

Propane Fuel Helps Reduce KSI Transportation Costs



Photo Caption: KSI Sharp Energy Event November 14, 2013—Left to right: Front Row: Paul Scalice, Sharp Energy; KSI CEO, B. Craig Crouch; Sharp Energy President S. Robert Zola. Middle Row: KSI Board Member Scott R. Ward; State Rep. Harold Peterman; KSI Board Member Frederick A. Duffy; Sharp Energy Director of Operations Andy Hesson; Ron Patrick, Sharp Energy; KSI Board Member Robert Thomas; State Sen. Brian Bushweller; C. A. (Chris) Cafarella, Sharp Energy; Morgan Ellis, DNREC; Richard A. Johnson, AutoPort Inc.; Garry Killmon, Sharp Energy; Devin Gladden, DNREC. Back Row: Larry Windley, Office of U.S. Sen. Carper; Kent County Administrator Michael Petit de Mange; State Rep. Robert Outten; Michael Petito, Sharp Energy; Sharp Energy Director of Marketing Eric Mays; State Rep. David Wilson; State Rep. Harvey Kenton; Jamie Nutter, Parkowski, Guerke & Swayze PA.

On November 14, 2013 KSI celebrated with Sharp Energy, along with State and local legislative officials, the installation of an onsite propane fueling station for running part of the organization's transportation fleet. KSI is one of the first fleet operations in the state to test the viability of propane fuel for daily operations, and is an excellent case study to help other companies with substantial commercial fleets consider adopting the cost-saving, environmentally-friendly fuel option. KSI participated in a partnership with Sharp Energy, a division of Chesapeake Utilities, to

"You have an alternative fuel that's domestic, inexpensive and environmentally friendly. That's the Holy Grail of fuel."

convert six of its transportation fleet vans to propane fuel. With the relative affordability of propane as opposed to standard gasoline, the switch significantly reduced fuel costs for those vehicles. As an added result, the propane-run vehicles also run cleaner and have reduced engine wear, which

also saves in maintenance and replacement costs.

An Alliance AutoGas refueling station and conversion equipment for vans were part of a program by the national Alliance AutoGas network, which enabled fleet conversion with no up-front cost. The program, presented by Sharp Energy in coordination with AutoGas, provided

Continued on page 5.

In This Issue:



Employees of the Quarter

KSI honors outstanding employees for First through Third Quarters 2013.

Page 3



Annual Report FY 2013

KSI CEO, B. Craig Crouch gives updates on the organization.

Page 6



Aktion Club Elects New Officers

Holiday Baby project advances with new Aktion Club members.

Page 10

PLUS:

- Funds for Health & Safety2
- KSI Honors Years of Service...3
- KSI Safety Ongoing Priority ...4
- First Quarter Auction Success...4
- Guest Speaking Opportunities....5
- Save Important Dates8
- Recent Contributors.....8
- KSI Golf Top 10%.....9
- Patricia Rodriguez Honored.9
- "Embrace Abilities".....10
- Make-A-Difference.....11
- Check Cartridge Savings.12

Like us on Facebook. www.facebook.com/KSIworks

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:

ALICIA HOLLIS

301 N. REHOBOTH BLVD.
MILFORD, DE 19963
hollisa@ksiinc.org
(302) 422-4014

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

BOARD OF DIRECTORS

William Strickland, Chair
Patricia Rodriguez, Vice Chair
Philip Staley, Treasurer
Frederick A. Duffy, Secretary
George Bailey
Richard Carmean
William Hare
David Hitchens
Robert Thomas
Scott R. Ward
B. Craig Crouch, CEO

HONORARY BOARD

Clifford Crouch
Mary Frey-Foss
Joseph Holler
Steve Kimpton
Nicholas Rodriguez, Esq.



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



KSI's United Way Member Agency Designation Number is 0340

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 the beginning of the New Year comes new challenges and opportunities. I am very excited about what lies ahead in 2014 for KSI. This edition of the KSI News is loaded with great stories about our organization, the people we serve and our many partners in the community. This issue also contains our Annual Report for Fiscal Year 2013. I hope you enjoy learning more about KSI, the people we serve and the impact we are having on the communities where we live and work. Take Care!

Crystal Trust, Merck Foundation Help Fund Health & Safety Center

Recently, two organizations made generous contributions to help KSI better serve the health and safety of its participants. The Crystal Trust, Irene Dupont Jr., Trustee, granted KSI \$44,000 in December 2013. The contribution was part of more than \$4 million in grants the trust awarded to various organizations in Delaware. The Merck Foundation also recently granted KSI \$5,000 to help fund upgrades to the organization's Health & Safety Center. And on January 17, 2014, M&T Bank presented KSI with a check for \$3,000 to support the project. Added to funds from the Milford Lions Club Eunice S. Reed Fund, The Delaware Community Foundation, and proceeds from the KSI 24th Annual 3 Club Golf Tournament, more than \$100,000 has been raised toward the project.

The funding will help KSI upgrade bathroom and accessibility features to further serve the participants needing the center's facilities. "Renovation of our current facility is crucial in order to better enable our staff to accommodate the needs of the



Program Manager and Health and Safety Coordinator Marion DiRubbio dreams over changes to enhance KSI's Health and Safety Center.

people we serve," said KSI CEO, B. Craig Crouch. "We have some individuals who require a higher level of assistance. By upgrading our facilities, we will be able to provide a higher quality of service and keep everyone safe while doing so."

KSI appreciates the generosity of the organizations and individuals supporting the Health & Safety Center improvements.

KSI Honors Employees of the Quarter 2013

KSI named Employees of the Quarter for the first through third quarters of Fiscal Year 2013.

Kimberly Strunk was named Employee of the Quarter for First Quarter 2013 for



Community crew floater Kim Strunk received recognition as Employee of the First Quarter 2013.

her continual drive to improve. Kim has been with KSI since 1998, and has steadily grown in skills and abilities during that time. She had extensive experience with diverse contract work during her prevocational training at the KSI facility, and periodically performed custodial work for KSI as needed. She eventually started working on part-time crews at P&G, gaining valuable experience in community-integrated employment. She's proven herself to be a reliable and important part of the teams on which she's worked.

KSI awarded Tremaine Johnson the Employee of the Quarter for Second

Quarter 2013 for his great attitude and versatility as a crew member at Merck Animal Health. A KSI employee since 2005, Tremaine has matured considerably while working in the community, and has learned to do a variety of the production jobs at Merck. He's often counted upon for quality control duties, and helps new Merck crew members get acclimated to their responsibilities. His steady wages as a KSI community crew member allow him to make an important contribution to his family's household expenses.



Merck Animal Health crew member Tremaine Johnson was Employee of the Second Quarter 2013.

And Susan Dorow was named Employee of the Quarter for Third Quarter 2013 for overcoming her challenges to succeed. Susan recently came to KSI, using mobility assistance to access production jobs as part of prevocational training at KSI's facility. When a position opened to work at KSI

Cartridge Service, Susan enthusiastically advocated for herself as a candidate for the job. She exceeded all expectations by thriving as a cartridge testing and packing technician, standing or sitting for long periods of time to perform her work, as well as moving throughout the KSI facility to test cartridges before sale. The new hourly wage provided by being a cartridge crew member gave her much more flexibility in her life and confidence to keep progressing in her responsibilities.

As Employees of the Quarter, each has their names added to a permanent plaque displayed at KSI. They also receive a \$50 Visa Gift Card from Dover Federal Credit Union, a gift certificate for a weekend cottage stay at G&R Campground in Houston, and a one-year aquatics membership from the Greater Milford Boys & Girls Club.



Thriving as a member of the KSI Cartridge Service team, Susie Dorow was honored as Employee of the Third Quarter 2013.

KSI Honors Staff Years of Service

KSI recently honored staff members' Years of Service during its annual in-service training November 27, 2013.

Reaching one year of service with KSI were David Godwin, Felicia Rivera, Ryan Wilson, Gerald Morris, Michele Esham, Erin Kleinfelder, Rebecca Rutherford, Judy Zingaro, Glen Nicholson and Ternikka Jarrett. Honored for five years with KSI were Barbara Thibodeau, Robin

Murchie, Kristin Elliott, Kathy Jackson and Harry Morrissy. Reaching 10 years of service was Barbara Milbourne.

Lisa Johnson is here pictured with KSI CEO, B. Craig Crouch while being honored for 20 years of service with KSI. Alfred Batson and Joyce Winder celebrated 25 years with KSI. And B. Craig Crouch and Constance Fuller both celebrated 30 years as KSI employees.

KSI is grateful to these employees for everything they contribute to the welfare of our participants, and for their ongoing commitment to the organization.



Lisa Johnson (left), 20 Years.



Alfred Batson (right), 25 years. Not pictured, Joyce Winder, 25 years.



B. Craig Crouch (left) & Constance Fuller (right), 30 years.

KSI Safety a Priority on All Levels



KSI participant employees Jane Bowen (in photo left) and Stacy Lukens (photo right) were both honored in 2013 as Guardian Angels for her special attention to the safety of others.

For 14 consecutive years, KSI has been a certified Safe Workplace based on safety practices regularly followed by the organization. The Delaware Department of Insurance Workplace Safety program certifies safe workplaces and provides them with between a nine to eleven percent reduction in Workers Compensation Insurance.



KSI staff members Deborah Young (photo left) and Gerald Morris (photo right) were honored in 2013 for their service as Guardian Angels.

KSI has long had an active Risk Management program, which encompasses important elements to control safety hazards and effectively limit future issues. It includes a Risk Management Committee to monitor and review risks and develop ways to reduce liabilities. It also includes an Accident Review Board to investigate incidents and learn ways to avoid the risks leading up to them. KSI recently enlisted the Lyons Companies to help the organization create a comprehensive Risk Control Improvement Plan to better contain Workers Compensation incidents and costs.

KSI continues to enhance safety for participants and staff, making it an increasingly important priority at all levels of our organization. Better screening of community-based workers has been developed to ensure capabilities match workplace requirements to reduce incidents. A continuous emphasis on safety has been extended to annual performance evaluations.



KSI previously instituted the Guardian Angel Award for participants who recognized a safety or health hazard and sought help to prevent injury or other personal complications. Participants Stacy Lukens and Jane Bowen both received the recognition in 2013 for helping fellow participants at risk of injury or distress. To encourage safety success among staff,



KSI also began recognizing staff members as Guardian Angels when they've gone above and beyond the call of duty to prevent participants' health risks. Gerald Morris and Debbie Young received Guardian Angel recognition in 2013 for their keen observation and action to protect individuals in distress.

Through education, incentives and the Risk Management program, KSI staff and participants have greatly increased safety both at the Milford facility and off-site work crew locations. KSI crews at Merck Animal Health, SPI Pharma, Kraft Foods, both Procter and Gamble Dover Wipes plant shifts, and Dover Air Force Base have all celebrated a number of eight-week review periods without OSHA-recordable incidents. Special worker parties and rewards reinforce worker safety successes and encourage future accomplishment.

The greatest benefit KSI's safety emphasis provides is preserving the well-being and health of all our

First Quarter Auction Raises \$2,844 for KSI

On September 28, 2013, friends of KSI held the organization's first Quarter Auction at the Milford facility to help raise funds for KSI programs. Angela Spishock, sister of KSI participant and Procter & Gamble Dover Wipes crew member Arthur Bunting, coordinated the event that raised \$2,844 by the end of the evening. For years, Mrs. Spishock has watched her brother grow and mature with KSI's support. And she felt compelled to give back to the organization that means so much to her and her family.

Mrs. Spishock and the other auction organizers went to area businesses and solicited items for bid. At the event, bidders purchased paddles, each of which was numbered and had a correspondingly-numbered chip that was reserved by the auctioneer. Each auction item had a fixed value, with a designated number of quarters representing the value assigned to it. Every paddle entitled the bearer to one bid per item, with bidders able to buy multiple paddles to bid on items more than once. When the bids were closed, a numbered chip was pulled out of the total pile, the corresponding paddle owner being the winner of that particular item.

Funds were raised through paddle sales, a 50/50 raffle, various other raffles and food sales. A healthy crowd of auction participants included many KSI staff members. We're thankful to Mrs. Spishock and the other volunteers for all their hard work and the great success.

employees. An added benefit from creating a safer work environment is helping KSI better manage employment costs and maximize its resources. KSI has saved tens of thousands of dollars in insurance premiums by attaining the Safe Workplace designation.

Keeping our people injury-free and safe is important for KSI's ability to provide valuable programs to the people we serve. And we applaud staff and participants for how they've taken this mission to heart and shown respect for themselves, their co-workers and the organization.

Propane (Continued from page 1).



Driver Lisa Johnson fuels a KSI van at the organization’s onsite propane fueling station. At a price of approximately \$1.50 per gallon, the alternative fuel will save KSI thousands of dollars in operating costs in the coming years.



KSI and State Officials—Left to right: KSI Board Member Frederick A. Duffy; State Rep. Robert Outten; State Rep. Harold Peterman; KSI Board Member Robert Thomas; State Rep. David Wilson; State Sen. Brian Bushweller; State Rep. Harvey Kenton; KSI CEO, B. Craig Crouch; KSI Board Member Scott R. Ward.

KSI with the most affordable alternative to reduce gasoline consumption. KSI CEO, B. Craig Crouch reported KSI saved thousands in operating costs in the few months between KSI’s adoption of the propane alternative and the November ceremony. With further vehicle conversions, KSI will realize annual savings that can be reinvested in quality participant programming.

“You have an alternative fuel that’s domestic, inexpensive and environmentally friendly,” said Sharp Energy President S. Robert Zola. “That’s the Holy Grail of fuel. And this doesn’t involve taking State dollars or government subsidies to make it work. It’s market driven.”

KSI is currently seeking funding to convert five more of its 48 fleet vehicles to use propane Autogas. Because every dollar saved can be reinvested in KSI’s core mission to assist people with disabilities, greater implementation of the cost-saving fuel option is a high priority.

If you’re interested in donating to KSI transportation or other program support, contact Director of Community Relations Alicia Hollis at 302-422-4014 ext. 3015, or email at hollisa@ksiinc.org. To contribute directly, visit www.ksiinc.org and click on the “Donate Now” button at the right hand side of the home page.



KSI and Sharp Energy Representatives—Left to right: Ron Patrick, Sharp Energy; Sharp Energy Director of Operations Andy Hesson; Michael Petito, Sharp Energy; KSI Board Member Robert Thomas; KSI CEO, B. Craig Crouch; Sharp Energy President S. Robert Zola; Sharp Energy Director of Marketing Eric Mays; KSI Board Member Frederick A. Duffy; KSI Board Member Scott R. Ward; Paul Scalice, Sharp Energy; Garry Killmon, Sharp Energy; Richard A. Johnson, AutoPort Inc.; C. A. (Chris) Cafarella, Sharp Energy.

Need a great guest speaker? Call KSI!

Do you want to learn more about KSI and how you can help people with disabilities have more opportunities to shine? Call us and schedule KSI as your business’s or organization’s guest speaker. As part of our community and business outreach, we’re more than pleased to provide a presentation on KSI and its programs for community service groups, church groups, chambers of commerce, business groups and company employee meetings.

There’s so much KSI encompasses, and everyone who understands the impact employment has on the lives of people with disabilities is a part of the solution to providing those opportunities.

Your awareness of KSI business products and services could be instrumental in connecting us with the companies and individuals that need those services. And every customer utilizing KSI as their resource creates more opportunities for people with disabilities to enjoy the pride and confidence of earning their own money and integrating their lives into the community. Plus, you and your associates can learn ways you can support the organization’s program effectiveness to support people with disabilities.

Call Alicia Hollis at 302-422-4014 ext. 3015, or email her at hollisa@ksiinc.org, to schedule a KSI speaker for your business or organization.



KSI CEO, B. Craig Crouch

KSI Fiscal Year 2013

Annual Report

Embracing Abilities!



During 2013, we gained a lot of ground along with facing some challenges. Overall the sound decisions of Board members and management, combined with the diligence of KSI's staff, have prepared us to utilize the improving economy and better benefit our program participants.

Changes in employer health care responsibilities due to implementation of the Affordable Care Act (ACA) will present challenges in the near future. But KSI is ahead of the curve with ACA-compliant health care for our staff. Double-digit increases in Workers Compensation rates during the last two years required KSI to reorganize its Workers Comp management, taking additional measures to control the ever-rising costs of covering our employees. Our focus is finding ongoing solutions to health care and injury coverage so we can keep KSI well-positioned for the long-term.

Total subcontract income was down a little more than \$100,000 from 2012. However, participant wages were actually up almost \$45,000 from the previous fiscal year, totaling more than \$1,300,000. Community-based work revenues rose approximately \$6,000, while revenues for the organization increased approximately \$176,000 over Fiscal Year 2012, for a total of \$7,678,962.

KSI was able to gain support to help stem sizeable deficits in transportation costs. Along with generous donations from AT&T for \$10,500, the Potter Charity Trust at the CenDel Foundation of \$5,000, and \$1,000 grants from both Sussex County Council and Kent County Levy Court, losses due to transportation expenditures have been nearly halved and the available money redirected to support programs for people with disabilities.

During the last few years, KSI examined many ways to maximize available financial resources by reducing costs wherever possible. Transportation was no exception.



KSI transportation services are gaining support.

KSI began conversion of fleet vans to propane fuel through resources from Alliance AutoGas and a partnership with Sharp Energy, a division of Chesapeake Utilities. The relative affordability of propane over gasoline will help the organization reduce the cost of fueling its fleet.

Other ways KSI saved were by utilizing a Department of Natural Resources and Environmental Control Universal Recycling Grant to recycle more than 54% of our total waste. Taking that tonnage of cafeteria and production refuse out of KSI's waste removal system reduced waste management expenses by 30%, saving thousands of dollars.

As a result of these and other cost-control measures, organizational expenses were cut more than \$260,000 since last fiscal year. Thanks to cost management, generous donations and growing financial support for KSI, the organization continues to move forward to provide quality employment and community inclusion opportunities for the people with disabilities we serve.

KSI has been able to grow and strengthen its Supported Employment service, providing independent employees in the community ongoing support for workplace

success. With approximately 18 individuals in assessment and development, and the same number of individuals in follow-along services on the job, the growing Supported Employment staff is keeping pace helping individuals fully integrate into community employment.

KSI has also grown its community work crew opportunities by offering our business partners temporary supplemental crews to help during peak workloads and special projects. The "piggy back" crews provide a growing number of participant employees meaningful access to community work experiences, better preparing them for their next employment step. Fifty-two participant employees served on KSI supplemental crews for our local business partners during Fiscal Year 2013. We look forward to several emerging



KSI Supported Employment services are set to help more successes like April Robinson's job at Byler's in Dover.

business partnerships in 2014 that will create even more opportunities for KSI participants and support for our programs.

The organization is grateful for the commitment and hard work of our business partners, concerned community friends, dedicated board members, provider and family partners, and our resilient staff who make miracles possible every day for the hundreds of Delawareans we serve.

FY 2013 Financial Statement

Revenue		
Contributions	\$84,581	1.1%
Contributions In-Kind	\$78,925	1.0%
Fund Raising Events & Special Activities	\$61,457	0.8%
Federated Fund Raising	\$165,113	2.2%
Fees and Grants from Government Agencies	\$4,304,719	56.0%
Sales to Public	\$2,639,236	34.4%
Investment Income	\$26,209	0.3%
Rental Income	\$203,335	2.8%
Miscellaneous Revenue	\$22,094	0.3%
Net Gain on Disposal of Assets	\$ (4,911)	-0.1%
Net Gain on Investments	\$98,204	1.2%
Total Revenue	\$7,678,962	100.0%
Expenses		
Rehabilitation Services	\$1,535,647	21.3%
Business Operations	\$2,995,403	41.5%
Transportation	\$1,697,147	23.5%
Cafeteria	\$218,383	3.0%
Development	\$99,629	1.4%
Management & General	\$670,669	9.3%
Total Expenses	\$7,216,878	100.0%
Excess/Deficit	\$462,084	

FY 2013 Participant Transportation

Revenue		
Contributions	\$6,956	0.5%
Contributions In-Kind	\$78,925	5.1%
Non-Government Grants	\$15,500	1.0%
Federated Fund Raising	\$162,214	10.5%
Fees & Grants from Government Agencies	\$756,427	49.0%
State Legislature Appropriation	\$499,352	32.4%
Program Service Fees	\$23,260	1.5%
Total Revenue	\$1,542,634	100.0%
Expenses		
Salaries & Benefits	\$874,711	46.6%
Insurance	\$80,469	4.3%
Gas & Oil & Maintenance	\$461,752	24.6%
Housing & Occupancy	\$3,194	0.2%
Equipment & Supplies	\$8,461	0.5%
Depreciation	\$233,232	12.4%
Miscellaneous	\$35,328	1.9%
Subtotal	\$1,697,147	90.3%
Proration of Management & General	\$181,517	9.7%
Total Expenses	\$1,878,664	100.0%
Excess/Deficit	\$(336,030)	

FY 2013 KSI PROGRAM DATA

Total No. Participants *	289
No. Participants Served by Program **	
Vocational Evaluation & Assessment	27
Work Adjustment Training	0
Facility Based Rehabilitation & Training	184
Work Crews	54
Temp Work Crews	52
Supported Employment Follow Along	20
Competitive Placements	0
Day Hab Program	10
No. Participants Placed in Supported Employment	4
No. Businesses Subcontracting to KSI	35
No. Of Contracts Awarded	40
No. Community Based Work Crews	15
No. KSI Cartridge Service Customers	565
Total Subcontract Income	\$2,639,251
Total Participant Wages	\$ 1,177,934
Total Unfunded Production Worker Wages	\$ 124,242
Total Participant/Unfunded Production Worker Wages	\$ 1,302,177
Total Staff, Including Drivers	95
Total Miles Logged by Vans & Buses	1,164,331

* Unduplicated Count - includes Day Habilitation and Competitive Placements
 ** Some participants were in 2 or 3 programs

FY 2013 Specific Breakdown of Subcontract Income

Community Based Work Services

Work Crews	69.73%	\$ 1,840,226
------------	--------	--------------

Facility Based Rehabilitation & Training

Packaging	3.03%	\$ 79,927
KSI Cartridge Service	22.14%	\$ 584,278
Mailing	0.34%	\$ 8,955
Assembling	3.36%	\$ 88,551
Other	1.41%	\$ 37,314
Subtotal	30.27%	\$ 799,024

Total Subcontract Income FY 2013	100.00%	\$ 2,639,251
-----------------------------------------	----------------	---------------------

Recent Contributors October 1, 2013 – November 30, 2013

Thank You very much for your generous contributions.

Mr. Arthur Ashe	Ms. Robin Gayer Sirkis	Mrs. Brenda Rutherford	Mr. Kenneth J. Turner
Mrs. Cynthia E. Battin	Goodsearch	Ms. Rebecca Rutherford	W L Gore & Associates
Ms. Patricia Billings	Ms. Nicolle Gordinier	Ms. Cindy L. Savage	Mr. Scott R. Ward
Mrs. Robin L. Blackburn	Mr. James Greenwell	Mr. Lamont O. Smith	Mr. and Mrs. Michael Ward
Dr. John S. Boyer	Ms. Suzanne R. Grenier	Ms. Donna L. Smith-Moore	Ms. Dawn Welch
Mrs. MaryLee Boyer	Mr. Lawrence F. Haldeman	Mr. and Mrs. Henry W. Smithson	Ms. Stacy White
Mr. Peter J. Bradley	Mrs. Judith A. Haughton	Mr. and Mrs. Thomas P. Spiezio	Ms. Elaine Wright
Mr. and Mrs. Jack Brinckmeyer	Mr. Robert W. Hearn	Mrs. Angela Spishock	Mr. Randy Wroten
Mr. and Mrs. John Brink	Ms. Dorothy Helwig	Mrs. Shirley Steele	Xtreme Graphix
Mr. Ryan T. Brower	Hermann Financial Services, Inc.	Ms. Heather Taylor	Ms. Kim York Kilby
Mr. and Mrs. Arthur Bunting, Jr.	Mr. Martin Holemo	Ms. Ruthanne Taylor	Z-Walt Enterprises
Ms. Kathryn Bunting	Ms. Alicia Hollis	Ms. Barbara Thibodeau	Mrs. Judy Zingaro
Ms. Shirley Burris	Mr. Jeffrey E. Hunsucker	Mr. Robert Torres	
Mr. and Mrs. Jim Burton	Ms. Kathy Jackson		
Ms. Michelle Cain	Ms. Ternikka Jarrett		
Calvary United Methodist Women	Mr. Sidney Jefferson		
Mrs. Lillian C. Carmine	Mr. Mike Kazala		
Mr. Frank Cassidy	Mr. Allan T. Kujala		
Mrs. Gerri Cassidy	L & W Insurance		
Century Club of Milton	Mrs. Dottie Lank		
Chambers Motors, Inc.	Mr. Jeffery Larrimore		
Community Bank Delaware	Mrs. Joyce G. LeBright		
Mrs. Hanna Conrad	Lions Club Of Clayton		
Mrs. Beth W. Cooper	Mrs. Diana M. Maczynski		
Mr. Jimmie D. Coppage	Mr. Charles Mann		
Mr. Neil V. Cordeiro	Ms. Dinah L. Marshall		
Mr. Edgar Cox	Ms. Connie Matthews		
Ms. Bessie P. Crain	Ms. Sandra J. Melvin		
Mr. B. Craig Crouch	Mrs. Jeanette Mitchell		
Mr. and Mrs. C.Trent Crouch	Ms. Dorrie R. Moore		
Mr. Jayson D. Crouch	Mr. Edward S. Morris		
Mr. and Mrs. C. Douglas Crouse	Mr. William S. Morris		
Ms. Vicki E. Daisey	Mrs. Michelle Mosley		
Mr. George A. DeBenedictis	Mr. Bud Mowday		
Ms. Marion J. DiRubbio	New Freedom Group		
Ms. Catherine Dilks	Mr. Robert L. Nichols		
Ms. Brooke H. Dobbins	Mr. Walter A. Passwaters		
Mr. Dino A. Donofrio	Mr. Gregory A. Patrick		
Mrs. Alfreda Downes	Ms. Linda A. Pearson		
Ms. Nancy Drew	Mrs. Alta L. Pontius		
Mr. and Mrs. Frederick A. Duffy	Mr. Bruce J. Rechsteiner		
Mrs. Kristin Elliott	Regional Builders, Inc.		
Ms. Janet G. Ferl	Mr. and Mrs. Morgan Rigby		
First Pres. Church Women's Assoc.	Ms. Clarice A. Ritchie		
Mr. and Mrs. Thad H. Fredrickson	Mrs. Bernadette Robinson		
Ms. Constance Fuller	Mr. Van T. Robinson		
	Mr. John J. Roney		

Save the Date in 2014

January

- 1 KSI Holiday, New Year's Day
- 20 KSI Holiday, Martin Luther King, Jr. Day

April

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

May

- 17 KSI Annual Picnic
- 26 KSI Holiday, Memorial Day

June

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

July

- 4 KSI Holiday, Independence Day

September

- 1 KSI Holiday, Labor Day
- 17 25th Annual KSI 3 Club Golf Tournament

November

- 26 KSI Board Meeting, 10:30 a.m.
- 26 Staff and Board Appreciation Luncheon, noon
- 26 KSI In-Service Day,
Closed for Participants
- 27 KSI Holiday, Thanksgiving Day
- 28 KSI Holiday

December

- 13 KSI Annual Christmas Party
- 24 KSI Holiday, Christmas Eve
- 25 KSI Holiday, Christmas Day
- 26 KSI Holiday

KSI Supporters Make the 2013 Golf Tournament Top 10% in Charitable Earnings



Golfers share some fun with 2013 tournament sponsor Excel Business Systems' Frank Montisano (second from left).

According to statistics from the Golf Tournament Association of America (GTAA) and the National Golf Foundation (NGF), KSI's 2013, 3 Club Golf Tournament ranked in the highest percentile in earnings for a charitable golf event. Clearing more than \$30,000 this year in net profits, KSI's 2013 tournament ranked in the top ten percent of the more than 1,200,000 golf events held annually in the United States.

Bill Gardner is President and founder of Links Worldwide, an organizer of more than 650 events around the country each year, and follows stats for hundreds of thousands of golf events held annually. "Eighty percent of all golf charity events make between \$5,000 and \$8,000. Only 10 percent make in excess of \$20,000," Gardner explains. "The great achievement is that KSI did this while only charging golfers what the 80 percent events charge, and still achieved high-end net profits."

Most of the tournaments netting \$8,000 or less typically charge fees between \$125 and \$250 per player. KSI's player fee of \$125 puts it at the low end for player costs, while the tournament is still one of the most successful charitable golf events in the nation.

"In addition to great planning and hard work by our tournament organizers, the success of the event is truly due to the dedication and generosity of our sponsors and the many business and community members who come out to support us," says KSI CEO, B. Craig Crouch. "With

their tremendous contributions, we're able to better fund our programs benefiting people with disabilities."

KSI is grateful to its major tournament sponsors AT&T, Citizens Bank, L&W Insurance Agency, Discover Bank, Ethel Graham, and Eagle 97.7/Cool 101.3/La Exitosa 930 AM/Delaware 105.9 FM News-Talk. Additionally, the KSI 3 Club Golf Tournament was made possible through sponsorships from Artesian Water;

Bayhealth; Chesapeake Utilities Corp.; Delaware Electric Cooperative; Excel Business Systems; Goldmark Associates; Great American Insurance; Growmark FS,



Bill Gardner, President of Links Worldwide organizes more than 650 events nationwide, and tracks hundreds of thousands of charitable golf tournaments worldwide.

LLC-Shopworks; Jonathan's Landing; Kenton Ruritan Club; M&T Bank; National HVAC Service; Pep-Up; Physiotherapy Associates, Inc./Barker Therapy; Poore's Propane; Procter & Gamble Dover Wipes Plant; Randy C. Mitchell Painting; Regional Builders; Sharp Energy; Standard Distributing Co; Subway; Tidewater Utilities, Inc.; The Trinity Foundation; and Weller's Utility Trailers. We also appreciate the generosity of our 63 Tee & Green sponsors, as well as more than 80 prize and gift donors who added so much to the event.

Be sure to add the 25th Annual KSI 3 Club Golf Tournament to your calendars for September 17, 2014 at Jonathan's Landing Golf Course.

Trish Rodriguez, KSI Vice Chair, Honored With Volunteer Service Award



Trish Rodriguez receives dedicated support from her family, seen here with husband Nicholas (far left), and son, Charlie.

Trish Rodriguez, Vice Chair of KSI's Board of Directors and a Dover resident, was honored recently with the Delaware Jennie Award for her volunteer service in the GFWC—Delaware State Federation of Women's Clubs and the State of Delaware.

With Mrs. Rodriguez's service on KSI's Board of Directors since 1975, KSI CEO, B. Craig Crouch was well familiar with her tremendous volunteer efforts, and was able to provide a letter of support to the GFWC on her behalf.

As the GFWC Delaware Conference Committee and Region President, Mrs. Rodriguez takes tremendous pride in the GFWC Middle Atlantic Region Conference and its overwhelming success. A record-breaking attendance of 168 women from Delaware, New Jersey, New York and Pennsylvania enjoyed guest speakers Hank Phillippe Ryan, NBC Investigative Reporter with the Boston Affiliate and author of six fictional novels; Mary-Kate Mahoney, a 12 year-old from Boston who spearheaded a statue for volunteers in her hometown near Boston; Brenda Whitehurst, formerly of the Southern Branch of the YWCA; and Dr. Sharon Yoder, psychologist, author and educator.

KSI Aktion Club Elects New Officers, Enhances Fundraising



The Aktion Club's past president Josh Chaffinch passes leadership to new president Kim Strunk.

Members of the community service group KSI Aktion Club recently held elections for its 2013-2014 slate of officers, choosing Kim Strunk as its new President, Tammy Bellemare as Vice President, Beth Lints as Treasurer and past President Josh Chaffinch as Secretary. The group, which is sponsored by the Dover Kiwanis Club, also welcomed

new members to its ranks, (pictured left to right) Donna Waugh, Marcus Reid, Beth Lints, James Ater and Phyllis Rogers.

Moving forward with its strengthened membership, KSI Aktion Club continued this holiday season with its Holiday Babies project, welcoming newborns at Milford's Bayhealth Medical Center with designer bags full of special gifts for babies' comfort. This year the group stepped up its fund raising efforts for the project



Holiday Babies Tree.

through a decorated Holiday Babies Tree in the KSI lobby. Donors could buy a personalized ornament for a donation of \$5 that would be added to the tree between November 22 and

New Years. Money raised helped buy gifts as part of the Holiday Babies welcome kits.

The Aktion Club also participated in the Salvation Army's Kettle Drive, ringing bells and collecting funds outside the Milford Walmart. This was the club's fifth year participating in the drive, and they were very proud to be part of a worthy event.

If you'd like to help support the KSI Aktion Club, contact club advisor Lynn Hammond at 302-422-4014, ext. 3012.



The Aktion Club's newly-inducted members (See article for names).

New KSI Ad Campaign Encourages Employers to "Embrace Abilities"

KSI recently launched a new advertising theme, "Embrace Abilities," focused on helping employers and business people understand the value of including the extensive abilities of people with disabilities in the workplace. Eventually encompassing print, television, electronic and radio marketing, the "Embrace Abilities" campaign is designed to foster a better hiring environment for community-integrated crew and supported employment opportunities benefiting thousands of Delawareans with disabilities seeking employment.

"There's a real initiative to increase community integration of the expansive workforce with disabilities. But hiring workers with disabilities is not always considered by human resource professionals as a ready option within standard staffing methods," says KSI Vice President of Operations Jayson Crouch. "There's a need for education on the impact community-based employment has for the people with disabilities we serve, as well as the benefits for companies who hire them, to help prospective employers understand the value embracing this vital workforce's abilities provides for them."

KSI program participants speak for themselves in the first television advertisement,

"This Is What Employment Means to Me," sharing how working and having more choices in their lives makes them feel. Many



Patrick Clendaniel is one of several KSI employees sharing what employment means to them as part of KSI's new television advertising.

of the individuals making significant wages as KSI crew members or supported employees in local companies live independently, or they take responsibility for the majority of their own needs. Very often, the individuals with disabilities who are in competitive employment are also helping to support their families. Additionally, they're consumers in the marketplace, representing an important economic impact, as well as supporting community and charitable organizations.

For the companies who hire people with disabilities, they often discover that this

workforce provides unique solutions to production and operating challenges that can't be found elsewhere. KSI's supervision,

support and transportation of its work crews offer superior dependability and consistency as a production resource. And Supported Employment placements through KSI have ongoing support for success in their jobs for their entire term of employment. Quite often, employees with disabilities understand the difficulty of finding a job, and appreciate the opportunities provided them more passionately than standard

laborers. There's a real dedication to their job and to the companies that have opened their doors to accommodate an inclusive solution.

"KSI's focus is offering solutions benefiting both businesses and the dedicated workforce with disabilities we serve," says Mr. Crouch. "We've already proven time and time again that there are win-win situations we can develop for companies who open their staffing vision just a little wider."

Watch for new television commercials on WBOC and Fox21.

Make-A-Difference With Your Charitable Giving



Make-A-Difference Society members are recognized for their support and commitment to KSI during a special luncheon.

When thinking about charitable giving choices for 2014, consider the KSI Make-A-Difference Society—a long-term alternative with real short-term benefits. The KSI Make-A-Difference Society is a group of dedicated KSI supporters who have taken advantage of many ways to help sustain the organization’s future health through contributions to the KSI Endowment Fund. There’s a wide variety of levels at which to contribute, each having advantages for the donor. And since the Endowment Fund creates ongoing income, Society members’ gifts provide KSI a benefit that continues indefinitely.

KSI Board Member Frederick A. Duffy is also a member of this dedicated group. His desire to help others is so strong because he never forgets or takes for granted the help he received from others as he was growing up.

“When I give, I also get something back, and that joy motivates me to keep giving,” Mr. Duffy explains. “Even when I’m not here, my donations will continue to have impact on KSI and the people in our programs. I know that my giving NOW will help year after year.”

The easiest way to join the Make-A-Difference Society is donating \$100 to the KSI Endowment Fund. If families wish to create a named fund under the KSI Endowment Fund, they can contribute a \$10,000 gift and pay tribute to a loved one

at the same time. Currently there are four named funds under the KSI Endowment Fund to which donors can also contribute directly, including the Jan Crouch Memorial, Clifford T. Crouch, Swierczewski and Velma E. Steward Funds. Cash donations are tax deductible for the tax year of the donation following certain requirements.

There are a number of other contribution options. Stocks and securities that have increased in value can be transferred to KSI as a charitable donation with certain tax advantages.

Naming KSI as beneficiary to a life insurance policy is another donation avenue. Even real estate, if the property is clear of liens and has appreciated in value, can become a charitable donation or be willed to KSI to move it out of your final taxable estate.



Make-A-Difference Society member Frederick A. Duffy.

Planned giving is an important choice for many Make-A-Difference Society members, who plan for KSI to receive benefits out of their estate upon passing. Retirement plan assets like IRAs and CDs, trusts, and direct willed conveyance of assets allow donors to help ensure KSI’s long-term effectiveness without the financial burden while enjoying their lives. And there are many potential tax advantages to planned gifts.

Of course, with any donation, it’s important to consult trusted financial and legal sources to ensure you avoid liability or future complications. But if you’re interested in supporting KSI by becoming a Make-A-Difference Society member, contact Alicia Hollis at 302-422-4014, ext. 3015, or email hollisa@ksiinc.org. Make a difference today that will help KSI for generations to come.

Make-A-Difference Online

You can learn ways to join the KSI Make-A-Difference Society right from www.ksiinc.org. Just go to the home page and click on the “Planned Giving Newsletters” link to get more information.



OR... You can donate directly to the KSI Endowment Fund by clicking on the “Donate Now” home page link, click on “Make a gift.” on the left navigation...



then choose “KSI Endowment and Planned Giving” under the “Designation” options.





Kent-Sussex Industries, Inc.
301 N. Rehoboth Blvd.
Milford, DE 19963

NON-PROFIT ORG.
U.S. POSTAGE PAID
PERMIT # 187
DOVER, DE



New Opportunities to Save with KSI Cartridge Service

If it's been more than a year since you've checked in on KSI Cartridge Service for your office imaging supplies, it may be more than worth your while to recheck the price and availability of products you use. KSI Cartridge Service has reformulated prices in response to market competitiveness, so you may be pleasantly surprised by how affordable KSI quality toner cartridges are compared to your current options.

Additionally, even if a product was unavailable through KSI a while ago, it could very well be on our list of products now. KSI Cartridge Service continually updates its offerings for

office machine imaging cartridges to better serve our hundreds of cartridge customers. Customer Service Manager Barb Thibodeau reports that KSI can order virtually any imaging cartridge at competitive prices, so KSI can be a comprehensive source for our cartridge service customers.

And remember—you're not just saving 30-50% on products you use every day. You're also supporting the independence and productive lives of people with disabilities who simply need an opportunity to let their abilities shine.

So whether you're a huge corporation, sole proprietorship or even an individual community member, KSI Cartridge Service provides opportunities to save. Call Barb Thibodeau at 302-422-4014 ext. 3126, or email at thibodeaub@ksiinc.org, to check on your favorite products today.



Cartridge Service employees Susie Dorow (pictured above) and Deborah Hrupsa (pictured right) were both featured in KSI's latest television advertisement "This Is What Employment Means to Me." KSI Cartridge Service is such an important part of the organization's programs.