

BELIEVING IN 7,385 PREFERRED SOURCE WORKERS! NYSID ANNUAL MEETING 2008 CELEBRATES PERSONAL ACCOMPLISHMENT, RECOGNIZES CUSTOMER DEDICATION

Over 230 member agency representatives and government customer supporters came out for the 2008 NYSID Annual Meeting on September 15th. The theme "Believe" was evident throughout, paying homage to award-winning member agencies who believed in their workers' ability to serve Preferred Source customers, New Yorkers with disabilities who achieved in individual ways, and government agencies who went the extra distance to ensure jobs for NYSID workers.

Departing Board Chairperson Susan Fonfa welcomed the crowd and acknowledged the recent passing of President & CEO Larry Barker, affirming his impact and legacy: "Larry knew when to compromise and when to stand firm, and because of this NYSID is in a position to flourish." Ron Romano, Interim President & CEO, then took the helm for the year's business performance review, highlighting the many "Team NYSID" 2008 records – contracts, jobs, employment hours, sales, and more!

As Ron observed, "The NYSID team of members, staff and customers really earned the gold in 2008 by turning business opportunities into jobs for New Yorkers with disabilities at a record pace. I'd like to thank everyone for their efforts, especially during this difficult time of transition, and for bringing NYSID that much closer to its vision of 'Creating 10,000 JOBS that people want.'"

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IN REMEMBRANCE: LAWRENCE L. BARKER, Jr.

NYSID is saddened to share the news of President & Chief Executive Officer Larry Barker's passing in July 2008. Larry served in this capacity since November 1996, and was instrumental in the transition of NYSID's corporate headquarters to Albany throughout 1997, as well as the many years of progress since. He was a dominant force in helping to secure the permanency of the Preferred Source Law in 2000, and became the archetype for reinforcing NYSID's people-centered employment mission

while managing a business of over 1,100 contracts.

Ronald Romano has been appointed Interim President & Chief Executive Officer by the Board of Directors. Ron has been NYSID's Vice President of Finance and Chief Financial Officer since August 1997, and in his new leadership role is committed to building upon the foundation established during Larry's tenure.



"He had a unique combination of visionary leadership as well as great management skills, which created the necessary foundation for NYSID to grow and flourish. His leadership over the years has touched the lives of so many people who, through employment on NYSID contracts,

have achieved independence. He also leaves behind a legacy of strong advocacy for people with disabilities, and his talent and ability to bring people together, especially groups that did not necessarily have a common bond to forge partnerships and advance our cause. He will be deeply missed."

"Larry's dedication to expanding employment opportunities for people with disabilities in New York State was exemplary," said Susan Fonfa, NYSID Board Chairperson.

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Spotlight Turns on Customer Support

No review of 2008 achievements is complete without recognizing Preferred Source purchasers' support of job opportunities for New Yorkers with disabilities. Both customer agencies honored this year have purchasing relationships with NYSID member agencies that go back more than 20 years, a testament to the reliability of Preferred Source procurement solutions.

The "State Agency of the Year" Award was given to the NYS Office of Mental Retardation & Developmental Disabilities (OMRDD), which makes substantial use of the Preferred Source Program throughout its vast Developmental Disabilities Services Office (DDSO) network. This year saw an astounding business increase by DDSO regions in response to a new need for incontinent care products for their certified residences. Thanks to a mobilized effort between NYSID and The Arc Otsego, the member agency which has sourced these products for over 20 years, more than 430 certified residences are receiving NYSID incontinent care products every month. Max Chmura, Executive Deputy Commissioner, accepted the State Agency of the Year Award on behalf of Commissioner Diana Ritter Jones.

On the municipal level, the Metropolitan Transportation Authority (MTA) was named NYSID's "Local Government Agency Customer of the Year." Under the MTA's vast agency network, NYSID operates 24 discrete services contracts and also supplies 12 different products. The services contracts alone are responsible for 150 jobs, from custodians and groundskeepers to people working in records management, mailing, and industrial laundry situations. Michelle Marto, MTA Legislative Representative, accepted the Local Government award on behalf of

Elliot Sander, Executive Director and Chief Executive Officer.

Achievements of People Take Center Stage

Annual Meeting 2008 continued the tradition of recognizing member agency and individual accomplishments which underscore the NYSID mission of "Turning business opportunities into JOBS for people with disabilities."

First up, Linda Rollins of the Rochester Rehabilitation Center was presented with the 2008 William B. Joslin Outstanding Performance Award, the fifth recipient of this annual people-centered recognition. A burn survivor who has battled back both physically and emotionally, her story of overcoming challenge and working to regain independence is an inspirational reinforcement of the Joslin Award's purpose. "I am so grateful that I am here today," Linda shared.

This year's "Member Agency of the Year" honorees – Genesee County Chapter NYSARC, Inc. and The Arc Otsego – are both longstanding participants in the Preferred Source marketplace. Genesee NYSARC was singled out for its 25-year association with NYSID, as well as advocacy efforts this past year towards retaining a vitally important trash removal/recycling services contract with the City of Batavia. Executive Director Donna Saskowski paid tribute to the essential support of NYSID in securing the contract for another five years, ultimately protecting 25 jobs. "Talk about believing!" she said, before introducing one of those dedicated contract workers as the



"Member Agency of the Year" Genesee County Chapter NYSARC, Inc.: Ron Romano, "Employee of the Year" Walter Poprawski, Executive Director Donna Saskowski, Susan Fonfa

Genesee NYSARC "NYSID Employee of the Year," Walter Poprawski. Walter has been a valued member of the recycling crew since 2001, and is currently involved in an internship program which will result in his becoming a full-time staff member. What's more, he was an active participant at a contentious Batavia City Council meeting, standing up for the human side of retaining the recycling contract.

In another standout move, The Arc Otsego took on a major new business venture in 2008 providing the OMRDD-DDSO residences with incontinent care products, one which required upgraded production facilities – ultimately creating 11 new jobs. In accepting the member agency of the year honor, Executive Director Joe Judd praised the long and mutually beneficial relationship between NYSID and Otsego, which allowed us to work together to achieve customer satisfaction. Bill Brown, Director of Business Development and Operations, then introduced Rose Rapisada, Otsego's "NYSID Employee of the Year," stating "Rose fulfills the ultimate NYSID mission – she has a job she likes." Rose has worked in the incontinent care products operation for six years, where she is known as a conscientious performer with high personal standards and a team work

ethic. "We have the best workshop in the world. God bless everyone in this room," she offered proudly.

All three New Yorkers with disabilities receiving individual awards this year were also distinguished by the NYS Office of the State Comptroller with an appreciation certificate from Comptroller Thomas DiNapoli, presented by Amber Ryan, Community Liaison.

Barker Tribute Concludes 2008 Annual Meeting

The final moments of the 2008 NYSID Annual Meeting revealed



"Member Agency of the Year" The Arc Otsego: Ron Romano, Executive Director Joe Judd, "Employee of the Year" Rose Rapisada, Bill Brown, Susan Fonfa

plans to dedicate the NYSID headquarters as The Lawrence L. Barker, Jr. Center, recognizing Larry Barker's 12 years as President & Chief Executive Officer from NYSID's organizational transition in 1997 through its

Congratulations to all Fiscal Year 2008 honorees for setting "gold medal standards" of business performance and personal achievement for NYSID members and supporters to believe in!

continued pattern of outstanding growth over the years. A video montage of Larry over the years, including previous Annual Meeting moments, was a fitting way to pay tribute to his unwavering dedication to NYSID Preferred Source opportunity as an employment pathway for thousands of New Yorkers with disabilities.

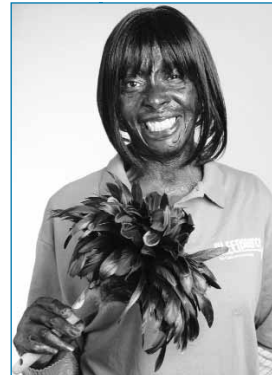
FIFTH ANNUAL WILLIAM B. JOSLIN AWARDS PROGRAM REACHES NEW HEIGHTS!

The 2008 William B. Joslin Outstanding Performance Awards Program achieved a record 50 nominations from NYSID member agencies. From that impressive field of outstanding New Yorkers working through Preferred Source opportunities, Linda Rollins of the Rochester Rehabilitation Center was chosen to receive the final William B. Joslin Outstanding Performance Award.

In 1995, Linda survived a house fire in which her father died, suffering burns on 37% of her body. She also lost the use of her hands, and suffered a traumatic brain injury. After four months in the hospital and countless skin grafts, Linda endured painful physical therapy learning to walk and talk again. While fortunate that her mother helped to raise her two young children, Linda needed years of counseling to deal with grief, guilt and anger. After turning to drugs and alcohol to ease the pain,

Linda entered rehab, became spiritual, and has been sober over five years.

Looking to become employed, Linda contacted VESID, which referred her to Pralid, an organization which helps people with brain injuries. They worked with Linda on interviewing skills, appropriate dress attire, and job searching. Still, it was not easy for her to go out in public and her self-esteem was low. After countless discouraging interviews, Linda came to Rochester Rehabilitation Center's OutSource janitorial division in September 2006, and was hired on the evening cleaning crew at the NYSID Preferred Source contract with Finger Lakes DDSO Monroe Development Center. A supervisor and job coach worked closely with her, teaching her how to open garbage bag liners with



her hands, clean the restrooms, and mop the floors. It was uncertain whether Linda could handle the physical aspects of the job and meet quality standards, but she continues to improve and flourish.

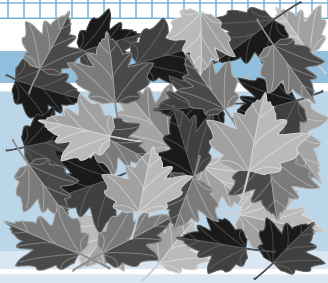
Linda worked hard through Rochester Rehab Center's Driver Rehabilitation Program to obtain a driver's license once again, and now has her own car. She is also an active member of her church and the Phoenix Society, an international group which assists burn survivors. Through this association, Linda has been sponsored to attend conferences all across the country where she speaks eloquently of her challenges and ultimate triumphs.

NYSID congratulates Linda for her achievements, as well as the entire 2008 Class of Joslin Outstanding Performers:

Thomas Adams – Oswego Industries, Inc.
Leslie Alvarado – Lifetime Assistance, Inc.
Virginia Anderson – Schoharie County Chapter NYSARC, Inc.
Sarah Beardsley – Allegany Arc

Carl Birkett – Lifespire, Inc.
Rose Blanchard – Herkimer County Chapter NYSARC, Inc.
Sarah Campbell – Ontario County Chapter NYSARC, Inc.

Continued on page 5



FALL OFFERINGS CONCLUDE 2008 TRAINING PROFESSIONAL PROGRAM:

| Date | Session | Location |
|-----------------|--|-----------|
| October | | |
| 1 | Preferred Source Contracting | NYC |
| 1 | Quarterly Employment Reports | NYC |
| 7 | NEW! Back to the Future: NYSID's Commodity Business Plan | NYC |
| 15 | Business Writing and Grammar Skills | Rochester |
| 15 | Communicate With Tact & Finesse | Rochester |
| 20-21 | NEW! Carpet Care Technician (CT) Certification Course * | NYC |
| 22 | Employment Law for Managers and Supervisors | NYC |
| 23 | NEW! Harassment Awareness & Prevention for Supervisors & Managers | NYC |
| 23 | NEW! Conducting Effective Workplace Investigations | NYC |
| November | | |
| 4 | NEW! Managing Difficult Employees * | Albany |
| 5 | NEW! Managing Difficult Customers * | Albany |
| 13 | Federal Department of Labor | Rochester |
| 13 | NEW! NYS Labor Law – Article 9: Prevailing Wage Law | Rochester |
| 18 | NEW! New NYSID Products: Developing Commodities Customers Want | Albany |
| 19-21 | Custodial University * | Rochester |
| December | | |
| 2 | NEW! NYSID's Quality Review Program: What to Do, How to Do It | Albany |

* This program in conjunction with NISH.

*Register on-line at www.nysid.org
or contact Nadina Chavez, Technical Assistance Coordinator: nchavez@nysid.org.*

NYSID CONTRACT ADDITIONS!

*June
through
August 2008*

| | |
|---|-------------|
| NEW service opportunities: | 36 |
| NEWLY APPROVED products: | 66 |
| Member agencies starting NEW contracts: | 27 |
| Total NEW jobs for people with disabilities: | 116 |
| Total value of NEW NYSID contracts: | \$2,147,678 |

NYSID IS PEOPLE LIKE...

Corey Marshall of the Jefferson Rehabilitation Center in Watertown.

A 2008 Joslin Outstanding Performer, Corey is a quality control worker in the heat seal area of Jefferson's three-ring binder operation, which is among NYSID's first Preferred Source commodities. A ten-year veteran on the job, he is deeply involved in each order, tracking sizes, amounts, colors, and shipping dates. Corey is the last person to inspect binders for quality assurance before shipment to the NYSID distribution center – 80% of all binders pass through his meticulous hands and eyes, greatly increasing the satisfaction of Preferred Source customers.

THE NYSID-JEFFERSON REHABILITATION CENTER CONNECTION:

- Delivering on NYSID Preferred Source contracts since 1979
- Preferred Source commodities: Binders, Examination Books, and Pad Holders
- 37 New Yorkers with disabilities worked 10,314 hours and earned \$62,071 in wages on NYSID contracts in 2008!



JOSLIN AWARDS PROGRAM *Continued from page 3*

Jonathan Cole – Southeast Works, Inc.
Scott Fralick – Human Technologies Corporation
Thomas Gabis – Saratoga Bridges NYSARC, Inc.
Charles Garbera – The Arc Otsego
Philip Garrett – Seneca-Cayuga County Chapter NYSARC, Inc.
Michelle Gee – Delaware County Chapter NYSARC, Inc.
Daniel Gleason – The Arc of Steuben
Michael Graham – Schenectady County Chapter NYSARC, Inc.
David Hoyer – Onondaga County Chapter NYSARC, Inc.
Walter Hoyt – The Altamont Program
Jackson, Dana – New Visions, Inc.
Stephen Jackson – Liberty, the Montgomery County Chapter NYSARC, Inc.
Don Johnson – St. Lawrence County Chapter NYSARC, Inc.
George Kithkart, III – Gateway Community Industries, Inc.
Kimberly Laverdure – Fulton County Chapter NYSARC, Inc.
Thomas Lynch – AHRC Nassau County
Alyssa Mallozzi – Northeast Career Planning/The Workshop, Inc.
Corey Marshall – Jefferson Rehabilitation Center
Marvin Meiner – Columbia County Chapter NYSARC, Inc.
Michael Miles – Madison Cortland County Chapter NYSARC, Inc.
Dawn Myers – Rensselaer County Chapter NYSARC, Inc.
John Palmer – Sullivan Arc
Steven Parker – Livingston-Wyoming Arc

Walter Poprawski – Genesee County Chapter NYSARC, Inc.
Phillip Punter – Goodwill Industries of Greater NY/Northern NJ/Goodtemps
Fred Rivera Sanchez – NYSARC, Inc., NYC Chapter
Jaimie Saunders – The Corporate Source
Joe Serafini – CWI...Community, Work, Independence, Inc.
Mary Shelton – Chautauqua County Chapter NYSARC, Inc./The Resource Center
William Shepard – Chemung County Chapter NYSARC, Inc./Southern Tier Industries
David Shevlin – Continuing Developmental Services/Unistel
Victor Sostre – Maryhaven Center of Hope
Linda Spada – Ulster-Greene Arc
E.J.Stevens – The J. M. Murray Center
Dawn & Tim Steves – Wayne Arc
Jeremy Storey – The Arc, Oneida-Lewis County Chapter NYSARC, Inc.
James Swain – Broome-Tioga County Chapter NYSARC, Inc.
Joe Thomas-Train – Essex County Chapter NYSARC, Inc.
Thirumahan Thurairajasingam – Fedcap Rehabilitation Services
Clifton Wall – Wildcat Service Corporation
Lauren Williams – Center for Disability Services
Monique Wilson – Westchester Arc



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NEW MEMBER MANUAL AVAILABLE!

The brand new 2008 Member Manual was introduced at NYSID's Annual Meeting, and subsequently mailed to all member agencies. This third edition features important updates:

- Member benefits
- NYSID, member and associate member responsibilities
- Procurement Lobbying Law
- Quality Review Program
- New insurance requirements
- More in-depth guidelines for partnerships
- New membership and associate membership agreements

If you would like a copy of the 2008 Member Manual, please contact Karin Thorne at kthorne@nysid.org or 800-221-5994, ext. 219.

