



THE PREFERRED SOURCELINE

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INTRODUCING OUR NEW LOGO!



forward in distinguishing us as the premier choice for government agency customers!

In the coming months, all NYSID communications will reflect this new image, including the 2010-2011 catalog and our revamped website, www.nysid.org.

Our updated website will feature a more interactive TIP section, video pictorials of Preferred Source contracts at work, a streamlined member area, and more. [The online catalog will be updated at a later date.]

We are pleased to launch a new symbol exemplifying NYSID as a business serving Preferred Source customers while creating jobs for New Yorkers with disabilities. 'NYSID Preferred Source Solutions' is a step

GET READY TO NOMINATE YOUR 2010 JOSLIN 'OUTSTANDING PERFORMER'

NYSID's Joslin Outstanding Performance Awards Program for 2010 is coming soon!

Last year, 49 Outstanding Performers were nominated by NYSID members, for a total of 264 people over six years. As our seventh awards season

gets underway, we hope to hear from more nominating agencies than ever before.

- If you regularly nominate an Outstanding Performer, thank you for your participation over the years, and keep the momentum going.
- If you've never participated in this worthwhile people-centered opportunity to publicize Preferred Source jobs, please contact Ron Romano or Jennifer Lawrence [800-221-5994] to find out more about how you can be a part of this year's award.

Remember, the Joslin Awards Program promotes the value of Preferred Source employment through the stories of New Yorkers achieving independence on NYSID contracts. Nominees receive a certificate of achievement

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Aaron Grant, the Arc, Oneida-Lewis County Chapter NYSARC, Inc.

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2010 JOSLIN AWARD PROGRAM

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Andy Dyckes, Chautauqua County Chapter NYSARC, Inc.

and cash award of \$250.00. All nominees are then evaluated by a Board of Directors committee to select the final William B. Joslin Outstanding Performance Award winner to be honored at our Annual Meeting in September.



Danielle Pollay, E-Biz Docs

Each nomination is a testament to our mission and vision of employment opportunity for New Yorkers with disabilities. We look forward to receiving this year's nominations, including yours!

Nomination Deadline: June 22nd

Why The Joslin Award Matters

Chris Koehler, Allegany County Chapter NYSARC, Inc.

Everyone needs a pat on the back from time to time. Recognition serves not only to satisfy basic human needs, but it motivates us to reach our potential. Recognition helps build positive self-esteem and boost self-reliance, and can be our motivator to excel and to take risks. It is our reminder that we have something positive to contribute in life. For most of us, these needs are fulfilled in the workplace over the course of our careers, and through our special interests, hobbies and relationships.

For individuals with disabilities, opportunities to earn recognition may often be very limited. NYSID's William B. Joslin Outstanding Performance Awards Program offers the unique chance to single out those who have overcome their limitations and achieved personal success through employment. From our first nominee and 2004 inaugural Joslin Outstanding Performance Award winner Kasey

Knott, to our 2009 nominee Rose Kish, the impact of this annual awards program at our agency has been amazing.

Seeing the pride and joy on the faces of our annual Outstanding Performer as we honor them in front of family, friends and peers is priceless. But more importantly, our Joslin winners have all developed a more positive self-image and higher degrees of self-sufficiency in employment, community living and interpersonal relationships. ***The recognition and sense of accomplishment from the Joslin Awards Program was a defining moment in their lives, and the foundation for further growth and achievement.***



Message from the President and CEO

Over this past year since joining the NYSID team, I've had the pleasure of meeting individuals and teams who bring Preferred Source contracts to life every day. Their work ethic and dedication to jobs well done is the utmost contributor to NYSID's business success on behalf of a diversely capable membership. No budget crisis keeps Preferred Source workers from a shared commitment to service quality excellence!

Yet there's no question that our marketplace is ever-changing due to New York State's fiscal challenges. We've re-negotiated contract terms to assist government agency customers with shrinking budgets and sustain Preferred Source jobs. We've gone the distance time and again to work collaboratively with loyal supporters, while looking for growth opportunities in emerging areas such as the Veterans' Preferred Source Program and MWBE initiatives, to create new partnerships and jobs.

In the coming months, our management team looks forward to meeting with member agencies regionally to share ideas towards reinforcing the NYSID network as the premier service quality team in the Preferred Source marketplace. "NYSID On The Road" will touch on areas of development and concern, from legislative outreach to supply issues to our TIP Program. Ultimately, we hope communicating together this way will strengthen our connection to teamwork to benefit the

7,000 people working on NYSID Preferred Source jobs.

As we move towards re-branding NYSID through a new logo and website, I'd like to commend the tradition of excellence put forth by those who personify the Preferred Source Program at work every day. New Yorkers with disabilities exemplify the opportunities that the Preferred Source Program brings to New York State!



Best regards,

A handwritten signature in blue ink that reads "Ken Ringler".

Kenneth J. Ringler

President and Chief Executive Officer

INTRODUCING A PREFERRED SOURCE CHAMPION: *The NYS Division of Criminal Justice Services STOP Violence Against Women Unit*

For nearly twenty years, the NYS Division of Criminal Justice Services [DCJS] has relied on NYSID Preferred Source products to meet an important mission of service to our state, especially in the area of evidence collection for criminal prosecutions. DCJS-specific kits are assembled at PWI, the production workshop at the Allegany County Chapter NYSARC, Inc. in Wellsville. Through the years, this steadfast customer and NYSID member agency have developed an extremely collaborative relationship which contributes to ongoing work for 17 PWI New Yorkers with disabilities while more than satisfying DCJS procurement needs.

Kim Oppelt is a Program Specialist in the STOP Violence Against Women Unit for the DCJS, which coordinates efforts towards improving the criminal justice system's response to violent crimes against women. This agency unit uses PWI-assembled kits to aid in the development and strengthening of effective law enforcement and prosecution strategies and victim services programs involved in criminal cases.

When asked about the value of Preferred Source purchasing, Kim had this to say:

"We think the folks who work at Allegany Arc do a GREAT job of putting our sexual offense evidence collection kits together. On the very rare occasion in the past 20 years that we heard of a minor issue with respect to quality, all we have to do is call Chris Koehler

"I imagine with the multitude of changes that were made in the recent overhaul of the kit that training had to be provided to the workers who are putting the kits together. Clearly, that must have gone quite well, because to date we have received NO phone calls regarding anything missing or incorrect."

(PWI Vice President of Sales and Marketing) and the issue is addressed immediately. We recently worked with Chris and his staff to update the NYS Sexual Offense

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TIP Springs Ahead

NYSID's TIP staff invites you to attend a newly available session on "Empowerment Power! How to Empower Your Employees and Yourself" presented by Judi Clements of **Judi Clements Training and Development**. "In my search for new training offerings, I found that empowerment, whether for yourself or your employees, is an essential skill that all leaders must have, and a perfect fit for a new TIP year," offered Nadina Chavez, TIP Coordinator.

What separates the outstanding employee from the employee who is just getting by?

How can you empower employees to perform better?

In this interactive program, TIP participants will learn how to encourage employees to think for themselves and take on greater responsibility. They will learn how to develop the awareness and skills needed to cultivate an empowering work environment by looking at the way they communicate, motivate and supervise. Participants will learn about the power of intrinsic motivation, and how to avoid the classic mistakes managers make when trying to improve employee performance.

This new session will focus on:

- What "empowerment" is
- Why employees often feel disempowered
- How to develop your employees' sense of personal accountability
- How to utilize intrinsic and extrinsic motivation
- How to predict what will motivate employees to become more accountable
- How to utilize the five stages of motivation
- How to empower yourself, especially during tough times

Another new session this year is "Emotional Intelligence" presented by two of our top consultants, Joyce St. George and Frank Canavan, from PACT Training. They previously presented the very popular "Lowering Hostility" and "Preventing Workplace Violence" sessions in 2009, and are back again to lead another experiential training that will cover what emotional intelligence is, the importance of emotional intelligence in increasing performance, effective decision-making and professional credibility, how to highlight the role of emotions in decision-making, and much more.

What is emotional intelligence?

Why does one leader rush up the corporate ladder while another stumbles off?

Understanding the difference between an outstanding leader and a typical leader is the underpinning of the concept of emotional intelligence. This session examines emotional intelligence and describes competencies attached to this performance-based theory of leadership development. Participants will leave with a greater sense of their own abilities to manage their emotions and the emotions of others, and with increased skills to strengthen their emotional intelligence.

TIP IN ACTION!

NYSARC is the largest not-for-profit organization serving individuals who have intellectual and other developmental disabilities and their families. They are proud of their multicultural environment, and are dedicated to raising awareness of culturally diverse work environments.

Margarita Gerzgorina, Compliance Officer at NYSARC, attended the "Cultural Diversity" session presented by Diane Lustenader in 2009, and shares these observations: "Working in diverse New York in the midst of fast life, at times we forget how important it is to be aware of our differences..." Since attending the session, Margarita's definition of "diversity" has broadened, and she has since realized that diversity goes beyond nationality, skin color and religion, and that age, gender, education, military experience, and many more factors come into play when interacting with others. Margarita has been a

leading example in presenting what she's learned in both her personal and professional life.

"Thank you for providing a very positive educational experience!"

– Devon Cameron, Director of Leisure Services at New Hope Community, Inc.

Attended 'Conflict Management Toolbox for Managers – Avoiding & Dealing with Workplace Conflict' (April 2010)

SPRING 2010 PROGRAMS



Date	Session	Location
MAY		
5	NEW! Empowerment Power! How to Empower Your Employees & Yourself	Rochester
13	NEW! Say What You Mean: Assertive Communication for Managers & Supervisors	NYC
20	Performance Management I	NYC
20	Performance Management II	NYC
JUNE		
3	NEW! You're Getting On My Nerves! How to Work With & Supervise People Who Are Different From You (MBTI)	NYC
9	NEW! Say What You Mean: Assertive Communication for Managers & Supervisors	Rochester
15	Federal Department of Labor	Albany
15	NYS Labor Law - Article 9: Prevailing Wage Rates	Albany
22	Getting It Right: Disability Documentation	Albany
24	Situational Leadership*	NYC
30	Word Processing Basics	Rochester
30	Spreadsheet Basics	Rochester
JULY		
8	Employment Law Developments and What They Mean for Your Agency	Rochester
13	Business Writing & Grammar Skills	Utica
13	Communicate with Tact & Finesse	Utica
15	NEW! Empowerment Power! How to Empower Your Employees & Yourself	Albany
21-23	Improving Negotiation Skills to Enhance Success*	Albany
28	Preferred Source Contracting	Rochester
28	Quarterly Employment Reports (QER)	Rochester

* in conjunction with NISH

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

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

NYSID is People Like...

GERALD OWENS
of Fedcap Rehabilitation Services in Manhattan



Gerald is a member of the Fedcap cleaning team working at Penn Station for the Metropolitan Transit Authority (MTA). The MTA has 24 services contracts underway with NYSID members in the metro NYC area, ensuring 150 jobs. Fedcap custodians like Gerald have been on the job at Penn Station for more than 10 years.

THE NYSID-FEDCAP CONNECTION:

- Delivering on NYSID Preferred Source contracts since 1989.
- 30 NYSID Preferred Source services contracts for mailing, data entry, custodial, temporary staff, document imaging, messenger, and more.
- 292 New Yorkers with disabilities worked 378,737 hours and earned \$6.7 million in wages on 2009 NYSID contracts!

THE NYSID MISSION:

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

PREFERRED SOURCE CHAMPION

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Evidence Collection kit (rape kit) for the first time in two decades. After that was complete, it was (and still is) my mission for myself and my staff member who worked very hard on this project to get ourselves to Wellsville to meet the wonderful people who put our kits together.

“The NYS Sexual Offense Evidence Collection kit (rape kit) is used statewide to collect evidence from the bodies of sexual assault victims. We can’t afford to have things missing from the kits, nor can we afford to have problems obtaining them. PWI goes out of their way to ensure kits are shipped promptly to all requesting hospitals and agencies. Whenever we have wanted to make minor changes to the kit, all it takes is a phone call to PWI and they go out of their way to address our changes.

I imagine with the multitude of changes that were made in the recent overhaul of the kit that training had to be provided to the workers



Before joining the PWI kit assembly operation in 2007, Rose Kish had never held a job before. Today, she is a valued team member and was the agency’s 2009 Joslin Outstanding Performer.

“Utilizing the Preferred Source Program is a win-win situation for everyone. The purchaser receives a quality product at a fair price, meanwhile ensuring employment for deserving individuals!”

who are putting the kits together. Clearly, that must have gone quite well, because to date we have received NO phone calls regarding anything missing or incorrect.

“Utilizing the Preferred Source Program is a win-win situation for everyone. The purchaser receives a quality product at a fair price, meanwhile ensuring employment for deserving individuals!”

NYSID commends the DCJS for its ongoing support towards jobs well done in New York State.

Thanks also go out to the PWI team at Allegany County Chapter NYSARC, Inc. for ensuring a quality product for a valued customer.



NYSID CONTRACT ADDITIONS!

**December 2009-
March 2010**

NEW service opportunities:	22
NEWLY APPROVED products:	17
Member agencies starting NEW contracts:	25
Total NEW jobs for people with disabilities:	37
Total value of NEW NYSID contracts:	\$2,167,776



11 Columbia Circle Drive
Albany, NY 12203

Non-Profit Org.
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PAID
Permit No. 167
Albany, NY



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

PREFERRED SOURCELINE To Go Green!

NYSID's quarterly newsletter will soon move to e-delivery, going paperless to save time and money.

Please provide your e-mail to jlawrence@nysid.org to ensure that you continue receiving the 'new & improved' electronic *Sourceline*. This list may also be used to share NYSID's Annual Report and other newsworthy items throughout the year.

As always, our publications are available at www.nysid.org, which is currently under revision.