



First
Quarter 2006

Kent-Sussex Industries, Inc.

301 N. Rehoboth Blvd.

Milford, Delaware 19963

www.ksiinc.org

Ryan Mulvaney Keeps It Clean At The Oil Spot In Seaford

Ryan Mulvaney, courtesy technician at the Oil Spot in Seaford, cleans an average of 65 vehicles per day. Ryan began working at the Oil Spot in July 2002 and is responsible for wiping dashes and vacuuming vehicles that are in for servicing.

Manager, Jeff Larrimore, and Office Manager, Virginia Ostermann, boast about Ryan's dedication. "He is one of our best employees. He rarely misses time and he never complains. He is a big help around here," said Mr. Larrimore.

Mrs. Ostermann added, "Ryan is one of us. We have just 6 employees and we're all very close. Ryan is fun to work with. He has a great sense of humor and likes to tease and joke around. He's also very conscientious and dedicated to his work. In addition to his regular responsibilities, Ryan helps around the shop in other areas when asked."

According to Mr. Larrimore, nearly 80% of their customers are repeat customers. Ryan has been a constant at the Oil Spot and has grown familiar with many of their customers. A resident of Seaford, working at the Oil Spot is very convenient for Ryan and his family. In addition to the many people Ryan has met through his employment, he has also established a network of friends in the Seaford Fire Department. Ryan can often be found with his father on various fire calls.

KSI's employment team maintains follow along with Ryan and his employer. If you are interested in hiring a dedicated employee, contact Kim Cammisa, KSI Employment Manager, at 302/422-4014 ext. 3011.



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KSI NEWS IS PUBLISHED QUARTERLY.

Correspondence regarding KSI News should be directed to KSI News Editor;

ALICIA HOLLIS
301 N. REHOBOTH BLVD.,
MILFORD, DE 19963.

You can also read KSI News on the web at www.ksiinc.org.

BOARD OF DIRECTORS

- Steve Kimpton* - *Chair*
- Frederick Duffy - *Vice Chair*
- Richard Carmean - *Treasurer*
- Shirley Renzi - *Secretary*
- David Hitchens*
- Joseph Holler
- Patricia Rodriguez
- Phil Staley*
- Robert Thomas*
- Roy Wallace*
- B. Craig Crouch, *CEO*



Selected programs have been accredited by the Commission on Accreditation of Rehabilitation Facilities

HONORARY BOARD

- Hattye Mae Biddle
- Bill Farlow*
- Mary Frey-Foss*
- Joseph Jackewicz
- Norman Powell
- Nicholas Rodriguez, *Esq.*
- Muriel Schwartz*



*denotes past Chair

KSI IS AN EQUAL OPPORTUNITY EMPLOYER.

Message from the CEO B. Craig Crouch "Defining Our Future"

Well, it is hard to believe that Spring is here! As I sat down to write this article, I asked myself where did January, February, and March go? While time has flown, there has been a lot going on at KSI.



Back in November 2005, KSI began a planning project, "Defining Our Future". This planning effort comes at a time when a lot of things are changing for KSI, the people we serve, and the environment in which we live and work.

As an organization who wants to grow, KSI must continue to be responsive to our customers and stakeholders, and we must take a look into the future and decide how best to meet the needs and the expectations of everyone KSI serves and everyone we depend on for growth and success.

We have been doing this by taking a critical look at the services we provide, the individuals we serve, and the facilities and resources we need to secure in order to meet the future demands that we are anticipating. We have also met with funding sources, KSI staff, and the KSI Board to discuss these same issues as well as the new things we want to do.

The planning group has worked hard, and I am pleased with the progress we have achieved thus far. However, there is still a great deal of work to be done. Be looking for future updates on our progress of "Defining our Future".

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The mission of KSI is to provide supports and services which help individuals who need specialized assistance to obtain and maintain an optimal level of employment.

STATEMENT

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Meet A Member of KSI's Board of Directors, Dave Hitchens



Dave Hitchens moved to Milford in 1976 when he worked for Bell Atlantic. He retired from Bell Atlantic as customer service manager in 1992. In 1993, Mr. Hitchens started his own communications engineering company in Baltimore, Maryland, retiring from there in 2001. It was in 1987 that Mr. Hitchens learned about KSI.

He recalls, "I met Cliff Crouch at a Rotary function. He was the president of KSI at that time and he explained to me what KSI was all about. I was really impressed with what I heard. Cliff invited me to take a tour. After that tour, I joined the Board, and have been involved ever since."

Mr. Hitchens said there are three significant reasons he joined KSI's Board and continues to be involved. He explained, "I provide support to a younger brother who has a mental illness. My involvement with KSI has helped me personally to be better able to understand and assist him with his needs.

The second reason I support KSI so strongly is that KSI provides relief and hope for families who have a loved one with a disability." Mr Hitchens continued, "KSI provides training, employment, counseling, fellowship, and genuine concern for the well being of each individual they serve. When someone takes a tour of KSI, they can clearly see the genuine caring of KSI's staff and management."

The third reason Mr. Hitchens advocates for KSI is because he sees the important impact KSI has on the community as a whole. He said, "After spending time with KSI, I've seen that KSI provides not only for human needs, but they also have a direct impact on the economy. In my experience, the balance between economics and meeting human needs is important for a community to survive and to thrive."

Mr. Hitchens continued, "I'm confident that KSI has a bright future. In my opinion, KSI's past performance dictates its future successes. KSI's leadership and staff focus on the participants being served. It's that thoughtfulness, dedication, and focus that will keep KSI on track into the future."

Tips and Strategies to Positive Communications with People With Disabilities

MYTH: The lives of people **with** disabilities are totally different than those of people **without** disabilities.

FACT: People with disabilities go to school, get married, work, have families, do laundry, grocery shop, laugh, cry, pay taxes, get angry, have prejudices, vote, plan, and dream, **just like everyone else.**

Meet KSI Employees of the Quarter for 2005



Jackson Taylor, of Millsboro,
2005 Employee of the
First Quarter



Christopher Kerr, of Milford,
2005 Employee of the
Second Quarter

KSI recognizes an outstanding employee each quarter. During the quarterly ceremony, the outstanding employee receives a savings bond from KSI and one from the **Dover Federal Credit Union**, as well as a gift certificate to **G&R Campground**. Each person's name is also added to the permanent plaque displayed at KSI. In June 2006, KSI's 2005 Employees of the Quarter will be the guests of honor during KSI's 44th Annual Awards Dinner. Each person will receive his or her own personal plaque at the dinner, and one of these four individuals will be named Employee of the Year 2005. KSI's Annual Awards Dinner celebrates successes. KSI will also name a staff employee of the year during the awards dinner.



Doris Winans, of Dover,
2005 Employee of the
Third Quarter



Charles Nabb, of Clayton,
2005 Employee of the
Fourth Quarter

Give Until It Feels Good

Recent Contributors: December 16, 2005 - March 31, 2006

AARP - South Coastal DE Chapter #5226	Dr. & Mrs. Ronald Harpster James Hartzell	Mike Reider Shirley Renzi
Mr. & Mrs. Alton Adams Ann Alexander	Mr. & Mrs. Richard Hickey Mrs. Lawrence Isaacs	Mr. & Mrs. Jack Riddle Roger Minner Wrecker Serv
Atlantic Concrete Company Avenue United Methodist Women	Mrs. James Jackson Katharine Jester	Ruritan Club, Bi State #2151 Ruritan Club, Burrsville
Kim Ayvazian Virginia Boutin Lillian Burris	John H. Grauer & Associates Johnny Janosik, Inc. Timothy Johnson	Barbara Rutt Bonny Sammons Francis Schanne, Esq.
Mr. & Mrs. Robert Burris Shirley Bush	Nellie Jones Mr. & Mrs. Karl Katz	Mr. & Mrs. Ralph Schieferstein
Calvin Clendaniel Associates Rep. & Mrs. George Carey	Robert Kennedy, III Kentmere Builders	Schmittinger & Rodriguez Robert Shaw
Chick Harness & Supply Citizens Bank City of Milford	Mr. & Mrs. Steve Kimpton Anna Kulczycki L & W Insurance	Sheraton Dover Hotel Mr. & Mrs. Gardner Shugart
Mr. & Mrs. Arley Cooper Alice Corning Doris Crisson	Mr. & Mrs. Ernest Larmore Lioness Club of Bridgeville Lioness Club of Dover	St. George's United Methodist Church Women
B. Craig Crouch	Lions Club of Frederica-Spring Creek	Mr. & Mrs. James Starling Mr. & Mrs. James Steinmacher
Mr. & Mrs. Clifford Crouch Jayson Crouch	Lions Club of Greenwood Lions Club of Milford	Mr. & Mrs. William Strickland Sussex County Council
Mr. & Mrs. John Culvert	Lions Club of the Murderkill Gregory McDermott	Edward Swierczewski Mr. & Mrs. Robert Thomas
Delaware Electric Cooperative Robert Digges, Jr. Judith Diogo-Schrock	Mellon Private Wealth Management	Mrs. Lee Thompson Tidewater Utilities, Inc.
Donovan Heating & AC Dover Federal Credit Union	Mohawk Plastic Products	Triglia Transportation Company
Drift Inn Bed & Breakfast	Mr. & Mrs. William Morrison Bud Mowday	Gary Troxell
Mr. & Mrs. Frederick Duffy	Judith Mulhern	United Methodist Women of Magnolia
Mr. & Mrs. James Flood Evelyn Fountain	NARFE, DE Chapter #1174 Mrs. Paul O'Bier	W. Paynter Sharp & Son Naomi Wayman
Four Paws Animal Hospital	Mr. & Mrs. Joseph Orlando Linda Pearson	Westminster Presbyterian Church Women's Assoc.
Goshen United Methodist Church	Peninsula Oil & Propane Perdue Farms, Inc. - Milford	Dorothea Weyandt WSFS Bank
Mr. & Mrs. Philip Guidry Margaret Hallett	Roger Pryor Regional Builders, Inc.	Catherine Young Mr. & Mrs. Joseph Zingaro

KSI Upcoming Special Events

Call KSI 302-422-4014

Alicia Hollis ext. 3015; Dawne Kovach ext. 3019

May

11th: KSI "Make A Difference" Planned Giving

Recognition Event - Call Dawne

18th: CSI KSI Tour - Call Dawne

20th: KSI Annual Picnic

22nd: KSI Board Meeting

26th: KSI Closed

29th: KSI Holiday



June

6th: KSI Annual Dinner - Call Alicia

15th: CSI KSI Tour - Call Dawne

23rd: KSI In-Service

Can you help
sponsor
KSI's 3 Club
Golf Tournament?

July

3rd: KSI Holiday

4th: KSI Holiday

20th: CSI KSI Tour - Call Dawne

24th: KSI Board Meeting

The Fabulous Greaseband
Performs in August for KSI

August

2nd: KSI 3 Club Golf Tournament - call Alicia

17th: CSI KSI Tour - Call Dawne

19th: The Fabulous Greaseband Concert - Benefitting KSI - Call Dawne



Give Until it Feels Good by Dawne Kovach



Giving Back. This phrase encourages us to be thankful for what we have and to lend a hand to those less fortunate. Whether an ongoing issue, or a passing plight, giving back gives us a warm and fuzzy feeling. Whether it be financial support, or lending an ear, most of us have an inherent need to nurture.

Not only can you reap the internal good feelings from giving, you can also be rewarded financially. Tax credits that cover virtually every situation are available for charitable giving. If you give to a non-profit organization, you could be rewarded in your next meeting with the tax accountant.

So, maybe you do not have anyone in your family with a disability. You might ask yourself, "Why would I give my money to KSI?" The answer is simple. KSI is serving people in your own community. People from Delmar, Dover, Hartly, Milford, Millsboro, Odessa, Rehoboth Beach, Selbyville, and Townsend, just to name a few. If you want to have an impact on your community and give back, why not give your money to an organization that is providing a service to people in your own back yard?

What can you do to make a difference? The possibilities are endless. There are more options for charitable giving than can be covered in this one article. For example: Endowment Funds have been established for KSI where the principal of the gift is not used; it is invested by the Delaware Community Foundation. Interest income from the investments is available to cover operating costs. Other ways in which you can contribute include, but are not limited to bequests/annuities, cash donations, 401K plans, real estate, retirement benefits, stocks/securities, life insurance, or gifts of any appreciated asset. When items such as these are gifted instead of sold, the donor takes an income tax charitable gift deduction rather than paying capital gains tax for the full fair market value.

Planned Gifts can also be arranged if you would like to earmark assets for a donation at a later date or at the time of the donor's death. These funds provide a lasting source of income for KSI's programs. The money will support the growth and efforts of KSI's future. There are many great reasons why you would consider making a gift to KSI. Not only will you feel good about what you are doing, you will reap the tax credit in the year of the gift.

If you have questions about giving or would like to Come See Inside KSI to see first-hand what happens inside this building, please contact Dawne Kovach, KSI Director of Development at (302)422-4014 ext. 3019 or email kovachd@ksiinc.org. Schedule your own personal tour.

Don't be afraid to ask.

There is always a way for you to be charitable.

The benefits of giving will touch you both financially and emotionally.



Get your
"I Support KSI"

ribbon magnet now!

With a donation of \$5.00 or more to KSI, you will receive the new ribbon magnet for your car, filing cabinet or any metal surface. It is made of outdoor grade material to withstand the weather. *Show off your KSI Pride.* Get your magnet now!! For more information contact Dawne Kovach at 302/422-4014 ext. 3019.

Your Support Helps Us...

by Dawne Kovach

KSI serves nearly 250 individuals, representing communities throughout all of Sussex, Kent and into southern New Castle County. We provide assessment, transportation, food service, vocational training and paid work opportunities in our 72,000 square foot Milford based facility, as well as employment in the community.

KSI participants are working at Procter & Gamble, Kraft Foods, Dover Air Force Base Postal Center, Intervet, the Rt. 10 McDonalds, Olive Garden, and Delmarva Wholesale Bakery, to name a few community employers. Additionally, companies such as Wal-Mart Distribution Center, Perdue Farms, Fastenal, Penn Fibre, Kingman, and Pinnacle Foods provide facility based work.

All jobs completed by KSI program participants are of the highest quality. KSI participants are trained to complete the specified work assignment. Their abilities are assessed prior to job placement, then their abilities and skills are matched with the available work.

KSI's staff provides accommodations needed in order to help the participant to be successful. The participant who cannot continuously reach above his head to pull down an air hose is equipped with a fixed apparatus that holds the air hose at eye level, eliminating the obstacle for success. Others who cannot continuously hold on to a bolt while fitting a nut and washer, are equipped with a block and socket that allow the bolt to be held in place while the washer and nut are threaded. Each participant is matched with conditions that allow for success in their work.

The ultimate goal of KSI's staff is to ensure that each participant gets a paycheck on pay day. Your support is necessary for KSI to continue improving the quality of life for people with disabilities. Give until it feels good.



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Milford, DE 19963

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ADDRESS CORRECTION:

Please check your address label.

If something needs to be corrected, please make corrections and send update to Alicia Hollis at the above address.

Thank you.