



THE PREFERRED SOURCELINE

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ANNUAL MEETING 2009 HITS HIGH NOTE: Members, Employees & Customers Honored For Outstanding Contributions

Continuing a tradition of excellence forged over a decade ago, NYSID's Annual Meeting held on September 15th served as a benchmark of business achievements and personal successes. John Schwartz, a participant at the Center for Disability Services in Albany, opened the event with a stirring rendition of 'The Star-Spangled Banner,' setting the tone for a celebration of New Yorkers with disabilities by more than 220 member agency representatives and government customer supporters.

"From seeking new product and service offerings to strengthening communication and collaboration with oversight agencies, NYSID's 2009 business performance in pursuit of jobs for New Yorkers epitomized the teamwork this membership organization has a reputation for putting forth," stated Board Chairman Jim Flanigan. CEO Ken Ringler then reviewed the challenges NYSID endured this past year in the tumultuous Preferred Source marketplace, and recognized the opportunities which the NYSID team created to further our employment mission. "Over these first six months of my tenure, meeting our co-workers who bring NYSID Preferred Source contracts to life each day reminds me that in every challenge there is opportunity," he concluded.

Fiscal Year 2009 saw highest-ever wages to NYSID Preferred Source workers and over 140 new contracts, proof that the NYSID network of community rehabilitation member agencies and private sector business partners continue to more than satisfy government agency customers. This year's outstanding customers who helped make that happen were the New York State Department of Motor Vehicles [DMV] and the New York City Department of Citywide Administrative Services [DCAS], both longstanding supporters of Preferred Source business solutions.

DMV was recognized as the 2009 State Agency Customer of the Year for its increasing use of NYSID Preferred Source service solutions, an impressive 30% growth over a 15-year association. The award was accepted by Commissioner David M. Swarts who commented, "Through the Preferred



Mike Miles received the 2009 William B. Joslin Outstanding Performance Award, the sixth New Yorker with disabilities to be so honored.



All eyes were on John Schwartz, who opened Annual Meeting 2009 with 'The Star-Spangled Banner.'

Source Program, the Department of Motor Vehicles sources quality products and services in pursuit of an important mission of service to New York State. It is our pleasure that this support ensures job opportunities for New Yorkers with disabilities."

On the local government side of our business, DCAS was chosen as the 2009 Customer of the Year in recognition of its 20 years' support. At a time when city agency procurement budgets are particularly tight, DCAS purchase of NYSID products for its Central Storehouse was up 6.5% this year, due in part to an urgent need for a hand sanitizer product. "NYSID is extremely cooperative in meeting our changing needs," declared Deputy Commissioner Virginia Ross, who accepted on behalf of Commissioner Martha

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ALL IN A DAY'S WORK *Continued from Cover*

Hirst. "We may not always be easy to work with, but your organization is always positive which ultimately helps make this procurement partnership endure."

New Yorkers With Disabilities Take the Spotlight

NYSID's enduring vision of quality jobs for diversely capable New Yorkers is the focal point of each annual meeting, celebrating individuals whose particular stories reinforce our mission of 'Turning business opportunities into jobs for New Yorkers with disabilities.' **First up, the 2009 William B. Joslin Outstanding Performance Award was presented to Mike Miles of Oswego Industries, Inc.,** who was chosen for this annual honor from a field of 49 New Yorkers with disabilities nominated by NYSID member agencies. Oswego agency co-workers and friends cheered as Mike stated, "Anyone with a disability can achieve accomplishments. If you can work, you should because it helps make you feel important." Also in attendance was Joy Van Dusen from the Contract Management Unit at the Central New York DDSO where Mike works as a custodian.

Next up, the 2009 Member Agency of the Year Awards were presented to two of this year's deserving honorees, Rochester Rehabilitation Center and The Osborne Association, for epitomizing Preferred Source success in their respective communities.

Rochester Rehabilitation Center achieved its tenth year of participation in NYSID Preferred Source opportunities this year, 28 contracts in all. Its vocational division, The Out-Source, employs agency participants on document imaging and janitorial contracts, as well as in the production facility making Preferred Source products. This award was accepted by Nyla Gaylord, on behalf of President Cynthia Huether, who stated, "Our agency has worked hard to diversify and rebound with the loss of Kodak business support in our community, and we owe this wonderful success to the people we serve."



"Member Agency of the Year" Rochester Rehabilitation Center: Alicia Petsos, Nyla Gaylord, and Yvette Smith [Employee of the Year] were congratulated by Jim Flanigan, NYSID Board Chairman.

Yvette Smith was then called forward to accept NYSID's Employee of the Year award for Rochester Rehabilitation Center. After working on document imaging and data entry Preferred Source contracts, despite severe health issues requiring up to 24 prescription medicines, Yvette has persevered to the point where she has recently been hired by the agency as a full-time receptionist. With family members on hand from



"Member of the Year" The Osborne Association: Harold Dodson [Employee of the Year] Elizabeth Gaynes, and Quintin Dodson received kudos from Jim Flanigan on behalf of the NYSID organization.

both Rochester and New Jersey, Yvette tearfully thanked her co-workers: "Rochester Rehabilitation Center stuck with me; if it wasn't for them, I don't know where I'd be. This is the best birthday present I could have."

The Osborne Association award was presented in recognition of its growing participation in NYSID Preferred Source opportunities. When the agency established its Janitorial and Maintenance Services division in 2000, they began a Preferred Source contract with a local NYS Lottery Office which is still underway today. Another eight janitorial contracts have since come on board, serving many other New York City government agencies. Executive Director Elizabeth Gaynes credited the Janitorial and Maintenance Services staff with its continued efforts to grow Preferred Source jobs: "This team faces a big challenge every day in assisting those with disabilities associated with addiction. I'm proud of the way we pull together to provide a very necessary service in our community."

Harold Dodson was honored as the NYSID Employee of the Year on behalf of The Osborne Association. A Vietnam War veteran who works very hard to build a stable home life for his nine-year-old son, Harold has been a team member of the Janitorial and Maintenance Services group since 2002 and has since taken on a leadership role. "I am proof that there's always a beginning," he stated with his son Quintin by his side. "Thank you to The Osborne Association for giving me a chance to prove that."

Kudos are extended to the entire NYSID organization of member agencies and private sector business partners – as well as legislative supporters and procurement decision-makers – for another successful year. On to 2010, and more new contracts that create jobs for New Yorkers with disabilities!

Message from the Chief Administrative Officer

I want to personally thank NYSID member agencies and private sector business partners for your contributions towards the success of Fiscal Year 2009. New Yorkers with disabilities earned \$43 million in wages on 1,433 NYSID Preferred Source contracts this past year, an impressive achievement we all share in.

All of you are vital linchpins in a membership network whose purpose is to create jobs across the state. The diversity of what you do each day – from records management and laundry services to manufacturing and packaging products – enables NYSID to serve a vast government agency customer base and sustain jobs for more than 7,000 New York State residents.

In this current uncertain business environment, I'd like to ask everyone's cooperation in 2010 and beyond in sourcing products and services for your own respective organization from other NYSID members. NYSID itself has long been a proponent of using its member agency goods and services, continually looking for ways to do business directly with you. This is good business sense and even better

teamwork as we carry out our daily missions in support of New Yorkers with disabilities!

Thank you again for sustaining NYSID's annual growth in pursuit of Preferred Source "Jobs that people want."

Best regards,



Ronald P. Romano
Executive Vice President and Chief Administrative Officer



Let's all remember to buy from the NYSID family of members!

'WE DELIVER' UPDATE: Warehouse Move Expands Operations & Efficiency

In the spring of 2006, the first order of member agency inventory arrived at the highly-anticipated NYSID warehouse – a short three years later, those first 16 items have grown to over 800 line items. Keeping pace with even more growth opportunities, the NYSID distribution center has recently been relocated to a larger, more efficient facility in greater support of Preferred Source customer satisfaction!

"Looking back, it's hard to believe we outgrew ourselves within three years," offered Inventory Manager Tim Mott. "At the same time, this move more than meets our needs in maintaining adequate inventory levels to fulfill customer orders, especially as marketplace needs shift." Tim has led NYSID's distribution initiative since the shipping bay doors first opened, taking on a pilot project originated by Ron Romano and NYSID accounting, customer service and IT staff. The first NYSID warehouse was located in a portion of a building rented from Liberty, the Montgomery County Chapter NYSARC, Inc., in Amsterdam. This original site had about 40,000 square feet of inventory space with three doors for receiving and shipping orders. Excluding custom products such as apparel and food/beverage items, we hoped to warehouse every NYSID product made by our members.

By early 2009, it was clear that we'd outgrown existing warehouse capacity. "Not only were member agency products continually coming into the warehouse, but we also took on specific customer satisfaction opportunities with respect to product demand," Tim explained. In 2008, NYSID inked an agreement with the statewide DDSO network to provide adult briefs to individual residence homes, an incredible 85% increase in this product line's previous inventory. Then in 2009, hand sanitizer for NYC agencies sparked another great customer satisfaction opportunity, while compromising existing warehouse space.

The search for a new facility was on, leading to nearby Johnstown in Fulton County, where new space was identified in a large industrial park, providing 50,000 square feet of floor space and six doors for receiving and shipping member products in support of Preferred Source customers. Moreover, the new facility would provide greater cubic storage capacity, boosting inventory potential even more. It was a fast 100 days until 'Moving Day' targeted for October 1st with much work to be done: warehouse layout and design, running electrical and computer lines, installing pallet racking, coordinating and relocating material handling equipment, performing office renovations and constructing an employee room, and more.

"By the last week of September, we started diverting some incoming loads to the new warehouse to help reduce move activity," Tim explained further. "It was a very busy few days for the Warehouse and Inventory teams as they had to completely move the warehouse and perform a year-end physical inventory." Three local trucking companies assisted in the relocation of product from Amsterdam to Johnstown – 27 truckloads over two days. Warehouse staff was split between both locations for loading in Amsterdam and then unloading in Johnstown. The move was completed on Friday, October 2nd, and then the physical inventory took place on Saturday. Warehouse staff were the key

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TIP 2010 Kicks Off

We are excited to introduce the 2010 Training and Information Program (TIP) catalog to all members and training participants. This year offers a combination of popular topics from previous years and 14 new session topics. We've broadened the scope of offerings to range from Human Resource and Leadership Skills to Interpersonal/Personal Development and Preferred Source. Sessions such as 'Assertiveness,' 'Employee Empowerment,' 'Presentation Skills,' and others have been included in an effort to meet the diverse training needs of TIP participants.

As the world transforms into a technologically-advanced society, the need for supervisors and managers to be equipped with appropriate skills is essential. For this reason, we've decided to bring back two of 2009's most popular trainings, 'Spreadsheets Basics' and 'Word Processing Basics.' As a continuation to both courses, we've included Intermediate-level sessions, so that those participants who attended both basic sessions in 2009 will have the opportunity to gain greater knowledge at a more advanced level.

This year, we will to put forth much effort to truly enlighten participants with our training sessions, as well as to provide you with many resources to facilitate transition and implementation of the learned

skills. We plan to use follow-up tools such as e-mails and phone calls to participants three months after attending a session in which we will ask what you have implemented, what works and what doesn't, and about your overall training experience to strengthen TIP even more. We will also expand the TIP Lending Library with offerings that will provide more resources to support session topics.

Please join us at one or more trainings throughout the year, and always remember that your feedback is what makes each TIP year a 'best-ever.'

TIP Participants:

If you would like to be added to the monthly e-mail broadcasting list of upcoming TIP opportunities being offered regionally, please e-mail Nadina Chavez at nchavez@nysid.org.

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

TIP IN ACTION!

Mike Ceonzo, Senior HR Associate at the Center for Disability Services in Albany, attended the 'Employee Engagement, Motivation & Retention – What You Can Do to Improve It' training in the Capital Region earlier this year. He was very satisfied with the wealth of

“The NYSID staff at each training session have all been resourceful and pleasant to interact with.” – Mike Ceonzo

knowledge that was delivered by facilitator Diane Lustenader. Some of the skills he was able to gain during the session were comparisons

of workplace values desired by both managers and employees, research results of employee satisfaction and retention studies, Bob Nelson's non-cash rewards & recognition, and statistics about the rates and costs of employee turnover. Mike was excited to learn that many of the recognition techniques that Diane taught had already been implemented by his company, and it was refreshing for him to know that they were on the right track! "Diane Lustenader is a natural presenter; she's able to maintain a captive audience while keeping a pleasant air about her. Additionally, the NYSID staff at each training session have all been resourceful and pleasant to interact with," he enthused.

WINTER 2009 PROGRAMS



Date **Session** **Location**

JANUARY



HAPPY NEW YEAR!



FEBRUARY

23	New Member & Associate Member Orientation	Albany
25	Delivering Sustainable Growth in Turbulent Times	Albany

MARCH

3	Word Processing Basics	Albany
3	Spreadsheets Basics	Albany
9	Taking the Stage: Presentation Skills for the Professional Arena	Albany
11	Federal Department of Labor	NYC
11	NYS Labor Law – Article 9: Prevailing Wage Rates	NYC
16	OSHA – Hazcom Compliance	Albany
24	Behavioral Based Interviewing: How to Hire the Right Person the First Time	Rochester
31	Emotional Intelligence	Albany

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

Stacy Soria currently works at The Doe Fund in Manhattan as a Veterans Case Manager. She attended ‘The Magic of Making it Up: Improvisational Theatre Techniques for Trainers & Managers’ while she was working as an Administrative Assistant and Trainer, and utilized the

“These tools for communicating are great – they have proven to be transferable.”

– Stacy Soria

learned skills to teach consumers administrative skills and office etiquette. ‘Color/Advance’ and ‘Status’ are two of the many skills that

she was able to utilize during trainings with her staff to improve communication and student engagement. As she stated, “These tools for communicating are great – they have proven to be transferable.” In her new role as a Case Manager, she has been able to contribute much to her new team using the session’s learned skills in this new role. She has been able to utilize techniques verbally and in writing, which has resulted in an increase in compliance within her department, and established a trusting client-to-manager relationship.

NYSID is People Like...

ERICA GRIGNON AND MICHELLE MARYEA
of Schenectady County Chapter NYSARC, Inc.

Schenectady NYSARC operates a horticulture greenhouse at its Maple Ridge Center office, where New Yorkers with disabilities make flower arrangements, prepare seasonal bedding plants, and more. Participants work Mondays and Wednesdays at the facility, where according to Supervisor Donna Vincent, "Everyone here says 'I want to make flowers!'"

NYSID's Annual Meeting on September 15th was made more special with floral arrangements from the Maple Ridge Team, and with Donna and Erica in attendance. Thank you, Maple Ridge participants, for adding this special touch to our annual event!

THE NYSID- SCHENECTADY CONNECTION:

- Delivering on NYSID Preferred Source contracts since 1998.
- 19 NYSID Preferred Source contracts for three products and 16 services, including document imaging, secure document destruction, carpet cleaning, mailing, and plant maintenance at the Albany International Airport.
- 55 New Yorkers with disabilities worked 3,776 hours and earned \$26,266 in wages on 2009 NYSID contracts!



Michelle Maryea, Donna Vincent and Erica Grignon with holiday decorations made by the Schenectady NYSARC Maple Ridge horticulture team.

THE NYSID MISSION:

*“Turning business opportunities
into JOBS for New Yorkers
with disabilities.”*

'We Deliver!'

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players in the physical move, and Albany office employees assisted at various phases both prior to the move and over the course of the three days.

Personnel has also kept pace with the warehouse operation's growth, starting with Manager John Lee and Chris Ferrara as the first Material Handler, adding on subsequent team members with increasing inventory. John continues to lead all aspects of operation at the new facility, and is now assisted by four Material Handlers: Chris, Doug Chamberlain, Mike Pepper, and Sharon Alleyne, a long-time Albany Office employee who recently returned to NYSID after a lengthy military tour of duty. "I'd like to thank John and his hardworking team for a consistent effort over three-plus years of operation, and certainly through the move to the new facility," Tim offered. "It took about a month to prepare for the move, and then the three days of relocation and inventory were a non-stop team effort."

With respect to the move, Albany Office employees are to be commended for their support: the IT team of Frank Heuer and Jim Viau transitioned computers to the new location; Inventory staff members Rob Kleuver and Christina Grillo were involved in both preparation measures and the physical inventory count; Hayley Smith of Accounting generated all the necessary reports for the weekend; Tori Harn and Stacey Longo of Customer Service and Sharon Segura of the TQA department assisted with physical inventory counts. "It couldn't have gone more smoothly from the first step to the last, and I extend thanks to those behind the scenes in Albany for this unwavering support," said Tim.

Final words from Tim: "The first three years of NYSID's long-awaited distribution operation were successful due in great part to Liberty Enterprises. We actually expanded within the original facility twice over three years, so their flexibility was invaluable. I'd like to especially thank Bill Sikora for all of his efforts and teamwork in helping to make the first phase of 'We Deliver' a success."

As of this writing, 'business as usual' at the NYSID warehouse is at an all-time high of 330 orders per week. We closed out 2009 with 810 items in inventory and \$20.8 million in products shipped, in support of Preferred Source customers' ever-changing needs – an impressive team effort that will surely continue to grow.



Team 'We Deliver!' from left to right: Doug Chamberlain, John Lee, Sharon Alleyne, and Mike Pepper. [Missing from photo: Chris Ferrara.]



NYSID CONTRACT ADDITIONS!

August-October 2009

NEW service opportunities:	26
NEWLY APPROVED products:	18
Member agencies starting NEW contracts:	21
Total NEW jobs for people with disabilities:	53
Total value of NEW NYSID contracts:	\$2,188,133



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JOBS!**

**MARK YOUR CALENDARS NOW:
2010 PREFERRED SOURCE EXPO
May 19th & 20th**

First-quarter TIP workshops announced – 14 new topics for 2010!



Happy and Healthy New Year from your friends at NYSID