



Second Quarter 2009

Kent-Sussex Industries, Inc.

301 N. Rehoboth Blvd.

Milford, Delaware 19963

www.ksiinc.org

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KSI Cartridge Service Product Line Expansion Improves Customer Service

KSI's Cartridge Service business has taken an extra step to better serve our customers. For the customer's convenience, we are now providing a full line of imaging supply products.

In addition to providing our own high quality remanufactured toner cartridges, KSI Cartridge Service also offers compatible cartridges, OEM cartridges, Brand Name, generic, color, toner, drum units, and other imaging supplies.

KSI has expanded our offering in the toner/imaging industry in order to give our customers the convenience of "one stop shopping." Customers can save time and money by ordering all their imaging supply needs from KSI on one purchase order with just one phone call.

Barb Thibodeau, KSI Cartridge Service Customer Service Manager said, "Terminology in the imaging supplies industry can be confusing, but the nice thing about working with KSI's staff is we can explain the options."

Barb is experienced in this industry and is actively reaching out to current and potential customers to make them aware of the expanded

product line. She works with customers on an individual basis to help them determine which replacement cartridge will give them the best value for their money.

Some things have not changed in Cartridge Service. On average, our remanufactured toner cartridge will save the customer up to 50% off the cost of a new cartridge. KSI cartridges are 100% guaranteed and are delivered throughout the entire state of Delaware. KSI continues to hold the state contract for remanufactured toner cartridges, a contract we've held since 1996. KSI also encourages tours of the cartridge service production area. See personally how KSI produces high quality products.

To learn more about saving money with KSI Cartridge Service, contact Barb at (302) 422-4014 ext. 3126. Once Barb has a "machine list" completed for you, she will customize a price quote for your copier, fax and printer supplies. To make arrangements for a tour, contact Alicia Hollis, KSI Director of Community Relations at ext. 3015.

2008 Employees of the Year Recognized At KSI's 47th Annual Awards Dinner



Richard Downing was named Employee of the Year 2008. He lives in Millsboro and has been a valuable employee in KSI's cafe' since 2004. His flexibility takes him from stocking supplies to customer service. He was also KSI's Employee of the Third Quarter 2008.

Governor Jack Markell presented a State of Delaware, Office of the Governor, Tribute to KSI during KSI's 47th Annual Awards Dinner at the Sheraton Dover Hotel in June.



Signed by Governor Markell and Lieutenant Governor, Matthew Denn, the Tribute congratulates KSI for 47 years of dedicated service to the residents of Delaware, who need specialized assistance. Governor Markell addressed the audience of 200 plus guests and gave personal testament to the value that KSI brings to the State of Delaware. He thanked KSI Chief Executive Officer, Craig Crouch, for his dedication and encouraged the KSI staff to continue making a difference in the lives of Delawareans with disabilities.

Robin Owens was named KSI Staff Employee of the Year 2008. She was presented the Clifford T. Crouch Excellence In Service Award during KSI's Annual Awards Dinner. She is the Operations Packing Manager at Procter & Gamble and currently supervises 4 staff and 100 employees.



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Carole Langiu, of the Dover Federal Credit Union (DFCU), is surrounded by Lucas Fisher, Employee of the Fourth Quarter, Julio Jordan, Employee of the First Quarter, Carolyn Dittmar, Employee of the Second Quarter, and Richard Downing, Employee of the Third Quarter and Employee of the Year 2008. The DFCU donates a \$50 savings bond to each Employee of the Quarter during their quarterly ceremony, and at the Annual Awards Dinner they present a \$100 savings bond to the Employee of the Year and a commemorative silver eagle coin from them.



Recent Contributors February 1 - June 15, 2009

Greg Abbott
 AmericInn Lodge & Suites
 Atlantic Concrete Company
 Bayhealth Medical Center
 Honorable M. Jane Brady
 Brent Adams Baseball
 League
 Thorris Brown
 Senator George Bunting
 Lillian Burris
 Faye Collins
 Heather Comstock
 Mrs. Edwin E. Conaway
 Anne Crimmins
 Delaware Electric
 Cooperative
 Delaware Heart & Vascular
 Delaware Petroleum Council
 Dover Federal Credit Union
 Drift Inn Bed & Breakfast
 Mr. & Mrs. Frederick Duffy
 Elks Lodge #2401 of Milford
 Mr. & Mrs. Lloyd K. Eskridge
 Mr. & Mrs. Charles Feeney
 Evelyn Fountain
 E. Krista Gallo
 Marjorie Garbutt
 Laura Gott
 James Haile Jr.

Margaret Hallett
 Mr. & Mrs. Walter Hoey Jr.
 Richard Holland
 Stanley Irzinski
 Johnny Janosik
 Richard Jones
 Mr. & Mrs. William Kerrigan
 Knights of Columbus,
 Brother Vincent Council
 Ladies of the Elks #2401 of
 Milford
 Donna Lamos
 Lioness Club of Bridgeville
 Lioness Club of Dover
 Lioness Club of Laurel
 Lioness Club of Lord
 Baltimore
 Lions Club of Clayton
 Lions Club of Dover
 Lions Club of Greenwood
 Lions Club of the Murderkill
 H. James Loescher
 Ronald Love
 Thomas MacLeish
 Magnolia United Methodist
 Women
 Mr. & Mrs. Charles Mater
 Mr. & Mrs. Custis McNeilly
 Messick, Ruff & Company

Mohawk Electrical Systems
 Bud Mowday
 NAPA Wright's Auto Parts
 Karen Nickerson
 Wanda Pfeiffer
 Scott Phillips
 Mr. & Mrs. Keith Pusey
 Regional Builders
 Roadhouse Steak Joint
 Donna Robertson
 Rock of Ages, Chapter #15
 Mr. & Mrs. Charles Rogers
 Rowland, Johnson &
 Company
 Ruritan Club of Kenton
 Ruritan Club of Sussex
 Central
 Robin Saxton
 Sharp Energy
 Mr. & Mrs. Howard Sipple
 Judith Skinner
 Static Control Components
 Mr. & Mrs. Paul Sweeney
 Shirley Thompson
 Trinity Transport
 F. Virginia Walker
 Leilani Wall
 Gilliean Walsh
 Weller's Utility Trailers

Donate to KSI each time you search or shop online.

Go to:
GoodSearch.com or
GoodShop.com

In the box, "Who do you GoodSearch or
GoodShop for," enter Kent Sussex Industries and
click the "verify" button.

Call Michelle Cain with any questions,
(302) 422-4014 ext. 3009



KSI Celebrates Its Dedicated Employees Years of Service Awards Are Presented



Kerry Vesco
34 years



Herman Paynter
33 years



Jean Schieferstein
33 years



Robert Thomas
31 years



Tina Hollis
30 years

The following individuals, alphabetically listed, were also among the long-standing employees having 25-29 years of service with KSI.

Dale Adams 27 years, Craig Chandler 28 years, Terrance Christian 25 years, Michael Dorey 25 years, Reginald Fisher 27 years, June Fluharty 25 years, Betty Godwin 25 years, Angela Greczkin 25 years, Audrey Griffin 27 years, Thomas Haight 25 years, Janet Hawkins 25 years, Leroy Hicks 28 years, Helen Johns 25 years, David King 28 years, Jerome Matthews 25 years, Cindy Millman 25 years, Anthony Nixon 25 years, Steve Shenk 27 years, Sally Skweres 25 years, George Todd 25 years, Benny Waters 25 years, Gwen Williamson 25 years, William Woolford 28 years, and Mary Jo Yates with 25 years.

On the day that service awards were presented, every individual in KSI's programs was presented a certificate recognizing them for their service to KSI, whether one day, or 34 years.

KSI appreciates each person's contribution and dedication.



KSI Cartridge Service Sets New Record

Sees 11% Increase Over Previous Year's Sales

KSI Cartridge Service set a goal to sell 11,000 cartridges last year. When the final sales report figures were out, the count was 11,241 - an 11% increase over the prior fiscal year's total. Part of the reason for this success was our increased product offerings and the current state of the economy. State agencies and local businesses are looking for ways to cut expenses and have found KSI Cartridge Service very helpful in that respect.

KSI began Cartridge Service in 1995. At that time, about 20 different kinds of cartridges were being completely remanufactured for sale. As customers' needs and wants grew, KSI Cartridge Service was able to add new cartridges to its product line. Today, we remanufacture close to 80 different types of toner cartridges, and can include other imaging supplies with a customer's order.

Flexibility is one of KSI's trademark qualities, and it carries over to Cartridge Service. We strive to exceed the needs of the customer. It is that desire and determination that keeps us up to date on current technology and trends.

Our technicians take pride in meeting the needs of the customer. There are six participant technicians on this work crew, and four staff.

As stated by one of the work crew members, "Our cartridges are guaranteed, and they save the customer money. Why wouldn't someone choose to buy from us? Once someone finds out about us, it's silly not to save money with us."

You're Invited to a Workshop ...

"Your Dependent with Special Needs: Making Their Future More Secure"

Most families are unaware that if they leave someone with a disability more than \$2,000, they will lose eligibility for most government benefits.

This workshop is intended to educate parents of children of all ages and other dependents with special needs on planning for the future.

Topics to be included are government benefit eligibility, guardianship, self-determination, letters of intent, special needs trusts, funding options, and life care planning.

This 90 minute workshop, which will include a question and answer period, will be presented by

**Stanley Minka, CLU, ChFC, MSFS
and Metdesk Specialist.**

**Thursday, September 24, 2009
7:00 p.m.**

**At KSI, 301 N. Rehoboth Blvd.,
Milford**

**Must RSVP to Michelle Cain by
September 15th:
(302) 422-4014 ext. 3009**

If you need any special accommodations,
please present these when registering

Meet A Member of KSI's Board of Directors, Tammy Allis

Tammy Allis is the newest member of KSI's Board of Directors, appointed to a three year term in June. Her relationship with KSI started, however, back in the 1980's when she contracted with a KSI custodial work crew to clean the office of the insurance company for which she was working.

"When the people on this work crew came in to clean, I saw their desire to work and what a strong work ethic they had," said Mrs. Allis. "I saw how important KSI was to them. I remember thinking what an asset KSI is to the community and to the families caring for someone who has a disability. I have friends who have a child with a disability. I am so glad KSI is here as a support. It's a great agency."

Mrs. Allis and her husband, Stephen, own their own business, Lexington Home Restorations. Currently residing in Magnolia, they have two adult children. Katey is a kindergarten teacher at Ridgely Elementary School, and their son, Greg, is a student at Virginia Tech. Mrs. Allis stays very busy and active, serving on several committees for various causes. She has helped with the

American Cancer Society, American Heart Walk, Kent County Heart Ball, Ridgely Elementary School, Adopt a Highway and Coastal Waterways Clean-up Program, as well as KSI's Monster Bash in 2008.



"I'm very excited to be part of the KSI organization," she said. "KSI has programs like no other and I am proud to be able to serve on the Board. I want to help make people throughout Delaware aware of the positive impact KSI has on the lives of people with disabilities and their families. I encourage everyone to do whatever YOU CAN to help KSI. Sometimes that help is a financial donation, a donation of your time, a tour, a job that needs to be done, or something else. Reach out to KSI, take a tour, and find out how you can make a difference."

Myth:

Curious children should not be allowed to ask people about their disabilities.

Fact:

Children have a natural, uninhibited curiosity and ask questions some adults might find embarrassing. Scolding children for asking questions may make them think there is something "bad" about having a disability.

USUALLY, people with disabilities DO NOT want their disability to be the first topic of conversation. However, many people won't mind answering a child's questions. It is courteous to first ask that person if your child can ask a personal question.

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Our web page has been updated recently.
 Check it out. www.ksiinc.org

Correspondence regarding KSI News should be directed to KSI News Editor;
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MILFORD, DE 19963
hollisa@ksiinc.org

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

BOARD OF DIRECTORS

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- Patricia Rodriguez
- 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
- Clifford Crouch
- Bill Farlow*
- Mary Frey-Foss*
- Nicholas Rodriguez, *Esq.*

*denotes past Chair



KSI s United Way Member Agency
Designation Number Is 0340

**KSI IS AN EQUAL
 OPPORTUNITY EMPLOYER**

Message from the CEO B. Craig Crouch

Wow, it is hard to believe that the summer is more than half over!

KSI just finished its 2009 Fiscal Year, and the organization had another good year. We were able to provide employment for



more people in the community, and KSI Cartridge Service had another record-breaking year, in both the number of cartridges sold, and the total sales dollars. We also saw growth in our Acquired Brain Injury (ABI) Program.

Even in these tough economic times, we were able to grow and keep moving forward for the people we serve. Thanks to everyone who helped us over the past year.

I hope you enjoy this issue of the KSI Newsletter. If you have any questions, or want more information about anything you see in this issue, please feel free to give us a call.

Tribute To A Friend

Richard E. Samworth passed away July 2, 2009. He spent his career serving people with disabilities. We would like to take a moment to recognize what a special person Mr. Samworth was to have touched the lives of so many individuals. We offer our condolences to his family and friends.

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.

Two Employees Recognized For Having Perfect Attendance In 2008



Darlene Murray, of Dover, works on a community-based work crew at Procter & Gamble where she often has the opportunity to work overtime. She worked 280/280 possible days in 2008.



Tommy Haight, of Harrington, works in KSI's facility in Milford. He was in attendance 250/250 possible days in 2008.

KSI recognizes its program participants each month for having perfect attendance. Each month we send a list of names and a picture to many of our local newspapers so they can include this information in their publications.

We would like to thank those publications who include this information when space permits. There are close to 100 individuals each month who have perfect attendance.

They, and their families, appreciate seeing their accomplishments in print.

Thank you again.



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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.