises for the Blind (NIB)

MRC Industries, Inc. (NISH)

### Kingsford

Trico Opportunities, Inc. (NISH)

### Lansing

Peckham Vocational Industries, Inc. (NISH)

### Muskegon

Goodwill Industries of West Michigan, Inc. (NISH)

### Port Huron

The Arc of St. Clair County (NISH)

### Saginaw

SVRC Industries, Inc. (NISH)

### Sault Ste. Marie

Northern Transitions, Inc. (NISH)

### Southfield

Jewish Vocational Service and Community Workshop (NISH)

### Traverse City

G.W. Services of Northern Michigan, Inc. (NISH)

Grand Traverse Industries, Inc. (NISH)

## MINNESOTA (6)

### Duluth

Goodwill Industries Vocational Enterprises, Inc. (NISH)

### Minneapolis

AccessAbility, Inc. (NISH)

Tasks Unlimited, Inc. (NISH)

### Rochester

Ability Building Center, Inc. (NISH)

### St. Paul

MDI Government Services, Inc. (NISH)

“Let us realize that the privilege to work  
is a gift, that the power to work is a  
blessing, that love of work is success.”

—David O. McKay, 1873-1970

### Many

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

### New Orleans

Goodworks, Inc. (NISH)

The Lighthouse for the Blind in New Orleans (NIB)

### Columbia

Humanim, Inc. (NISH)

### Easton

Chesapeake Bay Industries, Inc. (NISH)

### Frederick

Jeanne Bussard Center, Inc. (NISH)



**Thief River Falls**  
Occupational Development Center,  
Inc. (NISH)

### MISSISSIPPI (11)

**Aberdeen**  
AbilityWorks, Inc. of Monroe  
County (NISH)

**Greenville**  
AbilityWorks, Inc. of Washington  
County (NISH)

**Greenwood**  
AbilityWorks, Inc. of Greenwood  
(NISH)

**Gulfport**  
Mississippi Goodworks, Inc. (NISH)

**Jackson**  
AbilityWorks, Inc. of Jackson  
(NISH)

Mississippi Industries for the  
Blind (NIB)

**Long Beach**  
AbilityWorks, Inc. of Harrison  
County (NISH)

**Meridian**  
AbilityWorks, Inc. of Meridian  
(NISH)

**Oxford**  
AbilityWorks, Inc. of Oxford (NISH)

**Ridgeland**  
Goodwill Industries of Mississippi,  
Inc. (NISH)

**Vicksburg**  
Warren County Association for  
Retarded Citizens, Inc. (NISH)

### MISSOURI (11)

**Cape Girardeau**  
Cape Girardeau Community  
Sheltered Workshop, Inc. (NISH)

**Harrisonville**  
Casco Area Workshop, Inc. (NISH)

**Independence**  
Independence and Blue Springs  
Industries, Inc. (NISH)

**Kansas City**  
Alphapointe Association for the  
Blind (NIB)

The Helping Hand of Goodwill  
Industries Extended Employment  
SWS (NISH)

**Marshfield**  
Web-Co Custom Industries, Inc.  
(NISH)

**Monroe City**  
Learning Opportunities/Quality  
Works, Inc. (NISH)

**Sedalia**  
Cooperative Workshops, Inc.  
(NISH)

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

**St. Louis**  
Lighthouse for the Blind (NIB)  
MGI Services Corporation (NISH)

### MONTANA (4)

**Billings**  
Community Option Resource  
Enterprises, Inc. (NISH)

**Butte**  
BSW, Inc. (NISH)

**Helena**  
Helena Industries, Inc. (NISH)

**Missoula**  
Opportunity Resources, Inc. (NISH)

### NEBRASKA (5)

**Fremont**  
Outlook-Nebraska, Inc. (NIB)

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

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

**Nebraska City**  
Region V Services (NISH)

**Omaha**  
Goodwill Specialty Services, Inc.  
(NISH)

### NEVADA (4)

**Las Vegas**  
Blind Center of Nevada, Inc. (NIB)

Opportunity Village Association for  
Retarded Citizens (NISH)

**Reno**  
High Sierra Industries, Inc. (NISH)  
Washoe ARC (NISH)

### NEW JERSEY (9)

**Cedar Knolls**  
Employment Horizons, Inc. (NISH)

**Eatontown**  
Monmouth Center for Vocational  
Rehabilitation (NISH)

**Edison**  
Edison Sheltered Workshop, Inc.  
(NISH)

**Hackensack**  
North Jersey Friendship House,  
Inc. (NISH)

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

**Mt. Holly**  
Occupational Training Center of  
Burlington County (NISH)

**Orange**  
The First Occupational Center of  
New Jersey (NISH)

**Runnemede**  
Bestwork Industries for the Blind  
(NIB)

**Somerseset**  
New Jersey Association of the  
Deaf-Blind (NIB)

### NEW MEXICO (7)

**Albuquerque**  
Adelante Development Center,  
Inc. (NISH)

New Mexico Industries for the  
Blind (NIB)  
RCI, Inc. (NISH)

**Artesia**  
Door of Opportunity, Inc. (NISH)

**Clovis**  
ENMRSH, Inc. (NISH)

**Las Cruces**  
Tresco, Inc. (NISH)

**Santa Fe**  
Presbyterian Medical Services  
(NISH)

### NEW YORK (46)

**Albany**  
Northeastern Association of the  
Blind at Albany (NIB)

**Amsterdam**  
Montgomery County Chapter,  
NYSARC, Inc. (NISH)

**Astoria**  
Goodwill Industries of Greater New  
York and Northern New Jersey, Inc.  
(NISH)

**Binghamton**  
Able Industries, Inc. (NISH)

Association for Vision Rehabilita-  
tion and Employment, Inc. (NIB)

**Brooklyn**  
Federation Employment and  
Guidance Service (NISH)

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

**Buffalo**  
Elizabeth Pierce Olmstead, M.D.,  
Center for the Visually Impaired  
(NIB)

Phoenix Frontier, Inc. (NISH)



**Canandaigua**  
Ontario County Chapter, NYSARC,  
Inc. (NISH)

**Canton**  
St. Lawrence County Chapter,  
NYSARC (NISH)

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

**Fairport**  
Continuing Developmental  
Services, Inc. (NISH)

**Fulton**  
Oswego Industries, Inc. (NISH)

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

**Jamestown**  
Chautauqua County Chapter,  
NYSARC (NISH)

**Kingston**  
Gateway Community Industries,  
Inc. (NISH)

**Malone**  
Citizen Advocates, Inc. (NISH)

**Menands**  
The Workshop, Inc. (NISH)

**Middletown**  
New Dynamics Corporation (NISH)  
Occupations, Inc. (NISH)

**New York**  
FedCap Rehabilitation Services,  
Inc. (NISH)

NYSARC, Inc. NYC Chapter (NISH)  
The Corporate Source, Inc. (NISH)



**Niagara Falls**  
Niagara County Chapter, NYSARC (NISH)

**Oakdale**  
Skills Unlimited, Inc. (NISH)

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

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

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

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

Lifetime Assistance, Inc. (NISH)

Rochester Psychiatric Center (NISH)

Rochester Rehabilitation Center (NISH)

**Sardinia**  
Suburban Adult Services, Inc. (NISH)

**Schenectady**  
Uncle Sam's House, Inc. (NISH)

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

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

**Syracuse**  
Aurora of Central New York (NIB)

Onondaga County Chapter, NYSARC, Inc. (NISH)

**Utica**  
Central Association for the Blind & Visually Impaired (NIB)

Human Technologies Corporation (NISH)

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

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

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

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

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

## **NORTH CAROLINA (16)**

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

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

**Durham**  
Durham Exchange Club Industries, Inc. (NISH)

L.C. Industries for the Blind (NIB)

**Fayetteville**  
Employment Source, Inc. (NISH)

**Greensboro**  
Industries of the Blind (NIB)

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

**Hertford**  
Skills, Inc. (NISH)

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

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

**Kinston**  
Lions Industries for the Blind (NIB)

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

**New Bern**  
CETC, Inc. (NISH)

**Raleigh**  
Raleigh Lions Clinic for the Blind (NIB)

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

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

## **NORTH DAKOTA (6)**

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

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

**Fargo**  
Vocational Training Center (NISH)

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

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

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

## **OHIO (19)**

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

Weaver Industries, Inc. (NISH)

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

**Cincinnati**  
Cincinnati Association for the Blind (NIB)

Greater Cincinnati Behavioral Health Services (NISH)

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

The Clovernook Center for the Blind (NIB)

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

**Dayton**  
Eastway Corporation (NISH)

Goodwill Industries of the Miami Valley (NISH)

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

**Mansfield**  
Richland County Board of Mental Retardation & 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**  
ContractTech, Inc. (NISH)

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

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

## **OKLAHOMA (8)**

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

**Lawton**  
Goodwill Industries of Southwest Oklahoma, Inc. (NISH)

**Midwest City**  
Mid-Del Group Home, 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)

**Woodward**

Oklahoma's Action Rehabilitation Centers, Inc. (NISH)

**OREGON (13)****Ashland**

Pathway Enterprises, Inc. (NISH)

**Astoria**

Clatsop County Developmental Training Center Association (NISH)

**Hood River**

Hood River Sheltered Workshop (NISH)

**Klamath Falls**

Klamath County Mental Health (NISH)

**Lebanon**

Willamette Valley Rehabilitation Center, Inc. (NISH)

**Medford**

Living Opportunities, Inc. (NISH)

**Portland**

Blind Enterprises of Oregon (NIB)

DePaul Industries (NISH)

Portland Habilitation Center, Inc. (NISH)

The Port City Development Center (NISH)

**Roseburg**

Sunrise Enterprises of Roseburg, Inc. (NISH)

**Salem**

Garten Services, Inc. (NISH)

The Shangri-La Corporation (NISH)

**PENNSYLVANIA (36)****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**

Rehabilitation Center and Workshop, Inc. (NISH)

Westmoreland County Blind Association (NIB)

**Harrisburg**

Goodwill Services, Inc. (NISH)

**Indiana**

Indiana County Blind Association (NIB)

**Johnstown**

Cambria County Association for the Blind and Handicapped (NISH)

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

**Lancaster**

Susquehanna Association for the Blind & Visually Impaired (NIB)

**Lebanon**

Quality Employment Services and Training, Inc. (NISH)

**Lewistown**

Juniata Association for the Blind (NIB)

**Meadow Lands**

Arc Human Services, Inc. (NISH)

**Mechanicsburg**

Cumberland-Perry Association for Retarded Citizens (NISH)

**New Castle**

Lark Enterprises, Inc. (NISH)

**New Kensington**

Family Services of Western PA (NISH)

**Philadelphia**

Horizon House, Inc. (NISH)

**Pittsburgh**

ARC—Allegheny (NISH)

Blind and Vision Rehabilitation Services of Pittsburgh (NIB)

Goodwill Commercial Services, Inc. (NISH)

Life'sWork of Western PA (NISH)

The Easter Seal Society of Western PA (NISH)

**Pottsville**

Avenues, Inc. (NISH)

**Scranton**

Allied Health Care Services (NISH)

**Sharon**

Keystone Vocational Services (NISH)

**Somerset**

Somerset County Blind Center, Inc. (NIB)

**Stroudsburg**

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

**Washington**

Washington-Green County Branch, PAB (NIB)

**White Haven**

White Haven Center (NISH)

**Wilkes-Barre**

United Rehabilitation Services, Inc. (NISH)

**Williamsport**

Hope Enterprises, Inc. (NISH)

North Central Sight Services, Inc. (NIB)

**York**

ForSight Vision (NIB)

**RHODE ISLAND (4)****Cranston**

CranstonArc (NISH)

**Middletown**

Newport County Chapter, Rhode Island Association for Retarded Citizens (NISH)

**North Providence**

Greater Providence Chapter, Rhode Island Association for Retarded Citizens (NISH)

**Providence**

In-Sight, Inc. (NIB)

**SOUTH CAROLINA (18)****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)

**Easley**

Pickens County Board of Disabilities and Special Needs (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)

**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**

Sumter County Disabilities and Special Needs Board, Inc. (NISH)

The Genesis Center (NISH)

**Walterboro**

Walterboro Vocational Rehabilitation Center (NISH)

**SOUTH DAKOTA (6)****Aberdeen**

Adjustment Training Center, Inc. (NISH)

**Box Elder**

BH Services, Inc. (NISH)

**Hot Springs**

Southern Hills Developmental Services, Inc. (NISH)

**Huron**

Huron Area Center for Independence (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)

Shelby Residential and Vocational Services, Inc. (NISH)

**Morristown**

Lions Volunteer Blind Industries (NIB)

**Nashville**

Ed Lindsey Industries for the Blind (NIB)

Goodwill Government Services, Inc. (NISH)

**TEXAS (39)****Abilene**

Abilene Goodwill Industries, Inc. (NISH)

**Austin**

Austin Task, Inc. (NISH)

Goodwill Industries of Central Texas (NISH)

Professional Contract Services, Inc. (NISH)

Relief Enterprise, Inc. (NISH)

**Corpus Christi**

Goodwill Industries of South Texas, Inc. (NISH)

Nueces County Mental Health Mental Retardation Community Center (NISH)

South Texas Lighthouse for the Blind (NIB)

The LC Foundation (NISH)

**Dallas**

Dallas Lighthouse for the Blind (NIB)

**El Paso**

El Paso Lighthouse (NIB)

Goodwill Industries of El Paso (NISH)

ReadyOne Industries, Inc. (NISH)

**Fort Worth**

Expanco, Inc. (NISH)

Goodwill Industries of Fort Worth, Inc. (NISH)

Tarrant County Association for the Blind (NIB)

**Houston**

CRI Federal Services (NISH)

The Lighthouse for the Blind of Houston (NIB)

On Our Own Services, Inc. (NISH)

Southeast Vocational Alliance, Inc. (NISH)

The Arbor School (NISH)

**Lufkin**

Burke Center, Inc. (NISH)

**San Angelo**

Concho Resource Center (NISH)

Mental Health-Mental Retardation 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 Corp., 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 (4)****Clearfield**

Pioneer Adult Rehabilitation Center Davis County School District (NISH)

**Ogden**

Enable Industries Incorporated (NISH)

**Salt Lake City**

Community Foundation for the Disabled, Inc. (NISH)

Utah Industries for the Blind (NIB)

**VIRGINIA (26)****Alexandria**

Federal Dispute Resolution Center (NIB)

ServiceSource, Inc. (NISH)

**Arlington**

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

**Bristol**

Highlands 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)

**Leesburg**

Every Citizen Has Opportunities, Inc. (NISH)

**Lynchburg**

Lynchburg Sheltered Industries, Inc. (NISH)

**Manassas**

Didlake, Inc. (NISH)

“There is joy in work. There is no happiness except in the realization that we have accomplished something.”

—Henry Ford, 1863-1947

**Pierre**

OAHE, Inc. (NISH)

**Sioux Falls**

Sioux Vocational Services, Inc. (NISH)

**TENNESSEE (10)****Clarksville**

Progressive Directions, Inc. (NISH)

**Cookeville**

Advocacy and Resources Corporation (NISH)

St. Vincent DePaul Rehabilitation Services of Texas, Inc. (NISH)

The Travis Association for the Blind (NIB)

**Beaumont**

Goodwill Industries Industrial Contracts and Temporary Services, Inc. (NISH)

**Conroe**

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

**Norfolk**

Goodwill Industries of Hampton Roads, Inc. (NISH)

Louise W. Eggleston Center, Inc. (NISH)

**Petersburg**

Association for Retarded Citizens, Petersburg Area, Inc. (NISH)

**Portsmouth**

Portco, Inc. (NISH)

**Richmond**

Goodwill Services, Inc. (NISH)

Richmond Area Association for Retarded Citizens (NISH)

**Roanoke**

Goodwill Industries of the Valleys, Inc. (NISH)

**Salem**

Goodwill Industries of the Valleys, Inc. (NISH)

**Springfield**

Mt. Vernon-Lee Enterprises, Inc. (NISH)

**Virginia Beach**

Community Alternatives, Inc. (NISH)

Diversified Industrial Concepts, Inc. (NISH)

Sara's Mentoring Center, Inc. (NISH)

**Winchester**

NW Works, Inc. (NISH)

**Wytheville**

Mount Rogers Community MH-MR Services Board (NISH)

**WASHINGTON (25)****Bellingham**

Cascade Christian Services (NISH)

Lake Whatcom Residential and Treatment Center (NISH)

**Bremerton**

Holly Ridge Center (NISH)

Peninsula Services (NISH)

**Clarkston**

Asotin County Board of Commissioners—Developmental Services (NISH)

**Ellensburg**

Elmview (NISH)

**Issaquah**

AtWork! (NISH)

**Kennewick**

Columbia Industries (NISH)

**Oak Harbor**

New Leaf, Inc. (NISH)

**Olympia**

Morningside (NISH)

**Port Angeles**

Diversified Resources (NISH)

**Port Townsend**

Skookum Educational Programs (NISH)

**Republic**

Ferry County Community Services (NISH)

**Seattle**

Northwest Center for the Retarded (NISH)

Provail (NISH)

Seattle Mental Health Institute, Inc. (NISH)

The Lighthouse for the Blind, Inc. (Seattle Lighthouse) (NIB)

**Spokane**

Career Connections (NISH)

Good Works, Inc. (NISH)

Skills'kin (NISH)

**Sumner**

VADIS (NISH)

**Tacoma**

Goodwill Contracting Services (NISH)

**Vancouver**

Vantech Enterprises N.W. (NISH)

**Walla Walla**

Lillie Rice Center (NISH)

**Yakima**

Yakima Specialties, Inc. (NISH)

**WEST VIRGINIA (12)****Buckhannon**

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

**Charleston**

Goodwill Industries of Kanawha Valley, Inc. (NISH)

**Clarksburg**

Job Squad, Inc. (NISH)

**Craigsville**

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

**Huntington**

Goodwill Industries of KYOWVA Area, Inc. (NISH)

Pretera 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)

**WISCONSIN (14)****Eau Claire**

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

**Elkhorn**

VIP Services, Inc. (NISH)

**Fond du Lac**

Brooke Industries, Inc. (NISH)

**Green Bay**

ASPIRO, Inc. (NISH)

**La Crosse**

ORC Industries, Inc. (NISH)

Riverfront Activity Center, 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)

**West Allis**

Industries for the Blind, Inc. (NIB)

**Wisconsin Rapids**

ODC Government Services, Inc. (NISH)

**WYOMING (3)****Casper**

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

**Cheyenne**

Goodwill Industries of Wyoming, Inc. (NISH)

Magic City Enterprises, Inc. (NISH)

# AbilityOne (FORMERLY JWOD) CONTACTS

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### **Pacific West Region**

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Email: [wservices@nish.org](mailto:wservices@nish.org)





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

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