

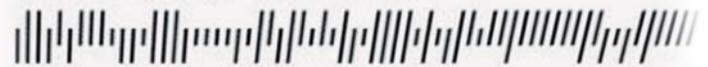
Are You Ready For Intelligent Mail? KSI is ready to help you.

Since the 1980s, U.S. Postal Service customers have become accustomed to POSTNET™ barcodes as part of their mailing addresses to access mail automation and its savings. But as of May 2011, POSTNET™ will no longer be an available option and all customers will need to transition to either Basic or Full Service Intelligent Mail® barcodes in order to get the lowest postal rates.

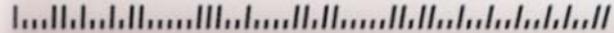
The new Intelligent Mail® codes offer important benefits over the basic barcodes of the past, which only contained routing information. Intelligent Mail® identifies the mailer and mail piece, provides tracking of individual pieces from the time the USPS takes possession of the mailing, encodes special services, as well as including special fields to provide automatic address correction updates.

By May 2011, all KSI mailing customers must apply to the U.S. Postal Service for their new Mailer ID (MID) to obtain Intelligent Mail® barcodes. Just go to www.usps.com and select the Business Customer Gateway located at the bottom right hand corner of the Web page. You

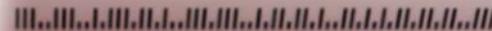
INTELLIGENT MAIL BARCODE



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will either log on as an existing user or register as a new user to gain access to the Gateway. Once you have access, select the “Mailer ID” link to get your MID.

To learn more, contact the USPS Intelligent Mail office at 1-800-522-9085, email IntelligentMailSupport@USPS.gov, or call the District Business Mail Entry Unit (MBEU) or Mailpiece Design Analyst in Bellmawr, New Jersey at 856-933-4262. If you need help getting started, give KSI's Michelle Cain a call at 302-422-4014 ext. 3009 and she can point you in the right direction.

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KSI Receives Donation from i.g. Burton & Company

KSI recently received a \$1,500 donation from i.g. Burton & Company. Partners in transportation for many years, KSI and Burton's have worked together in providing safe and dependable vehicles for KSI's fleet. This donation will further enable KSI to provide the services necessary to help people with disabilities gain meaningful employment.



KSI CEO B. Craig Crouch (far right) accepts a donation from i.g. Burton & Company representatives George Schifferer, Pete Renzi and M. J. Lofland.

KSI's Mission Is...

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

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

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You can also read KSI News on the Web at
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



It is hard to believe that spring has finally arrived! Spring is the time of year when we look forward to warmer days and summer's arrival. It is also the time of year that the State of Delaware and the Legislature get down to the tough job of developing the State Budget and deciding on funding priorities for the upcoming Fiscal Year 2012, which begins in July. The State is facing some very tough challenges this year, and some tough choices will have to be made.

I want to encourage you to reach out to your State legislators and let them know how much you value the services that KSI provides to the community. Let them know the impact KSI is having on the 360 lives that we support with our employment, transportation, and training services. Let them know how the services we provide impact you, your family, your community and your business or organization.

It is important that we advocate for those that cannot advocate for themselves. Please help us to spread the word about the GREAT things that have been accomplished for those whom we serve, and to ensure the quality of service going forward is not compromised.

You can find contact information for your legislators at www.delaware.gov. However, please feel free to contact me if I can help you in getting the word out to our elected officials.

Workplace Safety a Steadily Growing Emphasis at KSI

This year marks the twelfth year in a row that KSI has received its Safe Workplace certification under the Delaware Department of Insurance Workplace Safety Program, a 23-year-old initiative helping to save Delaware businesses more than \$97 million in Workers Compensation premiums. This certification qualifies KSI to receive a 10 percent reduction in our Workers Comp costs as well as recognizing our commitment to the safety of our participant employees, staff and visitors.

KSI consistently works to improve workplace safety within our Milford facility as well as in our Community Work Crew operations. In the coming year, we will be implementing an enhanced safety campaign that will include incentives and recognitions above and beyond our current commitment. In addition to the insurance savings, the organization knows the impact safety has on employee retention and morale.

It's because of this growing commitment to safety that the Delaware



Department of Insurance invited KSI CEO B. Craig Crouch to serve as a formal advisor to a new Workplace Safety Program Committee. With its first meeting in February of 2011, Mr. Crouch will participate in quarterly meetings to provide a business perspective and help define statewide strategies to attract other businesses to the cost-saving program.

If you're interested in more information regarding Delaware's Workplace Safety Program and how it can help your business save money, contact Workplace Safety Program Director Kathleen Humphries at 302-674-7300, or visit www.delawareinsurance.gov.

KSI Welcomes Sam's Club's George Bailey to Board

New KSI Board of Directors member George Bailey is not one to sit idle. He retired from a long Military career to start a second career nearly 20 years ago with Sam's Club in Dover, beginning in sales and progressing steadily to Membership Manager. Raising three children to adulthood with his wife, and being highly involved as a deacon in his church, the Dover resident barely has time to sit at all.

Mr. Bailey made Dover his home nearly two decades ago after being stationed in Hawaii and coming in contact with other military personnel who knew the Delaware city well.

"I had a great career in the Air Force for 26 years. I decided to come to Dover because a lot of people I was stationed with in Hawaii said this was a great place to raise a family."

About that time, Walmart was preparing to open Sam's Club as a membership discount retail option in Dover. From the first moment he held a gigantic can of tuna and understood the money-saving, customer-focused principals that Sam's Club represented, he was hooked on the concept.

"I started in outside sales for the first couple of years and became a manager for Business Development," Mr. Bailey says. "The whole company works to make customers feel special when they walk out the door. And I take it as my personal challenge to make that happen. If you treat your members right, give them what they want and watch your business, you'll be successful."

Mr. Bailey's position with Sam's Club involves more than promoting membership. It involves ensuring great member service, healthy community involvement, and implementing corporate goals to achieve greater success. With community contribution as a primary goal, Sam's Club in Dover has made monetary and sponsorship donations to a number of



"We've got to be understanding of giving ourselves to those who can't help themselves."

organizations, including The Children's Choice of Delaware, Meals on Wheels, The Muscular Dystrophy Association, Inner City Cultural League and KSI.

A particular part of Sam's Club culture gave Mr. Bailey a heightened awareness of KSI's mission, that being his company's commitment to hiring persons with disabilities. "We have a number of associates that work here who have disabilities. And they make a tremendous contribution to what we do," Mr. Bailey explains. "I feel that's one of the things that drew me to this company. I believe in giving back

to the community that has been so good to me."

When KSI CEO B. Craig Crouch contacted him about becoming a Board member, Mr. Bailey couldn't say no. Helping persons with disabilities was already an important part of his life.

"We've got to be understanding of giving ourselves to those who can't help themselves," Mr. Bailey says. "I know KSI is a good organization that definitely changes people's lives."

Part of what Mr. Bailey brings to KSI's Board is his years of business management, as well as a lifetime's experience volunteering for community organizations. With his insight and understanding, he can help KSI define its goals to better serve our participants and the businesses that employ them. In his words, "To be successful, you also have to make sure you have achievable, realistic goals."

When he does have a little free time, he still finds himself organizing and managing. But it isn't associate teams, volunteers or family he's managing. He's organizing Japanese rock gardens.

"I lived in Japan. And my hobby on a very small scale is designing Japanese rock gardens," Mr. Bailey relates. "That's very therapeutic for me."

KSI is very grateful to have such a keen mind and strong talent as part of our Board, and we look forward to the accomplishments he will help KSI as an organization achieve to better the lives of hundreds of people.



Community Bank's staff went all the way for KSI to show their support.

KSI Receives Support from Community Bank Delaware

Community Bank Delaware chose KSI as the organization to support with its Monthly Charity Support Program in January 2011. Community Bank Delaware employees collected funds as part of their "dress down Fridays" and had a donation box in the bank for customers who may have wanted to support KSI. We thank them for their generous support of and enthusiasm for our organization and the participants we serve.

Recent Contributors December 1, 2010– February 13, 2011

Thank You very much for your generous contributions.

Kathleen Anderson
Atlantic Concrete Company
Mr. & Mrs. P. Brooks Banta
Mr. & Mrs. Richard Barlow
Mr. & Mrs. John Benson Sr.
Mr. & Mrs. Stephen Betze
Mrs. Frances Biddle
BNY Mellon Wealth Management
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Mike Reider
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Ruritan Club, Bi-State #2151
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Elaine Wright
Blonnie Zakrociemski

New Site for 2011 KSI Golf Tournament

KSI's ever popular 22nd Annual 3 Club Golf Tournament is set for Wednesday, September 21, 2011. And for an extra twist, we've changed the location this year to Jonathan's Landing in Magnolia, Delaware. The 18-hole course is one of the region's premier golf destinations, with its rustic, naturalistic landscape and challenging design. The change in venue is part of our efforts to enhance a day of fun and an opportunity to socialize with some business and community heavy hitters.

Located south of Dover, the course features undulating greens and water hazards throughout for extra challenges. However, Jonathan's Landing also provides a 12,000-square-foot short game area to get you up to speed. The clubhouse is a replica of the Port Mahon Lighthouse, a well-known historic navigation marker on the Delaware River



originally built in 1903, the remains of which are situated at the mouth of the Mahon River near Little Creek.

Many sponsorship opportunities are available as part of the tournament to help promote your business and support this significant fund and friend raiser for KSI. Sponsorships include Major (\$3,000); Golf

Cart (\$1,500); Support (\$1,000); 19th Hole (\$500); Mulligan, Driving Range, Lunch and Scoreboard (\$250 each); and Tee & Green (\$150). Additionally you can make donations of goody bag items and door prizes to utilize an easy marketing tool. All sponsorships and gifts are tax deductible and include various levels of recognition in event advertising to support your business marketing.

The cost to play in the tournament is only \$125/player (\$500/foursome).

Major sponsors for the tournament already include L&W Insurance and Citizen's Bank, and we're very grateful for their continued generous support. To learn more about sponsorships and to register to play, call Alicia Hollis at 302-422-4014 ext. 3015 today.

KSI Aktion Club Raises \$250 With 1st Raffle

KSI's Aktion Club, our participant-lead community service club, did something special for KSI's community when it hosted a Valentine's Day Dance and Fundraiser February 11th. As part of the event, each KSI participant attending the dance received a Valentine's Card and had a great time dancing to music from our in-house DJ/Truck Driver/Forklift Operator Alfred Batson.

Along with a lot of fun, the dance also included Aktion Club's first fundraiser raffle held during the event, earning a hefty \$250 to support the club. Club member Tammy Bellemare drew the winning ticket that had been bought by KSI staff member Stefanie Hammond, who won a giant teddy bear as a prize. Leading up the event, club members also



KSI Aktion Club President Amanda Smart presents the club's fundraising raffle prize bear to winning KSI staff member Stefanie Hammond.

collected items for donation to the Kent County SPCA. Some of the club's other special projects include volunteering for the Salvation Army Kettle Can campaign during winter and at First State Senior Center.

The KSI Aktion Club was started in 2008 and is generously sponsored by Dover Kiwanis Club. It enables members to build leadership skills and give back to their communities. To support or learn more about KSI's Aktion Club, call Club Advisor Lynn Hammond at 302-422-4014 ext. 3012.

Come see KSI in action any time!

If you missed our Open House on April 5, you can still come and see KSI work any time you like. Just call Alicia Hollis at 302-422-4014 ext. 3015 to schedule your own tour, either personally or with a group. You'll be surprised to see what KSI can do!!

Food Bank of Delaware Partners with KSI Volunteers



KSI staff and volunteers get training from The Food Bank of Delaware staff member Frank Coverdale (right).

Every week in special partnership with The Food Bank of Delaware, KSI volunteers help prepare and pack hundreds of lunches and snacks for area after school and child daycare programs. On Mondays and Tuesdays, five KSI participants and two supervisors help Milford area Food Bank staff member Frank Coverdale pack approximately 400 lunches and snacks each day in KSI's facility, which are then distributed to children throughout the local region. Then each Wednesday and Friday, KSI volunteers go with KSI supervisor Sean Wright to The Food Bank's Milford location to help clean and prepare up to 75 coolers per day for the week's distribution.

This arrangement has created a very important opportunity for our participants to contribute to the welfare of fellow community members, something KSI recognizes as a vital need for our employees. Regular volunteer projects provide avenues to give back some of the good will and benefits that participants have received, as well as meaningful community experiences. And the partnership opens an important resource to The Food Bank of Delaware.

"The services that KSI provides to The Food Bank of Delaware are vital to our mission to alleviate hunger in the State of Delaware. The staff here at The Food Bank is always happy to see Sean and his work crew show up to assist with the cleaning of coolers for our after school feeding program," relates The Food Bank of Delaware Volunteer Coordinator Trevor Turner. "Also, the ability to utilize KSI's facility and workers every Monday & Tuesday allows us to use our operating warehouse more efficiently."

The lunches and snacks can consist of several items, including milk, juice, a healthy sandwich, a fruit cup or other snack. During the year, The Food Bank of Delaware distributes an average of 700 servings per day in winter, and up to 5,000 per day in summer. It's an extensive program crucial to the children it serves. And it depends on volunteer groups able to adhere to the behavioral, safety and production standards of The Food Bank of Delaware. KSI is a proud supporter of the program, and looks forward to a long relationship with The Food Bank of Delaware helping area children gain vital nutrition for healthy development.

State, KSI Expand Day Habilitation Programs

If you live with or care for an adult with a disability, you may be constantly searching for meaningful activities to benefit them if they are unable to work. Now there's an enhanced opportunity through the State of Delaware and KSI to provide that meaningful activity on a daily basis, while also providing needed relief of your time and energy.

KSI is partnering with Delaware's Department of Health & Social Services (DHSS), and the Division of Services for Aging & Adults with Physical Disabilities (DSAAPD) to provide a Day Habilitation Program to individuals above the age of 18 who are disabled and have limited ability to perform daily activities.

Day Habilitation services help with the development of useful life skills for



Day Habilitation Programs provide opportunities to learn life skills and gain meaningful access to the community involvement and resources.

persons who need this assistance. Training may include such topics as money management, nutrition, household management, self-help, social skills and use of community resources.

Program participants receive individual services based on their own needs, abilities and goals. And KSI creates experiences, which include volunteer work and recreational activities, to help develop personal interests, independence and meaningful participation in their community. KSI can arrange transportation, if needed, to and from participants' places of residence as well as to locations of activities and volunteer opportunities.

To learn more about eligibility for KSI Day Habilitation Program, contact DSAAPD at 1-800-223-9074. Or call Kristin Elliott at KSI, 302-422-4014 ext. 3112 to get started.

Supported Employment Creates Important Link in Participant Services

KSI's employment opportunities are structured to provide participants a pathway to reach their greatest potential. Starting with training and secure work opportunities in our Milford facility, transitioning to the greater challenge of KSI-supervised and supported Community-Based Work Crews, and ultimately to Supported Employment in the community.

Supported Employment is a growing part of KSI's employment continuum, where participants with an ability to work independently in the community can have access to significant work opportunities and still rely on KSI support. KSI helps to find placements, aids in application and interview processes, helps train and prepare individuals for the jobs they acquire, and provides follow-along services for the

duration of the individual's employment. Supported employment is a high priority for our organization because it does offer participants the ability to gain the greatest

You can help in this effort by just being mindful of your personnel needs and how they can become opportunities for persons with disabilities to grow and thrive.

independence and confidence while reducing challenges and barriers to their employment. Three years ago, we added staff resources in order to build our placement program, and we currently have 15 people independently employed.

You can help in this effort by just being mindful of your personnel needs and how

they can become opportunities for persons with disabilities to grow and thrive. If you have or know of a job opportunity, whether it's stocking, custodial, retail, food service or administrative, please contact KSI's Employment Manager Stefanie Hammond at 302-422-4014 ext. 3111 to learn how we can help you fill that need while you create an important link in someone's life.

Reminder: KSI Closings
KSI's Milford facility will be closed on Friday, April 22, 2011 for Good Friday and on Monday, May 30, 2011 for Memorial Day.
Enjoy your holidays!

News from your KSI Cartridge Service

Be Prepared and Save Money

There's nothing worse than being in the middle of a major project and have your printer run out of toner without having a replacement cartridge in stock. If you're a KSI Cartridge Service customer, it's a great idea to have a full backup cartridge on hand for each model you use. KSI offers free regular weekly deliveries as a special benefit to our customers. If you run out of toner between regular deliveries, we can arrange a special delivery or overnight the products to you. However, because those special deliveries do incur a transportation or shipping charge, we suggest you be prepared with an extra cartridge and save unforeseen delivery charges. It will be more than worth it in the long run.

Think Before You Donate

Many schools enroll in programs collecting empty toner and inkjet cartridges for money to support their students. These are great programs for recycling cartridges while helping impact educational effectiveness. If you're a KSI Cartridge Service customer, however, take care not to donate an empty for one of the cartridges you'd normally order through us. KSI requires empty cartridges of the models you ordered at the time your replacement is delivered to help you avoid new cartridge core charges. If an empty is not received from your company, you could incur from \$8 to \$15 in core fees to replace it. The few dollars your school received for that used cartridge could end up costing you quite a bit more. So, while we encourage you to support your schools and organizations with these programs, think before you donate to ensure your contribution's value.

Consult the KSI Toner Experts Before Repairs

If you're experiencing a problem with office machine image quality or operation, many times toner cartridges can be a con-

tributing factor, no matter who the manufacturer is. Whether you're a KSI Cartridge Service customer or not, feel free to call our toner experts to identify or rule out toner issues before you pay for an expensive service call. On the rare occasions where a KSI cartridge has issues, we guarantee them 100% for up to one year, with full replacement provided and remediation of any machine issues resulting from the problematic cartridge. Even if you don't use KSI compatible



cartridges, we'd be happy to help advise you as to whether you have a service-worthy mechanical issue or you just need to change your cartridge. So when you have problems with a toner-based office machine, call 302-422-4014 ext. 3022 before you call your copy repair service and see if we can save you some money.

KSI Cartridge Service looking for Select Empty HP Cartridges

KSI is looking for empty toner cartridges used in certain Hewlett-Packard models. We're looking for empty CE278A cartridges used in HP Laser Jet Pro P1606 and similar models, and CE285A cartridges that are used in HP Laser Jet P1102, as well as in many HP 1100 and HP 1200 series models. Call 302-422-4014 ext. 3126 if you're able to donate either CE278A or CE285A toner cartridges. Your help will be greatly appreciated.

KSI Transportation Crucial to Mission



KSI's transportation services are a critical component to the employment and training services we provide the individuals with disabilities we serve. Our vehicles provide more than 71,200 passenger trips each year, and travel over 1,000,000 miles in Kent, Sussex, and New Castle Counties. Our transportation system supports individuals, regardless of whether they work at our Community-Based Work sites or in our Milford facility.

We all know that if you live and work in lower Delaware, and you don't have your own transportation, it is very difficult to get to work. KSI's transportation system fills this need for the people we serve. Additionally, everyone KSI serves is eligible to ride DART First State Paratransit. KSI provides transportation services for the 360 people we serve annually, keeping that same number of riders off an already overburdened and more costly DART system.

However, with those benefits come certain challenges. Any business owner knows the expense of owning, insuring, maintaining and operating a single vehicle. Imagine multiplying that for 45 vehicles. The cost to provide transportation for the people we serve continues to increase and presents a growing challenge for our organization.

If you would like to learn more about how you can help KSI's transportation system and the people we serve, please call Alicia Hollis at 302-422-4014 x 3015.



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KSI Names Its Employees of the Quarter for 2010

KSI is proud to honor our Employees of the Quarter for 2010, giving an extra thanks to those employees who best exemplified and enhanced the organization's values and visions. Each of them distinguished themselves as giving extra with great attitudes and concern for others. And every Employee of the Quarter is eligible to be honored as Employee of the Year at KSI's Annual Awards Dinner on June 14 at the Sheraton Dover Hotel.

Reginald Fisher, of Bridgeville, was honored with the Employee of the Quarter Award for the First Quarter 2010. Mr. Fisher's dedication, determination and perseverance inspire others to give their best.

Mr. Fisher has an array of job experiences with KSI, most recently working at Procter & Gamble, and is an asset on any job.

Lisa Bush, of Dover, received the Employee of the Quarter Award for the Second Quarter. Employed by KSI since January 2001, Ms. Bush is applauded for her dedication and willingness to try new jobs. A member of the KSI work crew at Procter & Gamble The Dover Wipes Company, Ms. Bush is frequently given different responsibilities in the fast-paced production environment at P&G, and approaches each task willingly and with great desire to help get the job done.



KSI Vice President Jayson Crouch (right in all pictures) congratulates our 2010 Employees of the Quarter Reginald Fisher (top left), Lisa Bush (top right), Deborah Hrupsa (bottom left) and Charles Fox (bottom right.)

Deborah Hrupsa of Harrington was named Employee of the Quarter for the Third Quarter. A KSI employee since April 2009, Ms. Hrupsa proves her dedication by rarely missing work, for which she regularly earns perfect attendance certificates. She is respectful, works well with her co-workers and her supervisors, and is always focused on doing her best.

Charles Fox of Smyrna recently received the Employee of the Quarter Award for the Fourth Quarter 2010. Working with KSI since October 2006, Mr. Fox is recognized for outstanding job performance, always being on time for work, taking pride in his appearance and making sure he is dressed appropriately for the jobs he works. He has worked in the facility and also has experience working in the community, always being respectful and getting along with his coworkers and supervisors.

Each Employee of the Quarter was added to a permanent plaque at KSI and received two savings bonds, one provided by KSI and one donated by the Dover Federal Credit Union. Each also received a gift certificate donated by G & R Campground in Houston entitling them to spend a weekend in one of the campground's cottages, as well as a one year aquatics membership from the Greater Milford Boys & Girls Club.