



Second & Third  
Quarter 2006

Kent-Sussex Industries, Inc.

301 N. Rehoboth Blvd.

Milford, Delaware 19963

www.ksiinc.org

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## ***KSI Cartridge Service Celebrates A Record Year***

KSI Cartridge Service (KCS) sold a record **10,046 cartridges** in fiscal year 06. It also earned over **\$616,000 in revenue** - another record.

KCS Operations Manager, Cal Jones, credits the success of the cartridge service department to **dedicated customers** who spread the word, **quality customer service**, the unique **remanufacturing process** developed at KSI, and the **quality of the workmanship** produced by the work crew members.

Mr. Jones said, "Our cartridge service is truly a team effort. Everyone works very hard and we are all very excited with our accomplishments." He elaborated, "Not only does each person have a "typical" job assignment, but they are also cross trained to help in other steps of the remanufacturing process so that the process is not interrupted in the event one of the crew members is out sick or on vacation."



Members of the KSI Cartridge Service (KCS) work crew were recognized for their record year during a ceremony at KSI. Shown here, left to right are: Scott Shoup, KSI Customer Service Specialist, Dee Van, KSI Training Supervisor, John Henning, Judith Downing, Griffin Coulbourn, Anthony Katcher, William Gomez, Ella Reynolds, Reggie Fisher, Terry Chike, KCS Assistant Operations Manager, Bill Lofland, and Cal Jones, KCS Operations Manager.

### **Would you like to personally see KSI's cartridge remanufacturing process?**

See for yourself what a talented and knowledgeable group of technicians is employed in KCS. For your own personal tour of KSI Cartridge Service, call Alicia Hollis, Director of Community Relations, at (302) 422-4014 ext. 3015.

**Learn *why* YOU should become a KCS Customer  
Learn *how* YOU can become a KCS Customer**

**Call (302) 422-4014 ext. 3126**

# Give Until It Feels G-o-o-d

## Recent Contributors April 1 - August 15 Continued

Mr. & Mrs. Howard Papen  
 Mr. & Mrs. Howard Parker  
 Paul Smith Heating & AC  
 Paul's Paving & Excavating  
 Dorothy Payne  
 Perdue Farms, Milford  
 Jack Peterman  
 Mr. & Mrs. James Phillips  
 Maureen Pinnix  
 Leslie Pitts II  
 Dr. Thomas Postlethwait  
 Rhue & Associates Insurance  
 Mr. & Mrs. Robert Robinson  
 Round Table Club of Wyoming  
 Camden  
 Mr. & Mrs. Howard Row  
 Rowland, Johnson & Co.  
 Mr. & Mrs. William Rutherford  
 Mr. & Mrs. Richard Samworth  
 Dorothy Jones Sapp  
 Edward Saulsbury

Mr. & Mrs. Frederick Schatz  
 Schmittinger & Rodriguez  
 Mr. & Mrs. Stephen Schwartz  
 Howard Schweitzer  
 Patricia Seery  
 Service Energy  
 Mr. & Mrs. William Shaffer  
 Sharp Energy  
 Sir Speedy Printing  
 Lois Jamison Smith  
 Mrs. Stephen Snowden  
 Soroptimist International,  
 Seaford  
 SPI Pharma  
 Mr. & Mrs. Philip Staley  
 Mr. & Mrs. James Starling  
 Static Control Components  
 Mr. & Mrs. William Strickland  
 Sunoco Foundation  
 Sussex County Federal Credit  
 Union

Dr. & Mrs. Joel Temple  
 Mr. & Mrs. Pete Tester  
 Mr. & Mrs. Robert Thomas  
 Eleanor Thompson  
 Tidewater Utilities, Inc.  
 W. Paynter Sharp & Son  
 Virginia Walker  
 Walls Custom Concrete  
 Walls Farm & Garden Center  
 Walls Irrigation  
 Gloria Webster  
 Weller's Utility Trailers  
 Mr. & Mrs. Franklin Wilkins  
 Wilkins Fuel Company  
 William V. Sipple & Son  
 Mr. & Mrs. Preston Williams  
 Wilmington Trust  
 Mr. & Mrs. Donald Winans  
 Windham Travel & Cruise  
 Center  
 Florence Wingate

## KSI's Make A Difference Society Sees Growth In Membership

KSI's Make A Difference Society is comprised of individuals who have committed a gift to KSI's Endowment Fund or to KSI's Planned Giving Program. The purpose of the endowment fund is to ensure that the services being provided by KSI today will continue to be provided by KSI into the future.

KSI's Planned Giving Program started in 1999. To date, KSI has had over 50 cash gifts committed to its Endowment Fund, and 24 planned gifts committed to its Planned Giving Program.

Recently recognized members of KSI's Make A Difference Society include, (left to right, front to back): Delema Duffy, Jeanette Carey, Frederick Duffy, Jan Crouch, Lillian Burris, Robert Kennedy, Craig Crouch, Dawne Kovach, and Steve Kimpton.



To learn more about KSI's Make A Difference Society, contact Dawne Kovach at (302) 422-4014 ext. 3019

# Give Until It Feels G-O-O-D !!

## Recent Contributors: April 1 - August 15

AARP, Milford Chapter #3134	Discover Bank	Mr. & Mrs. Thomas Kates
Senator Thurman Adams Jr.	Mr. & Mrs. Bruce Dolby Sr.	Lester Keup
Dr. & Mrs. Paul Akana	Dover Litho Printing Company	Kirby & Holloway Provision
All Occasions Limousine	Dover Officers' Spouses' Club	Company
All Saints Episcopal	Dover Post Company	Knights of Columbus, Brother
Church Women	Dover Volkswagen, Inc.	Vincent Council
Chris Argo	Mr. & Mrs. Frederick Duffy	L & W Insurance
Artesian Water Company	Mr. & Mrs. Eugene Errera	Ladies of the Elks #2401
Mr. & Mrs. John Bradley Jr.	Fastenal, Inc.	Lambertson Construction
Brent Adams Baseball League	Ida Faucett	Lank, Johnson & Tull
Janet Brown	Fifer Orchards	Janet Lee
Thorris Brown	Lois Finley	Lighthouse Construction
Doris Maxwell Budd	Forest View Nursery	Lioness Club of Lord
Senator George Bunting Jr.	Mr. & Mrs. Gerry Foss	Baltimore
Lillian Burris	Hans Foster	Lions Club of Dover
Calvin Clendaniel Associates	G & R Campground	Lions Club of Laurel
Rep. & Mrs. George Carey	Mr. & Mrs. Thomas Garbutt	Lions Club of Lord Baltimore
Carl M. Freeman Foundation	Elizabeth Gebhart	Lions Club of Milford
Elizabeth Carlson	Dr. & Mrs. Arthur Gilbert	Lions Club of Rehoboth
Joanne Cartanza	Dr. & Mrs. Edward Graybeal	Beach
CF Schwartz	Garrett Grier, Merrill Lynch	Mr. & Mrs. Harvey Little
Mr. & Mrs. George Chaloupka	James Haile Jr.	Lower Delaware Autism
Chesapeake Utilities	Mr. & Mrs. Nelson Hall	Foundation
Citizens Bank	Mary Hartley	Mariner's Bethel United
Mr. & Mrs. Tyson Cohee	Hermann Financial Services	Methodist Women
Comcast	Herring Creek Builders	Thelma Mayhew
Conectiv Power	Regina Higdon	Patricia Mayo
Country Life Homes	Hitchens Tire Service	Mr. & Mrs. Richard McCarty
County Bank	Mr. & Mrs. Joseph Holler	McDonald's, Sanders
Mr. & Mrs. Edward Crawford	Mr. & Mrs. Bruce Holmquist	Management
B. Craig Crouch	Hospitality Ventures	Mercantile Mortgage, LLC
Mr. & Mrs. C. Trent Crouch	InterNetworking Technologies	Messick, Ruff & Company
Mr. & Mrs. Clifford Crouch	Jeannette Isaacs	Mr. & Mrs. Van Milligan
Jayson Crouch	Martin Isaacs	Robert Mullane
Delaware Electric Cooperative	JOB Construction Company	Mr. & Mrs. William
Delaware Federal Credit	Jerry's, Inc.	Mulvaney III
Union	Joe Horisk's Salvage Pool	NAPA, Wright's Auto Parts
Delaware Petroleum Council	Johnny Janosik	NewWind Enterprises
Delmarva Broadcasting	Mr. & Mrs. Richard Johnson	Karen Nickerson
Dickinson Medical Group	Finley Jones	Mr. & Mrs. William Outten

## ***KSI Tomorrow Society Breakfast Scheduled PLAN TO ATTEND THIS SPECTACULAR EVENT***

### **Are you passionate about KSI?**

Share your passion for KSI with your friends, family, and co-workers by attending KSI's Tomorrow Society Breakfast on November 8th. This is the perfect opportunity to volunteer for the agency while sharing your passion.

### **We need volunteers!**

What is involved in this volunteer effort? Invite your friends, family, and co-workers to attend the Tomorrow Society Breakfast with you. It is truly that simple - **invite guests to see why you are so passionate about this agency.** KSI's Director of Development, Dawne Kovach is organizing this breakfast, which promises to inspire and educate everyone attending. We need your help and involvement in order to make this event a success.

View a very special video which has been produced specifically for the Tomorrow Society Breakfast. See a personal side of KSI that very few people have an opportunity to see. Dawne shares her passion, **"KSI is not only a place where people with disabilities come for work.** Yes, there is paid work inside and outside the facility every day, and paychecks are certainly something that everyone looks forward to, but **there is so much more that takes place at KSI."**

Dawne elaborates, "The socialization between people just like you and me is one thing that is consistent. Just as you and I have friends at work who we chat with, eat with or even do things outside of work with;

participants at KSI have the same relationships. They enjoy each other's company at break or at lunch, laughing and talking. They discuss the weekend, talk about the big game, or even what their plans are for the upcoming weekend. **KSI provides opportunities for socialization and community inclusion.** Additionally, the feeling of self-worth and self-satisfaction on payday are very obvious."

"Each person knows that they worked for that paycheck and now have their own money to spend," Dawne continued. "By spending their own money, they are making their own decisions and putting that money either back in to the economy or back in to the community that helps to support them. **Empowering participants and instilling a sense of belonging is what KSI is all about.** We want each person to feel like they have a reason to get out of bed everyday. I have often said that I wish I could bottle the enthusiasm seen here on payday or even Perfect Attendance Recognition ceremonies. I could sell it to other companies and make a fortune."

**If you can help KSI by attending the Tomorrow Society Breakfast, or would like to learn more about the event, please contact Dawne Kovach at (302) 422-4014 ext. 3019. Your attendance and passion will definitely make a powerful impact on KSI.**

## KSI Receives F.A.C.E.S. Grant From Carl M. Freeman Foundation



Josh Freeman, Board Chair of the Carl M. Freeman Foundation (CMFF), second from left, and Cheryl Kagan, CMFF Executive Director, far right, congratulate and present a F.A.C.E.S. grant to KSI representatives, Michelle Cain, far left, and Alicia Hollis.

CMFF is committed to giving back to the communities where its employees and customers live, work, and play. As the Freeman Companies has grown, so has the scope of the Foundation's philanthropic work.

Funding from the F.A.C.E.S. grant will be used to offset costs in KSI's transportation program. Since 1962, KSI has provided transportation services to its program participants. Almost all KSI program participants who receive services do not have access to alternative transportation services. Only through KSI's unique daily door-to-door, round-trip transportation system is it possible for 250 participants to reach their potential for employment and independence.



## KSI 3 Club Golf Tournament re-scheduled October 11th

Major Sponsors Included:  
**Citizens Bank, Discover Bank,  
Sunoco Foundation, Delaware River &  
Bay Authority, Comcast**

The driving range sponsor was **Mellon**; the putting contest sponsor was **Tidewater Utilities**; the hole-in-one contest was sponsored by **i.g. Burton Chrysler, Dodge, Jeep of Milford**; lunch sponsors included **Delaware Today, Dover Federal Credit Union, Dover Volkswagen, Kirby & Holloway Provision Company, Mellon, and Regional Builders**; scoreboard sponsors included **Delaware Federal Credit Union, DENTSPLY/Caulk, Mellon, and National HVAC**. The 19th Hole sponsors were **Comcast, and Johnny Janosik, Inc.**; the mulligan sponsor was **Weller's Utility Trailers**. Nearly 200 other area businesses made it possible for golfers to receive goody bags, door prizes, lunch, dinner and various awards.

For more information about KSI's Annual 3 Club Golf Tournament, call Alicia Hollis at 302-422-4014 ext. 3015.

## October is National Disabilities Employment Awareness Month

“Embrace the Change”

[www.jwod.org](http://www.jwod.org)

If you would like to tour KSI or if you would like to have a KSI representative speak to your employees or service group, contact Alicia Hollis, KSI Director of Community Relations at (302) 422-4014 ext. 3015.

### ***KSI Staff Trains To Be The Best***

KSI boasts a dedicated, compassionate, and superbly trained staff. It is not unusual to see KSI staff members giving their best to the individuals KSI serves - it is typical. In addition to their internal desire to help others, our staff also receives extensive training that focuses on how to best help each individual KSI serves.

KSI and the Division of Developmental Disabilities Services (DDDS) work together in an effort to ensure that adequate training is provided to KSI staff. Within 30 days of hire, KSI provides a five hour new employee orientation which includes, among other topics, safety & emergency procedures.

Within 90 days of hire, each direct support staff receives two days of training from DDDS which includes: Introduction to Developmental Disabilities, Client Rights, Exploring Diversity, Introduction to Essential Lifestyle Plans, Seizures, Infection Control, and Health Awareness. Classes in CPR/AED (cardiopulmonary resuscitation and automatic external defibrillator) and First Aid are taught by one of two KSI staff members who are American Heart Association certified. KSI also has certified staff instructors who teach The Mandt System, a unique program which teaches that all people have the right to be treated with dignity and respect; that all individuals should be seen as people first; and that everyone is entitled to a personal identity and the least restrictive, most appropriate environment.

Once initially trained, staff receive annual recertification. In addition to the DDDS mandated training, KSI also provides in-service training on topics identified by KSI's management team as pertinent for staff development and growth.

According to the latest DDDS Annual Quality Assurance Review, KSI is in compliance with training requirements. According to KSI's participants and their families, KSI's staff is the greatest!!



Cal Jones, KCS Operations Manager (left) and Scott Shoup, KCS Customer Service Specialist (right) personally thank Jim Poulicci of SPI Polyols for purchasing the 10,000th cartridge in fiscal year 06.

# EMPLOYMENT CORNER

## Supported Employment Program Expands

KSI has renewed our commitment to help the people we serve achieve their employment potential. For many of our participants, this means a job with an employer other than KSI. To support this commitment, we've added two additional staff positions in our Employment Department.

Stefanie Hammond has been promoted to Employment Coordinator. Ms. Hammond will have primary responsibility for the Supported Employment Program. Linda Cobb has been promoted from Training Supervisor to Employment Specialist, and will be responsible for assisting participants with getting and keeping a job. We are currently working to hire one additional Employment Specialist.

According to KSI's Employment Manager, Kim Cammisa, "Our people have so much potential, and so much to offer an employer. We're very excited about these additional staff resources. They will allow us to support more job placements, and increase our relationships with employers."



Stefanie Hammond



Linda Cobb

### Dover Area:

We are looking for an employer who needs an employee to stock shelves, do janitorial tasks, bus tables, or work with animals.

### Milford or Dover Area:

We are looking for an employer in the culinary field who needs an employee to wash dishes, prep food, serve, bus tables, or assist with cooking.

## FY 06 KSI PROGRAM DATA

Total No. Participants*	263
No. Participants Served by Program**	
Vocational Evaluation & Assessment	40
Work Adjustment Training	4
Facility Based Rehabilitation & Training	184
Work Crews	55
Temp Work Crews	18
Supported Employment Follow Along	11
No. Participants Placed in Supported Employment	1
No. Businesses Subcontracting to KSI	34
No. Contracts Performed	46
No. Community Based Work Crews	6
No. KSI Cartridge Service Customers	806
Total Subcontract Income	\$2,059,242
Total Participant Wages	\$906,920
Total Unfunded Production Worker Wages	\$192,346
Total Participant/Unfunded Wages	\$1,099,266
Total Staff, Including Drivers	104
Total Miles Logged by Vans & Buses	959,893

\* Unduplicated Count

\*\* Some participants were in 2 or 3 programs

## KSI Celebrates 45th Year of Services

Founded in 1962 as the Golden Opportunity Center, Inc., KSI begins its 45th year of providing services to individuals with disabilities.

KSI has grown from serving 15 people in its first year, to serving approximately 250 people annually. Founded with a \$10,000 seed grant from the Delaware Foundation for Retarded Citizens (DFRC) in 1962, KSI now operates with a budget of over \$6,000,000.

It is hard to estimate how many lives have been touched by KSI's services over the years, but it is very interesting and heartwarming to hear from some of the individuals who have shared their KSI experiences with us.

If you would like to share your KSI experiences, contact Dawne Kovach at (302) 422-4014 ext. 3019.

## FY 06 Specific Breakdown of Subcontract Income

<b>Community Based Work Services</b>		
Work Crews	51.08%	\$1,051,792
<b>Facility Based Rehab &amp; Training</b>		
Packaging (excl.shrinkw)	9.32%	\$191,967
Sewing	.44%	\$8,981
Shrinkwrapping	2.15%	\$44,336
KSI Cartridge Service	29.95%	\$616,770
Mailing	.39%	\$8,003
Assembling	3.65%	\$75,097
Other	3.03%	\$62,296
Subtotal	48.92%	\$1,007,450
<b>Total Subcontract Income FY 06</b>	<b>100.00%</b>	<b>\$2,059,242</b>

## CARF Survey Yields Three Year Accreditation

The Commission on Accreditation of Rehabilitation Facilities (CARF) recently awarded a three year accreditation to KSI, the highest level of accreditation CARF awards. This is KSI's 9th consecutive three year CARF accreditation.

The following services were identified by CARF in its accreditation: Employment Services: Community Employment Services: Job Development, Job Supports, Job-Site Training; Comprehensive Vocational Evaluation Services; Employee Development Services; and Organizational Employment Services.

According to CARF, "KSI has met internationally recognized standards of quality in the provision of outcomes-driven programs and services to enhance the lives of the persons served."

**How can you help KSI in our quest to continue providing quality employment?**



# CEO Message FY06 is Outstanding

Another outstanding accomplishment of the organization was in the area of subcontract income. KSI participants in both the community and our in-house production facility generated \$2 million in sub-contract revenue. KSI participants and integrated production workers earned \$1.2 million in wages. This represents the highest total ever in KSI's 44 year history. This would not have been possible without the 46 contracts from the 34 business partners who made the decision to do business with KSI.

KSI Cartridge Service also had an outstanding year! This KSI owned business, that remanufactures toner cartridges for laser printers, copiers, and fax machines, employs eight KSI employees and four KSI staff full time. This business sold over 10,000 cartridges this past fiscal year, the most ever since its inception in 1995. This would not have been possible without the loyal support of KCS's 800 customers.

While this in no way represents all the accomplishments of the past year, it gives you an idea of how busy we have been, and how hard we have worked.

Please join me in congratulating the KSI participants, staff, and Board on another successful year of making great things happen for the individuals and families we serve!

## FY 06 Financial Statement

### INCOME

Subcontract Income	\$2,059,242	32.35%
Contracts for Training	\$2,817,320	44.26%
Contracts for Transportation	\$235,897	3.71%
United Way	\$233,305	3.67%
State Subsidy	\$121,402	1.91%
Grant-In-Aid	\$95,738	1.50%
Miscellaneous	\$422,639	6.65%
Rental Income	\$185,265	2.91%
Cafeteria	\$193,922	3.05%
<b>Total</b>	<b>\$6,364,730</b>	<b>100.00%</b>

### EXPENSES

Operations	\$3,073,884	47.94%
Support Services	\$970,188	15.13%
Development	\$187,204	2.92%
Participant Transportation	\$1,521,208	23.72%
Cafeteria	\$267,950	4.18%
Management & General	\$391,305	6.10%
<b>Total</b>	<b>\$6,411,739</b>	<b>100%</b>
<b>Excess/Deficit</b>	<b>-\$47,009</b>	

## FY 06 Participant Transportation

### Income

Contracts for Transportation	\$235,897	28.31%
United Way	\$233,305	28.01%
Grant-In-Aid	\$72,738	8.73%
State Subsidy	\$121,402	14.57%
Miscellaneous	\$169,895	20.39%
<b>Total</b>	<b>\$833,237</b>	<b>100%</b>

### Expenses

Salaries & Benefits	\$835,254	51.03%
Vehicle Maintenance	\$93,188	5.69%
Insurance	\$153,414	9.37%
Gas & Oil	\$229,813	14.04%
Housing & Occupancy	\$9,025	.55%
Equipment & Supplies	\$5,220	.32%
Depreciation	\$172,301	10.53%
Miscellaneous	\$22,993	1.40%
<b>Subtotal</b>	<b>\$1,521,208</b>	<b>92.95%</b>
<b>Proration of Management &amp; General</b>	<b>\$115,446</b>	<b>7.05%</b>
<b>Total</b>	<b>\$1,636,654</b>	<b>100%</b>
<b>Excess/Deficit</b>	<b>-\$803,417</b>	

## KSI Upcoming Special Events

Call KSI 302-422-4014

Alicia Hollis, ext. 3015; Dawne Kovach, ext. 3019



### OCTOBER

- 11 - KSI 17th Annual 3 Club Golf Tournament - Call Alicia
- 17 - KSI Annual Business Appreciation Awards Breakfast - Call Alicia
- 19 - CSI KSI Tour - Call Dawne
- 20 - KSI Staff In-Service Training Day, KSI closed to participants

### NOVEMBER

- 8 - KSI Tomorrow Society Breakfast - Call Dawne
- 16 - CSI KSI Tour - Call Dawne
- 22 - KSI Staff In-Service Training Day, KSI closed to participants
- 22 - KSI Board Meeting, 10:30 a.m.
- 22 - KSI Staff & Board Appreciation Luncheon, noon
- 23 - KSI Holiday, Thanksgiving
- 24 - KSI Holiday

### DECEMBER

- 16 - KSI Annual Christmas Party
- 22 - KSI Closed
- 25 - KSI Holiday, Christmas
- 26 - KSI Holiday

KSI welcomes all suggestions or comments on how we can provide a better service to the individuals we serve, our business customers, our supporters, and other interested parties or stakeholders. Please call or contact Craig Crouch at 302-422-4014 ext. 3009 or email [crouchc@ksiinc.org](mailto:crouchc@ksiinc.org)

KSI is committed to making all reasonable accommodations, in order to ensure that our programs and services are as accessible as possible, to as many people as possible.



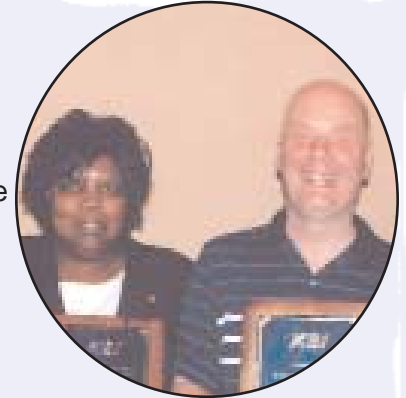
# KSI Names Employees of the Year for 2005

## Charles Nabb, Employee of the Year Katherine Johnson, Staff Employee of the Year

**Charles Nabb**, of Clayton, was named KSI's 2005 employee of the Year. Mr. Nabb, employed by KSI since 1991, also received KSI's Employee of the Quarter Award for the fourth quarter 2005. He was recognized for his enthusiasm, personal growth, dependability, and flexibility.

**Katherine Johnson**, of Ellendale, was named outstanding Staff Employee of the Year 2005 and was presented *KSI's Clifford T. Crouch Excellence In Service Award*. Ms. Johnson has been employed in KSI's transportation department since 2002. She was applauded for her positive attitude, flexibility, job knowledge, and initiative.

During KSI's 44th Annual Awards Dinner in June, Ms. Johnson and Mr. Nabb were each presented a plaque from KSI, a State of Delaware Senate Tribute, sponsored by Senator Gary Simpson, and a State of Delaware House of Representatives Tribute, sponsored by Representative George Carey. Mr. Nabb also received two \$100 savings bonds, one from KSI and one from the Dover Federal Credit Union, and a commemorative Silver Eagle Dollar Coin from the Dover Federal Credit Union.



Jackson Taylor



Chris Kerr



Doris Winans

Other employees of the quarter recognized for outstanding job performance and personal development during the awards dinner include: Jackson Taylor, Employee of the First Quarter 2005, Christopher Kerr, Employee of the Second Quarter 2005, and Doris Winans, Employee of the Third Quarter 2005. Each award winner received a KSI plaque, a Tribute from the House of Representatives, and a Tribute from the Delaware State Senate.



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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.