

U.S. AbilityOne Commission
ANNUAL REPORT 2011



**NATIONAL
TREASURES**



MESSAGE FROM THE EXECUTIVE DIRECTOR AND CEO



Tina Ballard
Executive Director and CEO

Dear Friend,

Often referred to as Fort Knox, it is the U.S. Bullion Depository that houses much of the Nation's gold reserves. But, the real national treasure lies within the American people. People who are blind or have other significant disabilities are indeed "coins" of the same realm.

To paraphrase President Calvin Coolidge, "The engine of America is business." Without the industry of its people—all its people—the Nation's business could not succeed. It is clearly in our country's best interests to see to it that all who want to work can find meaningful employment. The AbilityOne® Program is focused on the abilities of all the people we serve by providing them with opportunities to work and fulfill their personal dreams.

A Banner Year for AbilityOne

To underscore the talent and industry of nonprofit agencies employing people who are blind or have significant disabilities, and despite a sluggish economy, the

AbilityOne Program was able to set new records in FY2011 for jobs created—more than 50,000 in all, including more than 300 employees promoted to supervisory or managerial positions! Earnings for our constituents, members of the *most chronically underemployed segment* of our potential workforce, rose 5.83 percent to nearly \$600 million. Currently, people who are blind or have significant disabilities are employed by more than 600 nonprofit agencies (NPAs) that make up the AbilityOne Network and provide nearly 3,000 high-quality products and services to the Federal Government at fair market prices—with more added to the *Procurement List* all the time.

More Than Just a Paycheck

As you can surely understand, a paycheck provides a person with more than just money. For people who are blind or have significant disabilities, it can mean:

- Greater self-esteem
- Being able to provide for a family
- Knowing you are contributing to the greater good along with your fellow countrymen and women
- Having an impact on the world around you
- Supporting our men and women in uniform

- Helping people at home and around the world survive natural disasters or catastrophes—as it did when a tsunami hit Japan in 2011.

Immeasurable ROI: Invaluable Inspiration

The financial investment by the American people in supporting AbilityOne is minimal. The ROI—*return on investment*—cannot be fully or even adequately measured. But, as the numbers indicate and as testimonials from AbilityOne employees and customers alike show, it is money well spent.

In the U.S. AbilityOne Commission™ FY2011 Annual Report, you will meet people who happen to be blind and manufacture eyeglass lenses for the sighted, contract closeout specialists with a near-zero error rate who have significant disabilities, and wounded warriors who return from the field of battle able to re-enter the workforce and work their way up into management positions.

In this report, you also will learn how AbilityOne Program employees help preserve, conserve and protect many of our Nation's heritage assets, including the *U.S. Capitol* building in Washington, D.C.; the *Statue of Liberty* in New York; and the *USS New York* moored in Norfolk, Va.

Democracy Defined

Some might say a country is defined by its geography, its natural resources, the imposing buildings it erects or its inventiveness. But I think more than anything, a country is defined by its culture, its traditions and its industry, all of which are the direct output of its people; and that most certainly includes people who are blind or have significant disabilities.

In our democracy, *everyone has value and worth.*

The AbilityOne Program allows its constituents to demonstrate just that, and by doing so, enables them to contribute to the very fabric of our society.

There are more than 11 million Americans who are blind or have significant disabilities, according to the U.S. Census Bureau's 2010 American Community Survey. Although the AbilityOne Program is successful, we clearly have much more work to do. With your support, we will continue creating jobs until the time comes when all who want to work will find work.

Thank you for your continued support!

Sincerely,



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

TABLE OF CONTENTS

Message from the Commission Chairperson: J. Anthony Poleo.....	2
Message from the Commission Vice Chairperson: James M. Kesteloot	4
Year in Review: FY2011 Accomplishments	6
Program Structure.....	8
Presidential Appointees	9
National Treasures: Heritage Assets in Brief	10
New AbilityOne Contracts for FY2011	14
Small Business Partnerships	16
At a Glance: AbilityOne Sales.....	18
At a Glance: AbilityOne Employment.....	20
Quality Work Environment: Incorporating Best Practices.....	22
Customer Spotlight	26
AbilityOne Contract Management Support	29
Total Facilities Management	30
The Greener Good	32
FY2011 Commission Awards	33
Connecting Wounded Warriors with Employment Opportunities.....	36
NPA Leadership Profiles	38
Crisis Support: AbilityOne Responds.....	40
Strategic Partnerships	42
AbilityOne Network of Nonprofit Agencies FY2011.....	44
AbilityOne National Network Map.....	48
AbilityOne FY2011 Stats by State	49



WWW.ABILITYONE.GOV



J. Anthony Poleo
Chairperson

MESSAGE FROM THE COMMISSION CHAIRPERSON

Dear Friend,

It is my pleasure to present to you the U.S. AbilityOne Commission™ FY2011 Annual Report. Within its pages are reflected the real-life success stories of people who are blind or have significant disabilities, working hard to become independent, wage-earning, tax-paying members of society.

This is also the story of how many of the more than 50,000 employees in the AbilityOne Program have a little-known but valuable role in conserving and preserving our national treasures for future generations.

Did You Know...?

- Did you know that AbilityOne Program employees help maintain some of our country's most beloved monuments and symbols of democracy? [See *National Treasures*, Page 10]
- Did you know that AbilityOne Program employees have helped reverse the effects of pollution in our Nation's waterways and water tables through the use

of environmentally friendly cleaning agents and chemicals while creating aseptic hospital environments? [See *The Greener Good*, Page 32]

- Did you know that approximately 3,000 veterans with disabilities are employed through the AbilityOne Program and participate in a wide variety of job functions ranging from contract closeout specialists to call center operators, custodial staff to crew leaders? [See *Wounded Warriors*, Page 36]

Many Benefits to AbilityOne Employees and U.S. Taxpayers

In my "day job" as the chief financial officer of the Defense Logistics Agency, my focus is on employing taxpayer resources in the most cost-effective manner in support of our warfighters. It has been my experience over the last 30 years that AbilityOne Program employees and the AbilityOne Program fulfill that requirement on many levels. A quick look at the numbers reveals that despite a sluggish economy in FY2011, the AbilityOne Program set new records in jobs created, number of hours worked, hourly wages paid and total revenue generated and saved. [See *AbilityOne Employment*, Page 20]

Now, if you were to speak to the AbilityOne Program employees themselves, you would learn—among other things—that the AbilityOne Program helps them:

- Achieve a sense of pride and accomplishment
- Learn new skills and take on new responsibilities
- Earn a steady income and put away money for their future
- Boost self-confidence
- Make friends and develop a support network outside their home
- Become less reliant on local community resources



Fascinated by the Statue of Liberty as a young boy, **Jose Gutierrez**, a Fedcap employee who is deaf, was thrilled to get his dream assignment providing green custodial services at the Statue of Liberty and Ellis Island.

Compliance is Paramount

In times of restricted budgets and amid frequent news reports of abuse of the public trust, it is the Commission's continued responsibility and commitment to maintain the high standards set by the landmark legislation that created the Program in 1938. Compliance with all Federal regulations is paramount in all AbilityOne operations, large and small. This includes the 603 national nonprofit agencies (NPAs) and both central nonprofit agencies (National Industries for the Blind (NIB) and NISH) through which the Commission administers the Program. Our team of compliance specialists has increased the number of agency audits it conducts annually, helping to ensure taxpayer funds are spent in accordance with the rules.

Win-Win for All

In addition to instituting cost-cutting measures across the Federal Government, in August 2011, the Administration passed legislation mandating the Federal Government increase the number of people hired who are blind or have significant disabilities. It is a clear signal that the bar is being raised to assure greater diversity in the workplace.

Contracting through AbilityOne is bound to become a best practice in helping to fulfill the Federal Government-wide mission of diversity and inclusion, as well as to institute cost-cutting measures. It is a win-win situation for all involved. It's that simple.

Eyes on the Prize: Continued Employment Growth

Building on the record number of jobs created in FY2011 through the AbilityOne Program, it is our intent as an agency, and my intent as chairperson, to fuel continued employment growth by:

- Increasing awareness of AbilityOne by educating acquisition professionals and their customers about the Program



In 1971, Senator **Jacob Javits** (right) sponsored the Javits-Wagner-O'Day (JWOD) Act to amend the Wagner-O'Day Act, named for Rep. **Caroline Love Goodwin O'Day** (left) and Sen. **Robert Ferdinand Wagner** (center), to create job opportunities in the services sector for people with severe disabilities.

- Exploring new business opportunities and identifying new product and service requirements
- Working hand-in-hand with small businesses on a partnership basis
- Streamlining the Procurement List addition and maintenance processes
- Adding to the AbilityOne reputation for delivering quality goods and services on time
- Building on the overwhelming success of workplace initiatives like the Quality Work Environment, researched and implemented by NPA leaders
- Honoring our employment commitment to the Nation's wounded warriors

Most of all, we intend to increase job and career growth opportunities for people who are blind or have significant disabilities while supporting our national treasures and providing outstanding customer service to all of our Federal customers. I look forward to working with you all in this effort.

Sincerely,

J. Anthony Poleo, Chairperson
U.S. AbilityOne Commission



James M. Kesteloot
Vice Chairperson

MESSAGE FROM THE COMMISSION VICE CHAIRPERSON

significant disabilities do not have jobs. We cannot rest on our milestone successes. Time is of the essence if we are to develop people's potential—all people's potential.

It is my aim to work with Chairperson Tony Poleo, Executive Director Tina Ballard and the other members of the U.S. AbilityOne Commission™ and staff to improve the lives of those who are blind or have significant disabilities by creating AbilityOne jobs that are well-paid, career-oriented and offer real possibility for advancement.

Visualizing Success

Imagine, if you will, never having received a paycheck in your life. Essie Jackson received her first paycheck at the age of 42, thanks to the AbilityOne Program. When asked how she felt, she said, "I cried, that's how good it felt. It meant I can work and support myself."

Or, imagine shedding years of public assistance as did Renisha Brockington, age 32. Unemployed for more than two years before taking a part-time night job with Melwood in 2011, in early 2012, she landed a full-time day position with benefits at Melwood. Renisha can now support herself and her four children, ages 8–12. She said, "It feels great to have a good paycheck and be able to take care of my family instead of waiting for a check. My children also like it that I'm home in the evenings when they are."

Or even imagine wanting to somehow help the country and be part of the national outcry that followed the grim days of 9/11. The employees of Winston-Salem Industries for the Blind were able to do just that when they provided combat uniforms for our soldiers in Afghanistan.

My involvement in the "disability business" is the direct outgrowth of my own coming to terms with my blindness. As a child, I received services for low vision through the Chicago Lighthouse for People Who are Blind or Visually Impaired. Through services from the Illinois Division of Rehabilitation Services, I received my bachelor's degree from Loyola University. Upon graduation in 1966, I obtained a job with a Cook County rehabilitation agency, which provided job training in its industries program and various service areas as well as competitive job placement services to people with various disabilities.

In 1969, I went to work full time for the Lighthouse as a job placement counselor while attending DePaul University as a full-time student, ultimately earning a master's degree in the Management of Rehabilitation Services in 1977. Later, I managed the Lighthouse Industries program when the Lighthouse received its first AbilityOne contract, supplying clocks to government facilities.

I was able to work my way up the Lighthouse career ladder, and became the chief executive officer in 1996. I also served two terms on

Dear Friend,

Greetings to you from the great city of Chicago, home of the Bears, Bulls and Blackhawks!

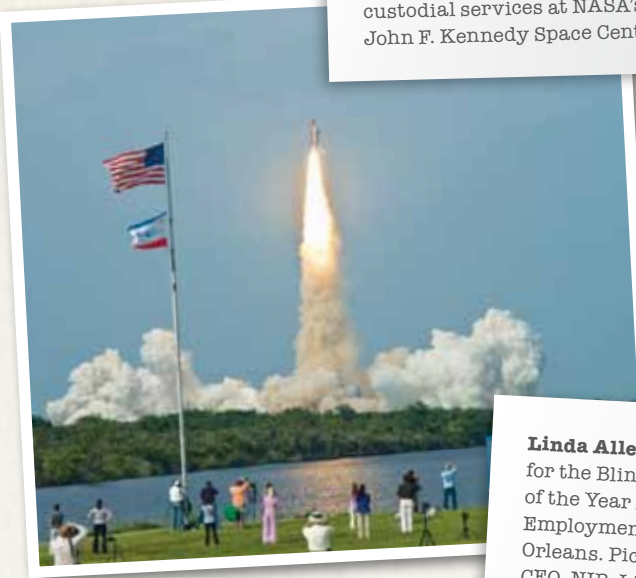
I'm kicking off my message in a lighthearted way to get to an important point quickly. Records are fine, but a cardinal rule in sports says records are set and meant to be broken.

In FY2011, the AbilityOne® Program partners all had a hand in creating 50,000 jobs for the first time in the Program's nearly 75-year history. This was accomplished through successful fulfillment of contracts by more than 600 participating nonprofit agencies (NPAs) in the AbilityOne Network. Honestly, we are all delighted to have arrived at such a moment.

Creating More Employment Opportunities

According to the U.S. Census Bureau's 2010 American Community Survey, more than 70 percent of people who are blind or have

Brevard Achievement Center, Rockledge, Fla., provides custodial services at NASA's John F. Kennedy Space Center.



Linda Allen (second from right), sewing machine operator, Travis Association for the Blind (Austin Lighthouse), accepts the 2011 Peter J. Salmon Employee of the Year Award at the 2011 NIB/NAEPB (National Association for the Employment of People Who Are Blind) Annual Training Conference in New Orleans. Pictured with Linda (from left to right), **Kevin Lynch**, president and CEO, NIB; Linda's husband **James Allen**; and **Jim Kutsch**, board chair, NIB.

NIB's board of directors, including as a member of the executive committee.

It was my honor and privilege to be appointed by two Illinois governors to the state's Blind Services Planning Council, as well as to be appointed by Mayor Richard M. Daley to his Task Force on the Employment of People with Disabilities. While on the Mayor's Task Force, the Chicago City Council passed an ordinance giving contract priority to "businesses owned or operated by people with disabilities."

Perhaps the capstone to my career was being appointed by President Obama to the Commission in July 2010. Today, I also serve on the board of directors of the American Foundation for the Blind.

Payback and Paying it Forward

My relative success comes on the heels of sacrifices and struggles of those who came before me. Through my work as vice chairperson of the Commission, and by the time my term in office expires, I would very much like to reduce the unemployment rate for people who are blind or have significant disabilities by a significant percentage.

Since my arrival in July 2011, I've initiated a few projects, such as the Commission's no-fee

Speakers Bureau, established a renewed relationship with the Randolph-Sheppard Blind Vendors of America Association, and proposed revamped responsibilities for members of the Commission to help ensure step-by-step success in implementation of the current strategic plan.

Extraordinary People

As you leaf through the pages of this report, you will read about some extraordinary work being performed by extraordinary people facing extraordinary challenges, as AbilityOne Program employees help maintain, conserve and preserve national treasures across the country. Whether it is the *Pentagon* in the East or *White Sands* in the West, the *Library of Congress* on Capitol Hill or the *John F. Kennedy Space Center* in Florida, they are unsung heroes helping assure these treasures will be around for future generations to enjoy.

Sincerely,

James M. Kesteloot, Vice Chairperson
U.S. AbilityOne Commission

YEAR IN REVIEW:

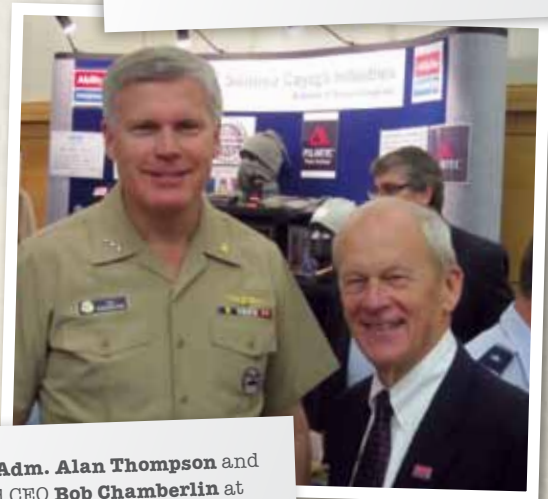
FY2011 ACCOMPLISHMENTS

In partnership with National Industries for the Blind (NIB), NISH-Creating Employment Opportunities for People with Significant Disabilities and the more than 600 nonprofit agency (NPA) members of the AbilityOne® Program Network, the U.S. AbilityOne Commission™ succeeded in its mission by having:

- Set a historical AbilityOne Program record in creating jobs for more than 50,000 people who are blind or have significant disabilities.
- Continued to generate new jobs for our customers as word spread throughout the Federal Government about the success of our newest lines of business, Contract Management Support (CMS) and Total Facilities Management.
- Exceeded its goal of having 25 percent of NPAs step up as “early adopters” of the Quality Work Environment (QWE) initiative. By the end of FY2011, 199 NPAs (33 percent) had committed to QWE. The Commission oversees the QWE initiative in collaboration with the QWE Steering Group, which is composed of CEOs from AbilityOne Network members. The ultimate goal: 100 percent participation by FY2015.
- Achieved an 85 percent overall satisfaction rating in a survey of AbilityOne Program employees and identified areas for continuous improvement, including increasing employee engagement.
- Realized higher than 80 percent overall customer satisfaction on surveys conducted by NIB and NISH.
- Conducted surveys of online purchasers, Base Supply Center (BSC) customers and non-procurement end users at the Department of Defense (DoD) Procurement Conference as well as informal on-the-spot surveys.
- Welcomed new leadership with the election and swearing in of J. Anthony (Tony) Poleo, chief financial officer, Defense Logistics Agency (DLA), as chairperson; and James (Jim) M. Kesteloot as vice chairperson. Poleo brings the rigors and experience of financial management of a large Federal agency to the Commission. Kesteloot provides experience in running a large NPA as former president and executive director of the Chicago Lighthouse as well as the personal experience of blindness.



Chairperson **Tony Poleo** addresses NIB and associated agency employees at the 2011 NIB/NAEPB Annual Training Conference.



DLA Director **Vice Adm. Alan Thompson** and NISH President and CEO **Bob Chamberlin** at the DLA Troop Support fair in Philadelphia.



The Hands-on Assistive Technology Showcase, held during the 2011 NIB/NAEPB Annual Training Conference, provided attendees the opportunity to test drive the latest innovations in accessible technology.



Shay Assad (left); **Susan Kroetch** (second from left), director, SAAL-PB, DASA(P); and **Andrew D. Houghton** (right), former Commission chairperson, present a Commitment in Action certificate to honoree **Col. Scott Svabek**.

- Hosted the Procurement Panel at the NISH National Training and Achievement Conference, which addressed government-wide procurement changes, trends and the current acquisition budget challenges facing Federal agencies. Best practices were shared from a panel of small business leaders on creating and leveraging innovative small business partnerships, including subcontracting to grow jobs for people with significant disabilities.
- Conducted a panel discussion at the NIB Business Conference in October 2011. Private Citizen Commission members Kesteloot and Bob Kelly provided insight into employment obstacles faced by people who are blind or have significant disabilities, discussed how the AbilityOne Program creates jobs for these men and women, and reflected upon their own experiences with having a disability.
- Reported a better-than-99-percent accuracy rate by contract closeout specialists in the CMS program.
- Exhibited products produced by AbilityOne NPAs, distributed information about the Program and conducted training sessions for more than 1,000 attendees at the annual DoD Procurement Conference. AbilityOne continued to receive support from Shay Assad, Director of Defense Pricing, Defense Procurement and Acquisition Policy, who co-presented Commitment in Action certificates to DoD personnel who play a crucial role in creating jobs.
- Issued the second edition of *AbilityOne Program Magazine*, which featured a cover article about the AbilityOne Program's support of Army mountain warriors through assembly of state-of-the-art mountaineering kits, as well as the Program's support of small businesses.
- Launched its administrative Policy Framework Update Initiative, instituting a mandatory five-year review cycle for all agency policies, procedures, assignment of responsibilities and decision-making authority.
- Hosted three AbilityOne Day events in partnership with NIB and NISH at DLA locations in Philadelphia; Richmond, Va.; and Columbus, Ohio. The events are the primary avenues for producing agencies to market their products to contracting and program officers.
- Delivered Program update presentations to NPA leadership at the NISH National Training and Achievement Conference and the NIB Annual Training Conference.
- Garnered two awards for its FY2010 Annual Report: the 2011 Platinum Hermes Creative Award and the 2010 Bronze Vision Award from the League of American Communications Professionals LLC.

Cover of the award-winning FY2010 Annual Report



PROGRAM STRUCTURE

KEY TERMS AND ACRONYMS

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

BSC—Base Supply Center

CMS—Contract Management Support

CNA—Central Nonprofit Agency

DeCA—Defense Commissary Agency

DHS—Department of Homeland Security

DLA—Defense Logistics Agency

DOC—Department of Commerce

DoD—Department of Defense

DOJ—Department of Justice

DOL—Department of Labor

ED—Department of Education

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

GSA—General Services Administration

IRS—Internal Revenue Service

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

NIB—National Industries for the Blind

NISH—NISH-Creating Employment Opportunities for People with Significant Disabilities. Along with NIB, one of the two Central Nonprofit Agencies (CNAs) through which the Commission administers the AbilityOne Program.

NPA—Nonprofit Agency

PL—Procurement List

TSA—Transportation Security Administration

U.S. AbilityOne Commission—Operating name for the Committee for Purchase From People Who Are Blind or Severely Disabled

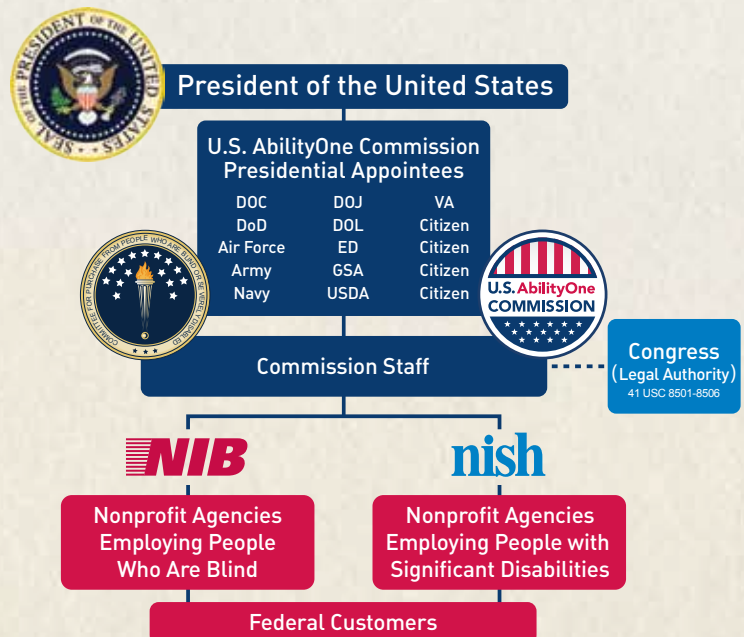
USDA—U.S. Department of Agriculture

VA—Department of Veterans Affairs

Operating as the U.S. AbilityOne Commission™, the Committee for Purchase From People Who Are Blind or Severely Disabled is the independent Federal agency that administers the AbilityOne® Program. The Commission began using the name on Oct. 1, 2011. Members of the Commission are appointed by the president of the United States and oversee the AbilityOne Program in 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.

The Commission is composed of 15 members: 11 who represent Federal Agencies and four who are private citizens knowledgeable about the employment challenges faced by people who are blind or have significant disabilities. The Commission is supported by an Arlington, Va.-based full-time staff, led by a career Senior Executive Service employee.

The Commission has designated two central nonprofit agencies (CNAs) to assist with Program implementation: National Industries for the Blind (NIB) and NISH-Creating Employment Opportunities for People with Significant Disabilities. Together, the Commission and the CNAs—along with a national network of more than 600 nonprofit agencies (NPAs)—create employment for more than 50,000 people who are blind or have significant disabilities through the AbilityOne Program.



PRESIDENTIAL APPOINTEES



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



James M. Kesteloot
Vice Chairperson
 Private Citizen
 Obstacles to
 Employment of Persons
 Who Are Blind



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



Jan R. Frye*
 Deputy Assistant
 Secretary for Acquisition
 and Logistics
 Department of
 Veterans Affairs



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



Paul M. Laird
 Regional Director
 North Central Region
 Federal Prison Industries
 Department of Justice



Dr. Carol E. Lowman*
 Deputy to the
 Commanding General
 Army Contracting
 Command
 Department of the Army



Kathleen Martinez
 Assistant Secretary
 for Disability
 Employment Policy
 Department of Labor



Karen McCulloh*
 Private Citizen
 Representing Nonprofit
 Agency Employees with
 Significant Disabilities



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



Pamela C. Schwenke
 Director
 Budget Investment
 Office of the Assistant
 Secretary of the Air Force
 for Financial Management
 and Comptroller
 Department of the Air Force



William Sisk*
 Assistant Commissioner
 for General Supplies and
 Services for the Federal
 Acquisition Service
 General Services
 Administration



Lisa M. Wilusz*
 Director of the Office
 of Procurement and
 Property Management
 Department of Agriculture

**In FY2011, the Committee held meetings
 on the following dates:**

Nov. 18	May 24
Jan. 13	July 14
March 10	

*Appointed during FY2011

NATIONAL TREASURES: HERITAGE ASSETS IN BRIEF

As defined by the Federal Accounting Standards Advisory Board, heritage assets are property, plant and equipment that are unique for one or more of the following reasons: historical or natural significance; cultural, educational or artistic (e.g., aesthetic) importance or significant architectural characteristics.

Heritage assets consist of (1) collection-type heritage assets such as objects gathered and maintained for exhibition, like museum collections, art collections and library collections; and (2) non-collection-type heritage assets such as parks, memorials, monuments and buildings.

For the U.S. AbilityOne Commission FY2011 Annual Report, we are proud to highlight national treasures and heritage assets for which AbilityOne® Program employees play an important role in the maintenance, conservation and preservation for future generations.

Statue of Liberty

Perhaps the most iconic symbol of American democracy is the Statue of Liberty, a gift of friendship from the people of France to the people of the United States. The Statue of Liberty was dedicated on Oct. 28, 1886, designated a National Monument in 1924 and restored for her centennial on July 4, 1986.

Fedcap of New York (NISH) has performed the highly visible and environmentally friendly custodial contract at the Statue of Liberty and Ellis Island for the Department of Interior since 1999. The contract typically provides 22 full-time equivalent (FTE) jobs for people with significant disabilities, although that number has been temporarily reduced while the Statue of Liberty is closed for renovations. Fedcap provides custodial services seven days a week, 364 days a year (closing only for Christmas Day) for the Statue of Liberty and Ellis Island National Museum as well as

maintains security screening tent areas in Battery Park, Liberty State Park and Liberty Island.

Pentagon

The Pentagon is the headquarters of the Department of Defense (DoD), AbilityOne's largest customer, and it is the world's largest low-rise office building. The Pentagon houses approximately 26,000 military and civilian employees and about 3,000 non-DoD support personnel dedicated to protecting our national interests. The Pentagon has approximately 6.5 million square feet of space, 280 restrooms, 7,750 windows, 130 stairways, 40 escalators, 17.5 miles of corridors and 700 water fountains.

Didlake, Manassas, Va. (NISH), is the prime contractor for the majority of the custodial services at the Pentagon, working with subcontractors The Chimes, Inc., of Baltimore, Md. (NISH) and commercial firm TK Services. The AbilityOne contract created 124 FTE jobs for people with significant disabilities.

Didlake spearheads the green cleaning mandate at the Pentagon. Didlake recruited and hired key personnel with experience in Leadership in Energy and Environmental Design (LEED) Certification and Green Seal custodial supplies. Didlake also helped establish the Pentagon's Stewardship Team, which leads recycling and green cleaning efforts and pursues and maintains



STATUE OF LIBERTY

LEED certification. As the Pentagon undergoes renovations throughout its five wings, it is being certified under LEED.

The AbilityOne Base Supply Center (BSC) store has served the Pentagon since 2002. Operated by Virginia Industries for the Blind (NIB), the store currently employs four people who are blind. The AbilityOne BSC carries 1,200 different SKILCRAFT® and other AbilityOne products chosen specifically for Pentagon customers.

U.S. Capitol

The U.S. Capitol Building in Washington, D.C., is among the most architecturally impressive and symbolically important buildings in the world. It has housed the meeting chambers of the Senate and the House of Representatives for over two centuries. Begun in 1793, the Capitol building has been built, burnt, rebuilt, extended and restored; today, it stands as a monument not only to its builders, but also to the American people and their government.

AbilityOne Program employees provide custodial services at the Capitol Visitor's Center, a 580,000-square-foot underground addition to the U.S. Capitol that opened in late 2008. The three-story complex includes historical exhibit galleries; theaters; a cafeteria; studios; formal meeting rooms; and office space for congressional members, committees and staff. It also serves as a single point of entry for tourists visiting the Capitol. AbilityOne employees of Fedcap provide green custodial services for this center that attracts approximately 7,000 visitors daily.

The contract provides 38 jobs for people with significant disabilities.

OfficeMax® has the contract to supply AbilityOne items in the U.S. House of Representatives Office Supply store. Its contract was recently renewed with the store. The House Office Supply store carries commercial items along with SKILCRAFT® and other AbilityOne products. If customers require any AbilityOne items that are not stocked at the store, they can order the products at the customer service counter in the store.

Fort Knox

Yes, there really is a Fort Knox, but that is not where all the gold is kept. America's gold repository is adjacent to Fort Knox, and it is actually called the U.S. Bullion Depository.

Blind Industries and Services of Maryland (BISM) began operating the AbilityOne BSC at Fort Knox, a U.S. Army post in Kentucky, in 2005. In 2009, BISM (NIB) opened a brand-new, top-of-the-line store facility. Today, the store provides seven job opportunities for people who are blind. The BSC serves more than 12,000 people on base with approximately 2,200 SKILCRAFT and other AbilityOne products stocked in the store continuously.

National Treasures, continued...



PENTAGON



U.S. CAPITOL



AbilityOne BSC, operated by BISM since 2005, serves more than 12,000 people on base at Fort Knox. **Jacob Whitlock** (left), Lakeview Center, works on TFM at Fort Knox.

USS New York

The USS New York LPD-21 was constructed at Northrop Grumman Ship Systems shipyard in Avondale, La. The U.S. Navy commissioned the USS New York into service on Nov. 7, 2009. This ship, built with 7.5 tons of steel pulled from the World Trade Center in her bow, honors the victims of the Sept. 11, 2001, attacks.

The Louisiana Association for the Blind (LAB) designed, converted and packaged Safety Walk™ anti-skid floor strips for the entire ship. LAB (NIB) employees converted bulk Safety Walk material into 1,440 made-to-order pieces, ranging in size from slightly more than three square feet to more than 500 square feet. These custom pieces were then applied to surfaces throughout the ship to help improve traction.

The Arc of the Virginia Peninsula, Hampton, Va., performs ship provisioning for the U.S. Navy's Inter-Service Supply Support Operations Program at the USS New York's home port in Norfolk. The Arc loads dry, chilled and frozen foods on the USS New York and approximately 75 other ships home ported in Norfolk. This project is part of The Arc's nationwide contract for ship provisioning at all major U.S. Navy ports, employing about 250 people with significant disabilities at The Arc and four NPA subcontractors.

National Treasures, continued...

AbilityOne NPAs provide total facilities management (TFM), contact center services and hospital housekeeping at Fort Knox. For TFM, NISH is the prime contractor supporting the Fort Knox Mission and Installation Contracting Command as well as the Directorate of Public Works. NISH subcontracted with NPA Lakeview Center of Pensacola, Fla., for custodial services and recruiting assistance and with the Ginn Group, a service-disabled, veteran-owned business, for maintenance functions. The project includes 65 FTEs in custodial services and also provides 15 FTEs to learn maintenance functions. NISH partnered with the Fort Knox Army Wounded Warrior Program to recruit wounded servicemen and women and currently has 12 wounded warriors working on the contract.

Two NPAs, InspiriTec, Inc. (prime contractor), Philadelphia, and ServiceSource, Alexandria, Va. (NISH), process inbound telephone inquiries, email and digital mail for the U.S. Army Human Resources Command consolidated contact center. Contact center agents answer benefits, retirement and insurance questions for U.S. Army soldiers and veterans and their families. The project employs 65 people with significant disabilities, including veterans and wounded warriors.

Professional Contract Services, Inc. (PCSI), of Austin, Texas, (NISH) provides 24/7 hospital housekeeping services at the U.S. Army's Ireland Community Hospital in Fort Knox. PCSI is responsible for all management, labor, supervision, training, transportation, equipment and materials for hospital housekeeping at the main hospital and 13 outlying facilities. PCSI employs 49 people with significant disabilities on this contract.



Ed Sanderson, Safety Walk™ division employee (LAB) removes and organizes the peel-and-stick material. LAB has supplied slip-resistant materials to the U.S. Navy since 1988.



A large, modern grey naval ship, the USS New York, is shown from a low-angle perspective, sailing on the ocean. The ship's complex superstructure, including radar masts and various antennas, is prominent against a clear blue sky. The ship's hull number '99' is visible on the bow.

USS NEW YORK



**“PEOPLE WHO ARE
BLIND CAN’T SERVE IN
THE MILITARY,
SO THIS IS ONE WAY FOR THEM
TO GIVE BACK AND
ALSO HONOR
THOSE WHO LOST THEIR
LIVES ON 9/11.”**

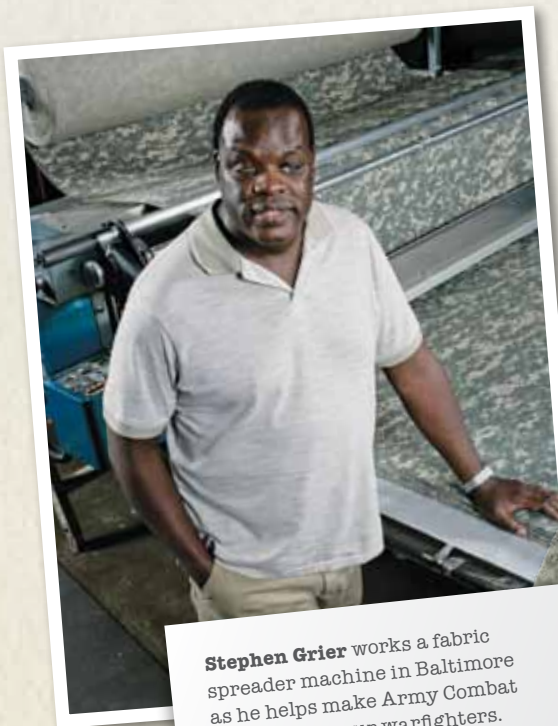
Shelly Taylor
President and CEO
Louisiana Association for the Blind

NEW ABILITYONE CONTRACTS FOR FY2011

The AbilityOne® Program partners invested significant time and effort to develop new business opportunities for people who are blind or have significant disabilities. Despite a challenging Federal contracting environment, AbilityOne business development efforts—combined with the invaluable support of Federal customers—led to the addition of several new services and products to the AbilityOne Procurement List.

Textiles for the Troops

In March 2011, Blind Industries and Services of Maryland (BISM) (NIB) was awarded a contract for the Extreme Cold Weather Clothing System Layer 4 Jacket issued by DLA Troop Support. The jacket is designed to act as a shell layer, optimizing the performance of moisture wicking along with insulating layers when combined with Body Armor or the Army Combat Uniform. BISM's production capability allowed for an accelerated conversion to the Operational Camouflage Pattern for use in Afghanistan. This award produced 42.94 blind work years.



Stephen Grier works a fabric spreader machine in Baltimore as he helps make Army Combat Uniforms for our warfighters.

ANSI-Compliant Safety Vests

Bestwork Industries for the Blind, Inc., of Runnemede, N.J., and Dallas Lighthouse for the Blind, Inc., of Dallas, Texas (NIB), updated their current Procurement List safety vests to achieve ANSI/ISEA 107-2010 compliance and enhance their existing lines by offering sized vests in both the Class 2 and Class 3 versions.

Federal Highway Administration ANSI standards give real definition to “visibility” as it applies to people in traffic control areas or anywhere where being seen is important for individual safety. Since then, ANSI-compliant safety vests account for more than 90 percent of the safety vest market and are distributed by the General Services Administration.



Shown at left: Extreme Cold Weather Clothing System Layer 4 Jacket. Right: ANSI-Compliant Safety Vest (Class 2 and Class 3).

FEMA Louisiana Recovery Office

Upliftd of Baton Rouge, La. (NISH), began providing custodial services for the Federal Emergency Management Agency's (FEMA's) Louisiana Recovery Office in March 2011. Custodial services include floor maintenance, waste disposal and carpet cleaning. Located in a 1930s community landmark—a former Baton Rouge department store, Goudchaux's—this FEMA Joint Field Office houses 600 Federal and state employees who deliver community recovery programs to eligible applicants affected by Hurricanes Katrina and Rita and other major disasters. This contract employs nine individuals who have significant disabilities.



Upliftd provides custodial services for FEMA's Louisiana Recovery Office, located in a 1930s Baton Rouge landmark.



Julius Washington drives a bus at Fort Meade, where Skookum provides base operations support.

Fort Meade Base Operations Support

Skookum in Bremerton, Wash. (NISH), launched base operations support for the U.S. Army Directorate of Logistics at Fort Meade. The contract includes the entire logistics function, including provision of supplies and services, maintenance and management of material and equipment, movement of material and personnel, logistical support planning and logistical readiness. The contract provides 41 FTEs for people with significant disabilities, including 12 veterans with disabilities and five wounded warriors.



Linda Allen

Position:

Sewing Machine Operator

Nonprofit Agency:

Travis Association for the Blind, Austin, Texas

Career Highlights:

Has worked in departments for skin care products, shrink wrap, drill press, leather key holders, Army combat helmet chin straps and trouser belts; received NIB's 2011 Peter J. Salmon Employee of the Year Award.

Personal Achievements:

Born with retinitis pigmentosa; moved to Austin at age 16 to attend the Texas School for the Blind; member of the Lighthouse Strikers bowling team; volunteer for the Austin Right to Life Walk, Juvenile Diabetes Walk and other causes; prepared meals for people displaced by Hurricane Katrina.

In Her Words:

"I like the name AbilityOne because it tells us that if we are persistent, patient, flexible and open for change, we can and we have the ability to make essential products for our families, our communities and our country."

Kudos:

"Linda is a great asset to our workforce. Her can-do attitude positively affects people around her and raises the ambitions of all," said Jerry Mayfield, executive director, Travis Association for the Blind.

SMALL BUSINESS PARTNERSHIPS

Everyone benefits when members of the AbilityOne® Network partner with small businesses. The partnerships create jobs for people who are blind or have significant disabilities and enable small businesses to expand their customer base to the Federal marketplace.

PARC Assembles Mountaineering Kits, Harnesses Supplied by Small Business

Mountain troops deployed all over the world depend on mountaineering kits assembled by the Pioneer Adult Rehabilitation Center (PARC), Clearfield, Utah (NISH). PARC assembles three kinds of kits for the U.S. Army Research and Development Command in Natick, Mass., using components from over a dozen companies, including several small businesses. One such small business is Misty Mountain Threadworks of Blowing Rock, N.C. Founded in 1985, Misty Mountain Threadworks had a small but devoted following among rock climbers, but by the late 2000s, competition from low-cost, foreign-made harnesses had put the company into several years of double-digit losses. Business started to turn around again for this small business when it began producing climbing harnesses for the Army and, two years later, military sales account for more than a third of Misty Mountain's total sales.



Soldiers use PARC mountaineering kits on a belaying and rappelling exercise at the Northern Warfare Training Center in Black Rapids, Alaska.



A "Prusik" knot provides a lifeline for mountain-warfare trainee **Spc. Sarah Egbert**.

Army photos by Staff Sgt. Trish McMurphy, USARAK Public Affairs

Goodwill Commercial Services Partners with Minority-Owned 8(a) for Floor Care

When nonprofit agency Goodwill Commercial Services (NISH) needed assistance with floor care on its AbilityOne contracts, it reached out to Camacho Janitorial, a minority-owned 8(a) small business in Greenfield, Ind. Goodwill Commercial Services, a division of Goodwill Industries of Central Indiana, Indianapolis, first hired Camacho to perform floor care at the Harrison Village Commissary

in Indianapolis, where Goodwill Commercial Services provides custodial services, shelf-stocking and warehouse operations for the Defense Commissary Agency (DeCA). Camacho stripped and finished the hard floor surface and trained Goodwill employees on how to maintain the floor. Camacho performed so well that Goodwill Commercial Services partnered with Camacho to periodically strip and finish the floors for all 10 of its AbilityOne contracts for customers such as DeCA, U.S. General Services Administration, Federal Aviation Administration, Veterans Affairs and U.S. Army Reserve Command.

North Central Sight Services (NCSS) Partners with Media Wholesaler

For more than a decade, NCSS, Williamsport, Pa. (NIB), has partnered with Data Memory Marketing, Inc. (DMMI), of Gahanna, Ohio, one of the largest media wholesalers in the country, to provide a full line of high-quality media CDs, DVDs and recordable media that are sold to the military and other Federal customers. DMMI supplies blank media to NCSS, and employees who are blind configure the technology to Federal specifications and distribute the finished products, which are on the AbilityOne Procurement List (PL). The partnership enables NCSS to employ 12 people who are blind in its media production department and allows DMMI to expand its customer base to the Federal marketplace. DMMI and NCSS are preparing to propose nine new products to the PL, which are projected to create more employment for people who are blind, increase NCSS sales and generate additional revenue for DMMI.

Alphapointe Partners with Woman-Owned Small Business to Distribute Pens and Markers

AbilityOne Network member Alphapointe, Kansas City, Mo. (NIB), recently partnered with SKM Industries, a woman-owned small business in Olyphant, Pa., with a 30-year history of manufacturing markers, pens and a variety of office supplies. SKM specializes in manufacturing unique ink formulas and complex delivery systems for high-quality correction pens and permanent paint markers. As a small business with 15 employees, SKM simply did not have the infrastructure or ability to reach the Federal marketplace on its own, so it partnered with Alphapointe to handle large-volume production and distribution to Federal customers. Together, SKM and Alphapointe have produced 1.2 million pens and markers. SKM products now reach a network of 143 AbilityOne Base Supply Centers at military installations across the country as well as other Federal customers. The partnership helps keep jobs in the United States.



Alphapointe employee **Troy Nevels** assembles multi-color packs of Paint Markers at its Kansas City manufacturing facility.



Position:

Floor Care Team Leader

Nonprofit Agency:

The Helping Hand Goodwill Industries, Kansas City, Mo.

Career Highlights:

Cole started as a part-time janitor on the office cleaning crew for the General Services Administration Bolling Federal Building. Cole demonstrated he was a dedicated, hardworking and reliable AbilityOne employee, and his hours and responsibilities gradually increased. In March 2008, he became floor care team leader at the Bolling Federal Building.

Personal Achievements:

When he first joined Goodwill, Cole faced a number of barriers to finding and maintaining employment—his mental disability compounded with living in a homeless shelter. Having a steady job and a regular paycheck enabled Cole to afford independent, permanent housing. Cole is active in his community church, and volunteers in a number of ways—from teaching Sunday school, to taking care of the facilities by mowing the lawn, cleaning and other maintenance work.

Kudos:

“On the job, he sings, he smiles—he looks like he’s enjoying his job, and that energy is transferred to his team,” said Anne Maloney, Goodwill vice president for Workforce Development.

AT A GLANCE: ABILITYONE SALES

Data Synopsis

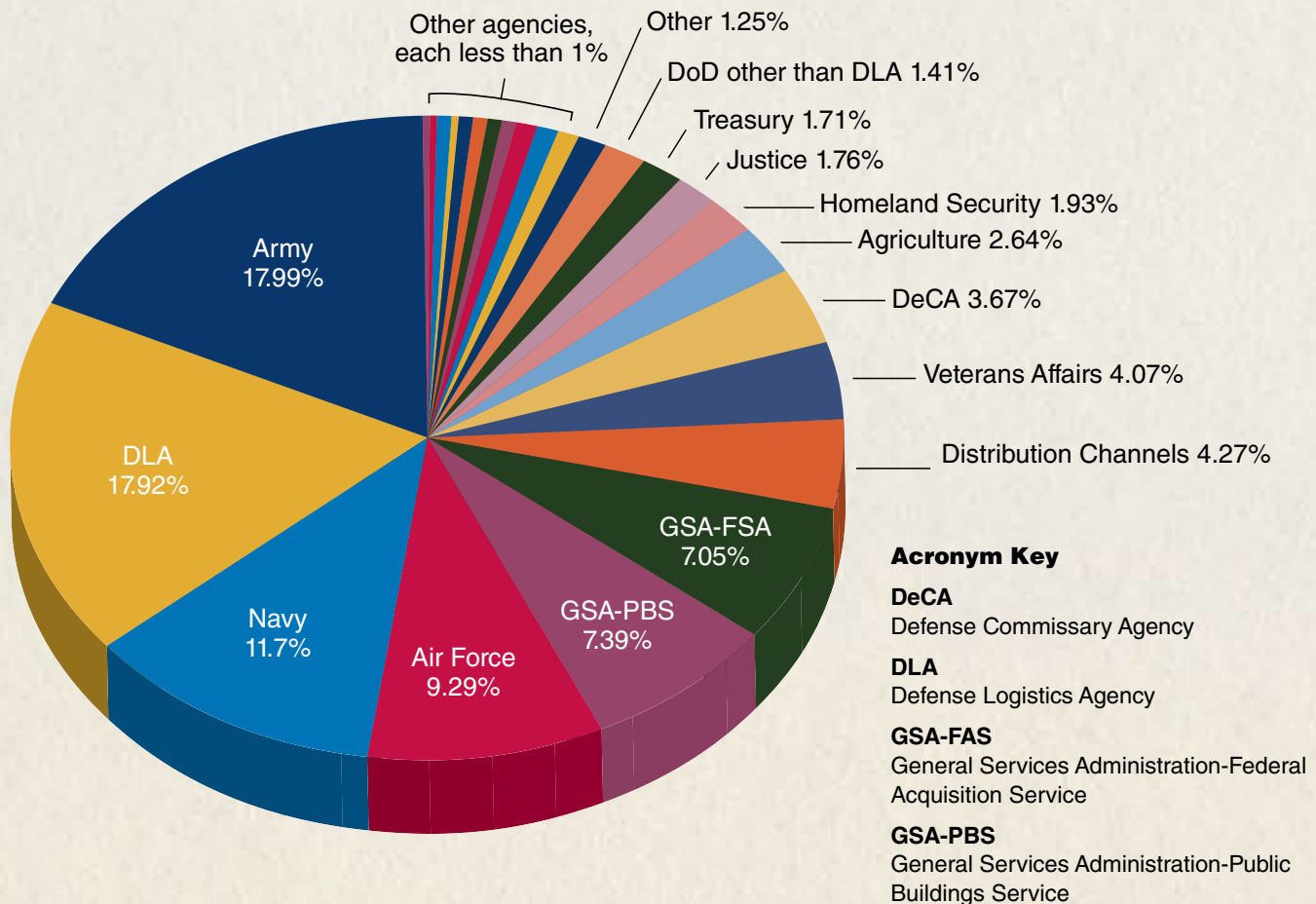
AbilityOne® operates at 1,000 locations nationally, across 40 government agencies, and has a presence at nearly every U.S. military installation. AbilityOne has supported Department of Defense and civilian Federal customers with a variety of products and services for nearly 75 years.

Service sales have increased every year for more than a quarter century. The trend continued in FY2011 with a 6.33 percent increase from 2010 to \$1.65 billion.

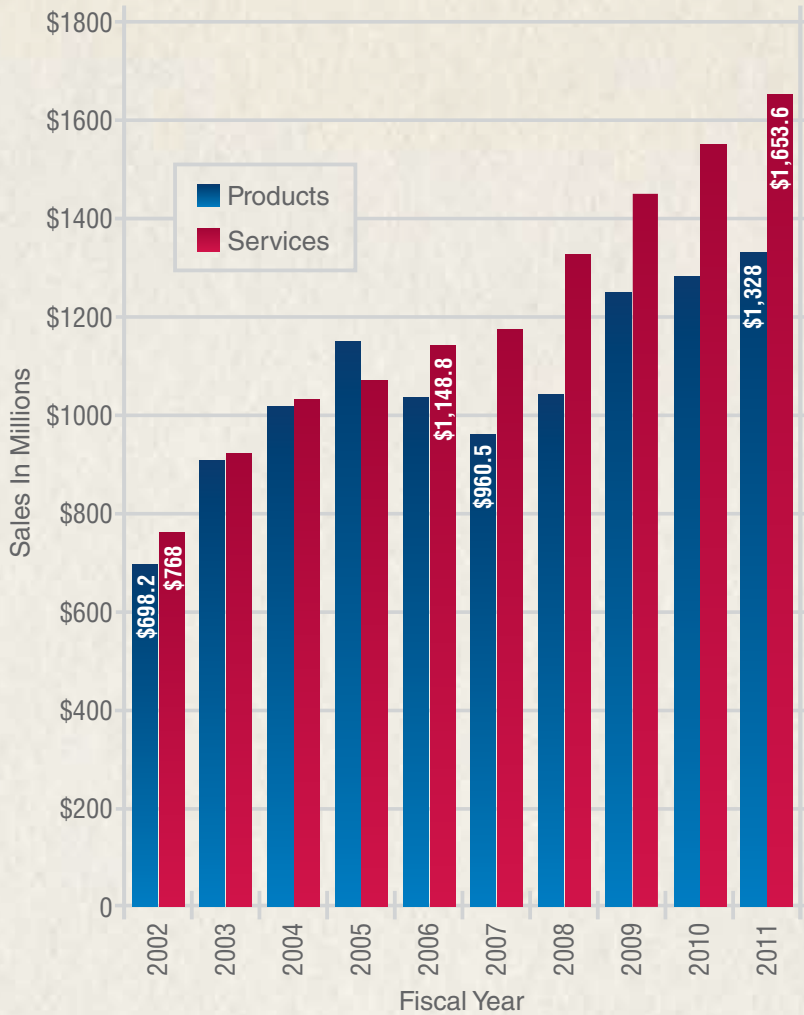
Products sales steadily increased in the first half of the last decade, dipped in 2006 and 2007, and increased again every year since the upturn in 2008. Product sales achieved a new Program record in FY2011—\$1.33 billion, an increase of 3.39 percent from 2010.

Combined, AbilityOne product and service sales totaled nearly \$3 billion in FY2011, representing a 5 percent increase from FY2010.

Top Government Agency AbilityOne Sales FY2011



AbilityOne Sales of Products and Services



Highlighted points represent the lowest, middle and highest amounts between FY2002 and FY2011.



Tyrone Johns, The Chimes, Baltimore, Md., works on the agency's AbilityOne custodial contract at the Department of Commerce. Built in 1932, the Department of Commerce's headquarters building, the Herbert C. Hoover Building, is a Pennsylvania Avenue National Historic Site.



Nina Bektic-Marrero

Position:

Supervisor of switchboard operations, Bronx Veterans Affairs (VA) Medical Center

Nonprofit Agency:

Association for Vision Rehabilitation and Employment Inc. (A.V.R.E.), Binghamton, N.Y.

Career Highlights:

Started at A.V.R.E. in 2008 as a switchboard operator at the VA Hudson Valley Healthcare Center; graduate of NIB's Business Management Training program; received NIB's 2011 Milton J. Samuelson Career Achievement Award.

Personal Achievements:

Born in Sarajevo; developed brain tumors that damaged her optic nerves; holds a bachelor's in political science from Bard College; developed the Visible/Invisible Disabilities Awareness Program (VIDAP) and later the Citizens' Association—VIDAP in Serbia; pursuing a master's in public administration at Baruch College.

In Her Words:

"This opportunity that the AbilityOne Program has given to us and A.V.R.E. has given to me personally is something we have to remind ourselves everyday how blessed we are to have... and you have to remember that only the sky is the limit."

Kudos:

"Nina has received two Charles V. Costello Memorial Scholarships from A.V.R.E. She exerted the on-site leadership necessary to turn a struggling switchboard operation into a highly successful one that is now a model for others," said Bob Hanye, president and CEO, A.V.R.E.

AT A GLANCE:

ABILITYONE EMPLOYMENT

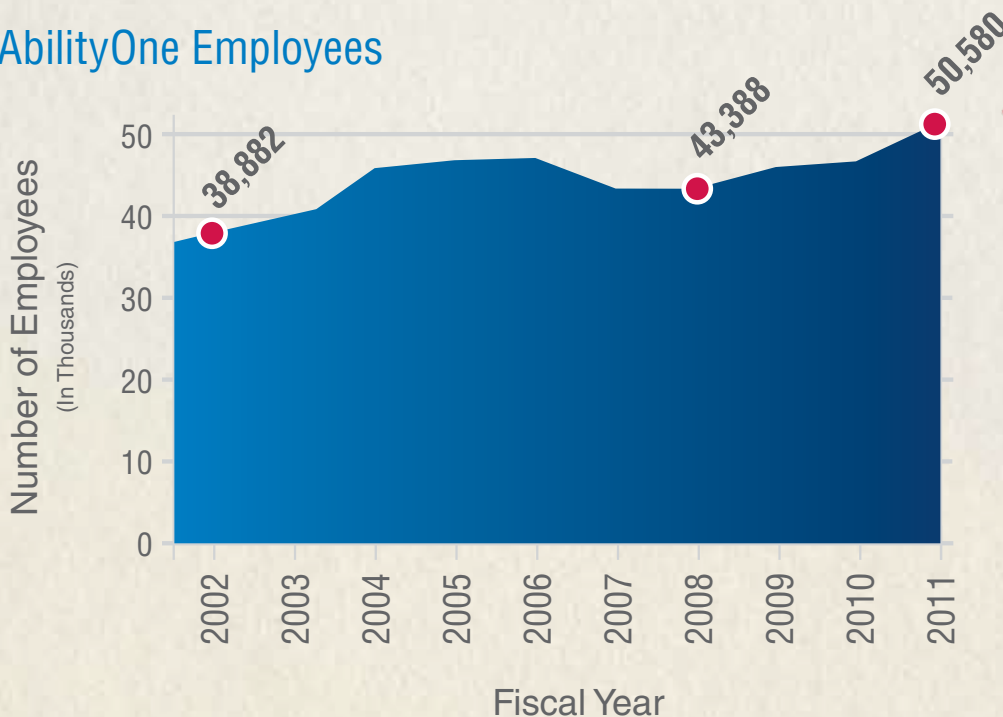
Data Synopsis

Three prime factors reflect AbilityOne® Program growth for FY2011: employment, direct labor hours and wages.

- **Employment:** The number of people who are blind or have significant disabilities employed through the AbilityOne Program increased 6.65 percent from 2010, establishing a new record of more than 50,000 jobs created.
- **Direct Labor Hours:** The direct labor hours worked by AbilityOne employees increased for the fourth year in a row, up 2.58 percent from 2010 to a total of more than 49 million hours—the highest in the Program’s history.
- **Wages:** AbilityOne employee wages increased by 5.83 percent to more than \$599 million.

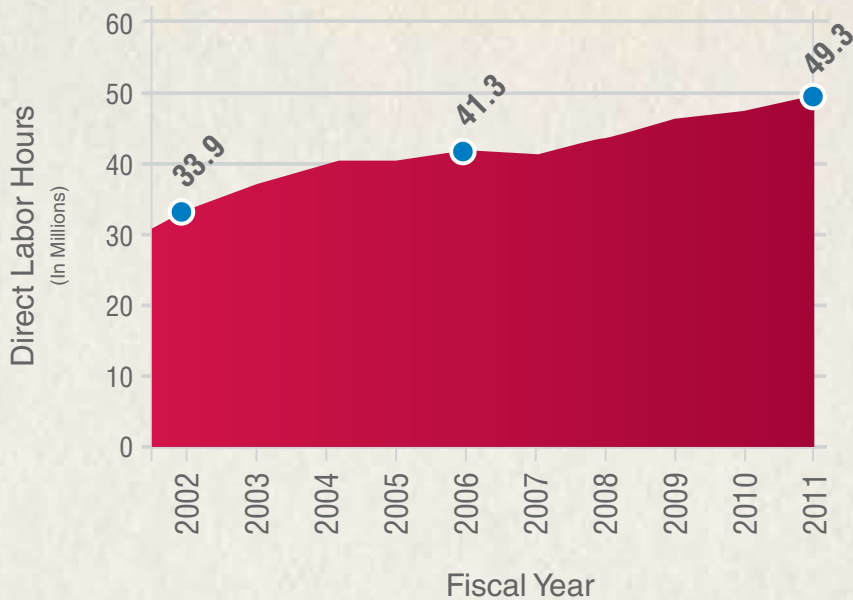
Although the AbilityOne Program set a new record for number of jobs created, FY2012 will pose new challenges given the size of announced budget cuts and other cost-saving measures at the Program’s largest customer, the Department of Defense. AbilityOne is preparing for this coming change by exploring new product and service additions to the Procurement List (PL), streamlining the process by which a new product or service is added to the PL, establishing new relationships with Federal agencies not currently purchasing requisite supplies and services from AbilityOne, and renewing prior partnership agreements with current customers. Also, with the wars in Iraq and Afghanistan winding down, renewed emphasis is being placed on creating jobs for returning troops and wounded warriors. This is in direct support of the president’s announced initiative to employ more veterans across the Federal spectrum.

AbilityOne Employees

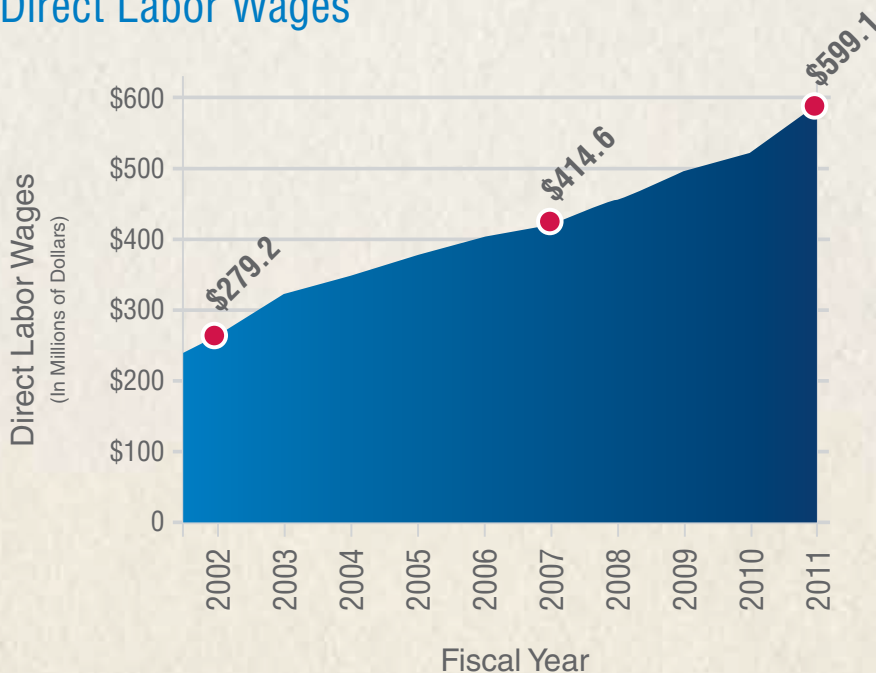


A major milestone was reached in FY2011 when the AbilityOne Program surpassed 50,000 jobs!

Direct Labor Hours



Direct Labor Wages



● ● Highlighted points represent the lowest, middle and highest amounts between FY2002 and FY2011.



David Ogletree

Position:

Final Inspection Processor

Nonprofit Agency:

Vocational Guidance Services (VGS), Cleveland, Ohio

Career Highlights:

Hired by VGS Power Sewing Division, Ogletree overcame challenges of a noisy production environment and completed training to advance his skills. As the last inspector of military uniforms, Ogletree is part of a division that produces 100 percent of the slacks required by the U.S. Army and Navy and a majority required by the Marine Corps.

Personal Achievements:

Diagnosed with autism early in life, it is difficult for Ogletree to interact with others, maintain focus and hold steady employment. Through his employment at VGS, he not only gained independence but also confidence, enabling him to interact well with staff and coworkers. He received NISH's 2010 William M. Usdane Award.

In His Words:

"My family taught me the meaning of hard work and determination... The way to succeed is by setting goals, working hard and not letting anything stand in the way."

Kudos:

"David's very in tune to what's going on all around the workplace," said Donna Reisz, assistant general manager at VGS. "He's stepped up to the challenges of his disability and improved his focus and social interaction."

QUALITY WORK ENVIRONMENT: INCORPORATING BEST PRACTICES

The Commission's Quality Work Environment (QWE) initiative is a collaborative grassroots effort to assist AbilityOne® nonprofit agencies in sharing best practices. The initiative's guiding principles state AbilityOne employees should be provided opportunities to do the work of their choice with competitive wages, benefits and appropriate workplace flexibilities; ongoing training opportunities; and a clear path for career advancement.

NIB and NISH agencies credit the QWE process with improving communication, increasing employee engagement, making facilities more accessible and providing more training opportunities. Many of the agencies formed employee-led Employment Practices Implementation Committees to conduct agency self-assessments and administer their QWE action plans.

The QWE initiative has led to the launch of agency activities ranging from job shadowing, cross training, internal job-posting procedures and individual career planning. Some agencies have made accessibility improvements at individual workstations and throughout their facilities.

Other improvements include recognition and benefit programs, development of core values, community volunteer opportunities and flexible work options.

Improving Communications, Accessibility

The Louisiana Association for the Blind in Shreveport implemented a recorded phone system for employees to dial in and listen to news about internal job postings and agency information, replacing the practice of posting employee announcements on bulletin boards. An employee who has a visual impairment operates the system and records updates weekly.

Employees at San Antonio Lighthouse for the Blind (SALB) tune in to bilingual audio news broadcasts on Monday mornings that cover topics ranging from weather to job vacancies and upcoming events.

Facility improvements have contributed to the "best place of work" goal of SALB. SALB has



To improve the safety of its employees who are blind, SALB installed an audible pedestrian signal on the street between its main building and activity center.

William Vaughn



added more accessible restrooms, sidewalks with stone edging, a walking track and outdoor barbecue grill area, talking microwaves, improved exterior lighting and an audible pedestrian signal in front of the main building.

To increase productivity and employee wages, Crossroads Industrial Services, Indianapolis, maintains hourly charts at work locations that allow employees to see how they are performing in relation to production goals.

Increasing Employee Engagement

Some agencies invite employees to write for employee newsletters and mentor their peers. At Clovernook Center for the Blind and Visually Impaired in Cincinnati, employees who are blind serve as “Employee Ambassadors,” guiding visitors through the agency’s facilities and describing how the business works. For many visitors, the interaction with their tour guide is the first personal interaction with a person who is blind.

ServiceSource in Alexandria, Va., held 37 focus groups that included 147 employees with disabilities with the goal of increasing employee engagement in strategic planning. Feedback from the focus groups led to a new goal to develop and implement a comprehensive training program.

As a result of QWE, Grand Traverse Industries in Traverse City, Mich., now includes employees with disabilities in its new hire interview panels.

Encouraging Upward Mobility through Training Opportunities

In a three-month period, approximately 100 employees at Alabama Industries for the Blind in Talladega participated in a job shadowing program to gain exposure to agency functions not part of their current role. One-third of that group has enrolled in adult education courses to increase skills for upward mobility.

As part of a QWE strategic action plan, Lakeview Center in Pensacola, Fla., focused on training supervisors to empower its employees with disabilities. Supervisors now receive training on how to bring the best out of their staff and incorporate those traits in a career plan. Supervisors are held accountable for taking ownership of employee career development plans through performance assessments and fiscal incentives.

To ensure that all AbilityOne nonprofits can participate in QWE activities regardless of their size, NIB and NISH launched a variety of incentives in 2011. These ranged from more direct staff support with planning and implementation to an awards recognition program and, in some cases, grants.

Position:

Marketing Manager

Nonprofit Agency:

Virginia Industries for the Blind (VIB), Charlottesville, Va.

Career Highlights:

Assistant supervisor in NIB’s Customer Care Center; graduate of NIB’s Business Management Training Program; completed Business Basics courses at Hadley School for the Blind in partnership with NIB; promoted to supervisor in NIB’s Customer Care Center; advanced to marketing manager at VIB.

Personal Achievements:

Diagnosed with visual impairment due to macular degeneration at age 15; won the state high jump championship in high school; earned a bachelor’s in Integrated Marketing Communications from Clemson University; coached high school track athletes.

In His Words:

“It’s all about the people and jobs. I’m here to make the general public and government agencies aware of VIB, the excellent value we bring through our products and services and our wide range of employment opportunities in Virginia.”

Kudos:

“Will has been on board less than a year but is already making an impact promoting VIB’s mission and advocating for employment opportunities for Virginia’s blind community,” said Jim Meehan, general manager, Virginia Industries for the Blind.



Michele Howard from Volunteer Blind Industries works in the Mattress Production department, which supplies mattresses for the Navy.



PENTAGON

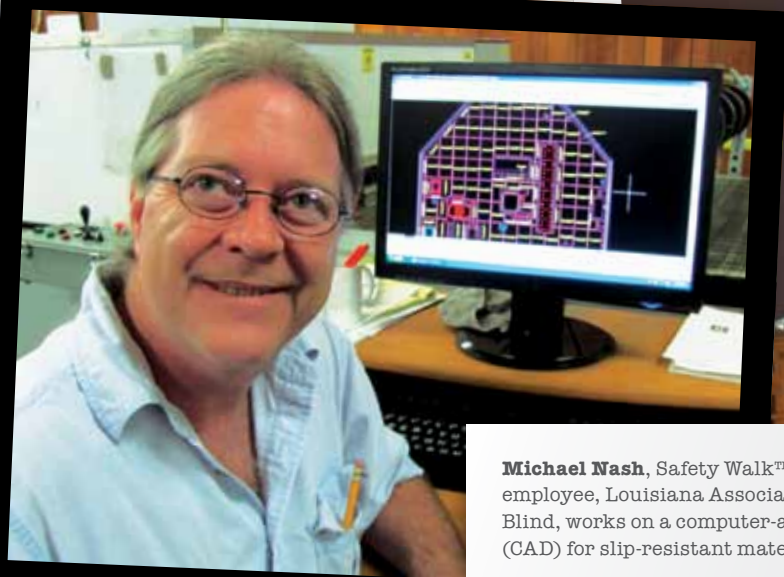


Trace, Inc., Boise, Idaho, (NISH) provides property management services in the Grand Canyon for the Department of Interior National Park Services at the Horace M. Albright Training Center.



NATIONAL TREASURES

From the Grand Canyon in the West to the Pentagon, U.S. Capitol and Statue of Liberty in the East, AbilityOne® Program employees help maintain, conserve and preserve America's national treasures for future generations. For more about their roles maintaining treasures across the country, see Page 10.



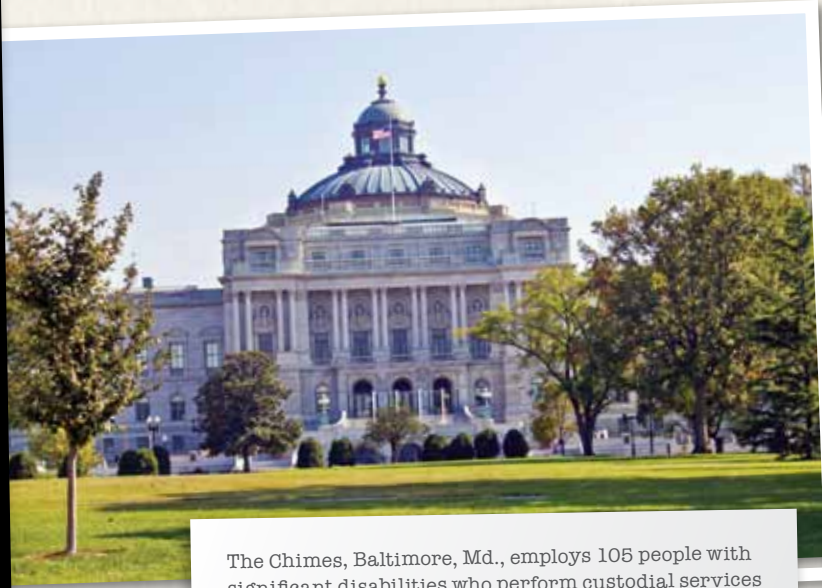
Michael Nash, Safety Walk™ division employee, Louisiana Association for the Blind, works on a computer-aided design (CAD) for slip-resistant materials.



U.S. CAPITOL



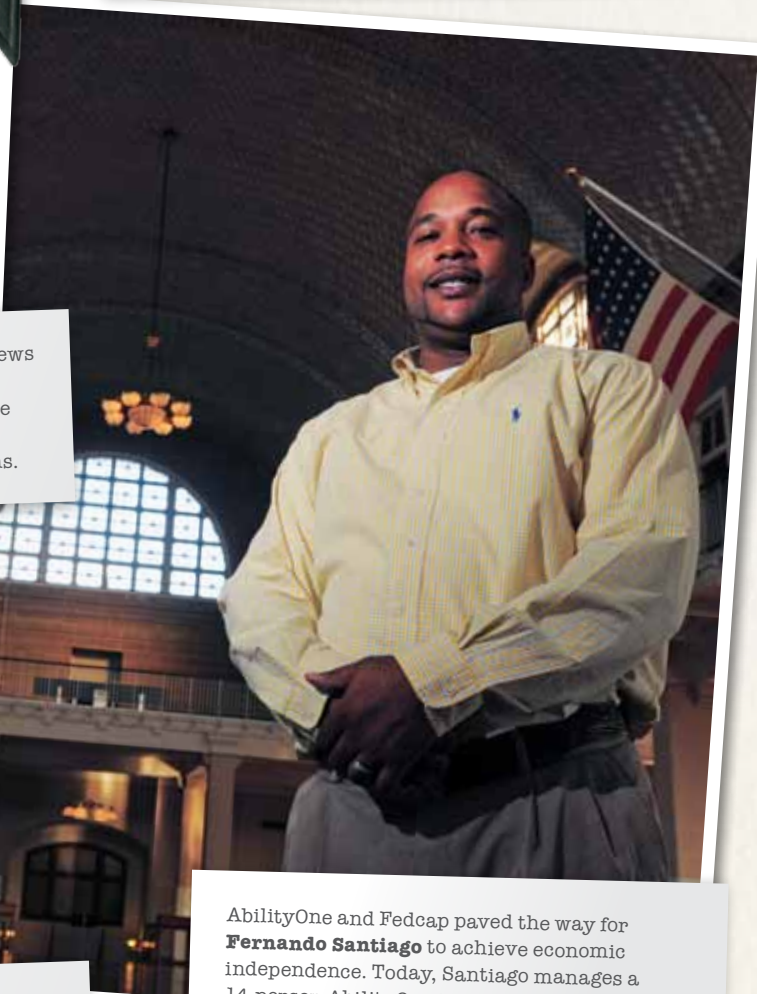
Mat Riendeau works in Writing Instrument Production at Industries for the Blind, Inc., Milwaukee.



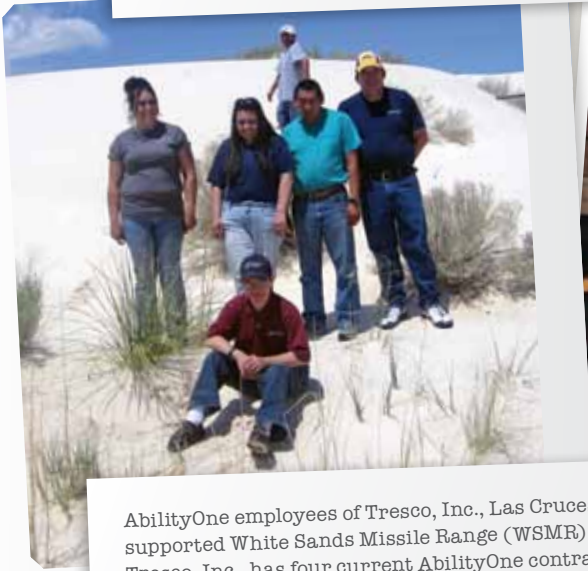
The Chimes, Baltimore, Md., employs 105 people with significant disabilities who perform custodial services at the Library of Congress, which houses some of the most valued documents of our country's history. The AbilityOne contract began in March 2000.



Eva Pastor, Goodwill Industries of South Florida, Miami, sews an interment flag for the Department of Veterans Affairs. Goodwill, North Bay Rehabilitation Services and Huntsville Rehabilitation Foundation have produced more than three million flags used at burials to honor our deceased veterans.



AbilityOne and Fedcap paved the way for **Fernando Santiago** to achieve economic independence. Today, Santiago manages a 14-person AbilityOne team that keeps the Statue of Liberty National Monument and Ellis Island pristine for 5 million annual visitors.



AbilityOne employees of Tresco, Inc., Las Cruces, N.M., have supported White Sands Missile Range (WSMR) since 1989. Tresco, Inc., has four current AbilityOne contracts at WSMR, employing nearly 100 people with significant disabilities. Services provided include commissary and dining, facility and test support for the High Energy Laser System Test Facility, and facility support for the Naval Surface War Center.

CUSTOMER SPOTLIGHT

The success of the AbilityOne® Program would not be possible without the tremendous cooperation of our Federal customers. This section highlights just a few of the Program's supportive government agencies with a sampling of products and services they purchase from the AbilityOne Network of nonprofit agencies (NPAs).

Department of the Treasury

FY2011 marks the ninth year Winston-Salem Industries for the Blind (WSIFB) (NIB) has operated a Base Supply Center (BSC) at the Department of the Treasury in Washington, D.C. The store is managed and solely operated by Kenneth Fountain, blind since birth. FY2011 sales have increased 30 percent over FY2010. In fact, sales increased dramatically throughout Fountain's tenure; as a result, he received NIB's annual Milton J. Samuelson Career Achievement Award in October 2010.

SW Resources (NISH) provides custodial services for two large office buildings at the Bureau of Public Debt in Parkersburg, W.V. Now in its seventh year, the project provides 17 full-time equivalent (FTE) jobs for people with significant disabilities. SW Resources also subcontracts to a commercial company providing file maintenance for the Bureau of Public Debt, providing three additional FTEs.

Internal Revenue Service (IRS)

AbilityOne's partnership with the IRS, an arm of the Department of Treasury, began in 1984 with a

grounds maintenance contract for the IRS Center in Andover, Mass. This contract, with WORK, Inc., a NISH-affiliated NPA in Quincy, Mass., is still operational today and employs four people with significant disabilities. Custodial services were added later for the IRS Center in Chamblee, Ga. Goodwill Industries of North Georgia performs that contract, which provides 18 FTE jobs. The IRS-AbilityOne partnership expanded even more so, and by the early 2000s, multiple custodial contracts, mailroom operations contracts and secure document destruction services contracts were added.

NISH has held a nationwide IRS contract for secure document destruction services since October 2009, following seven successful years with NISH as prime contractor for regional IRS contracts. NISH now leads 63 NPA subcontractors that provide secure document destruction services for more than 500 IRS sites.

Defense Logistics Agency (DLA)

In FY2011, DLA purchased more than \$534 million in AbilityOne products and services, making it the

Program's second largest customer. AbilityOne NPAs produce some 500 products for DLA, ranging from apparel and equipment to medical supplies and packaged food. Some top selling products for DLA in FY2011 include chemical protective overgarments, fleece cold weather generation III jackets and full-spectrum battle equipment.

Peckham, Inc., a NISH-affiliated NPA in Lansing, Mich., manages DLA's Customer Interaction Center in Battlecreek, Mich. For this 24/7 operation, Peckham employs 120 people with significant disabilities who answer logistics-related calls from warfighters around the globe. Peckham recently launched a new contract for DLA that will, over the next two years, consolidate seven IT help desks into a single Tier 1 help desk operation. The project created 35 new FTE jobs.

Department of Homeland Security (DHS)

Two AbilityOne Network members in California provide administrative services for the DHS's SENTRI (Secure Electronic Network for Travelers Rapid Inspection) Program, which allows motorists to use a dedicated lane for expedited travel across the Mexico border. AbilityOne

Program employees of the Arc of Imperial Valley, El Centro, Calif., and Job Options, Inc., San Diego, both NISH-affiliated NPAs, serve as customer care representatives at the SENTRI Enrollment Centers in Calexico and Otay Mesa, Calif. Representatives answer phones, process applications for SENTRI, issue and replace lost or damaged identification cards, coordinate installation of transformers and decals on applicant vehicles, collect fees and answer questions. The contract employs 22 bilingual people with significant disabilities.

Transportation Security Administration (TSA)

TSA originally approached NIB to manufacture blue nitrile (synthetic rubber) gloves for its airport screeners. TSA also sought a single source to ensure that screeners receive only those gloves that meet its stringent requirements. Central Association for the Blind and Visually Impaired, Utica, N.Y., was able to meet these requirements and drive down costs for TSA by consolidating purchasing power nationwide into a single purchasing agreement.

NIB enables a state-of-the-art purchasing experience through its Oracle-based website, timely delivery through East and West Coast distribution centers, and customer care tailored to TSA's needs. More resilient and puncture-resistant than natural rubber gloves, nitrile protective gloves provide a non-allergenic protective barrier against germs. In the future, the array of nitrile products may be expanded to include additional sizes and a line of pink gloves to support Breast Cancer Awareness.



Scott Gibbs

Position:

Recycling Project Manager for Scott Air Force Base

Nonprofit Agency:

Challenge Unlimited, Alton, Ill.

Career Highlights:

Started as a custodian at Scott Air Force Base, was promoted to crew leader after six months and to crew supervisor by the end of his first year on the job. Today, Gibbs oversees two Illinois state highway rest stops as well as the recycling contract for Scott Air Force Base. He manages 21 employees, including nine with disabilities.

Personal Achievements:

Returned to work five years after being crushed between two vessels while docking river barges for a living, shattering his back. Shares custody of his teenage son.

In His Words:

Upon receiving NISH's 2009 Evelyne Villines Award, "It shows that people with disabilities can be productive within society and make a difference in the workplace."

Kudos:

"The safety and the quality of his work is fantastic. I'd love to have a thousand Scotts, to tell you the truth," said Tom Moehn, Challenge Unlimited CEO.

U.S. Department of Agriculture (USDA)

The Arkansas Lighthouse for the Blind produced a new line of biobased spiral notebooks that will soon be certified as USDA BioPreferred.

Lisa Wilusz, director of the Office of Procurement and Property Management for the USDA and member of the Commission, attended the ribbon-cutting ceremony at the Arkansas Lighthouse in early April. Also,

AbilityOne showcases and promotes sales of its biobased products in its PaperClips store at USDA headquarters in Washington, D.C. Wilusz is a true booster of the biobased notebooks and carries one with her to every meeting she attends.



Arkansas Lighthouse for the Blind manufactures spiral notebooks made from 100 percent post-consumer recycled paper or tree-free "bagasse" paper from the residue of processing sugar cane.

Customer Spotlight, continued...



Aaron St. Amand, ODC, maintains the Chippewa National Forest Historic Supervisor's Office.

Customer Spotlight, continued...

AbilityOne received outstanding support from USDA's Office of Small and Disadvantaged Business Utilization through Acting Director Dexter Pearson, Deputy Director Joseph Ware and their team. They organized a well-attended AbilityOne Day expo at USDA headquarters in April. Additional awareness and training events are scheduled at other USDA divisions, including the Animal and Plant Health Inspection Service (APHIS). WSIFB operates two BSCs with USDA: one in Washington, D.C., and one in Maryland.

Three AbilityOne Program employees of Occupational Development Center (ODC), Inc. (NISH), Thief River Falls, Minn., provide custodial services for the U.S. Forest Service's Chippewa National Forest Historic Supervisor's Office. Made from 100-year-old native red pine, this 8,500-square-foot building was added to the National Register of Historic Sites in 1976.

Defense Commissary Agency (DeCA)

DeCA received NIB's Excellence in Government Award. The award was presented to Joseph H. Jeu, DeCA director and CEO, in appreciation of the DeCA team's outstanding support that led to the

creation of 37.6 additional FTEs to the Military Resale Program for FY2009–2011. Didlake, Manassas, Va. (NISH), has managed custodial services at the Quantico Commissary in Virginia since October 1990 and provides nine FTE jobs for people with significant disabilities. At Andrews Air Force Base, Right 2 Work (NISH) provides custodial, shelf stocking and warehousing services, creating nearly 25 FTE jobs for AbilityOne employees.

Department of Veterans Affairs (VA)

The Commission worked with the VA to promote and standardize the use of Clarity double-life toner cartridges from Alabama Industries for the Blind through three Federal Strategic Sourcing Initiative vendors. The new toner cartridges are 100 percent recyclable and guarantee two to three times the yield of other toners. In the latest full month of available data, the VA purchased well over 3,000 cartridges and slashed the price per page by more than 50 percent compared to previous cartridges. Thanks to the far higher yield of AbilityOne Clarity double-life cartridges the VA will benefit from lower shipping, inventory, and cartridge switching costs. Fewer cartridges also mean less waste and a smaller environmental footprint.



Clarity Double-Life Toner



Maria Ayon, Arc of Imperial Valley, El Centro, Calif., is a customer care representative for the Department of Homeland Security's SENTRI Enrollment Center in Calexico.

Department of the Army

At more than \$536 million in sales in FY2011, the U.S. Army is AbilityOne's biggest customer. One new contract for FY2011 is a consolidated contact center for the Army's Human Resources Command in Fort Knox, Ky., where two NPAs—InspiriTec, Inc., Philadelphia, and subcontractor ServiceSource, Alexandria, Va.—employ 65 people with significant disabilities to process inbound telephone inquiries, emails and digital mail; and answer benefits, retirement and insurance questions for all Army employees and veterans, and their families.

Another recent Army initiative is the First Sergeants Barracks Program (FSBP). Relieving soldiers of property management tasks, FSBP enables soldiers to better prepare for deployment. An AbilityOne NPA manages Army barracks as part of FSBP—Professional Contract Services, Inc. (PCSI) (NISH), at Joint Base Lewis-McChord in Washington, providing 53 FTE jobs for people with significant disabilities. PCSI is responsible for assigning/terminating rooms; identifying, tracking and ordering maintenance; coordinating handling of furnishings; validating occupancy rates; and providing support 24/7.

ABILITYONE CONTRACT MANAGEMENT SUPPORT

AbilityOne® Contract Management Support (CMS) services include non-inherently governmental services, such as contract closeout and administrative support. The AbilityOne CMS Program offers exceptional upward mobility opportunities for well-trained and qualified personnel who are blind or have significant disabilities while delivering valuable services to customers.

What began as a pilot program in 2009 to provide a proof-of-concept to potential customers has expanded into one of the most successful joint service initiatives between NIB and NISH. Additionally, AbilityOne has partnered with the Department of Defense's Defense Acquisition University to provide the core training courses required for establishing a foundation in contract management. The training is conducted in two tracks. Track 1 focuses on contract closeouts and requires a four-year degree or equivalent work experience. Track 2 requires a four-year degree and 24 business credits

and focuses on direct placement in the Federal Government as an 1102 Contract Specialist.

In FY2011, the CMS program created more than 20 jobs at AbilityOne nonprofit agencies, including:

- Challenge Enterprises of North Florida Inc., Jacksonville, Fla.
- The Chicago Lighthouse for People Who Are Blind or Visually Impaired
- Greater Richmond ARC, Richmond, Va.
- The Lighthouse for the Blind—Seattle
- Los Angeles Habilitation House
- San Antonio Lighthouse for the Blind

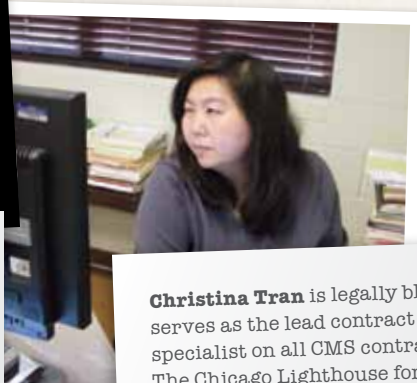
- ServiceSource Delaware, Wilmington, Del.
- Susquehanna Association for the Blind and Vision Impaired
- Virginia Industries for the Blind

Those jobs were created in support of the following customers:

- Air Combat Command Rock Island
- Defense Logistics Agency at Philadelphia and Battlecreek, Mich.
- Defense Information Systems Agency, Fort Meade, Md.
- Mission and Installation Contracting Command at Fort Irwin, Calif.; Fort Dix, N.J.; Fort Belvoir, Va.; Fort Bragg, N.C.; and Fort Bliss, Texas
- National Capital Region Contracting Center, Fort Huachuca, Ariz.
- Naval Supply Systems Command Global Logistics Support, San Diego, Calif.
- Navy Medical Logistics Command at San Diego; Portsmouth, Va.; and Fort Detrick, Md.



Barbara Ann Henderson, contract specialist at the San Antonio Lighthouse for the Blind, provides contract management support services at Fort Sam Houston.



Christina Tran is legally blind and serves as the lead contract closeout specialist on all CMS contracts at The Chicago Lighthouse for People Who Are Blind or Visually Impaired.

TOTAL FACILITIES MANAGEMENT

AbilityOne® Total Facilities Management (TFM) services to the Federal Government are valued at more than \$100 million annually and create jobs for more than 1,000 people with significant disabilities. With more than 15 years of experience, the expected growth of the TFM program is driven by collaboration among nonprofit agencies (NPAs) and Federal Government customers; specialized trainings and capacity building; the creation of diverse, higher-paying new jobs; and customer commitment.

The central purpose of TFM is to maintain clean, safe, comfortable, well-maintained working facilities. The advantage of AbilityOne TFM for the Federal Government customer is that it brings together a range of hard-to-manage technical services into a single, client-friendly interface. It fosters a long-term partnership between the government and AbilityOne NPAs, eliminating expensive procurement costs and repeat startup costs as well as precluding the loss of historical project knowledge and performance requirements. TFM contracts also assist the government with the migration from cost plus to fixed

price contracts, fully supporting administration efforts at cutting and controlling costs.

In FY2011, AbilityOne launched a TFM contract for the Washington Headquarters Service at the Mark Center, a new Department of Defense complex in Alexandria, Va. AbilityOne Network member ServiceSource, Alexandria, Va., manages the TFM contract and serves as a single point of contact for the government. ServiceSource works with two NPA subcontractors—CW Resources of New Britain, Conn., and Able Forces of Front Royal, Va.—as well

as 15 small business subcontractors. The Mark Center buildings, which were constructed to Leadership in Energy and Environmental Design (LEED) Gold Certification, house up to 6,500 personnel from eight DoD agencies and field activities. AbilityOne is responsible for facilities maintenance, grounds maintenance and custodial services for the entire complex, including offices, parking garages, conference centers, retail stores, a cafeteria, gym and medical facility. The contract created 135 full-time equivalent jobs for people with significant disabilities. There are 64 veterans employed in various positions, including 45 veterans with service-connected disabilities and nine wounded warriors.



Left: **Robert Patterson**, WORK, Inc., keeps an eye on the control room at the John F. Kennedy Library. AbilityOne employees provide total facilities management at the national landmark.

Right: **Aubrey Womack**, CW Resources, works on the TFM contract for the Mark Center.

AbilityOne also commenced a TFM contract at Fort Knox, Ky., where NISH is the prime contractor supporting the Fort Knox Mission and Installation Contracting Command and the Directorate of Public Works. For details, see *National Treasures*, Page 10.

PCSI, Inc., of Austin, Texas, performs AbilityOne TFM services at several locations: the Naval Medical Center Portsmouth, Va.; Annex to Buckley Air Force Base in Denver; and U.S. Army Camp Bullis in Texas. According to PCSI Vice President of Operations and Marketing Keith Walker, “TFM contracts create a wide variety of jobs, especially in technical areas like plumbing and electrical. It has helped us change misperceptions about what people with significant disabilities are capable of achieving in the workplace.”

For new TFM contracts to succeed, diverse teams must collaborate on contracts, finance, operations, quality assurance, human resources, payroll, accounting, information technology and legal teams.

In Boston, WORK, Inc., manages the TFM contract for the John F. Kennedy Presidential Library and Museum. WORK, Inc., CEO James Cassetta shared that the TFM contract has created “phenomenal opportunities for people with disabilities” that surpass in complexity more traditional AbilityOne jobs. “TFM contracts create ‘career ladders’ for people with disabilities,” Cassetta said. “You find out what an individual can do and what they would like to do and you build a work plan around their goals. Because of our TFM contract, we are sending some of our AbilityOne employees to vocational training to become certified as electricians or HVAC technicians.” A win-win situation indeed.



Left: WORK, Inc., employee electrician **Ray Garcia** rewires a speaker at the John F. Kennedy Library in Boston.

Right: **Michael Thompson**, CW Resources, works on a new TFM contract at the Mark Center.



Joshua Scarborough

Position:

Safety Facilitator

Nonprofit Agency:

Outlook Nebraska Inc. (ONI), Omaha, Neb.

Career Highlights:

Hired in 2011 as a production employee and promoted to safety facilitator. Served 11 years in the U.S. Army with combat deployments to Iraq, Afghanistan and Korea. A wounded warrior, lost his vision through the explosion of an IED (improvised explosive device).

Personal Achievements:

Chairs the company’s Safety Board and is a member of the Employment Practices Implementation Committee. Through the American Red Cross, he is learning to teach cardiopulmonary resuscitation and automated external defibrillator first aid practices and plans to develop programs to train others who are blind.

In His Words:

“I love working here because of our unique workforce. I am looking forward to the challenges of this new position, and I’m here to benefit the lives of the blind and visually impaired in any way that I can.”

Kudos:

“Josh’s dedication to the overall mission of ONI is clearly demonstrated through his unwavering commitment in enhancing the organization’s safe working environment for all. He is a great addition to the HR department,” said Mark Plutschak, Human Resources Manager, Outlook Nebraska Inc.

THE GREENER GOOD



The Obama Administration recently directed the Secretary of Agriculture to work with the AbilityOne® Program to promote the purchase of biobased products produced by people who are blind or have significant disabilities. Procuring SKILCRAFT® products through the AbilityOne Program also helps Federal agencies meet government requirements for green purchasing.

When Federal customers ask for new green products, AbilityOne not only listens, it also delivers. In fact, AbilityOne produces more than 2,000 environmentally responsible SKILCRAFT products, including a wide range of office supplies as well as supplies for cleaning and maintenance purposes. These include:

- Recycled materials
- Biobased products
- Biodegradable products
- Chlorine-free paper stock
- Non-toxic or less toxic components
- Environmentally preferred products
- Environmentally friendly packaging and ingredients

In March 2011, products made and distributed by two members of the AbilityOne Network were among those approved by the U.S. Department of Agriculture (USDA) to use USDA's new label designation as "Certified Biobased Products." Travis Association for the Blind, Austin, Texas, sells hand sanitizer under the SKILCRAFT brand made with 100 percent naturally renewable,

plant-derived ethanol in a readily biodegradable formula. SKILCRAFT liquid hand soap, with 98 percent biobased content, is manufactured by the Lighthouse for the Blind, St. Louis.

Many new AbilityOne green products are now showcased in the SKILCRAFT Select catalog:

- **Notebooks**—Produced with bagasse, a biodegradable paper made from crushed sugar cane stalks, 100 percent post-consumer waste
- **Recycled Binders**—Made with a minimum of 82 percent total recycled materials by total weight. New patent-pending feature facilitates recycling of both metal and cover components.
- **Straight-Cut File Folders**—100 percent recycled, chlorine-free processing
- **Correction Tape**—70 percent biobased and biodegradable by weight. Casing is made of cornstarch-based resin.

In addition to manufacturing green products, AbilityOne also offers many greener services.



Biobased
Laundry
Detergent

AbilityOne Network NPAs clean and distribute more than 40 million pounds of laundry and linens every year for Federal agencies, including U.S. Army and Navy hospitals and Veterans Affairs Medical Centers. Even in these notoriously energy- and water-intensive activities, AbilityOne is able to save the government 125 million gallons of water, 10.2 million BTUs (heat) and 3.3 million kWhs (electricity).

AbilityOne also provides secure document shredding services for numerous agencies, including the Army Corps of Engineers, the Department of Treasury, the Veterans Administration and the Forest Service. AbilityOne secure document destruction services use extensive recycling programs to preserve trees and other resources used to produce paper.



FY2011 COMMISSION AWARDS

E.R. “Dick” Alley Career Achievement Award

The Alley Award is bestowed on one Federal employee whose sustained dedication and support of the AbilityOne® Program are exemplary, and worthy of the agency’s highest recognition. The award is named for the late Dick Alley, who gave 25 years of dedicated service to the Commission as its deputy executive director.

Thomas Bouchard, Deputy Chief, Natick Contracting Division, Soldier Systems Branch, Army Contracting Command-Aberdeen Proving Grounds, U.S. Army

During his career, Bouchard helped create jobs for more than 1,000 people who are blind or have significant disabilities. He routinely invites AbilityOne nonprofit agencies (NPAs) to be involved in the manufacturing and development process and initial production runs to ensure successful outcomes, and his support has led the U.S. Armed Forces to procure hundreds of AbilityOne apparel and equipment items, such as the Army Extreme Cold Weather Clothing Systems; a new chemical protection suit for combat vehicle crews; the Army Combat Shirt; the Air Force fleece jacket; the Navy Working



(Left to right) Executive Director **Tina Ballard**, Vice Chairperson **James M. Kesteloot**, Alley Award winner **Thomas Bouchard** and Chairperson **J. Anthony Poleo**.

Uniform; and the Special Operations Forces Protective Combat Uniform. Bouchard also helped develop a contract for high school graduates with disabilities to assist Natick with reviewing open government contracts to identify unused procurement monies and assist the government in recapturing unspent funds and closing out the contracts.

FDR Award for Leadership and Service

Established to recognize sustained, extraordinary accomplishment related to the agency and the AbilityOne Program, this new award honors an outstanding leader who consistently demonstrates strength, integrity, industry and a relentless commitment to public service. This award may be presented sparingly to a current/former appointed member of the Commission or a current/former member of the staff.

Andrew D. Houghton, U.S. AbilityOne Commission Member, 2003–2011

The inaugural recipient was Commission chairperson from July 2006–July 2011. Appointed to the Commission by President

Awards, continued...



(Left to right) **James H. Omvig**, then-Commission Vice Chairperson presents recipient **Andrew D. Houghton** with the agency’s first FDR Award.

Awards, continued...

George W. Bush in March 2003 and reappointed in May 2006, he served as a private citizen representing the interests of NPA employees with severe disabilities. Houghton was the first private citizen and first person with a significant disability to serve as chairperson in the Commission's nearly 75-year history. His tenure saw the rebranding of the JWOD Program to "AbilityOne" and the creation of the Quality Work Environment (QWE) initiative. Through his personal conduct and results-oriented leadership, Houghton earned and sustained a high degree of public confidence and trust through his ability to succeed in balancing the needs and perspectives of people who are blind or who have significant disabilities, Federal customers and other stakeholders in achieving organizational results.



(Left to right) **Ballard** and **Poleo** present the Oz Day Award to **Rear Adm. Mark F. Heinrich**, along with **Kesteloot**.

Osborne A. "Oz" Day AbilityOne Awareness Award

This award recognizes a Federal employee, service member or agency subcomponent for extraordinary efforts in advocating and promoting AbilityOne. It is named in honor of Osborne A. "Oz" Day, a private citizen Commission member from 2005 to 2008.

Rear Adm. Mark F. Heinrich, SC, U.S. Navy, Commander, Fleet and Industrial Supply Centers

Heinrich was responsible for the Navy's first task order for Contract Management Support services under the AbilityOne Program. He also orchestrated NPA trips for his organization, raising awareness of AbilityOne

and facilitating increased contract opportunities. These visits were uplifting not only to the leaders of these organizations but especially to the employees of NewView in Oklahoma City and the Lighthouse for the Blind in Seattle.

Outstanding Contributions Award

This award recognizes Federal employees for their efforts in creating employment opportunities on Federal contracts for people who are blind or have significant disabilities under the AbilityOne Program.

Pamela Munoz, Director, Joint Base Lewis-McChord, MICC, Contracting Directorate, U.S. Army

Munoz's efforts recently led to the addition of more than 300 AbilityOne jobs to the Procurement List. She actively promotes AbilityOne with contracting peers at other installations and has hosted fleet management training classes and maintenance site tours to DoD customers. She also served as an advisor to the Commission on ways to improve Program processes.

Vicki Taft, Chief, Base Support Flight, 72 CONS/PKA, Tinker Air Force Base

Taft participates on conference panels and works with contracting officers from other commands to educate them about AbilityOne capabilities. Through two decades of support, she has created more than 180 AbilityOne jobs through contracts in food services, basewide grounds maintenance, custodial services and vehicle operations/maintenance.



(Left to right) **Vicki Taft** receives the Outstanding Contributions Award from **Poleo**.

(Left to right) **Houghton**, former chairperson, presents the Outstanding Contributions Award to **Pamela Munoz**.





(Left to right) NISH COO **Dennis Fields**, Commission COO **Kimberly Zeich**, Honoree **A. Gidget Hopf**, **Houghton**, Honoree **Richard (“Rich”) Gilmartin**, and NIB COO **G. “Scottie” Knott**.

Chairperson’s Award for Leadership

This new award recognizes leaders who consistently meet or surpass the Commission’s statutory and regulatory requirements, fulfill its guiding principles for a QWE, and exhibit business acumen that leads to increased employment opportunities for the AbilityOne constituency.

A. Gidget Hopf, ABVI-Goodwill of Greater Rochester, N.Y.

During her 25 years as president and CEO, Hopf has transformed ABVI-Goodwill into an industry leader of vision rehabilitation services. Through her service on the AbilityOne Enterprise CEO Forum, NIB Board and National Association for the Employment of People Who Are Blind, she has been a strong advocate for the AbilityOne Program. She was instrumental in establishing the original celebration for the Program’s enabling legislation, “JWOD Week.” She ensured ABVI was among the first 10 NIB-associated agencies to complete the self-assessment and rollout of QWE, and she places emphasis on upward mobility through continual ABVI production goals.

Richard (“Rich”) Gilmartin, Lakeview Center (now operating as Gulf Coast Enterprises), Pensacola, Fla.

Lakeview Center was one of the QWE initiative early adopters, with Gilmartin one of its main proponents. While serving on the QWE Steering

Group, he identified inclusion practices and chaired the physical and cultural barriers subgroup. He was a leading member of the CEO Forum, implementing the statutory “Definition of Disability,” and has participated as a speaker at multiple national events, including the AbilityOne division of ACCSES, which represents 80 organizations as the voice of disability service providers. Under his leadership, Lakeview Center has established a multi-state footprint in several business lines, with widespread acclaim for quality performance.

Most Valuable Liaison Award

This award recognizes an AbilityOne liaison for efforts in supporting AbilityOne.

Susan Pollack, Senior Procurement Analyst, Office of the Under Secretary of Defense, Acquisition, Technology and Logistics, Defense Procurement and Acquisition Policy

Pollack coordinated the Pentagon’s AbilityOne National Disability Employment Awareness Month event for six years, transforming it into a high-level award ceremony hosted by the Deputy Secretary of Defense. With her assistance, DoD leadership has signed numerous memorandums of support for AbilityOne, including one directing mandatory use of AbilityOne contract management support and a DoD joint memorandum to ensure AbilityOne contracts are not adversely impacted by insourcing initiatives.



(Left to right) **Ballard** and **Poleo** present the Most Valuable Liaison Award to **Susan Pollack**, along with **Kesteloot**.

CONNECTING WOUNDED WARRIORS WITH EMPLOYMENT OPPORTUNITIES

Years before the United Nations popularized the notion that a Nation's true wealth or treasure is its people, the U.S. AbilityOne Commission™ began living that mission. Year after year, through its nationwide network of associated nonprofit agencies, the AbilityOne® Program regularly helps thousands of civilians who are blind or have significant disabilities find productive employment by producing products and delivering services for Federal Government customers. In addition, AbilityOne is committed to helping wounded American veterans return to work when they come home, enabling them to support themselves and their families.

According to the Department of Defense, approximately 13 percent of all wounded service members from Iraq experienced a serious eye injury, the highest percentage for any war in American history for which records are available.

Through National Industries for the Blind's (NIB) Wounded Warrior program, AbilityOne reaches out to recently blinded soldiers at job fairs, conferences, professional networking events, military hospitals and veterans organizations such as the American Legion and the Blinded Veterans Association. In FY2011, in addition to participating in large group events, NIB's Wounded Warrior representatives met one-on-one with approximately 300 wounded veterans, giving the soldiers valuable information about NIB and its programs.

The aim is to connect wounded warriors, and sometimes their spouses, with NIB's job training and employment opportunities—a vital step in the process of successfully transitioning to civilian life. Job opportunities include the

production, assembly, warehousing and distribution of products manufactured by NIB associated agencies such as military uniforms and equipment, office supplies, green cleaning products and plastics. Careers in the services sector range from administration, customer service, mailroom operations, marketing, document imaging and medical transcription to Base Supply Center operations and upper-level management.

AbilityOne Network members also reach wounded veterans, many of whom have multiple injuries resulting in disability. For example, Skookum in Bremerton, Wash.,

(NISH) brings veterans back into the military culture to provide vehicle maintenance, warehousing and distribution and sanitation services at Joint Base Lewis-McChord. These jobs allow veterans to leverage their experience in military supply and maintenance procedures, continue serving our country and interact directly with soldiers. Skookum also offers veterans jobs through its contracts with the U.S. Navy Region Northwest for hospital housekeeping at Naval Hospital Bremerton as well as custodial, grounds maintenance and food service contracts throughout the Navy region. At Fort Riley, Skookum employs veterans who maintain

“With the unemployment rate among OIF/OEF/OND vets, specifically disabled vets, reaching historical highs, the AbilityOne Program has provided organizations like ServiceSource’s Warrior Bridge the opportunity to put America’s wounded heroes back to work.”

Scott Owens
Contract Specialist, Warrior Bridge Ambassador, U.S. Army

In His Own Words



vehicles. Skookum received NISH's 2011 Performance Excellence in Hiring Veterans with Disabilities.

Project HIRED in San Jose, Calif. (NISH), provides service dogs free of charge to injured veterans with specific medical needs. Project HIRED's service dog program has the stated goals of "increasing independence, offering social support and improving employability of veterans with injuries, including traumatic brain injury."

Following a needs assessment, soldier and dog are paired up and live together while receiving intensive training twice a week with an instructor. Learning to work with their service dog and practicing specific tasks helps the individuals actively participate in their own recovery. The dogs can be trained to do almost anything a veteran needs. Some dogs are trained to notice subtle cues that indicate an oncoming seizure or anxiety attack. Others help their veterans by turning on lights, retrieving items or helping with bulky prosthetics. The dogs also provide the veterans with encouragement and a sense of security that gives them the confidence to reenter the working world.

For more information about how AbilityOne works with veterans and wounded warriors, visit www.abilityone.gov/abilityone_program/veterans.html

Wounded Warrior David Kendrick, Jr.

"When I started working for Unistel, CDS Monarch's employment training division, an AbilityOne® nonprofit agency, I did not know what to expect. I knew little about the organization and even less about AbilityOne contracting. After about a week at Unistel, I noticed that the individuals who work there package and ship spices I used when I was in combat. This sparked my interest and I wanted to find out more about my nonprofit. I came to work for Unistel while going through the Warrior Salute program at CDS Monarch. This program provided me valuable clinical and vocational skills I needed to be successful in civilian life. One major accomplishment was being able to stand up in front of people and share my story, something I would have not been able to do without the help of Warrior Salute and AbilityOne.

Upon entering the speaker's bureau for NISH, I had the chance to see a wide variety of military equipment made by other AbilityOne contractors. I was blown away to find out that an AbilityOne contractor helps package the Combat Application Tourniquet—the product that saved my life in combat after getting shot by a sniper in my femoral artery. It was then I learned how vital my work is in support of the mission to fight terrorism.

Working for AbilityOne allows me to serve my fellow veterans without being on the front lines. In the Army we say we are 'in the rear with the gear.' Little did I know that this gear was being manufactured by people with disabilities. I am proud to be a part of the CDS Monarch family and their initiative to support the U.S. military. For me, it's not work, it's more of an honor to know that somewhere in combat the products that Unistel and other AbilityOne contractors manufacture are being used on the front lines."



Jeremiah Gaches, U.S. Army veteran with traumatic brain injury and post-traumatic stress disorder, was paired with Rocky, a one-year-old German Shepherd/Husky mix through Project HIRED.

NPA LEADERSHIP PROFILES



Dr. Janet Szlyk

Executive Director, The Chicago Lighthouse for People Who Are Blind or Visually Impaired

A highly respected researcher, Szlyk is only the second woman to lead the agency in its 100-plus year history. Oversaw completion of the Lighthouse's major expansion that added 12,000 square feet. Transformed the Lighthouse into a state-of-the-art facility offering comprehensive vision care, adaptive technology and education programs for Chicago residents. Created 50 new positions through new call centers and retail operations.

Szlyk expressed her appreciation to the U.S. Army for providing meaningful job opportunities. "We are very pleased to partner with AbilityOne and the U.S. Army to extend employment to several individuals who are visually impaired."



Mike Gilliam

President and CEO, San Antonio Lighthouse for the Blind (SALB)

SALB is the only company in San Antonio to be awarded "Best Place to Work" by the *San Antonio Express News* and *Texas Monthly Magazine* and ranked in the country's "Top 50 Non-Profits" by the Non-Profit Resource Center, all in the same year.

"San Antonio is a better place to live because of the AbilityOne Program, and the AbilityOne Program is better because of the support and leadership provided by the Commission," says Gilliam.



Belinda Moore

President and CEO, Bestwork Industries for the Blind, Inc., Runnemede, N.J.

Succeeded in growing Bestwork Industries for the Blind, Inc., by over 400 percent and expanding employment into Philadelphia and South Jersey. Since 1991, developed core competencies in military clothing and apparel, order processing services for GSA and telecommunications services. Bestwork is positioned as one of the largest suppliers of commodities through New Jersey's state use program, CNA Services.

"Our employees come to work each day expecting to work hard and to exceed the customer's expectations. It's my job to ensure that the opportunities are there," says Moore.



Dr. James Campbell

President, Hope Enterprises, Inc., Williamsport, Pa.

Since 1999, increased annual budget from \$10 million to more than \$23 million by expanding services, in part through mergers with C.M.S.U. Service System and Children's Development Center. Hope now provides service to more than 800 families daily and employs more than 200 in its programs. Led agency's effective performance of three AbilityOne custodial contracts, including a longstanding contract with the local Herman T. Schneebeli Federal Building and Courthouse.

He says, "success at Hope Enterprises is a direct result of teamwork in carrying out our mission."



Eric Stueckrath

Executive Director, Outlook Nebraska, Inc. (ONI)

In FY2011, ONI, a producer of toilet tissue and other paper products, installed a new rewinder machine outfitted with adaptive technologies such as voice output and SmartBoards for low vision operators that doubles the production capacity of single-roll tissue.

He says, "I would like to recognize the great partnership that ONI shares with the Commission and National Industries for the Blind. These organizations provide leadership as we serve our government customers and men and women in uniform with quality products made by people who are blind."



Bryan Dodson

President and CEO, Huntsville Rehab Foundation, Phoenix, Huntsville, Ala.

Since 1981, Phoenix has grown from serving 22 people with disabilities through various programs to nearly 1,000 people in 2011, of whom 600 were employed on AbilityOne contracts. During that period and coinciding with Dodson's tenure at Phoenix, annual sales rose from just under \$1 million to over \$35 million.

"Declining government budgets are challenging AbilityOne nonprofits like Phoenix to be more creative... We have jobs and contracts today that no one could have imagined 31 years ago," says Dodson.



Dennis Pastrana

President and CEO, Goodwill Industries of South Florida, Miami

In 1979, Pastrana left Goodwill Industries International and came to Miami to head a small, financially stressed Goodwill Industries agency operating a few thrift stores with annual revenue of \$2.1 million. He led the nonprofit to full recovery, transforming it into one of the largest and most diversified Goodwill Industries affiliates, employing over 2,500 people, the high majority with disabilities. The Miami nonprofit was the first AbilityOne full food service provider and the first AbilityOne manufacturer of complex combat clothing.

"We believe in the mission and passionately follow the premise that vocational rehabilitation and family strengthening are our core values, and people with significant disabilities should have choice of the 'Power to Work,'" says Pastrana.



Brenda Yarnell, Ph.D.

President and CEO, United Cerebral Palsy (UCP) of the Land of Lincoln, Ill.

Under Yarnell, UCP grew from a staff of eight and a budget of \$100,000 to employing 240 people with significant disabilities and a budget of \$6.2 million. Led UCP to CARF accreditation. Incorporated Baldrige Criteria for Excellence. Received Lincoln Bronze Award for Commitment to Excellence, 2008 and 2010. Served on Illinois Planning Council, Facilities Advisory Council for Rehabilitation Services, Illinois Assistive Technology Program, UCPA Professional Council and NISH Board of Directors.

"Strategic planning that includes looking five to 10 years in the future is essential for nonprofit organizations to survive." says Yarnell.



Thomas Swanston

Executive Director, Chesapeake Service Systems (CSS), Chesapeake, Va.

Took CSS from a \$300,000 to a \$7 million operating budget, serving over 600 people with significant disabilities. Employed 56 people with significant developmental disabilities from local state institution, documenting dramatic outcomes such as a person who spoke for the first time at age 38. Earned \$5 million in grants to build a new Laundry Occupational Center in Portsmouth, Va., serving more than 100 people with significant developmental disabilities. Directed CSS performance of AbilityOne laundry contracts for Camp Lejeune Marine Base, Seymour Johnson Air Force Base and Cherry Point in North Carolina. CSS earned the 2008 Google Award for Innovation and the 2010 Bank of America Neighborhood Builders Award. Named 2010 Nonprofit Chief Executive of the Year by Volunteer Hampton Roads.

"Future success of AbilityOne lies in competitive pricing for our government partners and by developing new lines of business, ensuring that people with the most significant disabilities are not left behind," says Swanston.



Dennis Steiner

President and CEO, Susquehanna Association for the Blind and Vision Impaired (SABVI)

Started as case manager and rose through the ranks. Grew SABVI from \$750,000 in annual sales with 20 employees who are blind in 1983 to \$25 million and 70 employees today. Helped add surgical masks, headbands and custodial and bio-based cleaning products to AbilityOne Procurement List. Led SABVI in AbilityOne CMS pilot program. Partnered with two companies for production of granola and gluten-free products.

Born with congenital cataracts and nystagmus, he says, "For over 70 years, AbilityOne has been an essential partner in the efforts of people who are blind to achieve economic independence through the creation of employment opportunities. The Program has had a positive impact on tens of thousands of blind Americans."

CRISIS SUPPORT:

ABILITYONE RESPONDS IN TIMES OF NEED

When disaster strikes, the AbilityOne® Program supports the American people. Since the 2010 earthquake in Haiti, AbilityOne Program employees who staff the National Passport Information Center (NPIC) have provided invaluable assistance to U.S. citizens abroad, most recently to Americans in Egypt and Japan. Following natural disasters within U.S. borders, AbilityOne Network members provided cleanup support as well as collected and delivered much-needed supplies.

Peckham Provides Crisis Management Support, Operates 24/7 Contact Center

AbilityOne employees of Peckham, Inc., Lansing, Mich. (NISH), provided 24/7 contact center services following the January 2011 political upheaval in Egypt and the March 2011 earthquake and tsunami in Japan, connecting U.S. citizens abroad with their loved ones back home. Peckham, which typically answers passport-related questions for its AbilityOne contract at NPIC for the Department of State, first provided crisis management support after the January 2010 earthquake in Haiti.

“When some extraordinary situation suddenly happens, our AbilityOne employees are eager to step up to help citizens away from home and perform well beyond the call of duty,” said Matt June, Peckham director of business services. “Our team was fully equipped to assist callers within a few hours of notification. We were ready to start 24/7 operations within a day’s notice of the earthquake, tsunami and nuclear aftermath in

Japan. And we were just as effective during the chaos in Egypt.”

In each situation, AbilityOne Program employees performed valuable customer service and phone operations. Their communications expertise and previous experience helped track persons unaccounted for via a computer program used by the State Department to manage and maintain information on U.S. citizens overseas.

“I’m blown away by what AbilityOne employees at the NPIC achieve on a daily basis,” said Jason Mackie, a liaison officer with U.S. Department of State Passport Services. “They manage major challenges as a matter of course and do so without complaint.”

“During our crisis operations, I take calls from Americans overseas on passport issues, help them contact their embassy when they need to, assist people with illness and injuries, and connect them with loved ones at home,” said Ryan Frasier, NPIC customer service representative. “AbilityOne gives me the

opportunity to do my best and provide my fellow citizens with a truly useful service when they need it most,” Frasier said.

According to Frasier, the Egypt effort was very challenging. Caught in the crossfire of revolution, many Americans had to cope with injuries and medical issues for which immediate aid was not available.

“I got an urgent call from a man whose diabetic father was trapped in Egypt,” Frasier recalls. “He needed meds to stay alive, but had no access to insulin. The caller was desperate to reach the U.S. embassy, so I found him a list of



Contact center employees at Peckham, Inc.

phone numbers. It took only six minutes to provide all the information he needed to make the attempt to help his father.”

Alphapointe Helps After Tornado Strikes Fort Leonard Wood

On New Year’s Eve 2010, a tornado struck Fort Leonard Wood, near Rolla, Mo., where Alphapointe of Kansas City, Mo., operates a Base Supply Center (BSC). The tornado caused extensive damage to housing at the base.

Over the next several days, Alphapointe employees lent a hand, delivering more than \$16,000 in supplies donated by their vendors and several other NIB-associated agencies. The team quickly responded to requests for boxes and packing materials to help families move out of the damaged housing and additional relief items needed by the United Service Organization (USO).

Alphapointe’s BSC store manager, Scott John, noted that many local residents, not on base, needed assistance after the storm. After the base leadership agreed to allow the USO to ship excess personal needs supplies to Rolla residents, the USO contacted the Alphapointe team, who loaded and delivered three truckloads to the Salvation Army.

Outfitting Deployment Needs through a Crisis

On April 25, 2011, a tornado struck Little Rock Air Force Base (AFB), causing severe damage to several buildings on the base, including the BSC/Individual Equipment Element operated by Alphapointe Association for the Blind. The tornado destroyed the entire storefront at the BSC, collapsed a large section of the ceiling and caused a power outage lasting six days. Additionally, both BSC delivery vehicles were destroyed.



Alphapointe employees at the BSC at Fort Leonard Wood AFB load trucks with relief supplies to deliver to the Salvation Army after a tornado strikes near Rolla, Mo.

Employees at the Association for Vision Rehabilitation and Employment (A.V.R.E.), in Binghamton, N.Y., say “thank you” to fellow NIB-associated agencies for sending relief supplies and monetary donations that helped A.V.R.E. employees displaced or severely impacted by the flood caused by Tropical Storm Irene.



Little Rock AFB was in the midst of a major deployment when the tornado struck, and the services of the BSC were still required along with support needed to help provide supplies for a base-wide cleanup. Alphapointe employees cleaned up the store and effectively supported all requirements in support of base cleanup and the deploying units, outfitting employees with headlamps required for effective operation and deployment during the extended power outage.

AbilityOne Agencies Support Flood Relief

Following the September flood caused by Tropical Storm Irene, the Association for Vision Rehabilitation and Employment (A.V.R.E.) in Binghamton, N.Y., coordinated donations of relief supplies from other NIB-associated agencies. A.V.R.E. received and distributed items such as cleaning supplies, protective gloves and masks, plastic bags and food service paper products to recovery and relief centers in the Binghamton area.

In honor of the national support it received after Hurricane Katrina, The Lighthouse for the Blind in New Orleans sent supplies and a monetary donation to help A.V.R.E. employees displaced or severely impacted by the flood.

STRATEGIC PARTNERSHIPS

The AbilityOne® Program has forged strategic partnerships with Department of Defense (DoD) prime contractors, 3M and FedBid to expand employment opportunities for people who are blind or have significant disabilities and increase exposure for the Program.

Industry Partnerships

DoD has been a champion of the AbilityOne Program, encouraging industry partners to include AbilityOne nonprofit agencies (NPAs) as an essential component of its contracting efforts.

DoD partner Boeing Commercial Airlines has 30 contracts with AbilityOne NPAs in the Northwest U.S. region for an estimated 689,000 work hours annually. Each year, AbilityOne NPAs manufacture more than two million Boeing parts.

In FY2011, Boeing added SKILCRAFT® office supplies, produced by people who are blind or have significant disabilities, to its catalog of products available for purchase by its employees. OfficeMax®, an authorized AbilityOne Program distributor since 1996, offers Boeing employees the option to select SKILCRAFT products produced by 33 AbilityOne NPAs.

NIB presented Boeing with its Partner in Excellence Award in recognition of Boeing's support in providing professional CMS employment opportunities through an internship program for talented individuals who are blind. In FY2011, Boeing offered a full-time internship to Ian Elliot, who is blind,

to provide contract management support (CMS) to its Network and Space Systems and Digital Receiver Technology divisions. Elliot completed the AbilityOne CMS training program conducted in partnership with the Defense Acquisition University.

In May 2011, a new prime contractor agreement was launched with defense technology and aerospace giant Northrop Grumman. Similar to the Boeing Memorandum of Agreement, the agreement is designed to increase opportunities in employment, education and knowledge transfer.

In addition to program-wide partnerships, NISH and its affiliated NPAs are building strategic partnerships with prime contractors. In late 2010, Northrop Grumman entered into a DoD mentor-protégé agreement with MVLE, Springfield, Va. (NISH). Northrop Grumman is completing its second year of providing technical training and job opportunities to MVLE. Northrop and MVLE were recently approved to extend the agreement for a third year. MVLE received one of Northrop Grumman's 2010 Socio-Economic Business Program recognition awards and is currently providing document scanning services for the company's information systems sector.

AbilityOne is building strategic relationships with management and technology consulting firm Booz Allen Hamilton and global security company Lockheed Martin. AbilityOne NPAs have helped Booz Allen Hamilton and Lockheed Martin fill a variety of roles, including contract program managers, analysts, accountants, training and program support personnel, document management personnel, maintenance support and various areas of information technology support.

AbilityOne Employee Gains Experience at 3M Corporation

Al Avina, an AbilityOne employee in the NIB Fellowship for Leadership Development, completed an eight-month internship at 3M's Government Markets Office in Washington, D.C. NIB's Fellowship for Leadership Development is a paid internship program for high-potential, legally blind individuals. 3M partnered with NIB NPAs to supply materials for the production of office supplies and other products and is the first private sector organization to partner with NIB to host a fellow.

While at 3M, Avina developed a new contact relationship management system to identify new business opportunities, focusing on 3M/AbilityOne Program partnerships with the General Services Administration and the Defense Logistics Agency. The system is a digital document repository and the first of its kind at 3M. Avina visited 3M's Innovation Center in St. Paul, Minn., and offered insights on hiring people who are blind or have significant disabilities.

"Our partnership with NIB delivers value to our customers, and we look forward to hosting more NIB fellows. It's a win-win relationship," said Robert Council, 3M's general manager of government markets and member of NIB's board of directors.

Avina entered the Fellowship in September 2010 after serving in the U.S. Army and at the state of Washington's Department of Labor.



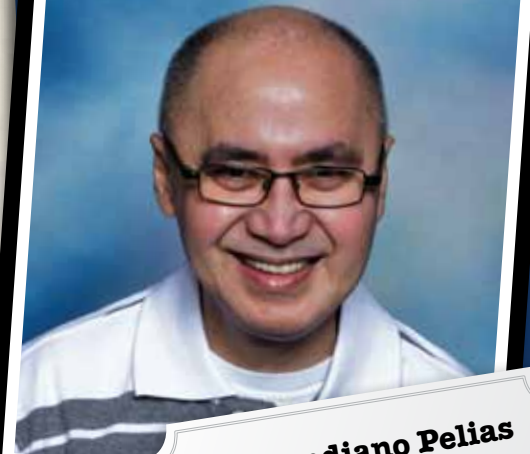
Al Avina (left), NIB fellow, pictured with **Robert Council**, 3M general manager of government markets, was hired as an intern in the 3M Government Markets Office.

FedBid

In the three years since AbilityOne established a Memorandum of Understanding (MOU) with FedBid, Inc., the Buyer-Driven Online Marketplace®, sales of several AbilityOne products have increased by 131 percent to nearly \$2 million in FY2011. Access to Buys posted through the FedBid Marketplace has improved AbilityOne's oversight, Essentially-The-Same conversion, and buyer awareness of the AbilityOne Program.

Signed in June 2009, the MOU provides greater access for authorized AbilityOne commercial distributors to competitively bid on government requirements for commodities. FedBid helps Federal Government procurement personnel interact with distributors nationwide. It uses a reverse auction model that connects buyers with the most competitive sellers of commodity goods and simple services.

FedBid developed an AbilityOne seller group of authorized distributors that has been registered and trained on FedBid. In the last two years, the list has grown from 250 to 306 authorized AbilityOne distributors.



Crescendiano Pelias

Position:

Custodian

Nonprofit Agency:

Skookum, Bremerton, Wash.

Career Highlights:

Performs housekeeping and aseptic cleaning services for the Naval Hospital in Bremerton, Wash. Provides high-quality work despite coping with chronic pain and tremors brought about by the advanced stages of Parkinson's Disease. With leadership qualities and a positive mind-set, he brings out the best in his co-workers and has a lasting impact on how customers view the capabilities of AbilityOne Program employees.

Personal Achievements:

Received NISH's 2009 William M. Usdane Award.

In His Words:

"I don't want to be sitting there by myself feeling sorry for myself."

Kudos:

"He not only gets the job done very well, but when I see him in the morning come off the elevators early on, I see him with a big smile on his face. He's always friendly to me, he's always friendly to the patients and he's just got a great attitude," said Capt. Mark Brouker, Naval Hospital Bremerton.



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.



ABILITYONE® NETWORK OF NONPROFIT AGENCIES FY2011

ALABAMA

Anniston

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

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

Birmingham

Alabama Goodwill Industries, Inc. (NISH)

Easter Seals of the Birmingham Area (NISH)

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

Dothan

Wiregrass Rehabilitation Center, Inc. (NISH)

Huntsville

Huntsville Rehabilitation Foundation (NISH)

The Arc of Madison County, Inc. (NISH)

Mobile

GW Services, Inc. (NISH)

Montgomery

Goodwill Industries of Central Alabama, Inc. (NISH)

Muscle Shoals

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

Talladega

Alabama Industries for the Blind (NIB)

ALASKA

Anchorage

Assets, Inc. (NISH)

M. C. Resource Management (NISH)

MQC Enterprises, Inc. (NISH)

Fairbanks

Fairbanks Resource Agency (NISH)

Juneau

REACH, Inc. (NISH)

ARIZONA

Bisbee

Cochise County Association for the Handicapped (NISH)

Nogales

Santa Cruz Training Programs, Inc. (NISH)

Phoenix

Arizona Industries for the Blind (NIB)

Goodwill Community Services, Inc. (NISH)

Tempe

The Centers for Habilitation/TCH (NISH)

Tucson

Beacon Group SW, Inc. (NISH)

Catholic Community Services of Southern Arizona (NISH)

J.P. Industries, Inc. (NISH)

Southern Arizona Association for the Visually Impaired (NIB)

Yuma

ACHIEVE Human Services, Inc. (NISH)

ARKANSAS

Fort Smith

BOST, Inc. (NISH)

Hope

Rainbow of Challenges, Inc. (NISH)

Jacksonville

Pathfinder, Inc. (NISH)

Little Rock

The Arkansas Lighthouse for the Blind (NIB)

United Cerebral Palsy of Central Arkansas (NISH)

Pine Bluff

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

Van Buren

Abilities Unlimited of Fort Smith, Inc. (NISH)

CALIFORNIA

Bakersfield

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

Blythe

Sheltering Wings Corp. (NISH)

Culver City

Exceptional Children's Foundation (NISH)

El Cajon

Bona Fide Conglomerate, Inc. (NISH)

El Centro

ARC Imperial Valley (NISH)

Imperial County Work Training Center, Inc. (NISH)

Fontana

The Fontana Rehabilitation Workshop (NISH)

Fresno

Arc Fresno, Inc. (NISH)

Hanford

Kings Rehabilitation Center, Inc. (NISH)

Lancaster

Desert Haven Enterprises, Inc. (NISH)

Lompoc

Life Options, Vocational and Resource Center (NISH)

Long Beach

Los Angeles Habilitation House (NISH)

Los Angeles

Asian Rehabilitation Services, Inc. (NISH)

Goodwill Industries of Southern California (NISH)

Mountain View

VTF Services (NISH)

Mt. Shasta

Siskiyou Opportunity Center, Inc. (NISH)

Napa

Napa Valley PSI, Inc. (NISH)

Oakland

Calidad Industries, Inc. (NISH)

Pasadena

Foothill Workshop for the Handicapped, Inc. (NISH)

Perris

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

Red Bluff

Tehama County Opportunity Center, Inc. (NISH)

Redding

Shasta County Opportunity Center (NISH)

Richmond

Pacific Coast Community Services (NISH)

Rubicon Programs, Inc. (NISH)

Ridgecrest

Desert Area Resources and Training (NISH)

Riverside

The Arc of Riverside County (NISH)

Rohnert Park

North Bay Rehabilitation Services, Inc. (NISH)

Roseville

PRIDE Industries (NISH)

Sacramento

Crossroads Diversified Service, Inc. (NISH)

Easter Seal Society of Superior California (NISH)

San Diego

Job Options, Inc. (NISH)

San Diego Outsourcing Systems, Inc. (NISH)

San Francisco

Lighthouse for the Blind and Visually Impaired (NIB)

Toolworks, Inc. (NISH)

San Jose

Hope Services (NISH)

Project HIRED (NISH)

Social Vocational Services, Inc. (NISH)

San Leandro

The Arc of Alameda County (NISH)

Napa

The Arc of Alameda County (NISH)

Santa Ana

Landmark Services, Inc. (NISH)

Santa Maria

VTC Enterprises (NISH)

Santa Rosa

Earle Baum Center of the Blind Inc. (NIB)

South El Monte

Lincoln Training Center and Rehabilitation Workshop (NISH)

Stockton

Goodwill Service Connection, Inc. (NISH)

Vallejo

Solano Diversified Services (NISH)

Ventura

The Arc of Ventura County, Inc. (NISH)

Woodland

Yolo Employment Services (NISH)

COLORADO

Colorado Springs

AspenPointe Employment (NISH)

Goodwill Industrial Services Corporation (NISH)

Denver

Bayaud Industries, Inc. (NISH)

Jewish Family Service of Colorado (NISH)

Fort Collins

Foothills Gateway, Inc. (NISH)

Pueblo

Pueblo Diversified Industries, Inc. (NISH)

Westminster

North Metro Community Services for Developmentally Disabled (NISH)

CONNECTICUT

Enfield

Allied Community Services, Inc. (NISH)

New Britain

CW Resources, Inc. (NISH)

Trumbull

The Kennedy Center, Inc. (NISH)

Waterbury

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

Windsor

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

DELAWARE

Milford

Kent-Sussex Industries, Inc. (NISH)

New Castle

Delaware Industries for the Blind (NIB)

Wilmington

Opportunity Center, Inc. (NISH)

St. Petersburg

JobWorks, Inc. (NISH)

Louise Graham Regeneration Center, Inc. (NISH)

Starke

The Arc of Bradford County (NISH)

Tampa

MacDonald Training Center, Inc. (NISH)

Tampa Lighthouse for the Blind (NIB)

West Palm Beach

Gulfstream Goodwill Industries, Inc. (NISH)

GEORGIA

Americus

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

Atlanta

Bobby Dodd Institute, Inc. (NISH)

Goodwill Industries of North Georgia, Inc. (NISH)

Augusta

Easter Seals East Georgia, Inc. (NISH)

Bainbridge

Georgia Industries for the Blind (NIB)

Columbus

Power Works Industries, Inc. (NISH)

Dublin

Middle Georgia Diversified Industries, Inc. (NISH)

Jonesboro

WORKTEC (NISH)

LaGrange

New Ventures Enterprises, Inc. (NISH)

Macon

Good Vocations, Inc. (NISH)

Marietta

Nobis Enterprises, Inc. (NISH)

Savannah

Goodwill Industries of South Florida, Inc. (NISH)

North Fort Myers

GW Services of SWFL, Inc. (NISH)

Pensacola

Lakeview Center, Inc. (NISH)

Rockledge

Brevard Achievement Center, Inc. (NISH)

Belleville

Bridges BTC, Inc. (NISH)

Warner Robins

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

GUAM

Dededo

ICAN Resources, Inc. (NISH)

Tamuning

Able Industries of the Pacific (NISH)

HAWAII

Hilo

The Arc of Hilo (NISH)

Honolulu

Goodwill Contract Services of Hawaii, Inc. (NISH)

Lanakila Rehabilitation Center (NISH)

Network Enterprises, Inc. (NISH)

Wahiawa

Opportunities and Resources, Inc. (NISH)

Wailuku

Ka Lima O Maui, Ltd. (NISH)

IDAHO

Blackfoot

Dawn Enterprises, Inc. (NISH)

Boise

Trace, Inc. (NISH)

Caldwell

Western Idaho Training Company (NISH)

Coeur d'Alene

TESH, Inc. (NISH)

Idaho Falls

Development Workshop, Inc. (NISH)

Meridian

Reliant Services, Inc. (NISH)

Pocatello

New Day Products, Inc. (NISH)

ILLINOIS

Alton

Challenge Unlimited, Inc. (NISH)

Arlington Heights

Clearbrook Center, Inc. (NISH)

Belleville

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

Chicago

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

Envision Unlimited (NISH)

Jewish Vocational Service and Employment Center (NISH)

Lester and Rosalie Anixter Center (NISH)

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

TRI Industries (NISH)

Danville

WorkSource Enterprises, NFP (NISH)

Lanark

Rolling Hills Progress Center, Inc. (NISH)

Mt. Sterling

Hancock County Mental Health Center, Inc. (NISH)

Mt. Vernon

Jefferson County Comprehensive Services, Inc. (NISH)

Murphysboro

Specialized Training for Adult Rehabilitation (START) (NISH)

Northbrook

Glenkirk (NISH)

Paris

Human Resources Center of Edgar and Clark Counties (NISH)

Peoria

Community Workshop and Training Center, Inc. (NISH)

Rock Island

Innovative Partnerships, N.F.P. (NISH)

Rockford

OMNI Business Services, Inc. (NISH)

Springfield

United Cerebral Palsy of the Land of Lincoln (NISH)

West Frankfurt

The H Group, B.B.T. Inc. (NISH)

Rock Valley

Hope Haven, Inc. (NISH)

Shenandoah

Nishna Productions, Inc. (NISH)

Sioux City

Goodwill Community Rehabilitation Services, Inc. (NISH)

Sioux Falls

Stone Belt ARC, Inc. (NISH)

Fort Wayne

Anthony Wayne Rehabilitation Ctr for Handicapped and Blind, Inc. (NISH)

The Arc of Northeast Indiana, Inc. (NISH)

Monroe City

Learning Opportunities/
Quality Works, Inc. (NISH)

Sedalia

Cooperative Workshops,
Inc. (NISH)

Springfield

Springfield Workshop,
Inc. (NISH)

St. Louis

MGI Services
Corporation (NISH)

The Lighthouse for the
Blind (NIB)

MONTANA

Billings

Community Option
Resource Enterprises,
Inc. (NISH)

Butte

BSW, Inc. (NISH)

Helena

Helena Industries,
Inc. (NISH)

Missoula

Opportunity Resources,
Inc. (NISH)

NEBRASKA

Grand Island

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

Nebraska City

Region V Services (NISH)

Omaha

Goodwill Specialty Services,
Inc. (NISH)

Outlook Nebraska,
Inc. (NIB)

NEVADA

Las Vegas

Blind Center of Nevada,
Inc. (NIB)

Great Plains Enterprises,
Inc. (NISH)

Opportunity Village
Association for Retarded
Citizens (NISH)

Reno

High Sierra Industries,
Inc. (NISH)

Washoe Ability Resource
Center (NISH)

NEW JERSEY

Cedar Knolls

Employment Horizons,
Inc. (NISH)

Edison

Edison Sheltered Workshop,
Inc. (NISH)

Hackensack

North Jersey Friendship
House, Inc. (NISH)

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

Mt. Holly

Occupational Training
Center of Burlington
County (NISH)

Runnemede

Bestwork Industries for the
Blind, Inc. (NIB)

Somerset

Cambridge Industries for the
Visually Impaired (NIB)

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

NEW MEXICO

Albuquerque

Adelante Development
Center, Inc. (NISH)

LifeROOTS, Inc (NISH)

Artesia

Door of Opportunity,
Inc. (NISH)

Clovis

ENMRSH, Inc. (NISH)

Las Cruces

Tresco, Inc. (NISH)

Santa Fe

New Mexico Commission for
the Blind (NIB)

Presbyterian Medical
Services (NISH)

NEW YORK

Albany

Northeastern Association of
the Blind at Albany (NIB)

Amsterdam

Montgomery County
Chapter, NYSARC,
Inc. (NISH)

Batavia

Genesee County Chapter,
NYSARC (NISH)

Binghamton

Able Industries, Inc. (NISH)

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

Brooklyn

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

Buffalo

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

Phoenix Frontier, Inc. (NISH)

Canandaigua

Ontario County Chapter,
NYSARC, Inc. (NISH)

Canton

St. Lawrence County
Chapter, NYSARC (NISH)

Cortland

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

Elma

Suburban Adult Services,
Inc. (NISH)

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)

Federation Employment and
Guidance Service (NISH)

NYSARC, Inc., NYC
Chapter (NISH)

The Corporate Source,
Inc. (NISH)

Niagara Falls

Niagara County Chapter,
NYSARC (NISH)

Oakdale

Skills Unlimited, Inc. (NISH)

Olean

Cattaraugus County Chapter,
NYSARC (NISH)

Penn Yan

Yates County Chapter
NYSARC, Inc. (NISH)

Plattsburgh

Clinton County Chapter,
NYSARC, Inc. (NISH)

Rochester

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

Lifetime Assistance,
Inc. (NISH)

Rochester Psychiatric
Center (NISH)

Rochester Rehabilitation
Center (NISH)

Schenectady

Schenectady County
Chapter, NYSARC,
Inc. (NISH)

Slingerlands

Albany County Chapter,
NYSARC, Inc. (NISH)

Syracuse

Aurora of Central New
York (NIB)

Onondaga County Chapter,
NYSARC, Inc. (NISH)

Utica

Central Association for
the Blind and 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)

Webster

CDS Monarch (NISH)

NORTH CAROLINA

Andrews

Industrial Opportunities,
Inc. (NISH)

Brevard

Transylvania Vocational
Services, Inc. (NISH)

Charlotte

Lions Services, Inc. (NIB)

Durham

Durham Exchange Club
Industries, Inc. (NISH)

LC Industries, Inc. (NIB)

Elizabeth City

Skills, Inc. (NISH)

Fayetteville

Employment Source,
Inc. (NISH)

Greensboro

Industries of the Blind,
Inc. (NIB)

Greenville

Eastern Carolina Vocational
Center, Inc. (NISH)

Dayton

Eastway Corporation (NISH)

Goodwill Easter Seals Miami
Valley (NISH)

Delaware

The Alpha Group of Delaware,
Inc. (NISH)

Hillsborough

OE Enterprises, Inc. (NISH)

Jacksonville

Coastal Enterprises of
Jacksonville, Inc. (NISH)

Kinston

Lions Industries for the Blind,
Inc. (NIB)

Raleigh

RLCB, Inc. (NIB)

Washington

Beaufort County
Developmental Center,
Inc. (NISH)

Winston-Salem

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

NORTH DAKOTA

Bismarck

Pride, Inc. (NISH)

Devils Lake

Lake Region
Corporation (NISH)

Fargo

Vocational Training
Center (NISH)

Jamestown

Alpha Opportunities,
Inc. (NISH)

Minot

MVW Services, Inc. (NISH)

Valley City

Open Door Center (NISH)

OHIO

Akron

Community Support
Services, Inc. (NISH)

Weaver Industries,
Inc. (NISH)

Canton

The Workshops, Inc. (NISH)

Cincinnati

Cincinnati Association
for the Blind and Visually
Impaired (NIB)

Greater Cincinnati Behavioral
Health Services (NISH)

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

Clovernook Center for
the Blind and Visually
Impaired (NIB)

Cleveland

VGS, Inc. (NISH)

Dayton

Eastway Corporation (NISH)

Goodwill Easter Seals Miami
Valley (NISH)

Delaware

The Alpha Group of Delaware,
Inc. (NISH)

Elyria

Murray Ridge Production
Center, Inc. (NISH)

Mansfield

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

Richland County Board
of Developmental
Disabilities (NISH)

Marion

MARCA Industries,
Inc. (NISH)

Newark

Licking-Knox Goodwill
Industries, Inc. (NISH)

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

Anadarko

APEX, Inc. (NISH)

Muskogee

Golden Rule Industries of
Muskogee, Inc. (NISH)

Oklahoma City

Dale Rogers Training Center,
Inc. (NISH)

NewView Oklahoma,
Inc. (NIB)

OREGON

Ashland

Pathway Enterprises,
Inc. (NISH)

Hood River

Hood River Sheltered
Workshop (NISH)

Lebanon

Willamette Valley
Rehabilitation Center,
Inc. (NISH)

Portland

Blind Enterprises of
Oregon (NIB)

DePaul

Industries (NISH)

Portland Habilitation Center,
Inc. (NISH)

Roseburg

Sunrise Enterprises of
Roseburg, Inc. (NISH)

Salem

Garten Services, Inc. (NISH)

PENNSYLVANIA

Aston

Elwyn, Inc. (NISH)

Athens

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

Bethlehem

Via of the Lehigh Valley,
Inc. (NISH)

Carlisle

The Arc of Cumberland and
Perry Counties (NISH)

Chester

Center for the Blind and
Visually Impaired (NIB)

Coatesville

Chester County Branch,
PAB (NIB)

Erie

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

Greensburg

Westmoreland County Blind
Association (NIB)

Harrisburg

Goodwill Services,
Inc. (NISH)

Homestead

Blind and Vision
Rehabilitation Services of
Pittsburgh (NIB)

Houston

Arc Human Services,
Inc. (NISH)

Johnstown

Cambria County Association
for the Blind and
Handicapped (NISH)

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

Lancaster

Susquehanna Association
for the Blind and Vison
Impaired (NIB)

Lebanon

Quality Employment Services
and Training, Inc. (NISH)

Lewistown

NuVisions Center (NISH)

New Castle

Lark Enterprises, Inc. (NISH)

North Warren

Bollinger Enterprises (NISH)

Philadelphia

Horizon House, Inc. (NISH)

Roseburg

InspiriTec, Inc. (NISH)


Pittsburgh

Arc—Allegheny (NISH)

Family Services of Western
Pennsylvania (NISH)

Goodwill Commercial
Services, Inc. (NISH)

Life's Work of Western
PA (NISH)



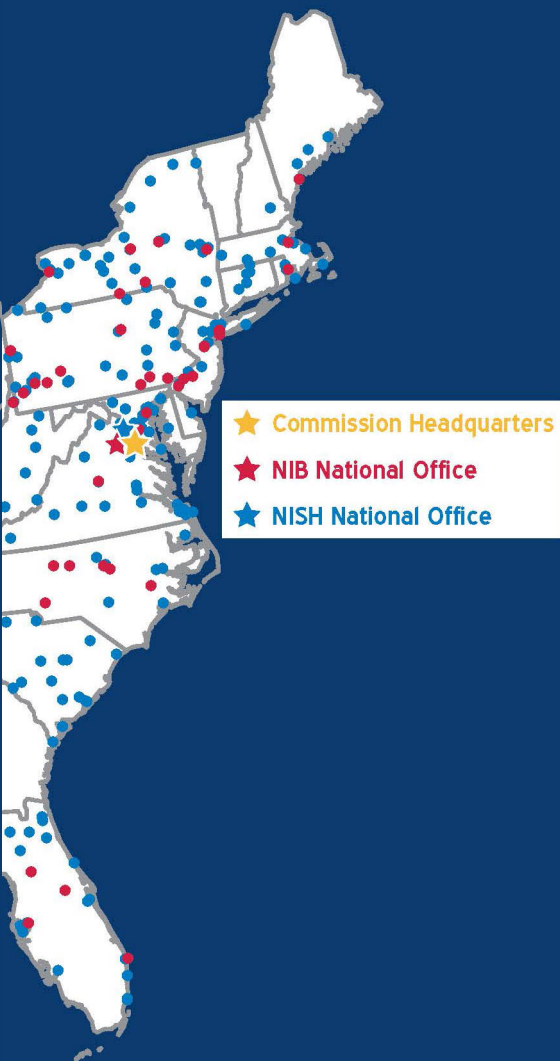
**“IT MAKES ME
FEEL GOOD.
I KNOW THAT THEY
ARE OVER THERE
FIGHTING FOR OUR
COUNTRY.
IT JUST MAKES ME
FEEL PROUD &
HONORED
THAT I CAN... MAKE A
PRODUCT
THAT WOULD
HELP THEM.”**

Donald Hill
AbilityOne Employee
Southeastern Kentucky
Rehabilitation Industries

AbilityOne National N



network



- ★ Commission Headquarters
- ★ NIB National Office
- ★ NISH National Office

- NIB Producing NPAs
- NISH Producing NPAs

ABILITYONE® FY2011 STATS BY STATE

State or Territory	Number of Agencies	Hours	Employees	Wages	Average Hourly Wage
Alabama	12	1,269,259	976	\$14,352,251	\$11.31
Alaska	5	206,537	303	\$2,863,238	\$13.86
Arizona	10	653,672	499	\$7,252,910	\$11.10
Arkansas	6	280,538	351	\$2,667,255	\$9.51
California	46	3,952,316	3,430	\$52,192,818	\$13.21
Colorado	7	478,840	584	\$5,667,993	\$11.84
Connecticut	5	378,197	1,535	\$5,079,317	\$13.43
Delaware	3	91,303	126	\$1,051,651	\$11.52
District of Columbia	5	407,277	327	\$5,472,358	\$13.44
Florida	21	3,469,325	3,700	\$35,442,879	\$10.22
Georgia	16	1,453,002	1,245	\$15,605,352	\$10.74
Guam	1	157,235	230	\$1,814,174	\$11.54
Hawaii	6	277,732	239	\$3,411,599	\$12.28
Idaho	7	761,668	955	\$9,166,204	\$12.03
Illinois	23	820,105	928	\$9,188,338	\$11.20
Indiana	15	504,972	733	\$4,338,539	\$8.59
Iowa	6	62,148	228	\$690,102	\$11.10
Kansas	3	435,669	486	\$3,623,286	\$8.32
Kentucky	7	655,960	1,047	\$6,131,926	\$9.35
Louisiana	12	445,154	546	\$4,456,156	\$10.01
Maine	3	302,034	206	\$2,894,210	\$9.58
Maryland	17	3,429,756	2,765	\$39,787,326	\$11.60
Massachusetts	11	420,304	826	\$5,502,705	\$13.09
Michigan	22	3,564,652	3,467	\$33,540,997	\$9.41
Minnesota	8	250,826	343	\$2,496,868	\$9.95
Mississippi	9	334,656	352	\$3,828,339	\$11.44
Missouri	12	464,172	594	\$4,889,505	\$10.53
Montana	4	79,930	261	\$422,824	\$5.29
Nebraska	4	203,190	275	\$1,846,779	\$9.09
Nevada	5	273,250	423	\$2,801,230	\$10.25
New Hampshire	1	58,417	106	\$939,193	\$16.08
New Jersey	7	435,732	426	\$5,137,717	\$11.79
New Mexico	7	361,520	395	\$3,647,328	\$10.09
New York	43	2,142,934	2,391	\$30,454,944	\$14.21
North Carolina	15	2,848,690	2,393	\$27,459,632	\$9.64
North Dakota	6	181,314	217	\$1,752,054	\$9.66
Ohio	21	814,511	957	\$9,200,925	\$11.30
Oklahoma	4	393,535	315	\$4,141,227	\$10.52
Oregon	8	258,960	201	\$4,374,340	\$16.89
Pennsylvania	33	959,083	1,223	\$10,254,196	\$10.69
Rhode Island	3	85,434	114	\$1,052,762	\$12.32
South Carolina	16	526,885	943	\$5,192,588	\$9.86
South Dakota	6	234,143	260	\$2,082,592	\$8.89
Tennessee	10	331,890	429	\$3,230,053	\$9.73
Texas	36	6,101,144	4,870	\$66,717,366	\$10.94
Utah	4	246,554	183	\$3,160,275	\$12.82
Virginia	24	3,673,520	3,366	\$42,846,202	\$11.66
Washington	19	1,475,760	1,795	\$22,426,549	\$15.20
West Virginia	11	355,729	291	\$3,698,429	\$10.40
Wisconsin	15	1,672,463	1,643	\$22,311,591	\$13.34
Wyoming	3	1,672,463	1,643	\$22,311,591	\$13.34
603	49,288,796	50,580	\$559,147,300	\$11.46	

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



THE COMMITTEE FOR PURCHASE FROM
PEOPLE WHO ARE BLIND OR SEVERELY
DISABLED BEGAN OPERATING AS
THE U.S. ABILITYONE COMMISSION™
ON OCT. 1, 2011

1421 JEFFERSON DAVIS HIGHWAY
JP2; SUITE 10800
ARLINGTON, VA 22202

(703) 603-7740

INFO@ABILITYONE.GOV

WWW.ABILITYONE.GOV