

### KSI Receives Sam's Club Donation and State Recognition

As Part of National Disability Employment Awareness Month

Sam's Club in Dover made a generous \$500 donation to KSI as part of recognizing October as National Disability Employment Awareness Month. The donation was made during a special recognition breakfast held and catered by the Dover store to thank individuals and organizations helping



Pictured during the Sam's Club donation are Sam's Club Manager Cornell Randolph, KSI Board member Patricia Rodriguez, KSI CEO B. Craig Crouch, KSI Board member and Sam's Club Member Services Manager George Bailey, KSI Board member Scott Ward, Dover Mayor Carlton Carey and KSI Vice President Jayson Crouch.

of several organizations serving people with disabilities, including KSI CEO B. Craig Crouch and KSI Board member Patricia Rodriguez. Our thanks to Sam's Club Manager Cornell Randolph and Member Services Manager George Bailey, who is also a KSI Board member, for generously

people with disabilities in the community succeed. The event was also meant to recognize the uniqueness of Sam's Club employees. The breakfast encompassed comments from representatives

acknowledging KSI's mission of providing people with disabilities opportunities for employment and meaningful participation in the community.

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## KSI Comptroller Robert Kennedy Retires

### KSI Welcomes New Comptroller Jim Greenwell

After 15 years as a trusted associate and friend of our organization, KSI Comptroller Robert Kennedy retired as of December 31, 2010. Throughout his years with KSI, Mr. Kennedy has been a dedicated team member helping to preserve the financial viability and sustainability of the organization during both productive and economically challenging times. Prior to KSI, Mr. Kennedy worked with the State of Delaware and had 28 years of service with the Delaware Army National Guard. However, it's his career with KSI that has been particularly memorable.

"It has been a privilege for me to be a part of KSI for these past 15 years and to be associated with so many dedicated men and women who



Retiring KSI Comptroller Robert Kennedy (left) welcomes incoming Comptroller Jim Greenwell.

work each day to help those with disabilities live happy, more productive lives," says Mr. Kennedy.

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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).

### BOARD OF DIRECTORS

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Clifford Crouch  
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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



Wow it is hard to believe that 2010 has come and gone! With the end of a great 2010 we are excited about opportunities that 2011 presents for KSI and the people we serve.

I hope you enjoy this edition of the KSI News! It is packed full of information and highlights of what has been happening here at KSI over the past few months.

I hope everyone had an Awesome Holiday Season. On behalf of the KSI participants, staff, and Board I hope everyone has a rewarding and prosperous 2011! Take care.

## KSI Applies for Crucial Federal Transportation Funds

For many of our participants, KSI's flexible and reliable transportation is the only way to access our employment, training, nutritional and evaluation services. Understandably, securing sound vehicles on a regular basis is a high priority. For that reason, KSI applies each year for federal funds under the Federal Transportation Act Section 5310 Program, a discretionary capital assistance program funding grants to supplement transportation resources for the elderly and persons with disabilities. These funds are apportioned to private and nonprofit organizations, like KSI, to help provide transportation services to augment and compliment State and public services.

The 5310 funds are important to us because of the crucial roles KSI transportation fills not only for our participants, but for the Delaware Transit system as well. "Out of all the people we transport, 95 percent could receive DART services. 5310 vehicles are transporting 30 percent of DART's prospective traffic," explains KSI CEO B. Craig Crouch. "We're keeping 268 riders off the DART First State system."

Additionally, KSI partners with the Sussex County Mobility Consortium

by making our vans available during off-peak hours to help a number of other agencies and nonprofits who are members of the Consortium. We also aid other agencies on our own, including the Delaware Veteran's Home, The Boys and Girls Club of Greater Milford, Delaware State Police, Sussex County Emergency Services and the Milford Police Department.

5310 Program funds are combined with contributions from 5310 recipient organizations to purchase vehicles for those organizations serving the elderly and persons with disabilities. The vehicle recipient must then bear the costs to register, insure and maintain the vehicle. For that, KSI depends upon a number of funding sources, including the United Way of Delaware, Kent County Levy Court, DFRC, Sussex County Council and the State of Delaware Grant-In-Aid program. Their generous funds have helped keep the KSI transportation fleet on the road during the more than 1,195,000 miles traveled by KSI vans annually.

If you want to learn more about KSI transportation services and how you can support them, call B. Craig Crouch at 302-422-4014 ext. 3009.

# Classic Realty's Scott Ward Joins KSI Board

In June 2010, Scott Ward became one of three new members KSI proudly added to its Board of Directors. Mr. Ward is a very important element to KSI's leadership, having personally dealt with significant challenges to successfully reach great heights.

When he was 22, a serious car accident left him a quadriplegic, relying on a wheelchair for the rest of his life. After nine months of rehabilitation in A. I. duPont Hospital for Children and several months participating in functional electrical stimulation therapy in Ohio, Mr. Ward learned how to operate within his new world. Eventually, he broke down barriers and overcame his limitations to build a rewarding professional and personal life, drawing from the help, inspiration and encouragement of family and friends.

He pursued and received his Realtor's license in 1989, joining Classic Realty with his stepfather Joseph Larrimore. In addition to his real estate career, he also obtained his insurance license and, with his stepfather as partner, runs a home building business that produced more than 120 homes since 1995. He's a hard working professional and a dedicated volunteer helping other persons with disabilities.

Since 1998, he has served on the Governor's Committee on Employment of People With Disabilities as a nominating committee member for its annual awards. During the award selection process, he had the opportunity to interview several KSI employees, seeing their dedication and accomplishments firsthand. KSI participants' motivation to work and the sense of purpose they gained from it encouraged Scott to get more involved with the organization.



*"I think I have a different outlook than others. I can feel for the participants. I have the understanding of what it takes day to day to do things. And it is a daily challenge."*

Mr. Ward's unique contribution to the Board is his personal life experience dealing with many of the same issues KSI employees face. "I think I have a different outlook than others. I can feel for the participants," he explains. "I have the understanding of what it takes day to day to do things. And it is a daily challenge."

He also has a powerful understanding of KSI's impact on individuals' lives. "I think it's incredible where KSI started and what has been done, the many folks KSI has every day who are given a reason to get

up and go," Mr. Ward says. "That's why I wanted to get involved. I got my real estate license because I wanted a reason to get up every day and do something, to be needed. That's the way life is at KSI. I see the participants that want to work and this has given them a purpose each day."

The way Mr. Ward tackles daily challenges to live the rich life he desires is truly an inspiration for KSI. He is an avid hunter, being a member of the Wheelin' Sportsmen of the National Wild Turkey Federation. He and a friend have their own wheelchair-accessible duck blind near

Argos Corner, and he often participates in deer hunts. Mr. Ward also loves to fish, and you can see him driving his all terrain vehicle throughout the countryside.

KSI appreciates having such a motivated and successful addition to our Board, and we know nothing is going to get in his way. Scott has already proven how tenaciously he attacks life, and we appreciate the guidance he will provide to help KSI's participants reach their potential in employment and the community.

## Tune In for KSI's New Advertising

KSI can still be seen on WBOC-TV and Fox 21, and heard on WAFL Eagle 97.7, CAT Country 105.9 and WCNL Cool 101.3 as part of our ongoing advertising campaign to promote KSI services and products.

You may have already seen our TV advertisement highlighting KSI Cartridge Service. Later in 2010 you probably caught the second ad in the series, featuring excellent testimonials from KSI customers Julian Snell of Intervet/Schering Plough Animal Health, Scott Welch from Mohawk Electrical Systems Inc., and Mike Wajda of Dently Caulk. In January, keep an eye out for the third in the series featuring many of our dedicated employees working on a variety of Facility-Based Work. With the third advertisement complete, you'll start seeing all three rotated in the broadcast schedule to give a fuller view of what KSI's offers.

And you can still catch our radio spots promoting KSI Cartridge Service products and benefits. If you were wondering why those singing voices on the catchy song "Do The Local Toner" sounded familiar, it's because they were a few of KSI's own folks. See if you can guess who they are. Keep listening and watching as we communicate the benefits of KSI to a wider audience.

## KSI Cartridge Service Offers MICR Toner Orders

If you're in the financial industry, you're probably well-acquainted with MICR toner and its uses. Well, now you can take care of your MICR toner needs more affordably by ordering compatible MICR toner cartridges through KSI Cartridge Service.

The acronym MICR stands for Magnetic Ink Character Recognition. This technology uses magnetically chargeable toner to print the numbers and special characters on the bottom of checks or other financial transaction documents. MICR technology is used in the banking industry in many countries because it allows for fast and reliable document processing, MICR-printed numbers being easily scanned by computers.

OEM Troy Hewlett Packard MICR cartridges can cost hundreds of dollars. KSI Cartridge Service offers compatible remanufactured MICR cartridges at savings of 200% or more! We also offer new compatible MICR and OEM Troy brands as additional options.

This is one more way KSI Cartridge Service is your one-stop source for all your toner needs.

Call Barb Thibodeau at 302-422-4014 ext. 3126 to learn how we can save you money on the toner products you use every day.



## Support KSI With Your Empty Inkjet Cartridges

How would you like all of those empty inkjet cartridges you generate at home or office to count for something truly important? KSI has forged a relationship with a third party processor of used inkjet cartridges to turn them into cash supporting our participant programs. Just bring us your inkjet empties and they become an instant benefit to help KSI do more for persons with disabilities. Or we can supply you with an attractive collection box to keep in your office. Just call us to pick your cartridges up when the box is filled. Contact Barb Thibodeau at 302-422-4014 ext. 3126 to receive an inkjet cartridge collection box or arrange a drop off.

## Request Your KSI Cartridge Service E-Catalog

KSI now provides you with thousands of cartridge options that you can easily order using our E-Catalog. Just email Barb at [thibodeaub@ksiinc.org](mailto:thibodeaub@ksiinc.org) to get your PDF copy of the catalog, and find nearly everything to satisfy your toner needs.

## KSI Offers Advanced Mail List Services

Some of the most difficult aspects of managing mail list databases are the ever-present address errors and changes. Input errors, address changes due to moving and a number of other factors can mean hundreds of dollars in wasted postage for undeliverable mail. Recently, KSI added a new mail list management system from Pitney Bowes that helps identify these costly address errors so they're taken out of the mail stream and corrected.

With the Pitney Bowes SmartMailer software, KSI can presort databases using United States Postal Service (USPS) approved methods for the best postal discounts available. SmartMailer identifies undeliverable addresses and pulls them out so they can be corrected by our customers without wasting postage. And the VeriMoveNet, system will automatically update addresses through the national USPS Change of Address database.

We can also provide direct inkjet imprinting of addresses and bar codes on envelopes, including limited graphic customization to increase the marketing communications value of your envelopes. Additionally, KSI will be ready with Intelligent Mail Bar Code regulations before they're mandated by the United States Postal Service in May 2011. We ensure current compliance with changing regulations so you won't be taken by surprise.

Get the most out of your mailings. Call Mark Reeve at 302-422-4014 ext. 3019 to learn more about our advanced mail list services.

# You Made the KSI Golf Tournament a Success

More than 100 KSI friends and supporters enjoyed a beautiful day of fun and networking during KSI's 21st Annual 3 Club Tournament on September 15, 2010 at Shawnee Country Club. The event proved to be a great success, raising nearly \$20,000 that will directly support KSI programs.

During the awards dinner following the tournament, some of the top players were recognized for their skills. First place low gross was awarded to the National HVAC Service Team consisting of Joe Aurillo, Chris Lowe, Mike McPhail, and Tom Rathfon. First place low net was awarded to the KSI/



KSI CEO B. Craig Crouch (far right), congratulates the first place low gross team, sponsored by National HVAC Service. Left to right are Chris Lowe, Mike McPhail, Tom Rathfon and Joe Aurillo.

est scoring team also received a prize. The Chesapeake Utilities Team, consisting of Scott Iseman, Art Roxby, Tim Jones, and Dorrie Moore each took home a package featuring a snowman pin with 3 clubs, hot chocolate, and other cold weather warmers.

Of course, the tournament wouldn't have been a success without the generosity of our business sponsors. We thank this year's Major Sponsors, which were Citizens Bank, Discover Bank, L & W Insurance Agency, Delaware Today, and Arthur Hall Insurance. Donations from nearly 200 other area businesses made it possible for golfers to receive goody bags, door prizes, lunch, dinner and various awards.

We also appreciated the generous support of our other sponsors. The sponsor of the 19th Hole Hors d'Oeuvres was Wagamon Technology Group. The putting contest sponsor was Tidewater Utilities. The driving range sponsors were Burris Logistics, Kenton Ruritan Club, and National HVAC Service. The mulligans sponsors were Service Energy and Weller's Utility Trailers. Lunch sponsors included Delaware Electric Cooperative, Dover Volkswagen, Kirby & Holloway Provision Company, Regional Builders and Trinity Foundation. Scoreboard sponsors included Bayhealth and National HVAC Service.

Watch for details on the 22nd Annual Golf Tournament in 2011. To get involved and learn of sponsorship opportunities, call Alicia Hollis at (302) 422-4014 ext. 3015.



First place low net went to the KSI/ Citizens Bank Team with Craig Crouch, Scott Sukeena, Dave Reider, and Brian Richards. Pictured left to right are Scott Sukeena, Dave Reider and B. Craig Crouch.

Citizens Bank Team consisting of Craig Crouch, Scott Sukeena, Dave Reider, and Brian Richards. Each person on the high-



Golfers hit the course at the shot gun startup.

## KSI's 2010 United Way of Delaware Campaign Finishes Strong

KSI's staff and friends were proud to support United Way of Delaware with a very successful annual giving campaign, which ended in November. Raising a total of more than \$5,200, fundraising started in August with a Pacesetter Campaign to help drive more involvement. \$4,100 resulted from voluntary staff payroll deductions, and \$1,150 from raffles, live and silent auctions, and a "White Elephant" sale held during the campaign.

KSI's annual United Way campaign provides more than funds for the agency. It also provides KSI with opportunities to show people in other companies how United Way of Delaware helps our programs. KSI Director of Community Relations Alicia Hollis was exhibiting and speaking in the community with

employees of M&T Bank, Chesapeake Utilities, Perdue, Tidewater Utilities and Energizer Personal Care to promote KSI's programs and explain how significantly United Way of Delaware funds benefit the people we serve.

KSI appreciates all of the dedicated staff who donated a portion of their salaries, helped organize campaign events, provided auction and "White Elephant" items for our annual wrap-up, and provided organization and administration to make it all possible. Our hard-working United Way coordinator Suzanne Higdon, KSI's Training and Personnel Administrator, reminds people to hang on to those household items for next year's fund raising sales, and thanks everyone for a great job.



KSI CEO B. Craig Crouch

## KSI Fiscal Year 2010 Annual Report

Despite the challenges facing the national economy, KSI had one of its strongest years ever, growing programs to better serve our participants. The organization also continued growing its relationships with the Delaware Division of Developmental Disabilities Services (DDDS) and Division of Vocational Rehabilitation (DVR) to train, employ and place persons with disabilities who have a desire to work.



In the spring, KSI was certified as a safe workplace for the eleventh year in a row by the Delaware Insurance Department's Workplace Safety Program. The certification qualifies KSI for a nine-to-eleven percent reduction in Workers Compensation annual premiums. That's an important savings, because we served 315 individuals last year, a five percent increase over fiscal year 2009. And KSI vehicles drove more than 1,195,914 miles, an excess of 100,000 miles over the previous fiscal year.



Our programs are growing, and we're keeping up with the help of generous donations and fantastic response to our regular fundraisers. This year our annual golf tournament raised nearly \$20,000, and our biannual Monster Bash raised more than \$12,000. On the employment side, our total subcontracted income was \$3,616,170, a five percent increase in income over fiscal year 2009. KSI also increased its participant wages nearly \$20,000, with a fiscal year 2010 total of \$1,992,190. We were able to add shifts at both Procter & Gamble and Intervet/Schering Plough Animal Health, creating more Community-Based Work opportunities.

KSI Cartridge Service once again generated an increase in business, recording total sales

of 11,694 cartridges this year, nearly a four percent increase over last years' record sales.

We continue to hold the

Delaware State contract for compatible cartridges, as well as adding new customers throughout Kent and Sussex Counties.

I Thank the agencies, service groups, community groups, businesses and other partners who have generously supported and shown their confidence in KSI and the work we do. I also want to Thank our program participants, staff and Board of Directors for the fantastic work you've done. All of you are the reason why KSI is moving forward year after year to provide high-quality services to Delawareans with disabilities.



## FY 2010 Financial Statement

REVENUE		
Contributions	\$24,054	0.29%
Contributions-In-Kind	\$71,000	0.86%
Fund Raising Events & Special Activities	\$66,291	0.81%
Federated Fund Raising	\$182,899	2.22%
Fees & Grants from Government Agencies	\$3,878,283	47.13%
Sales to Public	\$3,616,170	43.95%
Investment Income	\$36,432	0.44%
Rental Income	\$185,400	2.25%
Miscellaneous Revenue	\$54,805	0.67%
Net Gain on Disposal of Assets	\$(1,638)	-0.02%
Net Losses on Investments	\$115,040	1.40%
Total Revenue	\$8,228,736	100.00%
EXPENSES		
Rehabilitation service	\$1,487,830	18.17%
Business operations	\$4,032,547	49.26%
Transportation	\$1,719,356	21.00%
Cafeteria	\$257,765	3.15%
Development	\$116,095	1.42%
Management & General	\$572,592	6.99%
Total Expenses	\$8,186,185	100.00%
Excess/Deficit	\$42,551	

## FY 2010 Participant Transportation

REVENUE		
Contributions	\$14,505	1.54%
Contributions-In-Kind	\$62,500	6.64%
Federated Fund Raising	\$182,899	19.43%
Fees & Grants from Government Agencies	\$642,810	68.28%
Program Service Fees	\$37,810	4.02%
Miscellaneous Revenue	\$958	0.10%
Total Revenue	\$941,481	100.00%
EXPENSES		
Salaries & Benefits	\$863,862	45.69%
Equipment Maintenance	\$2,258	0.12%
Insurance	\$67,467	3.57%
Gas & Oil	\$424,793	22.47%
Housing & Occupancy	\$5,018	0.27%
Equipment & Supplies	\$5,082	0.27%
Depreciation	\$176,799	9.35%
Miscellaneous	\$170,778	9.03%
Subtotal	\$1,716,057	90.76%
Proration of M&G	\$174,704	9.24%
Total	\$1,890,761	100.00%
Excess/Deficit	\$(949,280)	

## FY 2010 KSI Program Data

Total No. Participants *	315
No. Participants Served by Program **	
Vocational Evaluation & Assessment	53
Work Adjustment Training	12
Facility Based Rehabilitation & Training	169
Work Crews	84
Temp Work Crews	51
Supported Employment Follow Along	14
Competitive Placements	25
ABI Program	12
No. Participants Placed in Supported Employment	8
No. Businesses Subcontracting to KSI	28
No. Of Contracts Awarded	19
No. Community Based Work Crews	11
No. KSI Cartridge Service Customers	651
Total Subcontract Income	\$ 3,616,170
Total Participant Wages	\$ 1,747,480
Total Unfunded Production Worker Wages	\$ 244,710
Total Participant/Unfunded Production Worker Wages	\$ 1,992,190
Total Staff, Including Drivers	106
Total Miles Logged by Vans & Buses	1,195,914

\* Unduplicated Count - includes ABI and Competitive Placements

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

## FY 2010 Specific Breakdown of Subcontract Income

Community-Based Work Services		
Work Crews	72.18%	\$ 2,610,071
Facility-Based Rehabilitation & Training		
Packaging	1.12%	\$ 40,557
Sewing	0.00%	\$ 0
Shrinkwrapping	1.17%	\$ 42,207
KSI Cartridge Service	22.21%	\$ 803,216
Mailing	0.44%	\$ 15,746
Assembling	2.10%	\$ 75,962
Other	0.79%	\$ 28,412
Subtotal	27.82%	\$ 1,006,099
Total Subcontract Income FY 2010	100.00%	\$ 3,616,170

## Recent Contributors June 16, 2010– November 30, 2010

Thank You very much for your generous contributions.

Cynthia Acquaviva	Earl Cole Jr.	Chip Flowers	Nicole Kopp
Eloise Aden	Erlinda Colon	Forest View Nursery	Kraft Foods
Mr. & Mrs. Stephen Allis	Community Bank Delaware	Mr. & Mrs. Gerald Foss	Philip Krauss
American United Life	Heather Comstock	Hans Foster	Allan Kujala
Insurance Co.	Senator Nancy Cook	Fred Frear	Kathleen Kunkle
Gale Anthony	William R. Cooper	Thad Fredrickson	L & W Insurance Agency
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Kim Cammisa	Mr. & Mrs. Frederick Duffy	Donna Johnson	NAPA, Wright's Auto Parts
Mr. & Mrs. V. George Carey	Edward Dulin	Katherine Johnson	National HVAC Service
Lillian Carmine	Bradley S. Eaby	Mr. & Mrs. Richard Johnson	New Freedom Group
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City of Milford	First Presbyterian Church	Mrs. Daniel Koble Jr.	Perdue Farms
Mr. & Mrs. Tyson Cohee	Women's Association	Mr. & Mrs. Arnold Koehler	Michael Petit de Mange



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Leslie H. Pitts II	Subway
Mrs. Alta L. Pontius	Mr. & Mrs. Paul Sweeney
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Ronnetta Purnell	Dr. & Mrs. Joel R. Temple
Randy C. Mitchell Painting	Mr. & Mrs. Pete Tester
Mr. & Mrs. Denis Reckner	George Thomas
Tykeyca Reed	Mr. & Mrs. Robert Thomas
James Reynolds III	Tidewater Utilities
Terrence Reynolds	Towers Signs
Richard Addington Company	Triglia Transportation Co.
Angela Richardson	Trinity Foundation
Mr. & Mrs. Jack Riddle	Kenneth Turner Jr.
Dr. Kristina F. Ritchey	Under/Comm Inc.
Patricia Robinson	United Way of Delaware
Mr. & Mrs. John Roney	Robert Van Alstine
Rotary Club of the Mispillion	Pamela Vesterman
Round Table Club of Wyoming-Camden	Mr. & Mrs. Robert Voshell
Howard Row	Wadkins Garage
Rowland, Johnson & Co.	Wagamon Technology Group
Ruritan Club of Kenton	Walker & Laberge Glass Co.
Brenda Rutherford	Leilani M. Wall
Mrs. William Rutherford	Scott Ward
Sam's Club	Melville Warren
Ms. Dorothy Jones Sapp	Mr. & Mrs. Van Warrington
Edward O. Saulsbury	Alton Webb
Cindy Savage	Stacy White
Robin Saxton	Mr. & Mrs. Franklin Wilkins
Schering Plough Corporation	William V. Sipple & Son
Schmittinger & Rodriguez	Brian Williams
Dr. & Mrs. Stephen Schwartz	Lincoln Willis
Betty Sharp	Wilmington Trust
Sharp Energy	Wilson Fleet Equipment
Teresa Sharpe	Doris Winans
Gregory Sheppard	Earlue B. Woodall
Sheraton Dover Hotel	Cheryl Wright
Nancy Sieck-Quillen	Randy Wroten
Dr. Elizabeth Siemanowski	WSFS Bank
Mr. & Mrs. Jack Simon	Mary Wuller
Robin Sirkis	Maureen Yocum
Toby Sitler	Deborah Young
Alletta Smith	
Lamont Smith	
Lois Jamison Smith	
Donna Smith-Moore	
Mrs. Stephen L. Snowden	
Southside Family Practice	
Mr. & Mrs. Thomas Spiezo	
Mr. & Mrs. Philip Staley	
Matthew Starke	
Static Control Components	

Robert Kennedy Retires continued from page 1.

"Our participants have been an inspiration to me and demonstrate how, with courage, determination and support, we are all capable of successfully overcoming great odds."

Even though he's leaving, he's taking his experiences at KSI with him. "KSI is a wonderful organization, and is one that I have been proud to have been associated with for these many years," adds Mr. Kennedy. "I've been inspired by the KSI staff and the passion they have to serve others. They've taught me a lot over the years and I'll take a lot of memories with me."

Mr. Kennedy's retirement plans include he and his wife spending more time with their grandchildren, continuing volunteer involvement and traveling throughout the United States. Says Mr. Kennedy, "We're going to take Dinah Shore's advice and see the USA in our Chevrolet."

While we will certainly miss Robert and appreciate his many contributions to KSI, we are eager to welcome our new Comptroller Jim Greenwell to the team. Mr. Greenwell comes to KSI with more than 29 years experience in accounting and financial management for E.I. DuPont de Nemours and Company, both at its Seaford Nylon Plant and at its plant in Richmond, Virginia. Additionally, he worked with Delaware Technical and Community College after leaving DuPont in 2008.

With many years in corporate accounting, nonprofit work had a particular attraction for him. Through experience with a KSI Community-Based Work Crew at the Seaford Nylon plant, Mr. Greenwell had firsthand knowledge of KSI's unique ability to provide employment opportunities for people with disabilities.

"I wanted to do something where I was making a contribution to the community. I knew a lot about KSI through my work at DuPont. The more I see, the more I'm impressed," relates Mr. Greenwell. "KSI does a lot of good work to help a lot of people. What strikes me is the positive nature of not only the participants, but the staff as well. It's a very upbeat place to work."

Mr. Greenwell hopes to build upon KSI's solid financial foundation. "I intend to keep the organization moving on its sound financial footing," says Mr. Greenwell. "We are looking toward longer-term stability to make sure we have the resources to continue growing."

Mr. Greenwell lives in the Lewes area and has three sons and two daughters. KSI is pleased to have him as part of our "family" and looks forward to the productive contribution he will make.

**REMEMBER:**  
KSI's Annual Open House is  
scheduled for Tuesday, April 5, 2011.

It's a fantastic opportunity to see our workforce in action and learn more about the programs and services KSI offers. Call Alicia Hollis at 302-422-4014 ext. 3015 for more information.

## Aktion Club Installs New Officers

KSI's Aktion Club installed its new officers for 2011. And as they ended a fantastic year of community service, they also began planning for an equally busy 2011. 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. Pictured here left to right is the group's new leadership: Leroy Hicks, vice president; June Fluharty, secretary; Amanda Smart, president; and Penny West treasurer.



KSI's Aktion Club's favorite charity is the Kent County SPCA. Members collect and bag newspapers for the SPCA's use and perform fundraisers resulting in cash donations to the organization. Additionally this year, Aktion Club partnered with the Milford Lions in a regional fundraising campaign selling raffle tick-

ets. In return, Aktion Club received one dollar per ticket to supplement its fundraising efforts. The club members were also bell ringers for the Salvation Army during the holiday season, and provided handmade holiday cards for Milford Veterans Home residents.

To support or learn more about KSI's Aktion Club, call Lynn Hammond at 302-422-4014 ext. 3012.



Stacy Lukens and Tammy Bellemare brave the cold in front of Walmart to ring bells for The Salvation Army.



Kent County SPCA Executive Director Murray E. Goldthwaite (right) and Community Outreach Manager Mary Ann D'Amato accept a donation from KSI's Aktion Club members.

## KSI Facility Work Increases in 2010

The winter may be turning frigid, but the economy is definitely showing signs of thaw, especially if the amount of work KSI had in the facility during the last half of 2010 is an indication. Existing clients started sending large volumes of work for the first time in months, and a number of newer customers who started slow earlier in the year expanded their utilization of KSI production and assembly services.

A national food distributor in Maryland has been a loyal KSI customer for many years, and kept our employees very busy this fall with hundreds of thousands of cans for coupon application and multi-packing. KSI's large-scale shipping and storage capacity came in handy when dozens of tractor trailer loads of enchilada and chili sauce were delivered to us for reprocessing and then shipped to Texas for delivery. Add to that bottled garlic retail display assembly and packaging, as well as several miscellaneous jobs, and there was barely a day when the distributor didn't have a job on the KSI production floor.

Other mainstay KSI customers also ramped up production jobs. A poultry company came alive with thousands of containers that needed critical sticker application. A dental products manufacturer delivered large bulk shipments of mate-



rials for bagging and rebagging. Mailings for local school systems, nonprofits and financial institutions also kept us active, many using our new Pitney Bowes address database verification services for better accuracy and postage savings.

A few of our newer customers have contracted KSI to perform high-volume ongoing projects, which have created new work for many of our employees. KSI has been packaging tens of thousands of prod-

uct inserts for an electronic device graphic "skin" manufacturer since August. An automotive lighting manufacturer has contracted with KSI for assembly of 13 different automotive safety light units, building on the business they provided earlier in the year. A local company contracted with KSI to produce thousands of various highway reflector units. And a regional food bank began using KSI volunteers three days a week to pack approximately 400 snacks and lunches for after school programs throughout the area. Additionally, we've produced a number of jobs for a motorcycle accessory manufacturer that needed short run assembly of pieces like wiring harnesses and backrest units.

These are just some of the many jobs being produced by KSI employees at our Milford facility. If you want to learn more about what we can do for you, or wish to see the operations firsthand, call Mark Reeve at 302-422-4014 ext. 3019. The variety of work we can produce is amazing. And chances are there's something we can produce more affordably and easily for your businesses.

# KSI Board Throws a Monster of a Bash

One hundred and forty-five KSI friends and supporters dressed in their best Halloween costumes and had a great time at the Sheraton Dover Hotel during KSI's second Monster Bash. The Board did a great job of organizing this special event, which raised more than \$12,000 for KSI programs. Auction items included everything from Lunch with Governor Markell and hot air balloon rides to large screen TVs and a scooter. And, of course, KSI Board member Phil Staley and The Honeycombs provided excellent musical entertainment. There was something there for everyone.

Top winners of the costume contest included the "Bed Bug Busters," who consisted of KSI's own Kathy Jackson and Alicia Hollis with good friend Tom Barnard, and Dover Federal Credit Union's Carrie Green and Richard Buckner. The winners all won gift certificates to Chops restaurant.

The event was made possible through the donations of our fine sponsors. Jack-O-Lantern Sponsors IG Burton and



Craig Crouch, KSI CEO, accepts donation of a Schwinn Scooter from Representative Bob Walls.

Mispillion Rotary Club provided generous donations of more than \$600 to support the event. Table Sponsors gave more than \$400, and included Steve and Tammy Allis; Craig and Jan Crouch; Delaware State News; Dover Federal Credit Union; Dover Pool & Patio Center; Bill and Bonnie Hare; Hello Gorgeous/Baron Stevenson; L&W Insurance; Rowland, Johnson & Co/Debbie Horn; Bob & Betty Thomas; and Wilmington Trust. Our Ghost Sponsors, who donated more than \$350, were Irwin Siegel Agency and Trinity Foundation. And special Friends supporters included Kent County Motor Sales and Maple Dale Country Club.

We thank Bill Hare, Bob Thomas, Trish Rodriguez and Tammy Allis of the Monster Bash planning committee for throwing such a fantastic party and helping to raise much needed funds to help us serve participants better. Keep your eyes open for the next Monster Bash in 2012.



Jan and Craig Crouch created a blast from the past in their psychedelic clothes.



The Bed Bug Busters cleaned up as one of the top winners of the costume contest.



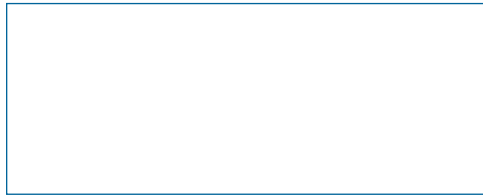
Pat Nutter (left) is pictured here with an angel of the KSI Board Tammy Allis.



Dover Federal Credit Union's Carrie Green (left) and Richard Buckner laid down the party law and walked away as costume contest winners.



KSI participant Doris Winans (mustard in the middle) came to have a great time with friends during the Monster Bash.



(National Disability Employment Awareness Month continued from page 1.)

## KSI Partners/Employees Honored as Part of National Disability Employment Awareness Month

Also during October, the Governor's Committee on Employment of People with Disabilities (GCEPD) honored its 2010 award winners during a luncheon at The Chase Center in Wilmington. Happily, two KSI employees and one of our business partners were recognized for their superior performance during that ceremony.

Richard Downing, of Millsboro, was selected by GCEPD as the Sussex County Employee of the Year. Richard is currently a KSI employee working with a new cleaning crew at Intervet/Schering-Plough Animal Health. Michael Harris, of Dover, was selected by GCEPD as the Statewide Employee of the Year. Mr. Harris is currently employed as part of a KSI



Intervet Schering-Plough Animal Health's John Hornyak and Julian Snell (center) are congratulated by B. Craig Crouch (left) and Jayson Crouch (right).

Community-Based Work crew at Procter & Gamble Dover Wipes Company.

Additionally, Intervet/Schering-Plough Animal Health of Millsboro was selected by GCEPD as the Sussex County Employer of the Year. Nominated for this award by KSI, Intervet Schering-Plough has had an employment relationship with KSI for many years and has progressively added new opportunities for KSI employees during the course of that relationship.

KSI is proud to work with Mr. Downing, Mr. Harris and Intervet. We appreciate their partnership with KSI and how well they represent us in the community.



Michael Harris (center) is congratulated by Jayson Crouch (left) and B. Craig Crouch (right).



Richard Downing is being congratulated by Jayson Crouch (left), and B. Craig Crouch (right).