

## Lt. Gov. Denn, Sec. Landgraf & Sec. Bhatt Tour KSI. Group Sees Challenges Firsthand

On November 14, Delaware's Lieutenant Governor Matt Denn, Secretary of the Department of Health and Human Services Rita Landgraf, Secretary of the Department of Transportation Shailen Bhatt, and Director of the Division of Developmental Disabilities Services Jane Gallivan visited KSI to tour the facility and to learn more about the funding and operational challenges facing KSI and its transportation services. It was the second time Lt. Governor Denn visited KSI in the last year.

KSI continues to engage Delaware elected officials and agency directors to create greater awareness of our services provided to Delawareans with disabilities. We're especially emphasizing KSI's transportation costs, which topped \$2 million in Fiscal Year 2011. As time approaches for considering the next fiscal year's State budget, KSI will continue advocating for increased State funding.

KSI's private transportation services help save DART (Delaware Area Regional Transit) First State hundreds of thousands of dollars a year on specialized transportation costs, because our average trip cost is \$19 as opposed to the State's \$36 cost per trip. And 96% of the 214 participants we transport



Pictured are (back, left to right) KSI CEO B. Craig Crouch, KSI Comptroller Jim Greenwell, DOT Secretary Shailen Bhatt, DTC Development Director Ken Potts, KSI Vice President Jayson Crouch, (front, left to right) Lt. Governor Matt Denn, DDDS Director Jane Gallivan and DHHS Director Rita Landgraf.

daily are eligible to use DART services.

Considering the 102,877 total trips we provided participants in Fiscal Year 2011, that's an annual savings of \$1,748,909 KSI provided the State.

We thank Governor Jack Markell, Lt. Governor Denn, Secretary Landgraf, Secretary Bhatt and Director Gallivan for making time to see KSI personally and become part of this ongoing conversation regarding needed support.

## Discover Bank Contributes to Participants' Comfort

In 2011, Discover Bank once again stepped forward to help KSI participants and staff live a little more comfortably. One frozen morning in March of 2011, KSI employees arrived to find a very cold Milford facility, the building's boiler having failed overnight. Thanks to the resourcefulness of our facility management staff, we implemented alternate solutions to make it through the rest of the heating season. However, purchasing a new boiler became an important priority.

While we were able to find a large part of the funds for the project, there was still a sizeable shortfall toward replacing the faulty equipment. But Discover Bank stepped up to the plate with a generous donation of \$29,000, making up the remaining difference needed for the new boiler

and keeping KSI's facility well-heated and safe for the hundreds of people it serves every day.

Discover Bank has been a consistent KSI supporter, sponsoring fundraising events and calendars,

making vehicle purchases possible—including our refrigerated truck—and even buying 250 new cushioned chairs in 2010 for participants to use. We are very grateful for their contribution toward our boiler replacement costs and their ongoing commitment to KSI and its mission. The Discover Bank's CRA Director Amy Walls and Greenwood Branch Manager Sherry Berman have truly been heroes for our organization, and we appreciate their support.



Pictured with the new boiler are (left to right) KSI's Shawn Bowman, Discover Bank's Sherry Berman and Amy Walls, and KSI CEO, B. Craig Crouch.

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#### Statewide Award Winners

Governor's Committee on Employment of Persons With Disabilities recognizes the excellence of KSI employees.

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#### Support KSI While Surfing

GoodSearch.com and all its sister sites offer opportunities to support KSI while you surf the Web, look for deals and explore dining options.

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#### Annual Report

CEO, B. Craig Crouch provides highlights and milestones for Fiscal Year 2011.

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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 340

KSI is an Equal Opportunity Employer. And as such, we are committed to providing equal opportunity in employment without regard to gender, race, color, national origin, religion, disability, sexual orientation, veteran status or other protected class. If you have any questions about KSI's efforts in this area, please contact KSI EOE/AAP Officer Jayson Crouch at 302-422-4014.

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



With 2011 coming to a close, it is a good time to reflect on the past year. It's also a great chance to look forward to the opportunities that lie ahead in the New Year 2012, especially with June 2012 marking our 50th Anniversary of providing services to individuals with disabilities.

Like everyone else, KSI has had its challenges in 2011. And all things considered, we had a pretty good year, as you will see later in this issue of the KSI News. As I look forward to 2012, I am excited about the opportunities that lie ahead for KSI and the Delawareans with disabilities that we serve. This is the year we need you to get involved with KSI to help us capitalize on the opportunities and challenges that lie ahead. Help us educate the public, the legislature and our elected officials of the importance and value of the services KSI provides.

It is important that we advocate for those that we serve and those that need our services. None of us have achieved anything in our lives without the help and support of others. I look forward to working with you to make 2012 a banner year for KSI and those with disabilities that we serve and support.

I want to wish everyone a Happy, Prosperous, and Safe 2012!

## Longwood Foundation Donates \$300,000 to Support KSI Transportation

Recently, KSI gratefully accepted a \$300,000 donation from the Longwood Foundation to help support our transportation services to participants. The Longwood Foundation has been an important supporter of the organization in the past, having significantly contributed to a number of capital campaigns. KSI applied for a grant earlier in the year from the Foundation to help defray costs of replacing aging vehicles. The extremely generous grant awarded by Foundation President Thère du Pont will go toward purchasing new 15-passenger vans to upgrade KSI's fleet.

"The thing that impressed Mr. du Pont during his visit was the degree to which we were engaged with the participants we served, as well as how self-sufficient we have remained over the years," relates KSI CEO, B. Craig Crouch.

KSI's transportation services are the lifeline between our participants and the employment opportunities available to them. KSI transportation between participants' homes and work places, whether the Milford facility or community-based work sites, is the only way many of them could enjoy consistent access to these opportunities. Our vans and busses logged approximately 1,138,161 miles in Fiscal Year 2011, at a cost of more than \$2 million.

Because of increases in fuel costs, which ran us \$310,963.52 in Fiscal Year 2011, and other operational expenses, transportation services have run a deficit of nearly \$1 million during the last fiscal year. That creates a particular financial challenge for KSI, but the service's value far outweighs its difficulties. KSI transportation services allow us to provide more than 212,117 hours of community employment, in addition to more than 66,682

hours of paid facility work, resulting in \$1,810,275 in participant wages.

Dollar for dollar, privately provided transportation services like ours are far more efficient and cost-effective than public services. KSI saves the DART First State system more than \$1.7 million each year by providing those services to our participants who would otherwise depend upon DART transportation. It's because of this comparative benefit that KSI is seeking continuing and growing support for these services from governmental sources, foundations and private donors.

KSI is extremely thankful for The Longwood Foundation's contribution and we look forward to replacing several older vehicles in our fleet as a result of the funding.



# A Family's Passion for KSI Helps Make A Difference

One family's experience with KSI will help our organization remain strong and effective for years to come, thanks to a generous donation from long-time KSI friend Ethel Graham. Mrs. Graham made the donation in memory of her late husband Robert Graham, who served on KSI's Board of Directors for more than 10 years, and in honor of her daughter Beverly Ann, who benefitted from KSI's employment programs for many years. For Mrs. Graham, giving back to KSI was part of the natural relationship she, her husband and daughter had as part of our extended family, having personally seen and been part of our programs.

"Bob was passionate about the things happening at KSI. We could both see what great value KSI brings to families caring for a loved one with a disability," Mrs. Graham said. "I know this donation will be put to good use at KSI."

Mrs. Graham's gift has been deposited in KSI's Endowment Fund, and she has become a member of the very special KSI Make A Difference Society. The group consists of those who have made a finan-

cial gift to KSI to help ensure our services will be available to those needing them.

"Mrs. Graham's gift to the KSI Endowment Fund will help to ensure the services we provide will be available long into the future," relates KSI CEO, B. Craig Crouch. "Mrs. Graham, like the other members of the Make A Difference Society, understands the importance of the services KSI provides to people with disabilities, and is committed to helping KSI remain financially able to provide those services for years to come."

The Make A Difference Society members have either made a donation to the KSI Endowment Fund or have



KSI CEO, B. Craig Crouch accepts a generous donation from Make A Difference Society member Ethel Graham in memory of her husband and daughter.

made a planned gift that will come to KSI at some point in the future. We're very grateful to Ethel Graham and all of the Make A Difference members for their generosity to KSI and their consideration of our programs' future. To learn more about the KSI Make A Difference Society, contact KSI CEO, B. Craig Crouch at 302-422-4014 Ext. 3009.

## KSI Employees Receive Statewide Recognition of Excellence

October is National Disability Employment Awareness Month, and when the Governor's Committee on Employment of People with Disabilities recognizes those employers and employees who have embodied excellence. On October 13, 2011, KSI was once again honored to have some of our employees receive designation from the committee as county-level Employees of The Year—Sarah Temple in Kent County and Melvin Lee Freeman in Sussex County.

Sarah Temple of Dover works through our Supported Employment Program with the Chimes DC day shift cleaning crew at Dover Air Force Base. Sarah is responsible for maintaining various restroom and office facilities, and has become progressively independent and capable during her time with Chimes since 1995. Overcoming a hearing impairment, she's learned to communicate very effectively as well



Sarah Temple (center) with KSI Employment Specialists Cheryl Wright (left) and Dee DeBrosse.

as growing from needing one-on-one supervision to succeeding within a work crew.

Seaford resident Melvin Freeman works with the KSI crew at Procter & Gamble Dover Wipes plant, and is known for his healthy confidence in himself and his independence. Melvin's love of people makes him a favorite on the crew, especially



Melvin Freeman (center) with KSI staff Sue Grenier (left) and Tom Lyons.

when he offers his rap version of "Happy Birthday" for fellow employees. Being a dedicated and reliable top producer, Melvin was recognized as the KSI Employee of the Second Quarter 2009.

We congratulate both Sarah and Melvin, and are extremely proud of them. We appreciate the marvelous way they represent KSI every day in the workplace.

## KSI Seeks Help Finding Community-Based Assessment Sites

Starting in 2012, KSI seeks to better meet the needs of those we serve by changing the way we provide the Comprehensive Vocational Evaluation services we've offered for many years. And to accomplish this, we need your help to find established worksites within the community where KSI staff members can perform one-day assessments.

The purpose of the Vocational Evaluation is to assess an individual's vocational aptitude, skills, interests, behaviors, attitude, productivity, strengths, growth opportunities, assistive technology needs and soft skills. Where in the past these four-week assessments were often completed at the KSI facility, they will now be completed in the community at work sites aligned with the person's employment goals. And instead of a four-week effort, the new Community-Based Assessments will require only three, one-day assessments involving on-site work and observation.

We currently have several established sites, but we need many more in order to offer assessment opportunities that match each individual's employment goals. Assessment sites could include production, child care, custodial, food service, retail, lawn care, construction, receptionist, volunteering, non-profits and a variety of different jobs. There would be no expense or liability for the host site. And each participant will be accompanied by a KSI staff member while they are being assessed.

If you think you may be able to help KSI with this new service, please call Sue Grenier at 302-422-4014, Ext. 3103, or email her at [greniers@ksiinc.org](mailto:greniers@ksiinc.org).

## From Bottles to Bags, KSI Gets to Work



Stephen Douglass pre-packs bottles for Coastal Brewing Company.

KSI has been fortunate in the last several months to see an increase in facility-based contract work. Some older customers are coming back with new work, as well as new customers providing projects we've never produced before.

Coastal Brewing Company in Dover started utilizing KSI to pre-pack their empty bottles for certain seasonal brews into six-pack containers, and those containers into cases, to help streamline their production during filling. The brewery

kept KSI participants busy several weeks during the last quarter, preparing cases for a variety of products. It's a good fit for KSI employees and will be ongoing work for some time.

Former KSI customer New Process Fibre is a local manufacturer for which we hadn't done work for a few years. Recently, we priced projects to bag four and 50 items each, and the work came through. In November, KSI employees were hard at work completing orders for thousands of bags within aggressive turn-around times. Our large workforce made it possible to keep production constant and satisfy New Process Fibre's schedule.

We've seen more requests for contract pricing from a number of companies in the last few months, both for facility production and work crews, which is a good sign. Now is the time to remind your business peers that KSI is ready and able to perform any number of production tasks, including assembly, bulk mail, kit making, product rework, quality control, shrinkwrapping and many other services. If you're interested in pricing or more information about KSI business services, call Mark Reeve at 302-422-4014 Ext. 3019.

## KSI 2011 United Way Campaign Brings Out Best in Staff

KSI staff completed their 2011 campaign in November to support the work of United Way of Delaware, raising nearly \$4,000 to help the organization assist KSI and other non-profit organizations.

As part of the campaign, KSI Director of Community Relations Alicia Hollis utilized opportunities to speak with employees in other businesses, including our neighbors Perdue, to explain how United Way funds help our communities thrive.



We're thankful for the KSI staff who stepped up to support our United Way campaign this year. But people don't have to wait for an annual campaign to contribute. You can support KSI any time through The United Way of

Delaware online ([uwde.org](http://uwde.org)) by indicating our Member Agency Designation Number 340 on your form when making a United Way contribution.

For more information, contact Alicia Hollis at 302-422-4014 Ext. 3015.

## KSI Cartridges a Better Deal All the Time

If you bought your favorite HP or Brother toner cartridges in November and December from KSI Cartridge Service, you might have been pleasantly surprised. For monthly specials, we slashed our regularly low prices 17%, 20%, 30% and even up to 40% on select compatible cartridge models like the 11X, 45A, and 98A series, along with other popular types.

KSI Cartridge Service plans to run regular specials like this throughout the year to help businesses trim costs and keep KSI competitive with other suppliers. As always, all KSI Cartridge Service compatible toner cartridges are 100% guaranteed, and delivery is free throughout Delaware. We can accommodate any size business, from one person companies to statewide government contracts.

To learn how you can start saving on products you use every day, contact Barb Thibodeau at 302-422-4014 Ext. 3126, thibodeaub@ksiinc.org.



## Receptionist Betty Sharp Retires After 24 years with KSI

If you've called KSI's offices, you may have been delighted by the sweet voice of a great grandmother on the other end, that being the voice of long-time receptionist Betty Sharp. However, KSI said good-bye to Mrs. Sharp, who retired on December 30, 2011 after 24 years faithfully serving our staff and participants.



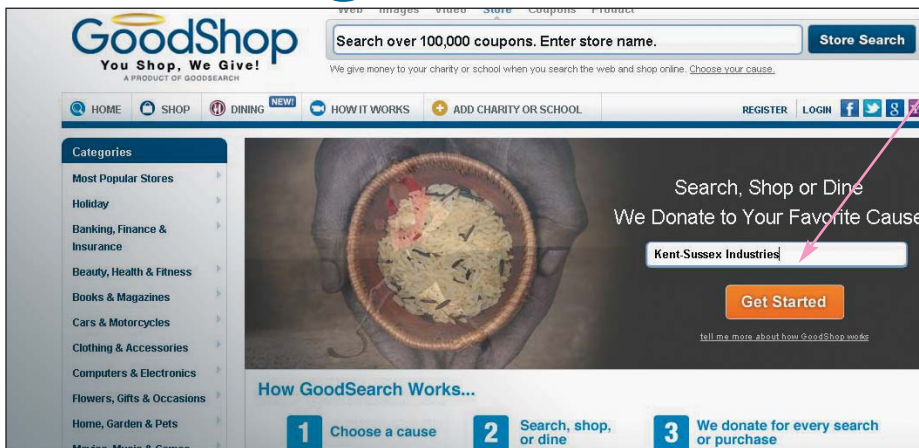
Betty Sharp and Craig Crouch reminisce during her retirement reception in December.

Mrs. Sharp started with KSI as Craig Crouch's assistant in 1988, not long after the Milford facility opened. She was responsible for typing up proposals and job process sheets, along with numerous administrative duties. Eventually, she progressed to the front of the building and has been the first face to greet visitors for many years. Betty was appreciated for her easy going attitude and her great way with people.

During her time, Betty's husband Herman also worked for KSI as a driver, having retired from a military career and his own real estate business. The couple owned a family farm together right down the street from KSI, the land now being tilled by a family friend.

In retirement, Mrs. Sharp hopes to spend more time with her son, daughter, grandchildren and great grandchildren, as well as enjoy Delaware beaches more often. She has been a wonderful part of the KSI family for so long, and she will be greatly missed. We are grateful for everything she's contributed to the organization over the years and wish her the very, very best.

## GoodSearch, GoodShop, GoodDining, Good for KSI



You can indicate your favorite beneficiary organization right on the GoodSearch and GoodShop home pages.

Want to help KSI each time you go online? GoodSearch.com and GoodShop.com donate money to KSI each time you search or shop using their Web tools. You can use Yahoo-powered GoodSearch.com to browse the internet, and KSI receives a penny each time you search. You can shop at more than 2,500 GoodShop.com merchants including

Amazon, Best Buy, Toys R Us, and others, and a percentage of each purchase will go to the cause of your choice.

Simply go to GoodSearch.com. Click on "Choose Your Cause" (located just below the web search bar). Enter Kent-Sussex Industries in the "Who do you GoodSearch for?" box. Click the Verify button and begin surfing the Web.

Once you have done this one time on your PC, you will not have to enter KSI again because it's saved in the system.

To shop, click on "GoodShop," which is located just under the Ways to Earn on the left hand side of the Web page. For ease of surfing and shopping, you can also download the GoodToolbar once you access the page for the first time.

During the last year, we have received nearly \$60 from searches and purchases credited to KSI. You can make that number grow every time you surf and shop on the Web. There are GoodDeals being distributed on a regular basis. And GoodDining lets you eat at nearby restaurants and earn up to six percent of your purchase for our organization. So shop, save and support KSI.



KSI CEO, B. Craig Crouch

# KSI Fiscal Year 2011 Annual Report

KSI is entering its 50th year serving the community, and we couldn't be more excited. Now more than ever, we're thankful for the dedicated participants, families, providers, board members, stakeholders, businesses, volunteers and staff whose tireless efforts through the last five decades have grown and sustained KSI in our mission to provide employment opportunities for persons with disabilities.

This year, we've made a concerted effort to engage Delaware's elected and appointed officials in KSI's future as well. Delaware's Governor Jack Markell, Lieutenant Governor Matt Denn, Department of Health and Social Services Secretary Rita Landgraf, Secretary of the Department of Transportation Shailen Bhatt, and others had the opportunity to personally tour KSI and understand some of the funding and support issues affecting participant services.

Nowhere was that need for support more evident than with KSI transportation services. KSI busses and vans traveled an amazing 1,138,161 miles providing participant transportation this past year. That extensive mileage represents a real funding challenge for the operation and maintenance of our transportation service. With that in mind, we are very grateful for The Longwood Foundation grant provided for the next fiscal year to help replace higher-mileage vehicles and bolster our transportation services.

As an indication of the growing momentum going into 2012, we

gained several new customers and saw many of our existing customers increase their utilization of KSI business services and KSI Cartridge Service. Total subcontracted income topped \$3.3 million, including both work crews and facility work. Additionally, our 22nd Annual 3 Club Golf Tournament raised more than \$21,000 to support KSI's programs, an increase over last year's event.

We saw strong performance from KSI Cartridge Service, selling more than 11,711 cartridges this past year to its customer base of 612 businesses and individuals. The Cartridge Service generated approximately \$782,373 in revenues. In a challenging economy, our compatible cartridge manufacturing operations managed to preserve much of its revenues over the previous fiscal year.

As we enter our next 50 years, our continued partnerships are crucial to KSI's effectiveness. Once again, we Thank the agencies, service groups, community groups, businesses and other partners that have generously supported and shown their confidence in KSI and the work we do. We also express our deepest appreciation for our program participants, staff and Board of Directors for the hard work you've done during the last year. KSI is about people helping people. And with these amazing people, we're able to provide those services so crucial to our participants' lives.

## KSI: The First 50 Years

1962

KSI starts as The Golden Opportunity Center, thanks to a grant from DRFC, Delaware Foundation Reaching Citizens With Intellectual Disabilities.



1963

The organization moves with a handful of program participants to its location on State Street in Dover. Staff and Board members solicit city businesses for work.



1976

KSI work has grown so much that operations move to a larger workshop in Woodside.



1977

One year later, we outgrow Woodside and add an 8,000 square foot facility in Bridgeville. Now The Golden Opportunity Center becomes Kent-Sussex Industries, Inc.



1982

KSI gains recognition as a quality service provider for persons with disabilities with certification from the Commission on Accreditation of Rehabilitation Facilities (CARF).



1985

We consolidate our operations in a 72,000 square foot facility in Milford, serving more than 100 participants.



1995

KSI Cartridge Service begins offering quality compatible toner cartridges and employing KSI participants with highly-skilled work opportunities.



2012

Now providing work for 343 participants and more than 100 staff, KSI is one of the largest employers in the region and proud to serve our community in so many ways.



## FY 2011 Financial Statement

Revenue		
Contributions	\$32,174	0.39%
Contributions-In-Kind	\$232,640	2.83%
Fundraising & Special Events	\$82,197	1.00%
Federated Fundraising	\$176,841	2.15%
Fees & Grants from Government Agencies	\$3,877,156	47.25%
Sales to Public	\$3,338,392	40.68%
Invested Income	\$32,086	0.39%
Rental Income	\$187,591	2.29%
Miscellaneous Revenue	\$22,535	0.27%
Net Gain on Disposal of Assets	\$800	0.01%
Net Gain on Investments	\$224,501	2.74%
Total Revenues	\$8,206,913	100%
Expenses		
Rehabilitation Services	\$1,589,798	18.99%
Business Operations	\$3,844,201	45.93%
Transportation	\$1,877,453	22.43%
Cafeteria	\$268,657	3.21%
Development	\$140,291	1.68%
Management & General	\$649,292	7.76%
Total	\$8,369,692	100%
Excess/Deficit	\$(162,779)	

## FY 2011 Participant Transportation

Contributions	\$14,374	1.32%
Contributions-In-Kind	\$232,237	21.39%
Federated Fundraising	\$176,841	16.29%
Fees & Grants from Government Agencies	\$623,161	57.38%
Program Service Fees	\$39,277	3.62%
Total Revenues	\$1,085,890	100%
Expenses		
Salaries & Benefits	\$936,682	45.14%
Equipment Maintenance	\$3,815	0.18%
Insurance	\$65,894	3.18%
Gas & Oil	\$500,155	24.10%
Housing & Occupancy	\$8,474	0.41%
Equipment & Supplies	\$32,170	1.55%
Depreciation	\$161,294	7.77%
Miscellaneous	\$168,969	8.14%
Subtotal	\$1,877,453	90.47%
Proration of Management & General	\$197,736	9.53%
Total Expenses	\$2,075,189	100%
Excess/Deficit	\$(989,299)	

## FY 11 KSI PROGRAM DATA

Total No. Participants*	343
No. Participants Served by Program**	
Vocational Evaluation & Assessment	55
Work Adjustment Training	11
Facility Based Rehabilitation & Training	187
Work Crews	81
Temp Work Crews	39
Supported Employment Follow Along	18
Competitive Placements	12
Day Habilitation Program	11
No. Participants Placed in Supported Employment	7
No. Businesses Subcontracting to KSI	36
No. Of Contracts Awarded	56
No. Community Based Work Crews	12
No. KSI Cartridge Service Customers	612
Total Subcontract Income	\$ 3,338,392
Total Participant Wages	\$ 1,622,858
Total Unfunded Production Worker Wages	\$ 187,417
Total Participant/Unfunded Production Worker Wages	\$ 1,810,275
Total Staff, Including Drivers	98
Total Miles Logged by Vans & Buses	1,138,161

\* Unduplicated Count - includes Day Habilitation and Competitive Placements

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

## FY 2011 Specific Breakdown of Subcontract Income

### Community Based Work Services

Work Crews	70.16%	\$2,342,469
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### Facility Based Rehabilitation & Training

Packaging (excl. Shrinkwrapping)	3.32%	\$110,877
Sewing	0.00%	\$0
Shrinkwrapping	0.07%	\$2,368
KSI Cartridge Service	23.43%	\$782,373
Mailing	0.22%	\$7,405
Assembling	2.47%	\$82,573
Other	0.33%	\$10,327
Subtotal	29.84%	\$995,923

Total Subcontract Income FY 2011	100.00%	\$3,338,392
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## Recent Contributors June 15, 2011– November 30, 2011

Thank You very much for your generous contributions.

Abbott's Grill	Earl E. Cole	Goshen United Methodist Church	Janet Lee
Kathy Adams	Erlinda Colon	Ethel Graham	Don H. Lewis
Vanessa Adams-Cannon	Community Bank Delaware	Rosemary Graves	Lacey Lewis
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Doris Carter	Somlak N. Fizer	Mr. & Mrs. Steve Kimpton	Walter A. Passwaters
Randall J. Cash	Forest View Nursery, Inc.	Knights of Columbus, Brother Vincent Council	Gregory A. Patrick
Chambers Motors	Hans C. Foster	Mr. & Mrs. Arnold M. Koehler, Jr.	Mary L. Patrick
Cheer, Inc.	Evelyn Fountain	Philip D. Krauss	Margaret Paul
Chesapeake Utilities	Thad H. Fredrickson	Allan T. Kujala	Paul's Paving and Excavating
Citizens Bank	Mr. & Mrs. Gerry Frey-Foss	L & W Insurance	Linda A. Pearson
City of Milford	G & R Campground	Lank, Johnson & Tull	Pep-Up
Classic Realty	John M. Garnick	Mr. & Mrs. Alan Lauckner	
	Dr. & Mrs. Arthur R. Gilbert		

## Save The Date In 2012



The KSI 2012 Wall Calendar is available, and we'd love you to make use of it and enjoy learning more of the KSI story. But here's a quick and easy guide with KSI special dates to help you organize your own calendar for 2012.

Laura T. Phillips	Matthew A. Starke
Mr. & Mrs. Jerry Phillips	Static Control Components
Maureen Pinnix	Sherron C. Stevens
Alta L. Pontius	Subway
Mr. & Mrs. George Portocales	Karla Swarhout
Dr. & Mrs.	Michelle Taylor
Thomas M. Postlethwait	Mr. & Mrs. Pete Tester
Procter & Gamble Dover	Mr. & Mrs. Robert R. Thomas
Wipes Co.	Stephen C. Thompson
Mr. & Mrs. Keith Pusey	Tidewater Utilities
Bruce J. Rechsteiner	Triglia Transportation
Lori Reed	Trinity Foundation
Regional Builders, Inc.	Kenneth J. Turner
James C. Reynolds	Wadkins Garage
Mr. & Mrs. William J. Riddle	Wagamon
Doris D. Ridenour	Technologies Group
Susan H. Rigby	Mr. & Mrs. Roy Wallace
Van T. Robinson	Walls Irrigation
Roger Minner Wrecker	Scott R. Ward
Service	Alton J. Webb
John J. Roney	Webb's Complete Lawn Care
Sharon B. Roney	Craig A. Weidner
Mr. & Mrs. Jerry Rutherford	Dawn Welch
Mr. & Mrs. Richard Sames	Teresa L. Welch
Dorothy Jones Sapp	Weller's Utility Trailers
Edward O. Saulsbury	West Point Products
Cindy L. Savage	Jerry R. Wheeler
Schering Plough Corporation	Stacy White
Schmittinger & Rodriguez	Joseph E. Wiley
Dr. & Mrs. Stephen E. Schwartz	Mark D. Wiley
Seaford Endoscopy Center	Franklin Wilkins
Sharp Energy	William V. Sipple & Son
Teresa Sharpe	Brian W. Williams
Sheraton Dover Hotel	Nolan S. Williams
Shopworks/Growmark FS	Wilson Fleet Equipment
Robin G. Sirkis	Earlue B. Woodall
Mr. & Mrs. Toby L. Sitler	Mr. & Mrs. Brian Wright
Cindy S. Small	WSFS Bank
Alletta S. Smith	Mr. & Mrs. Clayton Yocum
Lamont O. Smith	Deborah Young
Lois Jamison Smith	Mr. & Mrs. Francis X. Young
Donna L. Smith-Moore	Walt Zeller
Mrs. Stephen L. Snowden	Donna Zerhusen
Southern Delaware Street Rod	
Association	
SPI Pharma	
Mr. & Mrs. Thomas P. Spiezio	
Mr. & Mrs. Philip Staley	

### January

- 16 KSI Holiday, Martin Luther King Jr. Day
- 23 KSI Board Meeting, 8:00 a.m.

### March

- 26 KSI Board Meeting, 8:00 a.m.

### April

- 3 KSI Open House, 12:30 - 7:00 p.m.
- 4 Participant Hours 10:00 a.m. - 3:00 p.m.

### May

- 19 KSI Annual Picnic
- 21 KSI Board Meeting, 8:00 a.m.
- 28 KSI Holiday, Memorial Day

### June

- 5 KSI Annual Board Meeting, 5:30 p.m.
- 5 KSI Annual Awards Dinner, 6:30 p.m.

### July

- 4 KSI Holiday, Independence Day
- 23 KSI Board Meeting, 8:00 a.m.

### September

- 3 KSI Holiday, Labor Day
- 19 KSI 23rd Annual KSI 3 Club Golf Tournament
- 24 KSI Board Meeting, 8:00 a.m.

### November

- 21 KSI Board Meeting, 10:30 a.m.
- 21 Staff & Board Appreciation Luncheon, noon
- 21 KSI In-Service Day, Closed for Participants
- 22 KSI Holiday, Thanksgiving Day
- 23 KSI Holiday

### December

- 15 KSI Annual Christmas Party
- 24 KSI Holiday, Christmas Eve
- 25 KSI Holiday, Christmas Day



## KSI Employees Enjoy Volunteering at God's Way Thrift Store

(Left to right) Stephen Douglass, Michael Todd and Cristina Troyer help out at God's Way Thrift Store in Milford.

One of the activities our participants truly appreciate is volunteering with local community programs, like God's Way Thrift Store in Milford. There, our participants visit twice a week to help sort and organize goods donated to the store. Opportunities like these are not only meaningful experiences contributing to the community, they're also wonderful training opportunities in a real work environment.

If you have work for KSI volunteers to do, please let us know. Contact Kristin Elliott at 302-422-4014 Ext. 3112, [elliottk@ksiinc.org](mailto:elliottk@ksiinc.org).

# A Great Day of Golf Brings Big Boost for KSI



Closest to Pin and Longest Drive (men) went to Mark Johnson.



Closest to Pin and Longest Drive (women) was Brandy Nauman (right).



Straightest Drive (men) went to Rodney Wyatt (left).



Straightest Drive (women) was awarded to Alison Houck (right).

Nearly 80 players had a great time during KSI's 22nd Annual 3 Club Golf Tournament, held September 21st at Jonathan's Landing in Magnolia. Not just a nice day out on a wonderful course, this year's tournament raised more than \$21,000 to support KSI's programs and services.

The tournament was made possible through major sponsors Citizens Bank, Discover Bank, L & W Insurance Agency, Arthur Hall Insurance and Eagle 97.7/ Cool 101.3/ La Exitosa 930AM. Donations from nearly 200 other area businesses made it possible for golfers to receive goody bags, door prizes, lunch, dinner and various awards.

Additional sponsors also helped make the day a success. The sponsor of the 19th Hole Hors d'Oeuvres was Wagamon Technology Group, and the putting contest sponsor was Tidewater Utilities. The driving range sponsors were Bayhealth, KSI Participants, National HVAC Service and WSFS Bank. Mulligan sponsors were Service Energy, Trinity Foundation and Weller's Utility Trailers. Lunch sponsors included Delaware Electric Cooperative, Dover Volkswagen, Envirotrols Group, M&T Bank, Procter & Gamble Dover Wipes Plant, Regional Builders and SPI Pharma. The scoreboard sponsors were Kenton Ruritan Club and National HVAC Service.



First Place Low Gross went to the Citizens Bank Team. Pictured here left to right are Scott Sukeena, Dave Kaiser, Jayson Crouch and Craig Crouch.



The Discover Bank team Brandy Nauman, Mark Nauman, Amy Walls, and Chuck Burchfield, receive their high-scorers prize from KSI CEO, B. Craig Crouch.

There were some particularly remarkable players who were recognized at the event's completion. First place low gross was awarded to the Citizens Bank/KSI team consisting of Dave Kaiser, Scott Sukeena, Craig Crouch, and Jayson Crouch. First place low net was awarded

to the Tidewater Utilities team consisting of Dan Lemieux, Randy Hambrick, Ken Pusey, and Kevin Yingling.

KSI also presents a "fun" prize to each person on the highest scoring team. While they are always champs with KSI, the Discover Bank team, represented by Brandy Nauman, Mark Nauman, Amy Walls, and Chuck Burchfield, good-naturedly accepted their designation as highest scorers from KSI CEO, B. Craig Crouch. Each team member took home a "You Might Try Fishing" themed prize package.

Next year's KSI 3 Club Golf Tournament will be held September 19, 2012 at Jonathan's Landing. For information on sponsorship and promotional opportunities, contact Alicia Hollis at 302-422-4014 Ext. 3015, hollisa@ksiinc.org.



Long-time volunteers with the golf tournament Tig and MaryLee Krauss were honored for their hard work and commitment to supporting KSI.

# KSI Recognizes Staff/Board Years of Service



Jerome Topolski (left) and Emma Bailey celebrate 10 years with KSI.

In November, KSI took time to recognize some milestone anniversaries for staff and Board members, applauding them for their hard work and dedication to our organization.

Celebrating their first full year of service are Salvatore Acquaviva, Richard Andrews, James Greenwell, Lauren Crouch, Dorothy Lank, Jeanette Mitchell, Dedra Norwood, Mark Reeve, Walter Jevon Robins, Margaret West and Robin Worthy.

Celebrating five years of service are Carlton Adams, Angela Davis, Catherine Dilks, James Ester, Jamie Roaro, Scott Shoup, Ranada Wilson and Tywana Wilson.

Celebrating 10 years are Emma Bailey and Jerome Topolski.

Completing 20 years of service are Juanita McDonald and Brenda Rutherford. And celebrating 25 years are Lynn Hammond and Marge MacKenzie. KSI also recognized one year of service



Brenda Rutherford and Juanita McDonald (not pictured) completed 20 years with KSI.

for Board Members George Bailey, William Strickland and Scott Ward; five years of service for William Hare; and 10 years of service for Steve Kimpton.



Marge MacKenzie (left) and Lynn Hammond have given 25 years of service as KSI staff.



Steve Kimpton of Invista was honored for his 10 years of generous service as a KSI Board member.

## Dedra Norwood Named Staff of Second Quarter 2011

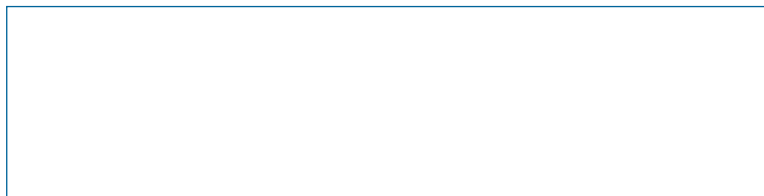


Staff of the Quarter Dedra Norwood (left) and KSI CEO, B. Craig Crouch.

KSI recently recognized Dedra Norwood as our Staff of Second Quarter 2011 for her service and commitment to the organization and the people we serve.

Beginning with KSI in June of 2010, Dedra quickly distinguished herself as being comfortable managing employee training and production on contract work. She's known for being a real team player, and is always keeping participants engaged with constructive activities. At the same time, Dedra treats participants with dignity and respect, patiently helping them to understand how to best succeed in everything they do.

We're thankful for her tender, compassionate dedication to our participants and for helping KSI provide quality services to persons with disabilities.



# Employees Celebrated for Perfect Attendance in November



KSI recognized 135 employees with perfect attendance in November. Some individuals do not appear in this photo as they were at other work locations.

Laura Davis, Ted DeMusz, Michael Dorey, Stephen Douglass, Judith Downing, Richard Downing, Robin Drew, Mike Elliott, Nancy Elliott, Thomas Farrington, Charles Fox, Michael Frampton, Teresa Fullman, Hope Garrison, Scott Gillespie, Michelle Gomes, William Gomez, Anthony Gonzalez, Chris Gordon, Audrey Griffin, Tommy Haight, Cassie Hanlon, Dale Harr, Greg Harris, Michael Harris, Judiann Hart, Janet Hawkins, John Henning, J.C. Hewish, Tina Hollis, Chris Hood, Greg Hooper, Neville Houston, Deborah Hrupsa, Robert Jarvis, Eric Johnson, Inez Johnson, Tremaine Johnson, Rhonda Kelly, Chris Kerr, Jeffrey Kreller, Emmanuel Leriche, Beth Lints, Charise Little, Lisa Littleton, Bill Lofland, James Lord, Heather Mack, Dale Mast, Jerome Matthews, Robert May, Ogden McKinnon, Vernon Merrell, Lisa Messina,

KSI recently acknowledged 135 employees who had Perfect Attendance for the Month of November 2011. Every month, KSI awards certificates to those employees who attended KSI each day the facility was open and/or were present in community work opportunities every scheduled work day.

Recipients for November alphabetically are: Dale Adams, Ben Adkins, Gary Allen, Joe Anicola, Mary Beth Auten, Casey Barker, Donna Berghorn, Robert Blackburn, Gloria Blocker, Michael Bolden, Jay Bolt, Betina Bonville, Kemp Brittingham, Andre Brown, Richard Bryan, George Bull, Darryl Bullock, Robert Bullock, Arthur Bunting, Michelle Burns, Ann Burton, Natasha Burton, Lisa Bush, Julie Calhoun, Jennifer Carter, Victoria Cash, Josh Chaffinch, Gordon Chaisson, Craig Chandler, Dean Clay, Patrick Clendaniel, Alison Comly, Jeff Conk, William Corsey,

Amanda Middleton, Bonnie Miller, Diane Momot, Preston Mosley, Krista Moyer, Ryan Mulvaney, Valarie Mumford, Shannon Murphy, Darlene Murray, Joseph Neal, Norman Oney, Chris Parker, William Parker, Herman Paynter, Marcus Reid, Kenny Robinson, Lorraine Routh, Shane Schirling, Julia Secrest, Robert Seward, Michael Skeens, Sally Skweres, Sheila Slade, Anthony Snipes, Jessie Styer, Eugene Sullivan, Kim Sullivan, David Taylor, Robert Thomas, James Thompson, George Todd, Michael Todd, Jeff Townsend, Melissa Tracey, Harry Trice, Tandra Tucker, George Ward, Donna Waugh, Kyheen Weaver, Nikia Welch, Adam Wheeler, Danita Williams, Donna Williams, Julia Williams, Kenneth Williams, and Jeff Winder.

We're proud of the dedicated participants who make KSI a priority each day, and Thank them for their hard work.