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Dover business leader Bill Strickland brings his expertise to help guide KSI's mission.

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### Carmen Warren, Employee of 2009



Our Outstanding Employee of the Year proves her worthiness of the award every day.

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### Organizations Provide Generous Support



Lord Baltimore Lions, Knights of Columbus and Ruritans provide much needed financial support.

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## Intervet/Schering-Plough Expands KSI Crew

Intervet/Schering-Plough Animal Health in Millsboro has utilized a nine-person KSI work crew for more than 21 years, providing services like materials transport, shelf stocking and vial cleaning. But starting June 1, Intervet added a second KSI crew that works from Sunday to Thursday for critical environment cleaning. The new five-person crew will be cleaning everything from floors, walls, hallways and dressing and gown areas to exacting specifications for pharmaceutical production. The crew's duties also include offloading, sorting and stacking of lab-critical materials.

There were considerable benefits to Intervet and KSI from this expanded partnership. KSI's ability to find crew members willing to work Sundays was a real asset to Intervet. With supervisors on site and production managers on call, there was no doubt as to the quality of services that would be provided. And with KSI's transportation service,

the crews are reliable, on time and ready to work.

Many of the new crew members live in the Millsboro area, so the local opportunity afforded a shorter commute. One individual was especially grateful for the opportunity because he previously enjoyed working on a crew at Procter & Gamble's Dover site, but left the job when his family moved to Sussex County and the commute became too difficult. Getting back into community-based employment not only boosted his morale and self worth, it also afforded him greater compensation for his work.

KSI has a real need for increased community-based employment opportunities in Eastern and Western Sussex County, and welcomed the expansion of Intervet's crew requirements. If you have need for additional workers to accomplish a wide variety of jobs, call KSI Relationship Manager Mark Reeve at (302) 422-4014 ext. 3019.

## WSFS Saves With KSI Cartridges

For WSFS Bank, one decision is expected to help it save substantial operating costs throughout its branches in Kent and Sussex County. In June, 11 WSFS locations started using KSI Cartridge Service's Hewlett Packard compatible laser toner cartridges, making them one of 812 companies taking advantage of significant savings on products they use every day.

WSFS's choice to use KSI compatible cartridges also aligns with the bank's community service model. "Not only are we keeping in line with the values of WSFS by doing the right



KSI Cartridge Service technician Bill Lofland helps welcome WSFS Retail Office Manager Tim Sparrow, Senior Vice President Syed Ahmed and Retail Deposit Associate Gretchen Tillman as customers.

thing, it allows us to continue to serve our communities," said Senior Vice President Syed Ahmed. "We believe when communities do well, so do we. And, therefore, we are all interdependent."

KSI Cartridge Service processes compatible HP cartridges in house, replacing all of the working components

with new parts for a fully-guaranteed product. WSFS's Kent and Sussex branches required four-to-five different cartridge models for various machines. And KSI was ready to accommo-

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## KSI's Mission Is...

to assist people with disabilities in the pursuit of their potential in employment and meaningful participation in their communities.

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You can also read KSI News on the Web at [www.ksiinc.org](http://www.ksiinc.org).

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



United Way of Delaware

KSI's United Way Member Agency Designation Number is 0340

KSI is an Equal Opportunity Employer

## A Message from KSI's CEO B. Craig Crouch



The past few months certainly surprised us with a hotter summer than we're used to. But it's nothing compared to the way we're turning up the heat at KSI. As you enjoy our recently-redesigned newsletter, you'll notice the exciting growth in how people are utilizing KSI's programs, from expansion of work crews at some companies to addition of more cartridge customers. The number of participants we serve is also steadily growing, as is participation in KSI's Acquired Brain Injury program. And with the addition of new staff, we look forward to creating more employment opportunities for the people we serve.

The next few months provide you with opportunities to heat up your own support for people with disabilities. In August, we kick off our United Way Pacesetter Campaign. You can find out how to get involved on page 3. Our Annual 3 Club Golf Tournament and biannual Monster Bash offer great enjoyment with fellow KSI supporters while raising much needed funds for our program (see page 5).

October is National Disability Employment Awareness Month, with the theme of "Talent Has No Boundaries," and is a perfect occasion to invite our Director of Community Relations Alicia Hollis to speak to your community group or company. Additionally, we're in the middle of an election year, offering you a special opportunity to bring issues affecting people with disabilities to the forefront by discussing them with elected officials and candidates running for office.

We appreciate everything you do to help us keep KSI's momentum going, and look forward to spending time with many of you during coming events. Keep a look out for KSI's ads on WBOC-TV and Fox 21, and listen for KSI's latest radio ads on WAFL Eagle 97.7, CAT Country 105.9 and WNCL Cool 101.3 to learn more about what KSI provides businesses and the community.

## Etiquette Tip of the Month

When greeting someone who has vision loss, always identify yourself and others who may be with you. Speak in a normal tone of voice, and indicate when you move from one place to another. Let it be known when the conversation is ended. When offering assistance with seating, place the person's hand on the back or arm of the seat. Let the person know when you leave a room, and when you enter.

# L&W's William Strickland Joins KSI Board

KSI was recently honored to welcome William Strickland, President of Dover's L&W Insurance Agency, as a new member of our Board of Directors. His expertise as leader of Delaware's largest independent insurance agency makes Mr. Strickland a natural choice to help guide KSI's growth and development.

Mr. Strickland's participation on KSI's Board is part of L&W's ongoing legacy of support and partnership with the organization and its programs. "I've been associated with KSI for many years and have always been impressed by the work done here," said Strickland. "You're always seeing lives transformed and individuals overcoming significant life challenges with KSI to become productive members of society."

Joining the 78 year old insurance agency in 1993, Mr. Strickland became its president in 2005. Under his leadership



"You're always seeing lives transformed and individuals overcoming significant life challenges with KSI to become productive members of society."

with the rest of L&W's management, the agency has steadily grown as a leading provider of business and commercial insurance benefits to some of Delaware's largest companies. The agency currently represents more than 25 national and regional insurance companies, enabling L&W to offer competitive comprehensive coverage plans. Growing his business has

meant consistent addition of products and services, including recent entrance into providing personal home and auto lines directly to individuals. Strickland brings a savvy and successful business perspective to KSI's programs and progress.

"We view KSI as a business partner. It's a relationship on which we place a high value," Strickland explained. "As a Board Member, I hope to help out where I can to assist KSI in furthering its stated mission."

Mr. Strickland was raised in Milford, and currently lives with his wife Okemah in Dover. Their twin sons both work in the Dover area, Justin currently as an agent with L&W and Shaun in the Wesley College Office of Admissions. He has deep ties to the communities in which KSI operates and will contribute much to the Board of Directors moving forward.

## Kent-Sussex Industries Expands Marketing With New Relationship Manager

KSI expanded its organizational marketing with the hire of Mark Reeve as Relationship Manager. Reeve will be responsible for cultivating business relationships to support KSI facility and community-based employment programs. His more than 20 years in business-to-business advertising and marketing, and his experience as an economic development publisher and community advocate, provides KSI with strong ties to the Delaware business community and additional expertise to help communicate KSI's resources and services for businesses.

Our relationships with businesses are crucial to providing the opportunities KSI seeks to provide. To find out how KSI's services can help your business operate more effectively and affordably, or learn how to be more involved, call Mark Reeve at (302) 422-4014 ext. 3019.

## KSI Helps Set the Pace for United Way

KSI is organizing a special Pacesetter Campaign to help United Way Delaware kick off its 2010 fundraising season. Pacesetter Campaigns help raise awareness, excitement and fund levels prior to United Way's official kick-off this fall. As a Pacesetter participant, KSI can lock in increased campaign donations during the summer months, mobilize more of our staff to become involved and help inspire other organizations to follow our lead when running their own campaigns.

As a KSI supporter, it's easy to participate as a Pacesetter with us. If you're planning a gift to United Way, please use KSI's designation number

0340 to ensure that your donation is part of the enthusiasm and momentum leading up to the fall campaign. Official United Way of Delaware Campaign kick-offs are scheduled for September 14 in New Castle County, September 20 in Sussex County and September 30 in Kent County.

KSI's Pacesetter Campaign kicks off in August. Then our campaign continues through the fall, highlighted by our annual flea market and silent auction event on November 24, 2010. If you have any questions or wish to participate in KSI's United Way fundraising campaign, call Suzanne Higdon at (302) 422-4014 ext. 3014 for more information.

## KSI Recognizes "Make A Difference Society" Members



KSI Make A Difference Society members, Rehoboth Beach Lions Club's Guyla Brinckmeyer, KSI Board Chair Richard Carmean, KSI CEO B. Craig Crouch, KSI Board Member Robert Thomas, RB Lions' Jack Brinckmeyer, and KSI staff member Peggy Biddle were among the Society members who enjoyed a social evening at Causey Mansion.

KSI hosted a recognition event in May to honor its Make A Difference Society members at Causey Mansion in Milford. During the event, Society members had the opportunity to meet and welcome new members who had contributed at least \$100 to the KSI Endowment Fund or made a planned giving commitment in their wills. New members were also recognized during the event.

KSI CEO B. Craig Crouch voiced his great appreciation for the growing group's contribution. "The Make A Difference Society has grown over the years and we strive to continue growing. There are many other special, dedicated KSI supporters who also wish to see KSI's mission fulfilled for years to come. Those are the people we'd like to see join the Make A Difference Society."

You can become one of the more than 60 other special Society members who have made a significant commitment to KSI's future stability. Join the Make A Difference Society by contributing directly to the KSI Endowment Fund or by making a planned gift that KSI will receive at a later date. If you are interested in learning more about the KSI Make A Difference Society, please contact B. Craig Crouch at (302) 422-4014, ext. 3009.

## Dot Melvin Honored as KSI Staff Employee of the Year



State Senator Gary Simpson, KSI Staff of the Year Dot Melvin, State Representative Robert Walls and KSI CEO B. Craig Crouch.

KSI was honored to name Lincoln resident and KSI transportation driver Dot Melvin as Outstanding Staff Employee of the Year 2009 during our 48th Annual Awards Dinner at the Sheraton Dover Hotel. Mrs. Melvin received the Clifford T. Crouch

been flexible and dependable, making herself available for special field trips or transportation needs. According to her acceptance speech during the awards dinner, working for KSI allows her to contribute something significant to the community.

Excellence in Service Award from KSI CEO B. Craig Crouch for her unwavering commitment to making KSI participants' lives better.

Dot has been a KSI driver for more than 11 years, and loves making her passengers feel happy and safe during their trips to and from KSI work and activities. She's always

## Aktion Club Inducts New Members

KSI's community service-oriented Aktion Club inducted an incredible ten new members during a recent pinning ceremony at KSI's facility. Chartered in February of 2008 and generously supported by Dover Kiwanis Club, Aktion Club enables members to build leadership skills and give back to their communities. This growing group of KSI participants makes a significant difference for area organizations while building successes in their own lives.

Aktion Club's primary charitable beneficiary is Kent County SPCA, to which it has donated \$300 to date through funds raised from activities like penny drives and recycling collections. And the club plans to make other donation soon. Additionally, Aktion Club members have volunteered as readers at the First State Senior Center, made and distributed holiday cards for Delaware Veteran's Home residents, and partnered with the Milford Lions Club to assemble Christmas Food Baskets.

For more information about how to support KSI's Aktion Club, call Lynn Hammond at (302) 422-4014 ext. 3012.



New Club members include: Josh Chaffinch (not pictured), Robin Drew, Diane Edwards, June Fluharty, Eddie Monsen, Joe Pryor, Jenna Santobianco, Amanda Smart, Alexis Spady (not pictured), and Kerry Vesco. They join other members: Tammy Bellemare, Ted Demusz, Thomas Farrington, Esther Fisher, Leroy Hicks (not pictured), Stacy Lukens, Julia Secrest (not pictured), Bobby Thomas and Penny West.

"I'm used to giving, not receiving," said Dot. "That's why I love my job so much. The people KSI serves are very caring and appreciative. And I love what I do."

Mrs. Melvin was 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 co-sponsored by Representatives Robert Walls and George Carey. We appreciate her valuable contribution and service to our organization and the difference she makes in people's lives.

## KSI Golf Tournament a Straight Shot to Good Times

KSI's 21st Annual 3 Club Golf Tournament will be held September 15, 2010 at the Shawnee Country Club. It's a fine opportunity to enjoy an afternoon of golf on one of Delaware's finest courses, socialize with the area's best business people and community members, and support KSI's vital programs. Last year, the Golf Tournament was supported by more than 200 people, and raised in excess of \$21,000.

A special thanks to our current sponsors, who include Discover Bank, L&W



Insurance Agency, Arthur Hall Insurance, Delaware Today and Lunch Sponsor Citizen's Bank. Tee & Green Sponsorships are still available for \$150 each, and are a great way to utilize this well-attended event for your company's marketing. This year the event includes lunch, dinner, entry into major prize drawings and door prizes for each golfer. You must register in advance, and there will be no entries the day of the tournament.

Come join us on September 15. Cost is \$125 per person to play. To learn more, call Alicia Hollis at (302) 422-4014 ext. 3015.

## Carmen Warren Named as KSI Employee of the Year

KSI was proud to honor Carmen Warren as Outstanding Employee of the Year 2009 during our 48th Annual Awards Dinner at the Sheraton Dover Hotel. A hard worker with an immensely positive attitude, Carmen is willing to take on any job with dedication and a smile. She not only gives KSI's staff great delight, she also has a motherly care for many of the employees served by the organization and is always there to bring out a laugh and see how others are feeling.

In presenting the Employee of the Year Award to Ms. Warren, KSI Vice President Jayson Crouch said, "Carmen has 25 years of work experience with KSI so far. Not only is she highly motivated, but she is also flexible, a characteristic which enables her to access opportunities when they come her way. She's always ready for a new experience."

Other employees of the quarter recognized for outstanding job performance and personal development during the awards



Photo Caption: Carmen Warren, of Dover, received KSI's 2009 Employee of the Year Award. She is congratulated by Senator Gary Simpson (far left), Representative Robert Walls, and KSI CEO B. Craig Crouch.

dinner include: Paula Green, Employee of the First Quarter 2009, Melvin Lee Freeman, Employee of the Second Quarter 2009, and Carolyn Camper, Employee of the Third Quarter 2009. Each award winner received a plaque from KSI, a Tribute from the Delaware State Senate sponsored by Senator Gary Simpson, and a Tribute from the House of Representatives co-sponsored by Representatives Robert Walls and George Carey. The Employee of the Year, Ms. Warren, also received a \$100 savings bond from KSI and a Silver Eagle Coin from the Dover Federal Credit Union.

## KSI's Monster Bash Scares Up Fun and Funds

Have a devilishly good time and support great programs when KSI hosts its second bi-annual Monster Bash on Saturday, October 30, 7 p.m. to midnight at the Sheraton Dover Hotel. The event features live music, food, live and silent auctions, prizes for best costumes, and more.

"Costumes are encouraged, and fun is required," said Monster Bash event chair and KSI Board Member Bill Hare. "We had about 200 people for the first one in 2008. It's good for fun and creating good will in the community."



It's also good support for KSI's participant programs. The 2008 Bash raised nearly \$23,000 through ticket sales, auction sales and sponsorships. That makes a huge impact on KSI's ability to give participants more training and opportunities. This year, the Monster Bash still needs sponsors and auction items, both of which receive recognition. The event committee is even looking for someone to donate a clean, good working car for auction.

Most of all, the Monster Bash is a chance to enjoy yourself with other KSI supporters. So come out for good fun and a good cause. To learn more about ticket sales, sponsorships or auction donations, call Bill Hare at (302) 222-1010, B. Craig Crouch at (302) 422-4014 ext. 3009, or Patricia Rodriguez at (302) 697-6811.

WSFS continued from page 1.

date, offering more than 4,000 different models for copiers, laser printers, plain paper faxes and more.

All of KSI's cartridge products are guaranteed for workmanship for up to one year. Delivery is free throughout the State of Delaware. And in addition to supporting KSI's programs, WSFS's decision to use KSI Cartridge Service also helps create meaningful employment for a number of our program participants.

## Recent Contributors March 1, 2010 – June 15, 2010

Thank You very much for your generous contributions.

Mr. & Mrs. Stephen Allis Arthur Hall Insurance BNY Mellon Wealth Management	John A. Forest, Jr. Bradford Gardner James Haile Intervet/Schering-Plough Animal Health	McDonald's Mr. & Mrs. Donald McDonough Messick, Ruff & Company Jeffery Noll Howard Parker
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## Knights of Columbus Present \$2,300 to KSI

KSI Director of Community Relations Alicia Hollis recently received a \$2,300 donation to KSI from Brother Vincent Council of the Knights of Columbus in Delaware. The generous donation is part of the Knights' continuing support of programs throughout the community. The Council supports a number of worthy organizations, including the Special Olympics in Delaware. Being regularly invited to attend the KSI Annual Awards Dinner, members were inspired by the stories of lives changed with KSI programs.

## Sussex Central Ruritan's Donate to KSI

The Sussex Central Ruritan Club presented a special donation to KSI during our Annual Open House April 6, 2010. Past president of the Club Norman Betts said the Ruritans are pleased to help KSI because the organization provides quality services to so many individuals with disabilities. The Sussex Central Ruritan Club has been a KSI supporter for more than a decade.



Members of the Sussex Central Ruritan Club, Norman Betts (left) and Ralph Dorey (right) presented a donation to KSI CEO, Craig Crouch (center) during KSI's Annual Open House.



The Brother Vincent Council of the Knights of Columbus presents \$2,300 to KSI's Alicia Hollis to support KSI's programs.

"Our number one priority is charity and reaching out to organizations both locally and nationally. We like to see an organization that takes the ball and runs with it," said Brother Vincent Council representative Richard DeZao. "KSI has always been at the top of our list. We're 100 percent behind anything we can do to support it."

We're grateful for Brother Vincent Council's wonderful contribution and its impact on KSI's programs.

## Lord Baltimore Lions Club Makes Surprise \$1,000 Donation at Awards Dinner

Representing the Lord Baltimore Lions Club, John and Janet Bauer surprised KSI CEO B. Craig Crouch with a \$1,000 donation during KSI's Annual Awards Dinner. We thank the Lions for their great generosity and support of KSI's programs and the individuals with disabilities we serve. Pictured here are Janet (left) and John Bauer presenting a \$1,000 check to B. Craig Crouch and KSI Board Member David Hitchens (right) during KSI's Annual Awards Dinner.



## KSI Recognizes Employees With 20 Plus Years of Service

KSI recently recognized those Employees with 20 years or more of service. These dedicated employees have contributed so much to our organization for so long. And we know they've gained as much from being part of the KSI family as we have from them.



KSI Employees working in the Milford based facility with 20 plus years of service include: (alphabetically listed) Bonnie Banks, Matthew Biscoe, Fentress Blake, Hilda Bradford, Denise Brown, Michelle Burns, Ann Burton, Carolyn Camper, Terry Christian, Billy Clark, Carolyn Dittmar, Michael Dorey, Eric Fad, June Fluharty, Meg Gagne, Angela Greczkin, Anita Greenlee, Audrey Griffin, Tommy Haight, Janet Hawkins, John Henning, Sheila Hickey, Leroy Hicks, Helen Johns, Keenan Johns, Kelly Jones, Anthony Katcher, Michael Katcher, Gary Kopple, Lisa Littleton, William Lofland, Jerome Matthews, Steven Miller, Cindy Millman, Preston Mosley, Helen Pavlik, John Satterfield, Jean Schieferstein, Robert Seward, Sheila Slade, Mary Spencer, Jay Sterndale, Eugene Sullivan, Cathy Swierczewski, Robert Thomas, James Thompson, George Todd, Leonard Townsend, Kerry Vesco, George Ward, Carmen Warren, Donna Waugh, and Mary Jo Yates.



KSI employs a work crew at Intervet/Schering-Plough Animal Health in Millsboro. Program Employees with over 20 years of service on this crew include (front left to right): Sally Skweres, and Nancy White. (Back row left to right): Craig Chandler, David King, Dale Harr, and Herman Paynter.



KSI's work crew at Kraft Foods in Dover has four employees with over 20 years of service. They are (left to right) Gwen Williamson, Lorie Cannon, Tina Hollis, and William Woolford.



KSI's 7-3 shift work crew at Procter & Gamble has several employees with over 20 years of service. Pictured left to right are: Benny Waters, Gary Allen, Gwen Van Alstine, Steve Shenk, and Dale Adams.



KSI's 3-11 shift work crew at Procter & Gamble has three employees with over 20 years of service. They are Anthony Nixon, Reggie Fisher, and Vernon Merrell.



## KSI Recognizes Employees With Outstanding and Perfect Attendance In 2009

KSI recently recognized employees who had 98% attendance in 2009, and those with perfect attendance. We applaud those loyal and enthusiastic employees who add so much to KSI every day.



Outstanding attendance awards were presented by KSI to individuals working in KSI's Facility-Based Employment Program with at least 98% attendance in 2009. Listed alphabetically are: Donna Berghorn, Fentress Blake, Betina Bonville, Richard Bryan, Ann Burton, Alison Comly, Audrey Griffin (not pictured), John Henning, Janet James, Eric Johnson, Inez Johnson (not pictured), Gary Kopple, Jerome Matthews, Preston Mosley, and Norman Oney. Tommy Haight accepted an award on behalf of Michael McDonald, his roommate who passed away earlier this year.



Kyheen Weaver (left) and Reggie Fisher (right) received an outstanding attendance award from KSI for having worked at least 98% of the available working days in 2009. Andrew Chevannes, Darlene Murray, and Jeffery Winder were also recognized but are not pictured. Vernon Merrell (center) was recognized for having Perfect Attendance in 2009.



Tommy Haight (right) and Richard Bryan were each recognized for having perfect attendance in 2009. Both men work in KSI's facility in Milford, completing sub-contract work for various businesses.