



THE PREFERRED SOURCELINE

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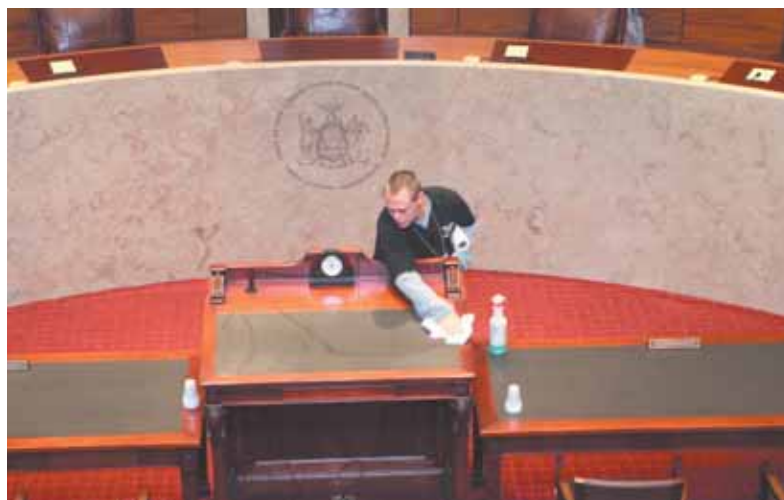
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Altamont Program Multiplies Preferred Source Participation, Supports Jobs for Veterans

More than 3,000 Capital District community residents benefit from the vocational, educational, and employment training programs and aftercare housing of Peter Young Housing, Industries and Treatment, the Albany-based parent organization of the Altamont Program. Emphasizing individual development and community integration, The Altamont Program's Industries Division offers a wide range of employment skills to its specific niche of New Yorkers with disabilities. In particular, the agency's janitorial and cleaning arm has experienced a tremendous boom in scope and reputation, servicing 70 Capital District locations in the last 20 years.

Testing the Preferred Source waters in late 1998, The Altamont Program began small with a single cleaning contract at the NYS Workers' Compensation Board. The success of this initial employment venture speaks for itself: the contract continues to flourish 10 years later. And over the subsequent five years, Altamont took on a new Preferred Source contract almost each year, three of which are also still going strong. **This modest pace then hit a remarkable stride in 2003, with Altamont undertaking five new NYSID contracts per year** -- a steady growth pattern which can be evidenced by the 35 different Preferred Source contracts on which it performs each day!

"We dipped our toes in carefully before over-committing and possibly letting down customers," stated Brian Roe, Director of Operations at The Altamont Program. "We had Father Young's longstanding reputation behind us, but ultimately it's a testament to the commitment to the hard work of those on the jobs that has kept growing our Preferred Source opportunities." State and local government customers currently served by The Altamont Program's capable workforce range from Hudson Valley Community College and The University at Albany, to the NYS Thruway Authority and Capital District Transportation Authority, the NYS



New York's second highest appellate courtroom is thoroughly cleaned each evening.



Office of General Services, Department of Transportation, Office of the State Comptroller, and several more. And by joining forces with private sector janitorial service companies who are NYSID associate members, The Altamont Program has been able to secure larger employment options, as well as leverage the resources of these local businesses, namely Action Window Cleaning, Janitronics, Inc., and RayBen Enterprises, Inc., a certified Minority- and Women-Owned Business Enterprise.

What's more, The Altamont Program is an integral supporter of NYSID's Veterans' Preferred Source Employment Program, which looks to cultivate Preferred Source jobs for veterans and business opportunities for veteran-owned companies. At this writing, 10 Altamont workers are members of our state's rapidly-growing veteran population, meeting their individual employment goals by working on NYSID Preferred Source contracts. Many more veterans are receiving other services from Peter Young

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Altamont Program *Continued from Cover*

Housing Industries and Treatment that will prepare them to transition to Altamont's vocational program.

During the 2008 Fiscal Year, The Altamont Program's NYSID contracts employed 250 custodians and temporary staff workers who earned an impressive \$1.8 million in Preferred Source wages!

These achievements can be seen through the story of a single Altamont employment venture which demonstrates the key factors in

"The most rewarding aspect of this job is to work with the people above and below, and in between. The customer is helpful, and it's always good when you have both parties working together."

growing a business: quality, reliability and teamwork towards a job well done. In the summer of 2004, Altamont was approved by the NYS Office of General Services to provide cleaning services at an OGS building on the Empire State Plaza known as the Justice Building. A heavily-trafficked, security-sensitive environment, this building houses the Appellate Division Third Department, the second highest NYS appellate court, and is frequented by a daily stream of justices, attorneys, court personnel, and visitors. During the day, one Altamont custodian maintains common areas, restrooms, the veterans' museum, and other office and court-room areas. Samuel Davis has been on the job for three years, and



The Altamont Program's Justice Building cleaning team: Samuel Davis, George York, Jeremy Parent, Charles Botts, Zenious Godfrey, Travis Bishop, Alfred Crewell, and Shawn Gribbin.



Zenious "Z" Godfrey has been on the Justice Building cleaning job since the first day in September 2004.

single-handedly meets the daytime maintenance needs of the building. His favorite part of the building's busy pace is the variety of people he encounters. "I'm a people person, and the court employees are like a big family," he commented. "I do what the job needs me to do, and I go beyond if there's a need."

In the evening, a team of Altamont custodians then tackles the maintenance requirements of the 10-story building of offices, conference areas and courtrooms by removing trash, dusting and polishing furniture, cleaning floors and carpets, and handling recycling. Zenious "Z" Godfrey, Altamont's supervisor at this important daily site, is the first one on the job each afternoon, checking in with the tenant before the cleaning crew begins its 5 p.m. shift. "My job is to be able to work with all of these different people and expedite the cleaning," he explained. The seven-person crew cleans two floors a day, for a total of 10 floors cleaned by the end of each week - 271,177 square feet of cleaning.

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Welcome to a brand new edition of THE PREFERRED SOURCELINE

As the New Year begins, there is uncertainty both in the economy and with the effects that New York's budget deficit will have on NYSID, its member agencies, and the Preferred Source Program. However, in these challenging economic times it is with certainty that NYSID must shoulder the responsibility to support its mission, its members, and especially those individuals with disabilities performing diligently for our Preferred Source customers. It is in this spirit that I welcome you to the brand new edition of *THE PREFERRED SOURCELINE*.

This expanded format and new design theme are not the only improvements NYSID management is pleased to introduce with this issue. We look forward to regularly illustrating NYSID's business mission of increasing government procurement opportunities for our member agencies through relevant stories of the New Yorkers with disabilities who make those contracts a continued success. In sharing these personal stories of realizing individual employment goals through Preferred Source opportunities, NYSID's mission is underscored in a most meaningful way.

Coverage of process improvements – such as the central distribution program – will continue to reflect NYSID's focus on increasing business operations to benefit members. And since our Training &

Information Program (TIP) is an important member assistance vehicle, we've expanded the *SOURCELINE*'s TIP section to cover the full scope of the program and increase participation.

I believe the new *SOURCELINE* demonstrates our commitment to your success – and we value your input to this work-in-progress. Please feel free to share your ideas and feedback with Jennifer Lawrence and myself so that we can insure this publication reflects the diversity of NYSID's wide readership. We will do our best to meet your needs!

Best Regards,



Corporate Compliance Program Introduced

In an ongoing commitment to conduct business according to the highest ethical standards, NYSID has introduced a new Corporate Compliance Plan. Plan elements cover code of conduct for employees and Directors, set forth a "whistle-blower" policy, and clarify records retention procedures, all of which form a cohesive compliance program thus helping our organization maintain the complete confidence of members, customers and employees alike.

This newly-adopted plan mirrors efforts by private sector NYS companies and our member agencies to uphold absolute business standards for employees and customers. **NYSID's Corporate Compliance Plan provides employees, Board Members and others the ability to report concerns regarding business practices by contacting a Compliance Officer or anonymously through a third party, in order to strengthen the NYSID organization as we grow into a fourth decade of operation.**

In order to make the program a success, a Compliance Officer has been named by the Board of Directors to assist in investigating areas of concern raised by individuals and remedy those situations. Under the plan, reports may be made in person, over the telephone, or in writing. Maria LaValle, Executive Assistant to the President and Chief Executive Officer, has been named in this role to help oversee the development and implementation of compliance policies and procedures. "I'm



The screenshot shows the NYSID State Industries website. At the top, it says "NEW YORK STATE INDUSTRIES FOR THE DISABLED, INC." and "Turning Business Opportunities into Jobs for New Yorkers with Disabilities". Below this, there is a section titled "A Message from the Office of the President and CEO" and another titled "To Make a Report". The "A Message from the Office of the President and CEO" section contains a message from Jim Romano, NYSID's President and CEO, regarding the new Corporate Compliance Plan. The "To Make a Report" section provides instructions on how to report concerns, including contacting the Compliance Officer or using the EthicsPoint service. The website also features a logo for "ethics-point" and a copyright notice for 2005-2008.

pleased with the Board's confidence in me to assist with NYSID's compliance efforts," she stated. "Let me assure everyone that in raising

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TIP 2009 Introduces Exciting New Initiatives

NYSID's Training and Information Program (TIP) is pleased to announce its eighth year of providing a consistent vehicle for improvement to members throughout the state, fulfilling its mission of providing "...at no cost to our members, quality training and essential business information that meets or exceeds their needs in locations that are convenient to them." TIP management and leadership trainings provide the most relevant and current business topics in today's marketplace – leadership development, the Preferred Source Program, legal issues, and services and products – and gives participants the opportunity to sharpen skills and improve performance.

NYSID launched TIP in 2002 offering 15 training sessions with 381 attendees. In 2008, the program offered 68 sessions and had 1,028 attendees; in 2009, 83 sessions are planned with a goal to increase the number of attendees by 15%. TIP has truly come a long way by assisting more than 100 member agencies to improve their business practices and achieve specific goals. TIP is helping the leaders of today gain experience and knowledge that will help them develop the skills needed to perform their jobs better. NYSID is positive that this year's TIP courses will continue to help leaders gain skills that create greater professional and educational growth in all fields.

New for 2009

In 2008, a survey was conducted to identify TIP participants' needs and relevant business issues, and determine whether TIP has been meeting individual expectations. Through the questionnaire, NYSID gained insight on TIP's overall performance as well as suggestions for future training sessions, agencies' business issues and personal training issues,

and TIP's effectiveness rate. The responses assisted NYSID in expanding TIP's leadership development topics and gear sessions towards agencies' needs as well as individual training needs, in order to create the 2009 TIP Catalog. For 2009, NYSID has taken the business issues of today such as ethics, motivation, retention, and trust, and created a training program focused on these issues for all members.

Also new this year, a TIP logo now brands all print and online communications of program activities! This unique identity of NYSID's interactive and experiential training offerings is just another way of taking TIP to a new level in providing an ongoing learning environment for **all** members and associate members that's professional and fun.

Another available and valuable TIP resource for educational growth is NYSID's Lending Library of videotapes, DVDs, audio books, books, and tool kits in leadership, motivation, HR issues, and more that may be loaned out for a period of two weeks without charge. NYSID provides this service to all members to encourage professional and educational growth and expand knowledge in several topics.

The NYSID 2009 training calendar and additional resources are here to help members grow professionally in countless ways. We encourage all members to participate in training opportunities and take advantage of all of the program's resources: "Knowledge is power!"

TIP Staff: **Karin Thorne** – Manager, Technical Assistance and Quality Management ext. 219
Nadina Chavez – Technical Assistance Coordinator ext. 240

TIP IN ACTION!

Lilian Morataya, HR Generalist for Pitney Bowes PSI Group, a NYSID associate member, attended the 2008 TIP session on Managing Difficult Employees, which has since helped her improve communication with and between PSI's managers and supervisors. The company of approximately 100 employees had been experiencing complaints and issues regarding poor employee performance. Using tools learned at the TIP session, Lilian has educated supervisory and management staff in understanding that "Difficult Employees are Created!," and has worked with them to implement the "Approaching Difficult Employees – The Coaching Intervention Handling Discipline" tool. According to Lilian, "One supervisor has taken steps in the coaching intervention... I am happy to see that he understands what he needs to do to make his employees successful. I am looking forward to the results, which can

take time, but patience is a virtue." PSI Group is continually improving their business practices, and has already seen improved relationships with its employees thanks to TIP's assistance.

Kelly Conroy, HR Administrator at ClearView Center, a not-for-profit community mental health agency in Albany dedicated to putting consumers' needs first, is reaping the benefits of several 2008 TIP sessions. At the "Conducting Effective Workplace Investigations" professional workshop, she came away with expanded awareness of workplace investigation techniques. Kelly has since applied that hands-on information towards better note-taking

SPRING 2009 PROGRAMS



Date	Session	Location
FEBRUARY		
4	NEW! Lowering Hostility	Albany
4	NEW! Preventing Workplace Violence	Albany
10	NEW! The Magic of Making it Up: Improvisational Theatre Techniques for Trainers and Manager	Albany
12	NEW! Primal Branding: Finding your Organization's "DNA"	NYC
19	Word Processing Basics	Albany
19	Spreadsheet Basics	Albany
24	NEW! Communicating: Overcoming Communication Barriers	NYC
26	NEW! Employment Law Development and What They Mean for Your Agency	Albany
MARCH		
3	Federal Department of Labor	NYC
3	NYS Labor Law – Article 9: Prevailing Wage Rates	NYC
10	NEW! Accountability	Albany
12	NEW! Getting it Right: Disability Documentation	NYC
12	NEW! Corporate Partnering Program: Benefits & Responsibilities	NYC
19	OSHA – Hazcom Compliance	NYC
24-25	NEW! Disabilities Awareness: Myths, Misconceptions & Realities of Disability*	Albany
26	NEW! Employee Engagement, Motivation & Retention - What You Can Do to Improve It	NYC
26	NEW! Employee Engagement, Motivation & Retention - Retention Plan	NYC
APRIL		
1	Diversity: Managing the Different Generations	Albany
14	NEW! New Member and Associate Member Orientation	Albany
16	NEW! Here Today, Gone Tomorrow! Helping Employees Manage Change	NYC
22	Business Writing & Grammar Skills	NYC
22	Communicate with Tact & Finesse	NYC
23	Supervisory Skills – Behavioral Based Interviewing	NYC
28	Supervisory Skills - Performance Management I	NYC
28	Supervisory Skills - Performance Management II	NYC
29	NEW! Here Today, Gone Tomorrow! Helping Employees Manage Change	Rochester

*Must register on the NISH website: www.nish.org

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

and best practices to conduct more thorough and effective investigations. "The presenter was an excellent trainer – she was very knowledgeable on the topics and engaging with attendees. I gained valuable information and I recommend this training to every manager and HR department," she summarized.

Amy Macy, HR Director at Consumer Directed Choices [Albany] shares that the "Performance Management" TIP workshop has since provided her with knowledge and skills allowing her to perform her job at a higher level. Consumer Directed Choices operates as a fiscal intermediary for the Consumer Directed Personal Assistance Program, and provides the administrative infrastructure necessary to allow consumers/surrogates to direct their own care. Their program allows consumers/surro-

gates to employ their workers by recruiting, hiring, training, supervising, and terminating their own personal assistants. During the TIP session, Amy gained an in-depth understanding of best practices for documenting performance and communication. She's been able to implement what she has learned and is now providing more feedback to consumers who are managing their own personal assistants. Her staff and consumers have benefited from the knowledge she's obtained through these sessions, and increased consumer satisfaction has been documented by the agency.

NYSID is People Like...

THOMAS ADAMS
of Oswego Industries, Inc. (OI) in Fulton.



A 2008 Joslin Outstanding Performer, Tom has worked on the 12-person janitorial crew at the Developmental Disabilities Services Office (DDSO) in Syracuse since September 2007. Easily mastering the job tasks and putting forth an outstanding work ethic, Tom was subsequently promoted to Disabled Crew Leader a year ago – the first OI employee with a disability to earn this title. He has earned the respect of each member of the crew he leads, and is proud of their track record: throughout 2008, no other OI custodial team received more written commendations from their respective customer for high quality work and exceeding service expectations than Tom's crew!

Reflecting on his personal desire for quality, Tom proudly stated, "I only want to do the right thing, and I just want to do the best job I can."

The NYSID-Oswego Connection:

- Delivering on NYSID Preferred Source contracts since 1997.
- 23 NYSID custodial services contracts for the Central New York DDSO, City of Syracuse, NYS Departments of Labor and Transportation, SUNY Oswego, SUNY Health Sciences Center, and SUNY Upstate Medical University.
- 64 New Yorkers with disabilities worked 44,934 hours and earned \$171,429.00 in wages on 2008 NYSID contracts!

Community Support Program Takes First Steps

With the start of the new year, NYSID has kicked off a Community Support Program to assist non-profit civic and human services agencies which provide direct services to NYS communities. In addition to financial support of community events, the program also provides NYSID employees with opportunities to give back to worthy causes through volunteering personal time.

NYSID's community support initiative is coordinated by Ron Romano, Andy Grosso and Jennifer Lawrence, who will manage the program's budget and evaluate donation requests using criteria such as whether there is a relationship with NYSID or a NYSID employee, the number of people profiting from the organization's particular endeavor, and so forth. Individual financial donations are limited to \$5,000 without prior Board approval, and will not be made to individuals, political organizations, school athletic teams, or religious organizations.

As of this writing, the program has taken initial steps forward, supporting The Capital Region Homeless Veterans Stand Down Day by providing 350 homeless veterans with personal care kits purchased from NYSID member Lexington Industries (Gloversville), as well as sponsoring YWCA Giving Trees for Children Centers, both as a company and through individual employee contributions.

Jennifer is also working with the Capital District branch of the Special Olympics, coordinating NYSID financial and personal participation support of the group's ongoing competition events. First up, several employees braved winter weather as volunteers at the Special Olympics Regional Winter Games held at West Mountain near Lake George on January 24th. Next on the Special Olympics competition roster is a spring basketball tournament which NYSID will sponsor and employees plan to support. In another recent show of good sportsmanship, a Community Support Program donation was made to the Albany Cougars, a local hockey team for special needs kids, with NYSID employees coming out in support of a Cougars hockey tournament held over the Martin Luther King holiday.

NYSID's Community Support Program will continue to take shape and define its sphere of influence. As such, we look forward to the potential for this organization, and the staff who work to make it a success, to make a difference in meaningful ways.

*"We make a living by
what we do, but we make
a life by what we give."*

– Winston Churchill

Altamont Program *Continued from Page 2*

While Z has been on the contract since Day One, he credits the entire team for getting the job done each day. "I learned all the jobs first, and then we did it as a team," he explained. "I do like supervising, but the guys make it easy for me. We have an ace team." Z also appreciates the customer's involvement in the cleaning team's continued success at the Justice Building. "The most rewarding aspect of this job is to work with the people above and below, and in between. The customer is helpful, and it's always good when you have both parties working together."

With Justice Department personnel often working into the evening, Altamont's custodial crew must complete their requirements around the course of some highly sensitive business. Yet, they have the complete trust of the customer, according to Chief Court Officer Frank Costello, who stated, "We have not had one incident of mishandling of court documents [by The Altamont Program staff]. Z is right on top of all of our needs." This was echoed by Lieutenant William Clare of the Appellate Division, who commented, "Communication is the main thing, and it begins and ends with Z."



Recycling is done twice a week.

"Thanks to Father Young's initial vision and the perseverance shown by our amazing staff, job choices for our population of New Yorkers with disabilities are at an all-time high."

Those working on the Altamont team are both seasoned four-year members and some new faces who find the camaraderie of working together a big asset. According to two-year worker Shawn Gribbin, "We have a good crew here, the people are very nice, and the supervisor makes this possible. My life has been changed by this – I'm a better father to my children, a better husband to my wife, and a better citizen all around."

Finally, what makes this contract even more valuable from the standpoint of job creation is that a number of these Altamont custodians are service veterans who have experienced the struggles of returning to the workforce. Z, Samuel and Shawn are among this population. According to Z, "NYSID and The Altamont Program have extended themselves to the veteran returning home. As a veteran myself, I have a special place in my heart for these efforts."

Jacqueline Gentile, Chief Operating Officer, summarized The Altamont Program's ongoing success with these words: "Thanks to Father Young's initial vision and the perseverance shown by our amazing staff, job choices for our population of New Yorkers with disabilities are at an all-time high. Brian Roe has assembled an excellent support network under him, and that's quite obvious in the story of the Justice Building contract. I'd like to thank all of our Preferred Source workers who strive for similar teamwork in achieving customer satisfaction."

Corporate Compliance Program

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issues to me as the Compliance Officer that I will provide the utmost confidentiality and respect to your individual concerns."

The other option for reporting concerns is through an on-line reporting website, which was created with the assistance EthicsPoint, a third-party business ethics and compliance expert. Concerns which are reported here will then be referred to the Compliance Officer for investigation. The site can be accessed through a link at www.nysid.org.

NYSID's Corporate Compliance Plan offers positive reinforcement of this organization's ethical business practices. We appreciate everyone's support as this worthwhile endeavor unfolds.

THE NYSID MISSION:

"Turning business opportunities into JOBS for New Yorkers with disabilities."



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NYSID Preferred
Source Contracts
Make a Difference:
JOBS!



MARK YOUR CALENDAR FOR 2009 NYSID EVENTS:

Preferred Source Expo - May 20-21, 2009

Annual Meeting - September 21, 2009