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Above, KSI Aktion Club President Kim Strunk addresses the Kiwanis District Convention. At right, Kim stands in center with KSI club advisor Lynn Hammond and Dover Kiwanis director Stan Irzinski.

KSI Aktion Club President Presents to Kiwanis District Convention

KSI Aktion Club President Kim Strunk represented Kiwanis Aktion Clubs in Delaware; Washington, DC; Pennsylvania; Maryland; and New Jersey on April 23, 2016 during the 98th Annual Kiwanis District Convention in Richmond, Virginia. Kim was a key speaker presenting for 15 minutes in front of more than 500 attendees during the convention. She spoke on her experiences with KSI Aktion Club, including the leadership, volunteer opportunities and meaning that being part of the participant-run community service group has given her.

Kim shared with convention attendees all of the projects in which KSI Aktion Club has been involved, benefiting causes such as St. Jude's Research Hospital, Kent County SPCA, Bayhealth Milford Memorial Hospital, The Ronald McDonald House of Delaware and others. She not only explained the impact Aktion Clubs can have for their communities, but also the impact her membership has on her own life.

"It makes me feel good to be a part of Aktion Club and giving back to the community," Kim relates. "And it makes me feel good that there are people out there listening about Aktion Club."

Speaking in front of 500 people had its own impact for Kim, it being the first time she'd addressed such a crowd. "I felt like I was at a press

conference, the way they were reacting," Kim remembers. "Delegates and people I didn't know were telling me what a good job I did. I even had a standing ovation."

Later in the program, Kim assisted the Kiwanis Aktion Club Committee Chair Jennifer Hiscock by answering questions during another presentation encouraging sponsorship of additional Aktion Clubs. "She was fantastic and a wonderful representative of Aktion Club," wrote Ms. Hiscock after the event. "I loved her presentation. But furthermore, I loved having her join me for the second half of my Aktion Club presentation."

KSI Aktion Club develops fundraising programs for a number of causes the group chooses to support. Kim started with the KSI Aktion Club in 2011, and has proven her leadership excellence by being voted three times as President since she joined. KSI is very proud of Kim for her incredible accomplishments and the honor shown her by Kiwanis International's local district.

We're grateful to the Dover Kiwanis Club, sponsors of KSI's Aktion Club chapter, for making the convention an opportunity for Kim to shine. Thanks also goes to KSI Aktion Club advisor Lynn Hammond, who's efforts help keep the group thriving and notably productive.

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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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.

Accommodations—In compliance with ADA Amendments Act (ADAAA), should you have a disability and would like to request an accommodation in order to apply for a current open position with Kent-Sussex Industries, Inc., please call (302) 422-4014 ext. 3014 or email us at wilsonb@ksiinc.org.

A Message from KSI's CEO B. Craig Crouch



I want to Thank You for taking the time to read this issue of *KSI News!* The newsletter contains a lot of great articles and information. You can learn about all the creative and progressive things we are doing as an organization to get those we serve out into their communities, working and experiencing all that life has to offer.

If you have any questions after reading *KSI News*, please call me. I would be more than happy to discuss any of the articles or topics with you. Enjoy your summer, and as always Be Safe! I hope this message finds you and yours doing well.



KSI CEO, B. Craig Crouch accepts the Central Delaware Chamber of Commerce Nomination for Large Employer of the Year as part of the chamber's Annual Excellence in Business Awards. Pictured left to right are Dover Mayor Robin Christianson, Kent County Commissioner Bradley Eaby, B. Craig Crouch and Delaware Governor Jack Markell. KSI was one of three businesses considered for the award.

Recent Donations Help KSI Programs Thrive

KSI recently received generous grants from our business and foundation partners to help people with disabilities access more community opportunities.

In February of 2016, Delaware Electric Cooperative presented KSI with a donation to help support programs for community employment and inclusion for people with disabilities. DEC's commitment to KSI has grown in past years through event and calendar sponsorship, and in 2016 with the addition of DEC Manager-Business Development and Energy Services Kevin Yingling to KSI's Board of Directors.

Walmart Foundation approved a \$1,000 grant towards the purchase of laptops to serve community crews at their employment sites. This grant came thanks to the support of former KSI Board Member George Bailey and Sam's Club associate Allison Maloney.

In April, KSI received a grant totaling \$5,000 from the Greater Cincinnati Foundation and the P&G Fund of the Greater Cincinnati Foundation. That grant supported the renovation of KSI's Health & Wellness Center to better assist our Prevocational and Day Habilitation participants with their daily needs. With construction completed on the center, a ribbon cutting was held June 16, 2016 to officially open the much-needed facility.

And in May, the Milford Lions Club-Eunice Reed Foundation also contributed funds to help purchase additional laptops for KSI's community-based work crews. These computers will help KSI staff in the community better manage their daily administrative functions.

KSI is very grateful to the dedicated individuals and foundations that have made funding programs for people with developmental disabilities a priority. If your company, civic organization or foundation would like to help KSI continue providing quality programs and services, contact Alicia Hollis at 302-422-4014 Ext. 3015; hollisa@ksiinc.org.

Community Inclusion Initiative Creates Results

KSI is working to stay ahead of a growing focus on community-integrated settings for programs to benefit people with disabilities. The organization is re-thinking how and where it delivers programs, depending less upon employment and learning experiences in our Skill Development Center and more upon those gained in the community. In-center production work has been scrutinized more for value while community-based part-time and temporary crews have increased. And more people than ever before are reaching independent Supported Employment status directly



KSI participants contribute in the community at the Food Bank of Delaware (at top) and God's Way Thrift Stores.

through success with Prevocational training at KSI's Skill Development Center.

The CMS Final Rule on Settings that was instituted last year has prompted a statewide transition to services delivered in the most community-integrated setting possible. While this is not a new direction for KSI, it's certainly becoming a greater issue as the transition emerges. However, during two public hearings regarding the matter in Georgetown and Dover with the Delaware Medicaid office and the Division of Developmental Disabilities Services (DDDS), parents of KSI program participants had the opportunity to testify on what KSI's services meant to them and their adult children with disabilities. According to KSI Vice President Jayson Crouch, KSI had more people testifying in support of the agency's services than any other represented provider during those hearings.

"What parents were really saying was what a wonderful job KSI's staff does in

delivering the services we provide to their adult children. And they weren't reading off of scripts—they were talking from the heart," Mr. Crouch says. "Parents also recognized the services that KSI provides to them personally."

KSI has steadily increased its community inclusion trips in the past three years to access more work, volunteer and enrichment experiences in community settings. While in 2014 there may have been 36 community site trips per quarter made by participants, in 2015 KSI made more than 5,462 such trips. In 2016, that number jumped to 1,274 trips in January and 1,455 in February alone, and the numbers are expanding monthly. That's a very large increase.

The operations team has also developed geographic hubs, targeting sites in Dover, Milford and Georgetown to consolidate efforts in the communities where many of our participants actually live. Each of KSI's Program Managers has reached out to nonprofits, businesses and community destinations in these hubs. And because of that, there currently are more than 140 community-integrated sites to which KSI brings groups of individuals.

Each trip has applicable lessons attached to it, whether it's reinforcing safety practices and learning how to shop, or

socialization and working as a team. The long-term focus is to also interface with business and organizational management to open doors for more points of connection, like becoming assessment sites for employment prospects or directly hiring KSI employees. Whether participants are preparing for work or not, with the diversity of experiences offered them, they build a greater understanding of the community opportunities available to them. And that allows them to exercise informed choice.

"We don't want to destroy what we're doing. But we do want to be prepared to do what we need to do in a bigger and better way," Jayson Crouch explains. "It takes a lot of people and a lot of planning. That's why our scheduling team needs two hours a day to figure it out."

The expansion of community trips has been extremely beneficial for participants. However, the increased travel has also prompted fundraising efforts for new transportation vehicles, especially wheelchair lift-equipped vehicles so more people can access the available community opportunities. It's also meant an increase in technology investment to make sure off-site staff has mobile online access for proper documentation of trips and their support of individual's learning plans. The KSI Cruise Raffle is just one

"We're delivering the services in a way we never have before. And that's changing people's lives."

of those fundraising efforts to help equip staff for the extra challenges [See page 5]. However, private foundations, civic groups and individuals are stepping up as well to help in the community inclusion initiative.

While the landscape for programs serving people with disabilities may be changing, KSI is still driving forward to meet our participants' needs. "We're delivering the services in a way we never have before. And that's changing people's lives and helping them to change their own lives as well," Mr. Crouch says. "We're getting to be part of a real generational shift."

Renovated Health & Wellness Center Opens

KSI thanks the following donors for making its Health & Wellness Center renovations possible:

- Delaware Community Foundation**
- Discover Bank**
- The Merck Foundation**
- Hertrich Toyota**
- The Greater Cincinnati Foundation**
- The P&G Fund of the Greater Cincinnati Foundation**
- Gannett Foundation**
- Milford Lions Club-Eunice Reed Foundation**
- The M&T Charitable Foundation**
- The Safeway Foundation**
- Walmart Foundation**
- Village Improvement Association**
- Bryan & Suzy Hutchison**
- Dr. Thomas & Susie Kelly**
- Peter & Mary Ann Varanko**
and donors who wish to remain anonymous



Above left, the renovated Health & Wellness Center under construction. At right top, the new laundry facilities and one of three wheelchair-accessible bathrooms.

During KSI's Open House, attendees got to tour our newly-renovated Health & Wellness Center, which had just been completed as of April 4, 2016. The new center upgraded KSI's previous health facilities with more space and better accommodations to serve our participants' daily needs.

The project was built by Brendon T. Warfel Construction during the early months of 2016, taking approximately six weeks to complete. The renovated Health & Wellness Center includes an attractive reception area with sink, cabinets and dishwashing center; three wheelchair-accessible bathrooms, one including a roll-in shower; an administrative office; and a laundry facility. The upgraded center

will provide participants medication assistance and personal safety attention. The center also has an exterior entrance which will eventually allow for emergency medical personnel to enter without disturbing the rest of the participants.

KSI Health & Wellness staff members moved into the new center on May 2, and are very excited for this healthy



At left is the new kitchen, and at right the roll-in shower to help serve participants' needs better.

environment to benefit our participants. The organization appreciates the generous support of foundations and individuals that made this project possible, and thanks them for making the well-being of people with disabilities a priority. An official ribbon cutting for the Health & Wellness Center was held June 16, 2016, attended by many of the donors and partners that made it possible.

If you want more information on upcoming opportunities to support KSI, contact Michelle Cain at 302-422-4014 Ext. 3009; cainm@ksiinc.org.



Donors and supporters of the KSI Health & Wellness Center renovation joined staff on June 16 for an official ribbon cutting with the Chamber of Commerce for Greater Milford. During the event, attendees were able to tour the new facility.



Community Employers Provide New Temp Crews

KSI started a long-term temporary contract on May 2 with Dogfish Head Craft Brewery in Milton. The work, which will involve a small crew of three participants and a working supervisor, involves breaking out 24-count cases into 12-count cases for a particular distribution of product. KSI has done temporary work with Dogfish Head in years past, and the company has steadfastly kept KSI in mind for various projects that cannot be automated within the brewery's plant. KSI will be able to rotate a number of workers

through this crew, which will provide invaluable community-based employment opportunities. The contract is expected to last at least through the end of 2016.

Latex paint manufacturer PPG recently started using a KSI community work crew at its Cheswold, Delaware location to reclaim product, saving the company significant investment. Using two participants plus a working supervisor, the work is estimated to last two to six months. KSI also worked with PPG in the past, and the organiza-

tion looks forward to this onsite work at PPG's local plant.

KSI is excited about these new work opportunities and the experience they offer participants. We're also grateful to Dogfish Head Craft Brewery and PPG for opening their doors to create this new work. If you have ongoing jobs in your business that you'd like KSI to assess for staffing solutions, contact Mark Reeve at 302-422-4014 Ext. 3019; reevem@ksiinc.org.

KSI Crews Prove Workplace Safety Ability

KSI community-based work crews at Kraft Heinz Company in Dover, Procter & Gamble Dover Wipes plant, Merck Animal Health in Millsboro and Dover Air Force Base proved something very important in FY2015. They showed through a remarkable safety record at these KSI community employment sites that people with disabilities can attain the highest standards in workplace safety, and still get the job done better than anyone.

Reportable injuries and safety incidences among KSI's work crews at four production facilities in Kent and Sussex Counties were reduced more than 64 percent from FY2014 to FY2015. Much of this excellent workplace safety stems from consistent training KSI performs with crew members that covers everything from slips, trips and injuries to taking responsibility for clean workplaces and reducing injury hazards.

"The improvement in safety overall is the heightened awareness.

Safety is clearly defined as a major part of our daily routine at our worksites every day. The KSI Risk Management Team has also been instrumental in raising awareness of safety in the community work crews, continually monitoring and addressing root causes of

risks and incident trends," says Director of Community-Based Production Gerald Morris. "We accomplished great outcomes by going a full 52-week period with only four OSHA reportable incidences involving medical attention. That's a record covering 114 crew members and supervisors, which includes 66 KSI program participant workers with disabilities."

A lot of the improvement has come through minimizing injury potentials. The highest incidences of reported injuries in FY2014 were strains and sprains due to repetitive motion. A new program was started called "Comfort Care," where crew members are given non-medical treatments for strains to allow them to return to work without losing pay. And more effort has been invested in training crew members in

multiple jobs, allowing them to be cycled into various tasks to reduce repetitive motion issues.

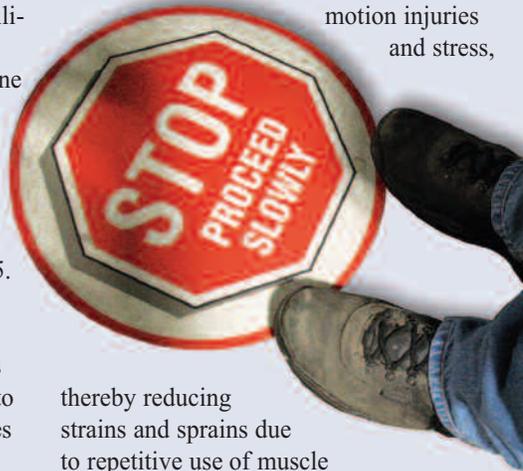
"Focus on cross-training personnel in multiple jobs has created depth in crews. This allows for rotation of people in and out of certain tasks to avoid repetitive motion injuries and stress,

thereby reducing strains and sprains due to repetitive use of muscle groups," Mr. Morris explains. "We keep our people fresh on their jobs, thereby managing injury risks better."

Paying more attention to safety did not hamper the KSI crew's production rate at plants like Procter & Gamble Dover Wipes, where aggressive production quotas were expected to be maintained regardless of workers' disability status. KSI's P&G crew sustained production rates of 85-90%, a number matching P&G's corporate performance and often outpacing other contract labor groups hired at the plant.

Giving credit where credit is due has also been a priority. Throughout FY2015, KSI recognized safety performance benchmarks every eight weeks, often giving crew members incentives like gift cards and luncheon parties for excellent safety ratings during those periods. The investment in incentives more than paid for itself in significantly reducing losses due to injuries and treatment during FY2015.

As KSI expands its community-based work to Dogfish Head Craft Brewery, PPG and other sites in FY2016, our workers will continue to set the standard for workplace safety and effectiveness. And because of their dedication, more employers can be assured that hiring people with disabilities is a safe move for their companies.



Open House Kicks off KSI Cruise Raffle

During KSI's Annual Open House on April 5, 101 attendees may have seen fewer people doing fewer jobs, with many of our participants out on community trips as part of KSI's new expansion in community work, volunteer and inclusion opportunities. But what they did see was KSI's Kathy Jackson presenting something new—the first KSI Cruise Raffle.

As a fundraising effort for purchasing additional wheelchair lift-equipped vehicles for community trips, KSI is selling tickets now until April 28, 2017 to win a voucher good for a four-to-five night cruise for two on Royal Caribbean. With open departure and cruise destinations based on Royal Caribbean's available trips, the Grand Prize of an Ocean View stateroom for two, with a \$25 excursion voucher and all taxes and tips included, awaits one lucky ticket buyer. And to get the vacation of a lifetime, you only have to spend \$5 a chance, or \$20 for five chances. The Second Prize receives \$100 cash, and Third Place will get you \$50 cash. Winners will be chosen during the next Bug & Bud Festival in downtown Milford, April 29, 2017.

So get your tickets to cruise today. To find out more information or to buy tickets, contact Kathy Jackson at 302-422-4014 Ext. 3003; jacksonk@ksiinc.org.



Cruise ticket buyers ham it up at a local festival.

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Target Business Services, Inc.

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Jerome is bringing his determined work ethic and positive attitude to help Baywood Greens' kitchen staff.

Recently, KSI's Supported Employment department celebrated the success of five individuals reaching their goal of independent, community-based employment. Thanks to KSI's Employment Specialists, more people with disabilities are finding their place to be productive members of their communities.

Jimmy B. came to KSI's Prevocational program with five years work experience at the Camden SPCA. He was in transition and looking for some extra assistance, and KSI provided that through Supported Employment. KSI Employment Specialist John Jennings found a position at Harbor Freight doing parts stocking not far from Jimmy's home in Camden. It didn't take long for Jimmy to show Harbor Freight what he could offer.



Jimmy got a good job in his own community through Supported Employment.

"I'm already getting glowing reviews from his supervisors," says Mr. Jennings.

Jerome W. has had extensive experience working maintenance at a coastal Delaware country club. Now he's using that experience in his new job at Baywood Greens doing kitchen work. While Jerome has benefited greatly from training and advocacy with Supported Employment, his work ethic and positive attitude are the reasons why employers are so happy to have him.

"Jerome has a great personality, and he's a very determined hard worker," says

Employment Manager Kami Giglio. He doesn't mind working a long day and has a great attitude while doing it."

Another KSI Prevocational graduate Loren M. gained a job at Olive Garden in Dover. Loren has had plenty of experience with KSI's community-based work crews in several locations, and has really worked hard to learn the essential skills to be independent in the workplace.

Trevon P., who is still in school and part of KSI's customized Early Start to Supported Employment program, already had a community-based job opportunity even before graduating in June, 2016. During his assessment at Touch of Italy in Rehoboth, he wowed the owners and they offered him a part-time food prep and dishwashing job. As part of making

his school-to-work transition successful, Trevon will be benefiting from KSI's Prevocational training to make sure he thrives safely in his job.

And in May, Christopher F. accepted a job offer with Mispillion Fitness in Milford to do maintenance work. The gym was opened in 2015 by the owners of Abbott's Grill Kevin Reading and Laura Burton. With strong KSI connections, Mr. Reading has been

an enduring friend of the organization and Ms. Burton is daughter of long-time Board member and supporter Patricia Rodriguez. KSI Employment Specialist Ann Haggerty worked diligently to get Christopher ready for an assessment at the gym. And his performance was so excellent, they made him an offer right away.

Congratulations to Jimmy, Jerome, Loren, Trevon and Christopher for reaching their potential in community employment. If you have a job that you believe could accommodate a person with disabilities, contact Supported Employment Manager Kami Giglio, gigliok@ksiinc.org, to find out how easy it is to Embrace Abilities.

**SAVE THE DATE for the
 KSI Abbott's
 Community Night**
 Tuesday, October 4, 2016 at
 Abbott's Grill in Milford
 249 NE Front St., Milford



15% of all food sales between 11:00 a.m. and 10 p.m. that day will go to benefit KSI's programs.

Special guest bartenders will be serving up the finest libations.

**Enjoy great food
 for a great cause!**



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KSI Car Show Looking Good in Second Year

Despite a miserably rainy morning, the Second Annual Friends of KSI Car Show took place on Saturday, May 7 and was once again a fantastic time. Drawing 35 specialty car owners, the event was organized by the Bunting family, including Angela Spishock. These volunteers have raised thousands of dollars for KSI's programs in recent years through several quarter auctions and 2015's car show. Her brother Arthur Bunting is a direct recipient of KSI's services through the Procter & Gamble Dover Wipes community work crew in Dover.

For a \$10 entry fee, show car and hotrod owners exhibited their finest autos, with dash plaques given to all entrants and trophies given to the top 20 favorites of KSI staff and program participants attending. Breakfast and lunch was available for sale thanks to the Harrington American Legion. DJ Missy Johnson volunteered her time and equipment to keep car owners and attendees entertained with an assortment of music. And the KSI Cruise Raffle was in full swing selling tickets for a four-to-five day cruise for two on the Royal Caribbean line.

Proceeds from registration and donations from the 2nd Annual Friends of KSI Car Show raised funds towards purchase of community inclusion vehicles for KSI. Thanks to the Bunting family and their crew of volunteers for creating another KSI awareness and support event.



Rain didn't keep the 35 Car Show registrants from showing off their best autos. The Harrington American Legion Post supplied breakfast and lunch to hungry show participants and attendees.

