



# THE PREFERRED SOURCELINE

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Kenneth J. Ringler, *President and CEO*

Ronald P. Romano, *Executive Vice President and Chief Administrative Officer*

Jennifer Lawrence, *Editor* – 518-463-9706  
fax: 518-455-0325/e-mail: JLawrence@nysid.org

## KEEPING NEW YORK SAFE, ONE FINGERPRINT AT A TIME: New Yorkers With Disabilities Tackle Massive Digital Scanning Challenge With Outstanding Results!

*The Division of Criminal Justice Services [DCJS] is a multi-function criminal justice support agency whose responsibilities include collection and analysis of statewide crime data; operation of the DNA databank and criminal fingerprint files; administration of federal and state criminal justice funds; support of criminal justice-related agencies across the state; and administration of the state's Sex Offender Registry – integral aspects of an overall mission to make New York State a safer place to live, raise families, and operate businesses.*

In order to carry out this ongoing mission of service to New Yorkers, the DCJS has a longstanding purchasing history with NYSID products, which includes specific kits to assist in the investigation of crimes.

**This relationship took an unprecedented turn last September with the inking of a digital scanning services contract which today employs 35 New Yorkers with disabilities to achieve an impressive goal of 20 million individual confidential records scanned from paper to electronic format!** Simply put, every fingerprint record and DNA submission card will be accessible in the state's record system to assist in crime investigations.

It all started in mid-2008 when DCJS personnel recognized that the agency's burgeoning paper fingerprint and DNA submission records storage was anything but simple. According to Terry Atwater, Executive Director, Office of Justice Information Services at DCJS, "The ability to store and manage a manual filing system of over 22 million paper finger-

print cards and associated documents had long since exceeded space and efficiency. We needed a solution that would provide for ongoing effectiveness, and so began looking at various options before addressing our needs with Focused Technologies and NYSID account representative Corey Heritage."

A private sector NYS business which has been a NYSID associate member since 2004, Focused Technologies provides cost-effective document management solutions to various businesses and to state government through partnership ventures with NYSID member agencies like Northeast Career Planning/The Workshop, Inc. As with many NYSID corporate partnerships, this relationship brought new skill sets to New Yorkers with disabilities working at Northeast, and the potential to assist the DCJS was yet another step forward in their growing partnership of opportunity. Chuck Tobin and Julie Benware, founding partners at Focused Technologies, were eager to take on the DCJS contract opportunity, but also recognized that even more manpower would be needed. "We knew we'd have to run two shifts to satisfy the contract's goal

"I feel better about myself and enjoy coming to this job every day."



"Scanning is a good job because if you get stuck everyone will help you," stated Nick Gouvakis, an employee referred by Northeast Career Planning who works on the DCJS scanning team at Focused Technologies.

of 20 million scanned records in half a year," explained Chuck. "By taking on additional workers from The Altamont Program, Rehabilitation Support Services, Clearview Center, Riverside, Veterans Industries, and

*Continued on page 2*

### CONTENTS

Letter From the CEO.....	3
TIP Program.....	4
NYSID is People Like... ..	6
NYSID Contract Additions .....	6
Media Awareness Campaign .....	7
NYSID in the Community .....	7

# Keeping New York Safe *Continued from Cover*

New Visions [all NYSID member agencies] and also from the state VESID office, we created the necessary size of team as well as the right caliber of players to get the contract up and running by the September target date.”

## The process from paper to image

Working on-site at the DCJS warehouse in Albany, this team of trained document imaging specialists is committed to a job well done. The daily operation goes something like this: new pallets of 48 boxes containing fingerprint and DNA submission cards are delivered to the scanning work site. Thirty scanner operators at individual stations scan records all day long, to the tune of 200,000 records per day, and then up to

“We’re a diverse group with the same goal. We know that our customer is important, so we do good work to make it happen.”

1 million by the end of each week. The equipment allows for 100 records to be scanned at the same time, with each worker usually going through four boxes in a typical work day.

Quality control takes place at several points along the way. After each stack of records is scanned, the images are viewed one by one for the first quality check. Boxes are then refilled and placed on a ‘complete’ pallet. Those scanned records then move on to the audit stage, where image quality is then confirmed by a second set of eyes. From this point, paper cards are eventually destroyed, so it’s absolutely imperative that the scanned image be accurate!

Once each electronic record is entered into the DCJS server by its index number, the process from printed card to on-line image is complete. And since the project has been underway, the team has achieved



Jake DeWolfe operates one of the 30 workstations where 200,000 records are scanned per day.

an accuracy rate of over 99.99%. “The work is incredible and on schedule,” commented Terry Atwater. “Some of these records could very well be used as trial evidence, so it’s a testament to the excellent work done by this team in handling such sensitive, confidential information to an extraordinarily high degree of accuracy.”

## The people that bring it all together

The workforce that has been seeing the DCJS contract through reflects a diversity of men and women from all age groups and backgrounds. One worker is in his '70s while a

*Continued on page 3*



The Focused Technologies team, responsible for scanning, checking and indexing over 1 million fingerprint and DNA submission cards each week!

# MESSAGE FROM THE PRESIDENT & CEO

Hi, everyone. I am proud to have been selected NYSID's new President and Chief Executive Officer!

In the short time that I have been on board, I have already come to realize the joy of coming to work everyday at an organization whose goal is to "turn business opportunities into jobs for New Yorkers with disabilities." While we work hard to ultimately achieve a vision of creating 10,000 jobs for these individuals, we also serve our customers well, providing quality commodities and services to New York State and local governments.

During the past couple of weeks, I have visited several of our NYSID members and private sector business partners to learn more about capabilities and workforce strengths. I am so impressed with NYSID's Preferred Source offerings and resulting employment opportunities available to people who are striving for their personal best. New Yorkers working on NYSID Preferred Source contracts have smiles on their faces and a work ethic second to none.

But, as exciting as things might be, we face challenges and we must confront these challenges together. Although NYSID's overall employment impact remains strong, the current economic environment is troubling. We must work together in today's difficult times to ensure our unwavering commitment to making a difference in the

lives of New Yorkers with disabilities. That dedication and commitment was underscored by Larry Barker during his lengthy tenure as President, and I am humbled to follow in his footsteps. I wish to thank all of the NYSID team, but in particular Executive Vice President Ron Romano, who have kept our organization moving forward in the spirit of Larry. I am committed to doing the same. I look forward to working with all of you.



Best Regards,

*Ken Ringler*  
Ken Ringler

## Meet Ken Ringler

Before joining NYSID in April 2006, Ken Ringler had an extensive career in state and local government, as well as private sector leadership experience.

Most recently, he served as the leader and senior business advisor of the Corporate Strategy Team of HB Solutions LLC, an organization which provides clients with strategies to help govern, finance, and grow their businesses. Ken was appointed Executive Director of The Port Authority of New York and New Jersey on October 21, 2004. He also served as President to the Port Authority's subsidiaries. The Port Authority of New York and New Jersey is a bi-state agency that operates more than 30 facilities in two states. In this capacity, he was responsible for a budget of more than \$5 billion and oversaw approximately 7,000 agency employees.

Prior to joining the Port Authority, Ken was New York State Commissioner of General Services. He also served as Executive Deputy Commissioner at the New York State Department of Motor Vehicles, where he was responsible for all divisions within the Department, and was First Deputy Secretary of State where he was responsible for all divisions of the Department of State. On behalf of the Secretary of State, Ken served as the Chairman of the Emergency Financial Control Board for the City of Yonkers.

Before joining state government service, Ken had an extensive career in local government and business. He was the Supervisor of the Town of Bethlehem in Albany County from 1990-1993, after having served as Chairman of the Town's Planning Board from 1988-1989. A graduate of Siena College with a Bachelor of Science degree in finance, Ken has served on numerous boards and received several awards for community service.

Ken lives in Feura Bush with his wife, Marty DeLaney, and they have three grown daughters.

## Keeping New York Safe

*Continued from page 2*

few others are working on their first jobs. Yet another has transitioned from a warehouse job which left him unemployed due to injury to the project assistant for this NYSID corporate partnership.

Richard Mitchell, called 'Mitch' by everyone, came to Focused Technologies from Veterans Industries and has been scanning DCJS records from the very beginning. Mitch has a lead role in the process and is known for both speed and accuracy, yet he quickly pointed out the emphasis on team: "We're a diverse group with the same goal. We know that our customer is important, so we do good work to make it happen."

Alyssa Mallozzi, one of the most productive scanners, came to the DCJS team through Northeast Career Planning, after working on several other Focused Technologies partnership contracts and proving her reliability many times over. "This is very different than anything else I've done, and it's amazing how much we've accomplished," she stated. "It's an honor to be given this kind of responsibility – we want to do the best job we can."

Dave Potter came to Focused Technologies from a VESID computer training program after being out of work four years following a workplace injury. In terms of the work being done, Dave had this to say: "I feel totally confident in our ability to complete this project. Everyone gets along here, and working for Chuck is a great experience." Over time, his dedication and problem-solving skills led him to take on more responsibility, to the point where he is now Chuck's right hand on the project. In terms of what the scanning project has meant for Dave personally, he was even more to-the-point: "I feel better about myself and enjoy coming to this job every day."

*As the DCJS scanning project continues more than meeting expectations, NYSID commends the collaboration of a major customer, committed member agencies and diligent workers for this exceptional team effort!*



## TIP Towards Success

As NYSID membership continues to grow, the need for an orientation program specifically geared to new members and associate members has become evident. As the Preferred Source facilitating agency for qualified not-for-profit agencies serving severely disabled individuals and the veterans' workshops, NYSID is offering two new training sessions to take the mystery out of the Preferred Source Program:

### New Member and Associate Member Orientation

#### Corporate Partnering: Benefits and Responsibilities

These sessions highlight NYSID's role as well as the members' rights, responsibilities, and benefits under the Preferred Source Program. The sessions' goals are to guide participants through the basics of Preferred Source in order to ensure that future contracts are in compliance with the Section 162 of the NYS Finance Law.

### NEW MEMBER & ASSOCIATE MEMBER ORIENTATION

This is a mandatory session for all new members and associate members within six months of joining NYSID and prior to receiving a Preferred Source contract. Open to all staff interested in learning about the NYS Preferred Source Program, this newly-developed workshop will cover:

- NYSID and its role in the state contracting process
- Each member's responsibilities of reporting and compliance

This half-day session will offer an overview of NYS Preferred Source Program regulations, responsibilities and benefits, and set forth NYSID's role as the facilitator of the Preferred Source Program for not-for-profit

agencies serving severely disabled persons. Each participant will receive the most recent edition of NYSID's Member Manual.

### CORPORATE PARTNERING PROGRAM: BENEFITS & RESPONSIBILITIES

"I've joined the Corporate Partnering Program; now what?" We are pleased to present a training session that communicates the unanswered questions for members and associate members involved in partnerships or any member considering partnership opportunity.

The session covers the advantages and requirements of Corporate Partnering, as well as the necessary steps to become an associate member, the partner selection process, and the collaborative responsibilities of the member and partner relationship. Participants will learn how to maximize success for the NYSID member, associate member, employees and customers.

### 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](mailto: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!

**Jose Toledo, Senior Internal Auditor at Goodwill Industries of Greater New York and Northern New Jersey, Inc. attended the TIP session on CONDUCTING EFFECTIVE INVESTIGATIONS.** Internal investigations are an integral element of his job responsibilities, as he must prepare documents and conclusions based on his findings and premised on the belief that everything is discoverable, while maintaining an ongoing relationship with the agencies.

During the session, Jose was able to expand the usefulness of the information provided for a number of different types of investigations he performs to include: Policies Violations, Analysis & Preparations of Recommendations, and Documentation Process. His entire department has implemented the improved method of analysis and problem-

solving, and is now able to recognize potential issues to ensure that corrective actions are in place when issues occur. Since implementing the new concepts and skills, reports and findings receive more attention, and departments that they've audited have implemented suggestions resulting in a considerably reduced error ratio. "As we are a Compliance Department, program personnel have always shied away because they viewed us as their adversary. However, the new communication style that we have implemented has changed their misconceptions. We do not compromise our professionalism, but we do convey the understanding that we are here to help," he offered.

# SUMMER 2009 PROGRAMS



Date	Session	Location
<b>JUNE</b>		
2	Business Writing & Grammar Skills	Rochester
2	Communicate with Tact & Finesse	Rochester
4	Turning Groups into Teams: Effective Team Building	NYC
10	<b>NEW!</b> The Magic of Making it Up: Improvisational Theatre Techniques for Trainers & Managers	NYC
11	<b>NEW!</b> Here Today, Gone Tomorrow! Helping Employees Manage Change	Albany
16	<b>NEW!</b> Lowering Hostility	NYC
16	<b>NEW!</b> Preventing Workplace Violence	NYC
18	<b>NEW!</b> Communicating: Overcoming Communication Barriers	Albany
25	<b>NEW!</b> Managing Service Productivity: Getting the Job Done With Available Resources*	Albany
30	<b>NEW!</b> Employment Law Development & What They Mean for Your Agency	Rochester
<b>JULY</b>		
7	Federal Wage & Hour Law - Commensurate Wage Issue	NYC
9	<b>NEW!</b> Getting it Right: Disability Documentation	Albany
9	<b>NEW!</b> Corporate Partnering Program: Benefits & Responsibilities	Albany
14-15	Determining Commensurate Wages for Employees Paid Piece Rates & Employees Paid Hourly*	Albany
21	<b>NEW!</b> Employee Engagement, Motivation & Retention—What You Can Do to Improve It	Albany
21	<b>NEW!</b> Employee Engagement, Motivation & Retention—Retention Plan	Albany
23	<b>NEW!</b> Employment Law Development & What They Mean for Your Agency	NYC
29	<b>NEW!</b> What to Manage When You're Walking Around*	Binghamton
<b>AUGUST</b>		
4	<b>NEW!</b> New Member & Associate Member Orientation	Albany
6	<b>NEW!</b> Cultural Diversity	Rochester
6	<b>NEW!</b> Ethics & Management	Rochester
11	OSHA – Hazcom Compliance	Rochester
19	<b>NEW!</b> Accountability	NYC
25	<b>NEW!</b> Soft Skills for Hard Results or “Magic in the Middle”*	Albany

\*In conjunction with NISH

Register on-line at [www.nysid.org](http://www.nysid.org) or contact Nadina Chavez, Technical Assistance Coordinator: [nchavez@nysid.org](mailto:nchavez@nysid.org).

Crystal McLaughlin from Mountain Lake Services stated that the **MANAGING DIFFICULT EMPLOYEES TIP** session she recently attended provided her with strategies to help her as a frontline assistant manager and to identify and reinforce skills for relationship management. Skills such as how to analyze interpersonal transactions to improve performance and how to use a five-step process to coach employees through performance problems have helped her become a more effective manager resulting in improved manager-staff relationships and a more constructive process to utilize in dealing with difficult employees.

Judi DiVita from Opportunities Unlimited of Niagara, a division of Niagara County Chapter NYSARC, Inc., has observed noticeable progress within the agency since attending the TIP session on “Business Writing

& Grammar Skills.” As a Site Supervisor, Judi understands the importance of effective communication skills within a leadership role, and expresses since implementing the session’s “short and simple” method, communication and teamwork among staff has improved dramatically. Her improved communication skills have increased both productivity and performance among her employees, resulting in better management-staff relationships. She not only has gained an improved relationship with her staff, the consumers have noticed the change and are enjoying the better relationship.

# NYSID is People Like...

**DAVID MESSENGER**  
*of CDS/Unistel in Rochester.*



David spends his day at Unistel's state-of-the-art rehabilitation and production facility, making air filters for New York State government customers such as school districts and colleges, psychiatric centers, correctional facilities, and more. He has been employed in the production facility for more than five years, and is solely responsible for creating quality air filter products.

David was recently featured in NYSID's video 'Jobs People Want' as part of the ongoing Preferred Source image awareness program.

## **THE NYSID-CS/UNISTEL CONNECTION:**

- Delivering on NYSID Preferred Source contracts since 1992.
- 20 NYSID contracts for drink mixes, pasta, seasonings and spices, food flavorings, air filters, and more, as well as a janitorial contract.
- 37 New Yorkers with disabilities worked 11,695 hours and earned \$46,627 in wages on 2008 NYSID contracts!



## **NYSID CONTRACT ADDITIONS!**

<b>NEW</b> service opportunities:	22
<b>NEWLY APPROVED</b> products:	6
Member agencies starting <b>NEW</b> contracts:	18
Total <b>NEW</b> jobs for people with disabilities:	11
Total value of <b>NEW</b> NYSID contracts:	\$1,231,627

## **THE NYSID MISSION:**

*“Turning business  
opportunities*

*into JOBS*

*for New Yorkers*

*with disabilities.”*

# MEDIA AWARENESS CAMPAIGN ROLLS ACROSS THE STATE

Visit [www.nysid.org](http://www.nysid.org) to view NYSID's new video messages 'Jobs People Want' and 'Jobs Well Done!'

Both videos were recently e-blasted to the New York State Senate and Assembly, as well as to various state government commissioners, in an ongoing effort to publicize the good work done on NYSID Preferred Source contracts throughout the state. Thanks to our member agencies CDS/Unistel in Rochester and The Altamont Program in the Capital District, and their featured employees, for participating in NYSID's new public relations initiative. A soon-to-be-released third video, which will be specific to Preferred Source opportunities in the metro New York area, will complete the series.

At the same time, increased awareness of NYSID Preferred Source opportunity is being generated in statewide press markets. An article in the Albany-based Times-Union highlighted the importance of NYSID's role in creating employment opportunities for New Yorkers with disabilities, and featured the personal story of Frederick Roundtree, who is employed by New Visions, Inc. in Slingerlands. [To read the on-line version of the article, use the following link: <http://timesunion.com/ss.asp?s=782962&c=REGION&b=>]

At this writing, NYSID is reaching out to the various other state media markets to further spread the NYSID story of 'People \*Jobs \*Success' and spotlight Preferred Source workers achieving individual employment dreams. More to come!



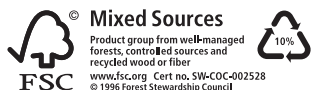
## NYSID IN THE COMMUNITY

NYSID sponsored the Capital Region Special Olympics basketball competition on March 28th, held in Albany. Pictured here is the Albany-based Devil Dogs team, University at Albany basketball team volunteers, and NYSID employee volunteers who participated with Special Olympics staff in the day's events as part of the ongoing Community Support Program.



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**NYSID Preferred  
Source Contracts  
Make a Difference:**

**JOBS!**

## 2009 JOSLIN AWARD PROGRAM ANNOUNCED!

Last year, 50 New Yorkers with disabilities were nominated as 'Outstanding Performers' by their member agencies through NYSID's people-centered recognition program.

This year's nomination narratives are due June 22nd.

If you have any questions about how the program works, please contact Jennifer Lawrence or Maria LaValle at 800-221-5994.

