

KSI Cartridge Building Revenues, Developing People

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KSI Cartridge Service is comprised of a wonderful team of employees, including Victoria Cash, John Henning, Deborah Hrupsa, Anthony Katcher, William Lofland and Amanda Middleton. Together with staff members, the team's hard work selling thousands of compatible toner cartridges provided KSI with more than \$646,000 in total sales during Fiscal Year 2012.

However, revenues aren't the only thing developing at KSI Cartridge Service. The cartridge team members develop personally in ways that staff never expected, proving themselves ready for greater and greater challenges.

Amanda Middleton recently started as Assistant to Customer Service Manager Barb Thibodeau, answering phone calls, taking and inputting orders, and handling cartridge price quotes. This was in addition to performing "point-of-service" duties in KSI's cafeteria, checking names off lists to ensure everyone receives meals and snacks. Amanda has a wonderful way on the phone and has worked hard to learn the many processes involved in cartridge service administration.

The KSI Cartridge Service Assistant's position may be new to Amanda, but it's also a developing situation for KSI.

"It's really something new. A participant has never been in a position like this before with so much responsibility," says KSI Cartridge Service Operations Manager Cal Jones. "It takes a lot of training and that will continue. But Amanda has a good, positive attitude."

Amanda has made a conscious decision to add customer service duties to her existing point-of-service job. And her responsibility comes with challenges, facing real administrative and customer relations issues. While she receives all the support



Victoria Cash and Amanda Middleton have exceeded expectations and taken on more responsibility year to year, making the most of the employment opportunities available to them.



she needs, she is also expected to deal with her challenges personally and grow her skills in the process.

"This is someone who has her own office, her own computer, and her own phone," adds Mr. Jones. "That can be overwhelming. But it's the real world and she's learning she has unlimited potential."

While KSI created these opportunities for Amanda and Vicki, they created the results.

Amanda did so well with the KSI Cartridge Service customer service work, KSI added her as a part-time receptionist.

Two and a half days a week, she's the first point of contact with the organization on the phone and in the lobby.

Another KSI Cartridge Service team member has shown she can go above and beyond the duties of her regular work. Production floater Victoria Cash started with KSI in 2008 and entered KSI Cartridge Service in 2009. Earlier in the year, she began taking on more responsibility when the department had a supervisor vacancy. Victoria is one of the team members who pays close attention to every process in cartridge production and was ready to fill the temporary void.

"She's a 'Jack of All Trades' and knows how to

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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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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. 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



It is hard to believe that 2012 has ended and 2013 has begun. I hope you enjoy this Annual Report issue of the KSI News for 2012. The past year was a very challenging and exciting one at KSI. KSI earned its 13th consecutive three-year Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation.

We were once again recognized by the Delaware Insurance Commissioner's Office as a Safe Workplace. We received some much needed support for our Transportation Program from the State of Delaware, which helped us to travel over 1,360,151 miles and provide 106,811 trips. KSI transportation enabled our employees with disabilities to earn \$1,258,813 in wages and volunteer more than 5,583 hours to community groups and non-profits. It was a solid year for the organization in a very challenging environment. We are excited about 2013 and the opportunities that lie ahead.

Donating Online is Easy at KSI Website

KSI has made it easier for you to support employment programs for people with disabilities by creating an online donation system at www.ksiinc.org. Donors can simply go to KSI's main website and click on the "Donate Now" link on the home page.

The screenshot shows the KSI website header with the logo and address: Kent-Sussex Industries, Inc. 301 N. Rehoboth Blvd - Milford, DE 19963 - 302/422-4014 - 302/422-5848 FAX. The navigation menu includes Home, Services, Cartridge Service, What's New, About KSI, KSI Workforce, Additional Links, Planned Giving, and Contact Us. The main content area features three columns: 'Contract Production Services' (with a photo of a building), 'Remanufactured Toner Cartridges' (with a photo of a cartridge), and a 'Planned Giving' section. In the 'Planned Giving' section, the 'Donate Now' button and 'Join Our Mailing List' link are circled in red. Below the buttons, text reads: 'As 2012 comes to a close, the Board of Directors, staff, and KSI participants would like to wish you and yours the best in 2013. As we embrace the challenges and opportunities that will come our way in 2013, we ask for your help in that journey.'

Once on the donation page, you have all the options you need to register your amount, type of gift and payment information within one, simple form. The donor page allows donors to make their gifts recurring as well, so they never have to bother sending checks again. The specified donation amount can be automatically billed to the credit card of choice.

It's quick, easy and saves you time. Check out www.ksiinc.org and click on "Donate Now" to make a special gift to our hard-working participants.

KSI Supported Employment Star Kurtis Cherry Wins Award



Pictured during the April awards ceremony are (left to right): Former Goodwill Delaware president/CEO Ted VanName; Kurtis Cherry; president of the Goodwill Delaware board of directors Chris Quintanilla; and Kurtis's mother Kathie Cherry.

KSI Supported Employment participant Kurtis Cherry was honored by Goodwill Industries with the Senator William V. Roth, Jr. Achievement Award during the 2012 Goodwill Awards Luncheon on April 27. Kurtis was recognized for his wonderful work as production associate at Goodwill's

Milford store and for his continual dedication to improving his skills and independence.

Kurtis experienced a number of challenges growing up, including life with autism and frequent moves throughout the globe with his military family. He found it hard to speak to people and seldom said more than a few words. Things started to change when he moved to Delaware, began utilizing

Supported Employment services with KSI, and working at the Milford Goodwill store in 2009. With accepting coworkers at Goodwill and continual job coaching, his communication and interaction skills have improved remarkably and he's learned to be more independent. Coworkers reacted well

to his friendly attitude and his love of practical jokes. And he thrived in the secure environment Supported Employment offered. With the ongoing support of KSI, he's learned the skills needed for workplace success and has proven dependable and positive in his work ethic.

The Roth Achievement Award was named after former Delaware Senator William Roth, who pioneered the preservation of rights for people with disabilities and was an early advocate for the Americans with Disabilities Act. The award recognizes exceptional Goodwill employees who demonstrate self-esteem and job performance growth through community-integrated employment.

KSI congratulates Kurtis on his workplace accomplishments and the deserved recognition they have brought him.

Get Your KSI by Email!

KSI wants to communicate with its supporters and interested community members through electronic means as much as possible. With newsletters, notices and other publications, electronic delivery saves the organization needed funds and makes information more timely for you.

In order for KSI to send materials electronically, please share your email address with us. Just go to www.ksiinc.org and click on the "Join Our Mailing List" link on the home page. Once on the "Join Our Mailing List" page, you have the option to input an email address along with all of your other contact information. If you are a new KSI friend, it will create a file for you. Once registered, you can simply log in where indicated and update your information at any time. Your contact file will be automatically updated in our system.

If you have no access to the KSI Website, you may also provide your email address to your participant's program manager. The program manager will then update or create your KSI contact file for you.

Participant and provider email addresses are very important to KSI's communication of special notices, KSI events, holidays, parties and community events. If you have any questions, please contact Michelle Cain at cainm@ksiinc.org. Help us reach out to you more efficiently by sharing your email address with us.

KSI Names Julia Secret Outstanding Employee of 2011

Julia Secret of Magnolia, Delaware was honored with the KSI 2011 Employee of the Year award during KSI's 50th Anniversary Awards Dinner June 5, 2012. As part of the honor, Julia received a plaque from KSI, a Delaware State Senate tribute sponsored by Senator Gary Simpson, and a Delaware State House of Representatives tribute co-sponsored by Harvey Kenton and Jack Peterman. She also received a \$100 VISA card from KSI and a Silver Eagle Coin from Dover Federal Credit Union.

KSI Vice President of Operations Jayson Crouch had much to say about Julia's growth while at KSI. "Julia is a unique award winner. Not only have I seen how KSI has helped Julia grow, but I've also learned from our staff how Julia has helped and touched them," Mr. Crouch said. "It's all about communication—effective communication."



Award winner Julia Secret (center) is congratulated by KSI Vice President of Operations Jayson Crouch and CEO, B. Craig Crouch.

Julia is always ready for paid work, even when she's not scheduled. And she's often called upon to help during rush production jobs because of her love for working hard and producing strong numbers. She's very proud of her daily work totals and will share them with anyone passing by.

"I love working with 'Jewels.' She can make anyone smile," says her supervisor Nancy Drew. "Julia respects others and asks the same of them. I'm proud of how far she's come."

Sen. Coons Visits KSI, Promotes KSI/Rope-It Partnership

U.S. Senator Christopher Coons visited KSI on October 5, 2012 with Rope-It LLC co-founders Louis Girifalco and Mark Reda. KSI is partnering with golf training device manufacturer Rope-It on assembly services, creating 700 hours of participant work for each 10,000 Backyard Practice Range units ordered. The visit was part of promoting the federal and state efforts helping Rope-It bring its product to market.

Joining the Senator and Rope-It partners were representatives from the Small Business Administration, Small Business Development and Technology Center, the Delaware Economic Development Office (DEDO), and Dover Federal Credit Union—all of which provided guidance and financial backing to help the 24-year-old partners secure approximately \$130,000 in loans. Dover Federal Credit Union provided the majority of the loan funds, and DEDO guaranteed the loan through a federal program. The funding will help the company with marketing and expansion plans to sell Rope-It products globally.

Also on hand were Jennings Hastings of Faw Casson, who advised the partners, and members of The First Tee program, which introduces disadvantaged children



U.S. Sen. Christopher Coons (far left) celebrates the expansion of Rope-It LLC's Backyard Practice Range product at KSI's facility with (left to right) co-owners Mark Reda and Louis Girifalco, Louis's grandfather Louis Anthony Girifalco, and Backyard Practice Range device inventor John Joseph Girifalco, Louis's father.



to the game of golf to help build character and teach life skills. Louis Girifalco participated in The First Tee during his youth and counted it as a pivotal element in his personal development.

Louis's father, John Joseph Girifalco, originally invented the Rope-It Backyard Practice Range more than 20 years ago, and perfected it over the course of several years. John, Louis's mother Mary, and grandfather Louis Anthony Girifalco all celebrated proudly with Rope-It during the October 5 event. John provided

demonstrations of the product, and members of First Tee Becky Dengler and Charma Bell, along with Senator Coons and members of his office team, gave their best swing.

KSI has been training participants to perform the assembly and packaging stages required to manufacture the Rope-It training device. Within the next few months, KSI will transition to become Rope-It's primary manufacturer as the company launches a national television marketing plan on ESPN and the Golf Channel.

Endowment Donors "Make A Difference"

A total of 25 Make A Difference Society members, including five new members, are being recognized for their contributions to KSI's Endowment Fund. The society is an important element ensuring the viability of future KSI programs by providing ongoing investment.

New 2012 donors to the Endowment include Beta Sigma Phi, Christine O'Donnell, Ethel Graham, Jim and Lori Greenwell, and Mary M. Scott.

Recognized donors carrying over from previous years are Mr. and Mrs. Stephen Allis, Mr. Ted Becker, Mr. and Mrs. Dennis Diehl, Mr. and Mrs. Bruce

Holmquist, Mrs. Kathryn Marsh, Mrs. Peg McCarty, Mr. Bud Mowday, New Freedom Group, Mr. and Mrs. William Shaffer, Mrs. Elanor Thompson, Mr. Sherman Townsend, Mr. Marvin Warner, and Women of the Moose, Chapter 1229.

Individuals become members by donating a minimum of \$100 to the KSI Endowment Fund, the Clifford T. Crouch Fund, the Velma E. Steward Fund, the Swierczewski Fund or the Jan Crouch Memorial Endowment Fund. You can also make a planned gift through your estate that KSI will receive at a later date. Make

A Difference Society members' contributions are a significant support to KSI's programs and our participants, and they truly do make a difference. Society members contributed \$12,428 in new donations to KSI endowment funds in Fiscal year 2012.

You too can become a member of the Make A Difference Society by contributing directly to KSI endowment funds or by making a planned gift. If you are interested in learning more about the KSI Make A Difference Society, please contact Alicia Hollis at (302) 422-4014, ext. 3015.

KSI Transportation Support Still a Priority

Last year, KSI supporters, families and staff stepped forward to help our transportation services gain funding through the Delaware State budget. We requested \$1,000,000 in transportation assistance to offset yearly budget deficits. That request was accompanied by letters, emails and phone calls to legislators from scores of KSI supporters. In response, the Joint Finance Committee added exactly \$1,000,000 to the budget to support provider transportation, and we are very grateful for its consideration and inclusion as a State priority.

Nearly half of that amount will be dispersed among other providers serving adults with developmental disabilities in Delaware. The remaining funds will support KSI transportation directly. With increasing costs of operation and a slowing economy, KSI has experienced rising annual losses providing these services, with a shortfall of \$988,499 in Fiscal Year 2011 alone. While the increased State funding represents a significant help to KSI transportation, we still must deal with the remaining half of the annual losses running that program. Transportation viability is an ongoing issue, and one that requires continual attention and support.

KSI strives to ensure the people with disabilities we serve have consistent access to employment through daily transportation service between home and work. For our participants, it is the only way they can effectively benefit from the many employment opportunities available to them. And access to those work opportunities enabled participants to earn \$1,258,813 in fiscal year 2012, money that went back in the community.

Cartridge Service (continued from page 1).

do every task we have,” explains Cal. “She’s also been an assistant to the Production Supervisor.”

When there was a need to perform more quality control during the staff shortage, Victoria knew what to do. By following established processes, and monitoring quality at every step, Victoria was able to keep production flowing smoothly.

“Vicki really stepped up to the plate during the vacancy,” says Cal. “She can inspect toner drum units and tell if everything is put together right.”

Both Amanda and Victoria are great examples of what happens when people with disabilities are provided employment opportunities with the proper support. “These are both responsible positions these

Lately, we’ve had to envision what it would mean to our participants and their families if we couldn’t continue providing transportation services.

It’s important to understand how the lives of Delawareans with disabilities are impacted by KSI transportation. The First State DART system annually provides approximately 940,000 trips statewide at a cost of \$41.00 per trip. KSI provides approximately 113,500 trips, about 12 percent of the State’s volume, for

80 percent of participant providers said they’d be unable to utilize KSI’s programs without the transportation services we provide.

only \$18.60 per trip. Essentially, KSI saves the State approximately \$4,300,000 annually in transportation costs just by providing the services we do.

So what happens if KSI is no longer able to provide vital transportation services for the hundreds of participants we transport every day?

Ninety-eight percent of KSI participants are eligible for DART services. It would be great if our participants who were not served by KSI transportation could easily transition to DART services and still achieve their goals. But the reality is the State paratransit system would need significant expansion to accommodate the daily transport of KSI’s participants. DART does not pick up until after 7:00 a.m., and has an arrival window of approximately half an hour. Therefore, none of our dayshift or facility workers could be guaranteed on-time arrival to their jobs. It’s not surprising that a recent survey KSI conducted with participants, families and care givers showed 80 percent of respondents saying they’d be unable to utilize

young women are in,” Cal explains. “While KSI created these opportunities for Amanda and Vicki, they created the results. Both Amanda and Vicki are very driven, and they have worked very hard. The credit is all theirs.”

Amanda and Victoria are not alone in their resilience and dedication. John Henning, Anthony Katcher and Bill Lofland have been the KSI Cartridge Service backbone almost as long as the department has operated. And Debra Hrupsa came in with a fantastic work ethic more than a year ago and continually adds more to her capabilities. The hourly wage provided by working with KSI Cartridge Service is crucial to the team, especially those living independently with their own household expenses.

KSI’s programs without the transportation services we provide.

“There are too many people that will be harmed if we don’t provide transportation,” says KSI CEO, B. Craig Crouch. “We’re not trying to scare people. It’s just our reality. Other organizations have already stopped providing transportation. But the truth is that the transportation service we provide is much better for the people we serve. And we’re providing it for half of the cost of State services.”

An annual State investment of the full \$1,000,000 requested for KSI transportation services would save the State \$2,860,000 annually, not to mention the savings on new vehicles and drivers to service KSI’s participants. This is the message KSI continues bringing to Delaware’s Governor’s office and legislators in preparation for the State’s new annual budget. We will continue enlisting family members, providers, staff and community members at large to contact their legislators and help the Joint Finance Committee understand the seriousness of this issue. We’ve invited State legislators, leadership and agency directors to see KSI firsthand and understand its impact on the community, as well as transportation’s key role in fulfilling KSI’s mission.

If you need more information, contact the office of KSI CEO, B. Craig Crouch at 302-422-4014 Ext. 3009. We’d be happy to provide you with the facts and figures supporting KSI transportation viability to help you in conversations with legislators. We thank you for your continuing commitment to our organization and the people we serve.

Most recently, Dwane Smith joined KSI Cartridge Service as Work Crew Supervisor to fill the staff vacancy. Dwane has been with KSI for more than a year and has proven himself as a motivated and flexible team member. His addition brings staffing up to full force and helps the department run efficiently.

You can support this wonderful team of workers by choosing KSI Cartridge Service as your toner cartridge source. And your business can save from 30 to 50 percent on your toner costs by using KSI compatible cartridges for a number of office and home machines. Call Amanda Middleton at 302-422-4014 Ext. 3126, or email the cartridge model numbers you regularly use to thibodeaub@ksiinc.org to get a quote today.



KSI CEO, B. Craig Crouch

KSI Fiscal Year 2012 Annual Report



2012 has been an exciting year, with its share of challenges and many successes. As we enter fiscal year 2013, KSI may be required to rethink our approach to the services we provide in light of recent state and federal definition changes for programs benefitting people with disabilities. However, we will still provide the diverse employment opportunities for



participation

our participants that have defined the organization. The support and partnership of our dedicated participants, families, providers, businesses, board members, stakeholders, volunteers and staff will be increasingly important as we strive to grow and sustain those work opportunities.

That dedicated support was more than evident during KSI's efforts to secure transportation program funding through Delaware's Joint Finance Committee. Thanks to the letter writing and direct contact of KSI supporters with State legislators and Joint Finance Committee members, KSI is receiving approximately \$566,000 in funding for our transportation programs this coming year. The State funding helps to offset nearly \$1,000,000 in losses annually providing transportation for our participants. We still intend to work with the State to cover the full one million dollar shortfall. But, the current funding will bolster KSI transportation during fiscal year 2013 and free resources to better deliver our programs and services.

Even though the economy challenged many of the companies for which KSI works, participant wages were still more

than \$1,255,000. That's money that went back into the community as our participants purchased products and services on their own. For many of our work crew and supported employment participants, their earnings through KSI jobs give them the power to make better and more independent choices for their lives.

In 2012, KSI started a new work crew at SPI Pharma's Lewes plant. The company called us to rejuvenate a working relationship helping them clean and reuse hundreds of product packaging drums weekly. It's a job KSI employees did from the late 1980s to 2000, until SPI Pharma decided to change



dedication

directions with their packaging. Now, we have several KSI participants earning healthy wages and gaining community-based employment opportunities at SPI once again.

KSI's Supported Employment program continues to grow, with an excellent team of Employment Specialists seeking community employment placements and managing them with ongoing support. Approximately 20 individuals working throughout Delaware are currently receiving KSI Supported Employment services to help them succeed in the workplace.

KSI Cartridge Service sold nearly 10,000 cartridges to its 588 customers, while employing approximately seven participants with well-paying work. Cartridge sales resulted in revenues of more than \$646,000 to support KSI's programs and services. Also providing much-needed revenue, the

23rd Annual KSI 3 Club Golf Tournament cleared more than \$24,000 in revenues. Thanks go to 87 players and numerous sponsors who helped make the event a great success.

During 2012, KSI continued its focus on the health and safety of our participants and staff. Ensuring that our employees return home as good as or better than when they came to work has also resulted in significant Workers Compensation rate reductions for the organization. Two years ago, KSI was paying more than \$520,000 in Workers Comp premiums. In fiscal year 2013, we're reducing our premiums to \$298,000, much-needed savings that can be used to grow and support programs and services.

Part of that program growth is KSI's enhanced volunteer and community services to provide more community integration and work-applicable experience. Participant trips to area nonprofits and



integration

community sites, whether to provide volunteer work opportunities or personal enrichment, are excellent primers for greater community participation. The trips help reinforce pre-vocational training provided in the facility.

We thank the agencies, service groups, community groups, businesses, KSI Board of Directors and staff that have helped KSI weather many storms and better service Delawareans with disabilities. Their hard work and generous support is helping hundreds of people reach their highest potential in employment.

FY 2012 Financial Statement

Revenue		
Contributions	\$333,306	4.44%
Contributions In-Kind	\$72,525	0.97%
Fund Raising Events & Special Activities	\$70,372	0.94%
Federated Fund Raising	\$179,202	2.39%
Fees and Grants from Government Agencies	\$3,917,449	52.22%
Sales to Public	\$2,745,664	36.60%
Investment Income	\$28,666	0.38%
Rental Income	\$194,030	2.59%
Miscellaneous Revenue	\$23,737	0.32%
Net Gain on Disposal of Assets	\$850	0.01%
Net Gain on Investments	\$(63,596)	-0.85%
Total Revenue	\$7,502,205	100.00%
Expenses		
Rehabilitation Services	\$1,501,686	20.08%
Business Operations	\$3,263,967	43.65%
Transportation	\$1,682,116	22.50%
Cafeteria	\$256,354	3.43%
Development	\$120,354	1.61%
Management & General	\$652,284	8.72%
Total Expenses	\$7,476,761	100%
Excess/Deficit	\$25,444	

FY 2012 Participant Transportation

Revenue		
Contributions	\$315,378	24.74%
Contributions In-Kind	\$70,825	5.56%
Federated Fund Raising	\$179,202	14.06%
Fees & Grants from Government Agencies	\$680,824	53.41%
Program Service Fees	\$28,433	2.23%
Total Revenue	\$1,274,662	100%
Expenses		
Salaries & Benefits	\$917,575	48.74%
Equipment Maintenance	\$4,098	0.22%
Insurance	\$79,495	4.22%
Gas & Oil	\$460,780	24.48%
Housing & Occupancy	\$3,861	0.21%
Equipment & Supplies	\$4,897	0.26%
Depreciation	\$195,371	10.38%
Miscellaneous	\$28,471	1.51%
Subtotal	\$1,694,548	90.02%
Proration of Management & General	\$188,107	9.99%
Total Expenses	\$1,882,655	100%
Excess/Deficit	\$(607,993)	

FY 2012 KSI PROGRAM DATA

Total No. Participants *	304
No. Participants Served by Program **	
Vocational Evaluation & Assessment	33
Work Adjustment Training	6
Facility-Based Rehabilitation & Training	196
Work Crews	66
Temp Work Crews	62
Supported Employment Follow Along	18
Competitive Placements	0
Day Habilitation Program	10
No. Participants Placed in Supported Employment	4
No. Businesses Subcontracting to KSI	31
No. Of Contracts Awarded	33
No. Community Based Work Crews	10
No. KSI Cartridge Service Customers	588
Total Subcontract Income	\$ 2,745,664
Total Participant Wages	\$ 1,258,813
Total Unfunded Production Worker Wages	\$ 132,169
Total Participant/Unfunded Production Worker Wages	\$ 1,390,982
Total Staff, Including Drivers	94
Total Miles Logged by Vans & Buses	1,360,151

* Unduplicated Count - includes Day Habilitation and Competitive Placements

** Some participants were in 2 or 3 programs

FY 2012 Specific Breakdown of Subcontract Income

Community Based Work Services

Work Crews	66.78%	\$1,834,292
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Facility Based Rehabilitation & Training

Packaging (excl. Shrinkwrapping)	4.06%	\$111,279
Sewing	0.00%	\$0
Shrinkwrapping	0.00%	\$0
KSI Cartridge Service	23.55%	\$646,295
Mailing	0.22%	\$6,031
Assembling	4.80%	\$131,543
Other	0.59%	\$16,225
Subtotal	33.22%	\$912,350

Total Subcontract Income FY 2012	100.00%	\$2,745,664
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Recent Contributors December 1, 2011– November 30, 2012

Thank You very much for your generous contributions.

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Save the Date in 2013

January

- 1 KSI Holiday, New Year's Day
- 21 KSI Holiday, Martin Luther King, Jr. Day
- 28 KSI Board Meeting, 8:00 a.m.

March

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

April

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

May

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

June

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

July

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

September

- 2 KSI Holiday, Labor Day
- 18 24th Annual KSI 3 Club Golf Tournament
- 23 KSI Board Meeting, 8:00 a.m.

November

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

December

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

KSI 3 Club Golf Tournament Scores

Eighty-seven players had a great time during KSI's 23rd Annual 3 Club Golf Tournament, held September 19th at Jonathan's Landing in Magnolia. Along with being a nice day out on a wonderful course, this year's tournament raised more than \$24,247 to support KSI's programs and services.

The tournament was made possible through major sponsors Citizens Bank, Discover Bank, L & W Insurance Agency, Arthur Hall Insurance and Eagle 97.7/ Cool 101.3/ La Exitosa 930AM/ Delaware 105.9FM. Donations from scores of other area businesses made it possible for golfers to receive goody bags, door prizes, lunch, dinner and various awards.

Additional sponsors also helped make the day a success. The sponsor of the 19th Hole Hors d'Oeuvres was Subway, and the Putting contest sponsor was Tidewater Utilities, Inc. The Driving Range sponsors were Don and Delores Blakey, Great American Insurance, and National HVAC Service. Mulligan sponsors were Service Energy LLC, Trinity Foundation and Weller's Utility Trailers. Lunch sponsors included Bayhealth, Dover Volkswagen, Envirotrols Group, M&T Bank, Procter & Gamble Dover Wipes Company, and Regional Builders. The Scoreboard sponsors were Del-One, Kenton Ruritan Club and National HVAC Service. Hole-In-One Contests were sponsored by i.g. Burton Chrysler Dodge Jeep and Jonathan's Landing. Beverages were



Low gross scorers Artesian Water team (left to right) David McBride, Rodney Wyatt, Stu Lindner and Temple Carter.

donated by Artesian Water and Standard Distributing Co. Abbott's Grill sponsored the Closest to the Pin, Longest Drive and Straightest Drive contests.

There were some particularly remarkable players who were recognized at the event's completion. First place low gross was awarded to the Artesian Water Company team consisting of Temple Carter, Stu Lindner, David McBride and Rodney Wyatt. First place low net was awarded to the Tidewater Utilities team consisting of Joe Conaway, Jerry Esposito, Steve Smith and Dan String.

Closest to the Pin for men was Bill Strickland, with two feet, 11 inches. Closest to the Pin for women was Judy Larson, with four feet, one half inch. Longest Drive for men was Dave Pyne, and for women Vaughn Crouch. And Straightest Drive went to Bill Hare and

Peg Bundeck. Mike McPhail won the Putting Contest with nine feet, five inches.

KSI also presented a "fun" prize to each person on the highest scoring team. While they are always champs with KSI, the BNY Mellon team, represented by Denise Chas, Ken Cresci, Brian Stetina and Kevin Worsh, good-naturedly accepted their designation as highest scorers from KSI CEO, B. Craig Crouch.

The next KSI 3 Club Golf Tournament will be held September 18, 2013 at Jonathan's Landing. For information on sponsorship and promotional opportunities, contact Alicia Hollis at 302-422-4014 Ext. 3015, hollisa@ksinc.org.

Safety Culture Makes an Impact at KSI

“We believe everyone should go home at the end of the day the same way they came in,” says KSI’s Vice President Jayson Crouch.

That’s been the steady motto for KSI staff and participant employees to live by each day. KSI continues emphasizing team-wide responsibility for its safety culture to help preserve the health and well-being of our employees. The “Play Safe, Work Safe, Live Safe,” slogan is highlighted throughout the building, included in training programs and even printed on KSI T-Shirts.

KSI has been a certified Safe Workplace for 13 consecutive years based on safety practices regularly followed by the organization. The Delaware Department of Insurance Workplace Safety program certifies safe workplaces and provides them with a 10 percent reduction in Workers Compensation Insurance. KSI has long had an active Risk Management program, which includes 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.

However, a safety culture is based on more than policies alone. KSI developed a number of educational methods to create safety awareness and responsibility among staff and participants. With assistance from DFRC, Delaware Foundation Reaching Citizens With Intellectual Disabilities, KSI contracted with Very Special Arts (VSA) in Delaware to help employees create plays and songs emphasizing safety. It was a wonderful way to help participants understand safety’s importance to themselves and



KSI, while at the same time developing a variety of personal skills. Recently, the KSI Aktion Club donated a new safety mascot, Mr. Aktion, to the organization. It’s a larger than life stuffed animal used for teaching safety messages. Mr. Aktion circulates among various KSI “teams” who use him to learn responsibility for

a safe work environment.

Through education and the Risk Management program, KSI staff and participants have significantly increased safety both at the Milford facility and off-site work crew locations. In fact, the KSI crew at Merck Animal Health in Millsboro, Delaware celebrated a number of consecutive review periods without accidents or injuries. Merck staff members celebrated the success alongside the KSI crew because of the accomplishment’s positive effect on the workplace.

The greatest benefit KSI’s safety emphasis provides is preserving the well-being and health of our employees. An added benefit from creating a safer work environment is helping KSI better manage employment costs and maximize its resources. KSI saved \$26,385 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.

Food Bank of Delaware Honors KSI Volunteers

The Food Bank of Delaware honored KSI as Milford Branch Group Volunteer of the Year for 2011 during its annual dinner April 26, 2012. One of 12 awards given by the Food Bank, KSI was recognized for the approximately 50 participant volunteers who assisted the Milford Food Bank location each week. KSI volunteers spend a few mornings each week cleaning coolers for After-School and Summer Nutrition Programs. They also pack coolers with sandwiches and beverages for day programs helping children at risk of hunger.



KSI CEO, B. Craig Crouch (center) accepts award from Delaware Food Bank board president Scott Sukeena (right) and president/CEO Patricia Beebe.

According to KSI’s Director of Facility Based Operations Linda Pearson, volunteer opportunities like the Food Bank are instrumental in helping participants develop vocational skills.

“It’s just like a job, but without the pay,” says Ms. Pearson. “It allows people to learn and improve the skills needed to be successful in a paid job.”

For more than a year, KSI participants have spent Mondays and Thursdays helping to pack more than 400 lunches and snacks daily at our Milford facility. On Wednesdays and Fridays, KSI volunteers help clean and prepare 75 coolers at the Food Bank’s Milford branch.

During the annual dinner, KSI CEO, B. Craig Crouch, was on hand to accept the award. And he was struck with the significantly positive effect KSI’s participant volunteers had on Food Bank staff and supporters.

“All I heard all night was what a huge impact our participants and staff had made at the Food Bank’s Milford facility,” Mr. Crouch remembers with gratitude. “Everyone had great things to say about our guys and our organization.”

Help KSI Connect Through Facebook

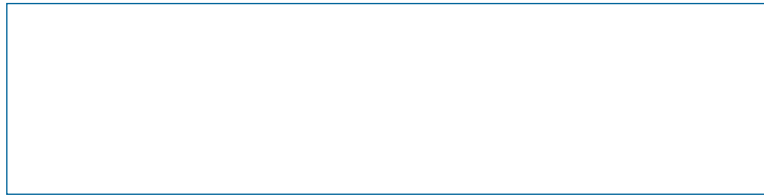
You can help KSI connect to a wider audience through our Facebook page at www.facebook.com/KSIWorks. So far, KSI has 109 followers of our Facebook page. By “like”ing us on Facebook, you’ll get alerts to the latest KSI news and events to help continue our mission to assist people with disabilities. And you’ll help KSI widen its communication network and make the organization more effective. So “like” us on Facebook today.



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KSI's Aktion Club Has a Successful Year

The KSI Aktion Club has been very busy during 2012, with food drives, fundraisers and community service projects. Chartered in February of 2008 and generously supported by Dover Kiwanis Club, KSI's Aktion Club enables members to build leadership skills and give back to their communities. This participant group makes a significant difference for area organizations while building successes in their own lives.

The Aktion Club's primary charitable beneficiaries are Kent County SPCA and the Ronald McDonald House of Delaware, to which the group has donated hundreds of dollars. Its fundraising activities include collecting coins and can tabs for reimbursement, as well as selling raffle tickets. Aktion Club members also volunteered as readers at the First State Senior Center, as well as made and distributed holiday cards for Delaware Veteran's Home residents.

Additionally, Aktion Club members volunteered with the Milford Lions Club to assemble Christmas Food Baskets. Aktion Club also earned \$258 for their community service donations through fundraising activities with the Milford Lions. As an extra support for the Aktion Club, the Milford Lions made a generous \$100 donation to help the club with its organizational activities.

KSI Aktion Club members participated with Perdue and Food Banks of several Delmarva states in a food drive called "Strike Out Hunger." KSI participants, staff and supporters donated more than 677 pounds of food to the Food Bank of Delaware as a result.

Earlier in 2012, KSI's Aktion Club inducted 11 new members into its ranks during a special Pinning Ceremony. The Aktion Club was joined by members of Kiwanis International and the Dover Kiwanis Club. Newly-inducted members were Mary Beth Auten, Jeff Conk, Stephen Douglass, Charlie Fox, Janet James, Erika Klase, Donna Lee, Annie Momot, Charlie Nabb, Kim Strunk and Melissa Tracey.

Aktion Club is part of Service Leadership Programs (SLP) sponsored by Kiwanis International, including Key Clubs and



KSI Aktion Club members present a check to Ronald McDonald House of Delaware. Shown are (left to right) Ronald McDonald House of Delaware's Barbara Loeslien, Nemours Pediatrics of Seaford's Susan Wagenhoffer, Aktion Club members Annie Momot and Kim Strunk, and Nemours Pediatrics of Milford's Kelly Thomas.

other organizations. One of the Kiwanis International advisors for Aktion Club, Dr. Stan Irzinski, voiced his pride during the pinning ceremony regarding the KSI club's accomplishments.

"You are a great club, because you have great advisors," Mr. Irzinski said.

Attending the ceremony were Kiwanis Club advisors Beth and Ron Kelleher; Ken Hogan, president of the Dover Kiwanis Club; Don Painter, chairperson of SLP; and Art Riley, Capital District Administrator for Aktion Clubs.

The new members added to the existing group consisting of club President Stacy Lukens, Vice President Ted Demusz, Treasurer Jeff Conk, Secretary Leroy Hicks, Tammy Bellemare, Josh Chaffinch, Diane Edwards, June Fluharty, Joe Pryor and Julia Secret.

KSI Aktion Club is preparing to elect and induct new officers, and is always looking for community service projects. We commend their motivation and their contributions to local causes. To learn more regarding support for KSI Aktion Club, call Lynn Hammond at 302-422-4014 ext. 3012.