WILLIAM B. JOSLIN OUTSTANDING
PERFORMANCE AWARDS PROGRAM

JOSLIN

AWARDS PROGRAM

18TH ANNUAL AWARD YEAR

2021

NYSID
Purchasing That Powers Employment

William B. Joslin Outstanding Performance Awards Program

NYSID's Joslin Awards Program annually celebrates outstanding performance on NYSID contracts:

- 45 nominees in 2021
- 920 individuals recognized since 2004
- 18 years of awarding deserving individuals

William B. Joslin served as Chief Executive Officer of Human Technologies in Utica and as a member of NYSID's Board of Directors for many years. NYSID's Joslin Awards Program was established to honor Bill Joslin's unwavering commitment to Preferred Source employment opportunities and empowered lives.

NYSID'S MISSION:
Advancing employment and other opportunities for individuals with disabilities.

Dear Members and Supporters:

Please join us in recognizing the employment and personal accomplishments of the 2021 Joslin Outstanding Performers.

Independence is a common quality among the 45 nominees, one that is derived from employment access and success. Whether moving to a new apartment, or purchasing a first vehicle, or raising families, these individuals set an example that hard work pays off.

Integrity is another shared attribute. Workers with disabilities showed up to their jobs with diligence and enthusiasm, upholding new protocols for work-place safety while COVID-19 continues to be a health risk.

Although individuals with disabilities still experience a high unemployment rate, those who perform on our contracts justifiably demonstrate pride in a job well done. We are proud to honor them through the annual Joslin Awards Program and can't thank them enough for their inspiring commitment.

Stanfort J. Perry
Chair

Maureen E. O'Brien
President & CEO

NYSID
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Tyquan Allen

Arc of Onondaga ★ *Syracuse/Onondaga County*

Tyquan Allen is a perfect example of someone who learns through the experiences life hands him. Tyquan has been with Monarch, Arc of Onondaga's vocational division, since 2017. He started through Project SEARCH, a program which prepares young people with significant disabilities for success in competitive, integrated employment settings.

"When Tyquan started, he seemed a little lost, and was just going through the motions," said Jim Pitts, manager for Monarch's Enclaves. "At first we thought he was ready to operate like other employees who are capable of managing their own janitorial sites, but realized he was definitely not ready." Tyquan struggled to meet the job expectations when no one was around. "We realized that every person is different and each individual is unique. What works for some doesn't necessarily work for others," said Jim.

Tyquan was assigned to a cleaning crew with fewer work hours. He worked with a supervisor every day, learned from observing his fellow co-workers, and had lots of one-on-one time to perfect his skills. Tyquan flourished with the everyday direction and socialization. He says that being part of a crew helped him realize that he wasn't being singled out when given direction or correction, and that by watching and observing other people on the job, he was able to learn new skills and perfect the ones he already had.

My paycheck helps me to:
Take care of my family and contribute to my household.

More than a year later, Jim says Tyquan's improvement has been substantial. "He's improving on skills that were already very good. He's always on time, he never calls in, and we wholeheartedly trust him when we're in a pinch." For the past several months, Tyquan has been on "special assignment" cleaning the Expo Center in downtown Syracuse on a new NYSID contract sanitizing the center after mass COVID vaccination days. The project is run by NYS Homeland Security and the details of the job are very strict. "You can't just go through the motions and surface clean, you need to 'really' clean," he said. Jim says Tyquan was the perfect candidate for this role. "He's dependable and reliable, and he's very good at his job. He understands how employment works: do a good job and get rewarded. The perk for Tyquan is that this site pays more as you keep up and follow protocol, and he does."

Tyquan says he wants to continue to do exactly what he's doing for the time being. He lives with his girlfriend and her family. "I like to take care of my family and I like to save money. I don't need a lot, but I'd like to be prepared for a rainy day, if you know what I mean," he said. Tyquan says that he likes the added responsibility of working at the Expo Center, adding "I want to keep working on a crew and concentrate on getting my driver's license. I like where I am at. Life is good."

Margaret Baylis

AHRC Nassau ★ *Freeport/Nassau County*

"Walking on Sunshine" accurately describes Margaret, who turns 70 next year, both in tempo and attitude. Just watching her attack her duties at the NYS Department of Labor (DOL) can be tiring to the observer. She often says, "I'm not here to play, I'm here to work."

Margaret previously worked at the NYS Department of Transportation in Garden City for many years with a team leader and an entire crew. When asked to work at the DOL during the height of the COVID-19 pandemic, she did not hesitate. In fact, she was excited to work more hours and have a set schedule. Margaret was proud that she was picked from the crew to work on her own, and could now work at her "white tornado" pace without being held back by others. She attributed this to her enthusiasm and impressive work ethic.

Margaret transitioned easily to her new assignment and learned new skills, including maneuvering a commercial Rubbermaid cart in and out of a small elevator before the door shuts, and through the many doors at the department. She learned what supplies were needed on the cart and who to ask when she needed to restock. At the beginning of this assignment, Margaret was escorted by a job coach to put the cart away. Now she easily pushes the correct button on the elevator, returns the cart to its proper location, and meets the job coach to leave for the day. Even while wearing her N95 mask, Margaret's beaming smile can be felt in the tremendous pride she feels.

Margaret understood the importance of staying focused while cleaning high-touch surfaces during the pandemic, and continues to do so. With more people in the building now, she is friendly and polite, and has learned to be sure to knock before entering a room. Recently, upon entering an empty training room, the job coach asked Margaret if she would like to sing while no one was around to disturb, and began to sing "Whistle While You Work." Margaret shook her head, and instead broke into a song and dance to Donna Summer's "She Works Hard for the Money."

I like my job because:
The employees are nice to me. I don't just like my job, I love my job.

Margaret loves her job, and reports that the DOL employees are nice to her. Bobby says she does a great job, while Tom says she stays focused and keeps everything clean. Margaret loves to show what she is capable of and enjoys the sense of independence that comes with making purchases using her own hard-earned money. She recently bought four pairs of sneakers to go with her outfits, explaining, "I'm always in motion and on my feet, so why not do it in style?"

Margaret has no intention of retiring any time soon. She continually seeks to improve her job performance and learn new skills. When asked what her dream job would be, Margaret said, "Exactly what I'm doing!"

Matthew Bovian

Catholic Charities of the Diocese of Albany ★ *Albany/Albany County*

Friendly, respectful, focused, motivated – Matthew is simply one of those people who loves coming to work. For the past six years, he has steadily and efficiently cleaned at the Capital District Psychiatric Center, a routine job that others might balk at. When done for the day, he asks if there is anything else he can do before leaving.

Matthew is confident in himself and recognizes his contributions to the company and his community. He is such a valued employee that he was promoted to supervisor last year.

Matthew was originally referred to his position through ACCES-VR as the result of a significant learning disability. He faced barriers to employment, including limited job experience and difficulty with multi-step tasks and problem solving, describing his mind as "moving slowly." Matthew experienced cognitive overload in situations where he was given too much information at once. Cognitive overload occurs when an individual has limited short-term memory.

With the support of Catholic Charities and its partnership with Green Facility Solution, a NYSID Corporate Partner, Matthew was encouraged to build the skills needed to become a supervisor. By reducing the overload and giving Matthew the time to process and learn job assignments incrementally, he soon flourished. His Green Facility supervisor, Mr. Mackey, said it's like Mark Twain wrote: "Intellectual food is like any other type; it is pleasanter and more beneficial to take it with a spoon than a shovel." Mr. Mackey develops his workforce by building on individual skills, and reduces cognitive overload by giving clear directions.

Being nominated for this award makes me feel:
Appreciated, and that my hard work is not going unnoticed.

"Once an employee feels truly wanted, they can focus on the task at hand," said Mackey. "Matthew is a dependable employee who pays attention to the details of everything he does. When he notices that something is slightly off, he takes the initiative to fix it or speak with management to find a solution."

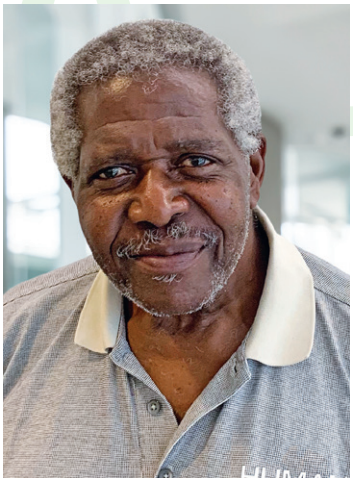
Leading by example, Matthew encourages each individual on his shift to start with things they can learn easily, and then move on to the more challenging tasks. He knows from experience that learning happens most naturally when an individual can see the value of the task.

Matthew advises co-workers to "Do what you say you will do. If you make a commitment, live up to it. Show up on time because it shows you care. Be responsive and dependable. Be organized, be accountable, follow up, and be consistent." True to his word, these are the traits that Matthew possesses and that personify the spirit of NYSID's Joslin Award.

Roosevelt Brice

Human Technologies ★ *Utica/Oneida County*

"Ability is important in our quest for success, but dependability is critical." ~ Zig Ziglar



Roosevelt Brice began with Human Technologies as a seasonal employee working on the NYS Fair contract from 2011-2013. His job was to help keep the fairgrounds clean and safe during the 12-day event. It didn't take long to notice that Roosevelt took pride in his work and would help wherever needed, and that attitude and dedication landed him a permanent spot with Human Technologies.

For seven years, Roosevelt has worked full-time at three CENTRO transit locations, one of more than 20 employees on this important crew. Roosevelt's "can-do" attitude followed through to this new position, where he quickly mastered every custodial specification and task at each site. He is now one of only two employees trusted to drive the self-contained pressure-washing truck to various sites to clean train decks, bus platforms and bus shelters. When asked how that made him feel, Roosevelt said, "Hey, if I am given a job, I am going to make sure that it's done right."

"You can set your watch by him, he is that dependable," said his supervisor, Abdul Naseer. "When I'm short-handed, I can call him at any hour of the day and I know he'll be there. And, I know the job will get done, and done right! Any job. Anywhere."

From the beginning of the pandemic, Roosevelt has been on the frontlines, working extra hours to help slow the spread of COVID-19. On top of his regular duties, he performs enhanced disinfection services at all three sites, helping to protect the health and safety of the thousands of employees and passengers who use CENTRO each day.

Roosevelt enjoys financial security and doesn't worry about paying his bills. He is saving to purchase a new vehicle, and then "maybe do some traveling." But he says it's not just about the money. "My job helps me to be responsible. I feel good about myself after a day's work. It gives me a sense of purpose, especially at my age."

If I didn't have this job:
I couldn't even imagine. Let's just say that I'd be lost without this job.

When Roosevelt isn't working, you can find him working out at the YMCA, or in front of the TV rooting for anything Orange. He also remains involved with his first love, boxing. Roosevelt competed in the ring for several years. Although he hasn't stepped in the ring in years, he still shows the same attention to detail, focus, and hard work in everything he does.

Not surprisingly, Roosevelt's dream job is to one day supervise his own crew at Human Technologies and make a difference in others' lives. "I enjoy seeing my experience live on through the younger generations," he said. This is just another great example of how Roosevelt makes an impact every day, and exemplifies the power of people with purpose.

Marlon Bryant

Jawonio ★ *New City/Rockland County*

Marlon Bryant was born in Jamaica 44 years ago and has been deaf since birth. He learned Jamaican Sign Language and attended school until the age of 17. Reflecting on that period of his life, Marlon remembers feeling very isolated and lonely.

After moving the family to the Bronx in 1994, Marlon's mother contacted the New York School for the Deaf, which accepted him for secondary education to learn American Sign Language. Due to increased communication and socialization, and having teachers who were invested in his education, he felt a greater sense of belonging. During this time, he obtained his first hearing aid, which allowed him to hear much better and increase his independence.

Marlon worked full-time as a painter after graduation. However, he wanted a job where he could feel truly responsible for his own success. Marlon wanted to take full responsibility for his own life and finances, and to make enough money to support his girlfriend and beautiful baby son. He longed to meet more new people and try a new career path.

Learning about ACCES-VR, Marlon was evaluated and then referred to Jawonio for supported employment services. He excelled in the Green Clean Training Program, showing a strong aptitude for the industry. Marlon finally got what he considered to be his first real job when he was hired into the Jawonio Cleaning Company.

Marlon loves his current job cleaning at the Tarrytown police station. His supervisor communicates with him by using body gestures and some signs. "If I don't understand something, my supervisor will demonstrate what to do or where to go," he said. There is a synergy and flow of communication between them which is organic.

Marlon's supervisor reports that he is growing in the position. His positive job performance is evidenced by detail-oriented work. Marlon is proactive and takes the initiative to ask if there is other work to be done. He is a hard-working, flexible team player who goes above and beyond what is traditionally expected of his role. Marlon will take on multiple assignments for the Jawonio Cleaning Company site locations. His supervisor states, "I know that if I give him an assignment, he will get the job done, and will do it well. Marlon requires minimal supervision, and is a highly trustworthy employee who never waivers in his tasks".

My paycheck helps me to:
Live my life independently, pay my bills myself, and support my son.

Marlon would like to work full-time and earn a pension. He is happy with his work environment, his pay, and his schedule. "I get so excited when I get my paycheck and I know I've earned it," he said. His supervisor further states, "Marlon is an asset to the Jawonio Cleaning Company. Seeing him grow into the employee he has become has made me proud. I knew he could do it!"

Leslie Carpenter

Liberty Arc ★ *Amsterdam/Montgomery County*

Leslie "Les" Carpenter was identified as this year's nominee for NYSID's Joslin Awards Program by full consensus of his co-workers and leadership team.

Les began work at Liberty Enterprises in 2009 as a Machine Operator. Since that time, he has become financially independent, shares an apartment with his sister, is engaged to his fiancé, Beth, and spends time visiting with his four children and grandson. Les has developed skills which enable him to work throughout the varied production areas of Liberty Enterprises. He is a valued employee who has grown personally and professionally.

Les has a model work ethic. He works effectively independently and on a team. When placed in a team setting, he demonstrates leadership abilities, is trustworthy, and coaches his co-workers to be as productive as they can. Les is confident in his work, and constantly strives to learn more and provide a positive contribution to the team. He is flexible, approachable and kind, with a natural way of motivating those around him to work hard, keep learning and stay positive.

Les' knowledge, character and skill set make him the trusted "go-to" person on many select products, including oil mats, vacuums and squeegees. Liberty Enterprises' production planner shared that "Les is very dependable; he is always willing to do anything that he is tasked with and to learn new skills". Les' lead supervisors share that "Les Carpenter is a great choice for this recognition because he's proven how versatile he is by helping out in all areas of manufacturing and production. Les does his best always and will do whatever it takes to complete a work order without hesitation. He is a team player and gets along well with everyone at work. Les never has an issue with changing jobs mid-stream if it needs to happen. He's just an all-around great worker."

Les cares deeply about the work that he does, his co-workers and Liberty. We are grateful to have him on our team and to honor him with this recognition.

I like my job because:
I enjoy who I work with and I know what I do at work helps others.

Karen Case

The Arc, Oneida-Lewis Chapter ★ *Utica/Oneida County*

Karen is an enthusiastic employee with a wonderful sense of humor. She resides in a Central NY DDSO IRA, and has worked with Progress Industries since August of 1995. Karen currently works as a packager, but has also performed a variety of other jobs: inspecting glassware, operating the heat sealer and removing wire from spools. Her favorite job is bottling soap, a task that she does well and was excited to gain the opportunity to learn.

Karen feels strongly that her lengthy work experience at Progress Industries has enabled her to develop strong interpersonal skills which will assist her with the goal of gaining employment in the community. She is especially proud of her improvement with following directions and getting along with her co-workers. "Cashing my paycheck makes me feel that I have accomplished something," she said.

Karen strives to be as independent as possible both at home and work. She proudly participates in daily activities around the home such as vacuuming, cooking and cleaning. Off hours, she enjoys spending some free time on her tablet, sometimes playing her favorite game, *Candy Crush*, or watching music videos on YouTube, especially by Michael Jackson. Karen's slightly competitive nature motivates her to always do her best, accomplish as much as possible and set new goals. She is currently excited about a goal she has set to independently order food to be delivered to her on lunch.

If I didn't have this job:
I would be bored and unhappy because I would be staying home doing nothing.

Karen's positive attitude toward work, along with her good-natured sense of humor, is evident the moment she walks into work each day. She begins and ends her day with a smile, making sure to create smiles around her. Karen enthusiastically accepts work assignments, always perseveres through a challenge and is eager to learn new skills. Her knowledge of a wide range of tasks and her dependability make her an essential part of the team. Karen's desire to be supportive of others and assist when needed keep the team feeling like a family.

Connor Cashin

Access: Supports for Living ★ *Middletown/Orange County*

When asked about being nominated for the Joslin Award, Connor responded, "I feel like I have accomplished something." And indeed he has. Connor has worked with Access: Supports for Living for more than 10 years, during which he has been a flexible and reliable member of the custodial team. Connor has an exemplary work ethic, and serves as a leader among the other staff members.

Connor has worked on multiple NYSID contracts during his career with Acess. He applies his extensive skill set to operational success, and is always ready to take on new challenges and do his very best to assure that goals are met. Connor currently works on the Dutchess County Department of Public Works contract where he helps assure that several locations connected to the 20-plus building contract are maintained to this important customer's specifications.

Connor has built strong relationships with his co-workers and supervisors. He is approachable and kind, and his calm demeanor serves everyone well. Connor has earned his place with his team and with the customer.

My paycheck helps me to:
Pay bills and go on vacations. It puts money in my pocket.

Munir Chaudhary

Fedcap Rehabilitation Services ★ *Manhattan/New York County*

Munir Chaudhary exemplifies the spirit of NYSID's Joslin Award – hardworking, reliable, a team player, and in Munir's case, a team leader – and is committed to excellence and continuous improvement.

Munir is the project lead for the data entry team on the NYC Department of Finance (DOF) contract in Jamaica, Queens. He manages the day-to-day, end-to-end processing of up to 3,000 parking tickets per day.

Munir came to the U.S. from Pakistan in 2011 to join his father. Having previously worked in accounting and bookkeeping, Munir enrolled in a two-year program at the Manhattan School of Computer Technology, and graduated with a diploma in accounting. He was married in 2015; he and his wife have three children.

Munir sought employment after graduation, but as a wheelchair-user, he faced significant barriers. "I knew I could do the job, but a lot of places didn't hire me, I think, because of that. It was a very hard time," he said.

A friend told Munir about ACCES-VR, which referred him to Fedcap Rehabilitation Services.

Munir's first job was as a data entry clerk on an NYC Emergency Medical Services contract. A supervisor on this contract told Kevin Pugh, Fedcap Business Solutions Manager, that Munir's key-in rate was exceptional. When a project leader on the DOF contract left suddenly, Munir stepped right in, soon mastering every aspect of the job.

As project lead, Munir is in charge of preparing and providing daily batches of tickets to data entry clerks; ensuring that quality and accuracy meet customer standards; providing feedback to staff; assisting staff with resolving issues and answering questions; compiling daily reports for DOF and Fedcap Rehabilitation management; and training new employees on proper data-entry procedures.

My paycheck helps me to:
Maintain my livelihood and pay the bills. I can support my family.

"Munir is passionate about meeting deadlines," Kevin said. "He has never called out sick. If he doesn't have a ride, he will take the train all the way from Coney Island to Queens. I use him as an example for everyone. I couldn't ask for a better person, either a lead or colleague."

Munir's technology skills have grown substantially. He helps his staff through Oracle and other trainings, and contributed to develop a home-based platform when the pandemic first hit. "We are proud of Munir's work on that," Kevin said. "Prior to COVID-19, we didn't have that platform, and now we still use it, so his team can work from home in case of other emergencies."

If Kevin is out of the office, he knows he can rely on Munir to manage it. "I trust him totally," Kevin said. "He is just very self-sufficient, and takes care of everything from point A to point B."

Erin Colpitts

SecureScan ★ *Albany/Albany County*

Erin Colpitts is a dedicated and highly valued SecureScan employee who always brings her best to everything she does.

Erin first learned about SecureScan from a counselor at Northeast Career Planning, a NYSID Member Agency, and was hired as a data entry operator in 2010. Her skills and ability to learn on the job helped her excel in a new work environment. Erin left the company in 2011 for personal reasons, but returned in March 2020, quickly transitioning from a part-time position to a full-time employee.

Over the past 12 months, Erin has become an integral member of the team, ready to rise to any challenge. During the COVID-19 outbreak, Erin stepped up to help wherever she could, taking on additional roles above and beyond her regular job duties, including filling in for reception and assisting with verification tasks.

Since graduating from the Colonie Central School District, Erin gained valuable on-the-job experience in both retail and food service positions for companies like Walmart, Target, Macy's, and Quiznos. When asked how she feels about working at SecureScan, she says, "This is my favorite job. At other jobs in the past, I felt like I was just another person. Here, my work is valued and appreciated."

Erin's favorite parts of her job are excelling at her daily tasks and getting along well with all of her co-workers. She also enjoys the challenges that come with working on different NYSID contracts throughout the day. Erin hopes to apply her experience at SecureScan toward furthering her career as a medical billing/coding specialist. "If I didn't have this job, I am not sure where I'd be," Erin said. "Having this job gave me a chance to start over after having been out of work due to my disability."

In her free time, Erin enjoys listening to music, singing along with her favorite songs, playing video games, and going to concerts. She also likes spending time with her boyfriend, Joe, and her cat, Mitts.

When Erin found out that she was being recognized through NYSID's Joslin Awards Program, she was honored. Erin's supervisor, Becky Spaulding, said, "Erin has been doing a great job from day one. She is a caring, honest and dependable employee who is always willing to learn new tasks. She is very deserving of this award."

My paycheck helps me to:
Pay my bills and be able to travel. I was also able to purchase my first new car.

DeAndre Cox

Northeast Career Planning at Unity House ★ *Menands/Albany County*

DeAndre Cox was referred to NYSID's Preferred Source opportunities through Northeast Career Planning (NCP) at Unity House's Supported Employment program in 2016. DeAndre's journey to employment success is an excellent example of the impact of a job and a paycheck.

DeAndre started his Preferred Source career working at NCP's corporate partner, SecureScan, as a document preparation specialist, but was eventually laid off from this position due to the contract ending. He then worked for Green Facility Solution, another corporate partner, as a full-time janitor at the Capital Distrct Psychiatric Center (CDPC). Although the CDPC location was not the right fit for DeAndre, he did exceptionally well while working there. DeAndre was eventually placed at the NYS Education building as a cleaner 1, the job he holds today.

DeAndre attended Albany High School and struggled to graduate due to his disability. In addition, he became a single parent while still attending school. None of the obstacles DeAndre encountered kept him from graduating in 2009. After high school, he struggled to stay off the streets, and to support his family. DeAndre shared that prior to receiving services from ACCES-VR and ultimately being referred to NCP, he struggled with multiple jobs due to lack of vocational supports. He said that without the supports he receives today, he feels that he would either be incarcerated or dead.

DeAndre's supervisor at the State Education site, Earlene Bundley, is extremely pleased with his progress over the past few years. Throughout the pandemic, as an essential worker, DeAndre always showed up for work and kept the building clean and disinfected. He has become Earlene's go-to worker for floor work, as he quickly learned how to shampoo carpets and strip and wax floors. DeAndre is well liked by his NCP co-workers, as well as the NYS cleaners with whom he works. Earlene said, "DeAndre is an asset to the team, and he is always willing to go that extra mile."

I like my job because:

Northeast Career Planning helps their employees when they need help. I also enjoy the work I do.

When DeAndre learned he was being nominated as a Joslin Outstanding Performer, he was grateful and very excited, as well as humbled to be thought of for this very prestigious nomination. "Being nominated for this award makes me feel truly appreciated, which makes me strive to do even better at my job," he said.

Looking ahead, DeAndre would like to own his own cleaning company. But for now, his paycheck gives him the satisfaction of a job well done and provides for his five kids.

Brett Crawford

People, Inc. ★ *Buffalo/Erie County*

Brett has emerged as a confident and positive person, largely due to the two jobs he has secured through the Preferred Source Program.

Brett and his older sister were adopted from Korea in 1986 after being abandoned at a railroad station. Little is known of their pre-adoption history. Developmental delays were obvious in Brett's childhood, as social interactions and communication were challenging. His parents involved him in many organized activities, but he did not establish close friendships. Brett was frequently bullied and teased by his peers.

Brett struggled with school and homework. His parents acknowledged that he needed tasks broken down to avoid being overwhelmed. Although these challenges impacted his confidence, Brett graduated from Holland High School in 2002 and moved on to Villa Maria College. Because of his poor self-confidence and some academic difficulties, he transferred to a community college where he would eventually drop out.

After leaving college, Brett held many jobs over the years where he was either terminated or he quit. Low confidence and inadequate social skills prevented him from maintaining steady employment. Brett came to People, Inc. for supported employment services in 2012, and began working with an employment specialist to find a position where he would feel comfortable and gain independence.

The past year presented Brett with an opportunity to work on a NYSID contract with the Lancaster Clinic at the Buffalo Psychiatric Center. He was made responsible for the facility's daily cleanliness, which became a significant and essential job during the COVID-19 pandemic. Brett was very quiet and unsure of himself at first, but he slowly became eager to report to work. He took ownership of the new position, becoming more confident in his abilities and exhibiting a more positive attitude.

A few months later, another NYSID cleaning position opened up at the Niagara Frontier Thruway Authority. With newfound confidence and pride, Brett jumped on the opportunity, and now does an incredible job at both locations. The staff at each facility are completely satisfied with the work Brett performs. His employment specialist noted the changes in Brett: "He is not the same person. Brett is more engaged with others and definitely presents a more positive attitude these days."

Being nominated for this award makes me feel:
I am doing a good job, which makes me happy.

Brett is a much different person from one year ago. He went from being isolated to becoming a confident and more engaging person. He dreams of making a career out of his love for music, but for now Brett says, "I am feeling good about myself these days."

Brittany Dowd

The Arc of Madison Cortland ★ *Oneida/Madison County*

Brittany Dowd is a bright young woman who has never let her disability get in the way of her goals. Brittany has been employed with Alternatives Industry for almost nine years. She strives to improve her vocational knowledge and experiences by participating in various vocational programming like Pathways to Employment, ACCES-VR and other opportunities at The Arc of Madison Cortland.

Brittany's confidence shines through when she's hard at work. She's a dedicated worker who enjoys learning new tasks and will do whatever is asked of her. Brittany can often be seen working on NYSID contracts with a smile on her face. She especially likes to work on margarine packaging where she excels, often showcasing her attention to detail and her positive work attitude. Brittany enjoys the fast-paced and challenging tasks of this important product, and has learned nearly all aspects of the margarine contract, except taping the boxes using automated equipment, which she hopes to master soon. For as long as she's worked at Alternatives, Brittany has shown that she is a strong employee with an attitude to succeed.

Volunteering and being a part of the agency's Self-Advocacy Committee have provided Brittany with experiences that she has used to shape and build confidence in herself. She has received awards at Alternatives Industry that included Worker of the Month during April 2013 and January 2015. "Being nominated for this award makes me happy because I do a good job on all my jobs," she said.

Before coming to Alternatives Industry, Brittany lived in Cortland and worked at the JM Murray Center. She moved to Canastota in 2012 to be closer to her family. Brittany has a strong bond with them, and much of who she is comes from her family values. Brittany also loves horses and is proud of her independence.

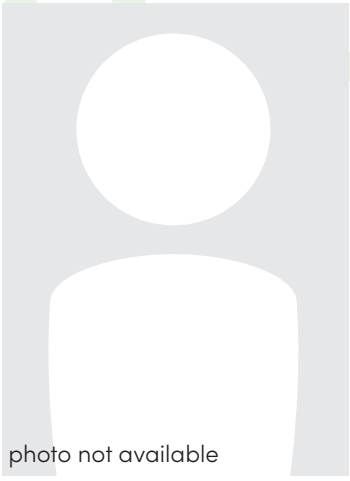
If I didn't have this job:
I would be doing different activities, but I would rather be making my own money.

Louise Foster

AHRC New York City ★ *Manhattan/New York County*

Louise is a reliable, hard worker on the Hudson River Services team, assigned to the Staten Island Ferry Terminal and Metropolitan Transportation Authority contract for more than a year. An integral part of the team, Louise's attention to detail makes the sites she works at safe, sanitary and inviting. She also provides great customer service for the riders of the ferry while performing her duties. Louise aspires daily to be the best she can be. She communicates well with those around her and is well liked by others, including her co-workers and supervisors.

Even with the stresses of COVID-19, Louise has worked efficiently and effectively. She promptly reported to work with no call-outs during the pandemic, ensuring that the work sites were sanitized to standard, utilizing the protocols and procedures necessary. Louise is meticulous in performing all kinds of cleaning needs. The management at the work sites have commended her efforts and praised her impeccable cleaning. "I get satisfaction from ensuring that the worksite is up to the customer's standards," she said.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Louise didn't always have it easy, but was fortunate to be referred by ACCES-VR to AHRC New York City. She clearly wasn't comfortable interacting and communicating with others, and her self-confidence was low. Louise also had difficulty reading, which made her scared to travel on public transportation for work. Staff worked with her on all these areas of need. Louise is now able to read directions, text messages and signs, which gives her the confidence to travel to work independently. Today, Louise easily communicates with her co-workers, supervisors and peers, which makes her an effective team member. Her self-confidence has become strong, and she feels secure in earning her own living.

Louise has always enjoyed helping those in need and giving of her time to organizations that provide services for a better life to others. Prior to becoming employed with Hudson River Services, she volunteered for a pantry for needy people in Pennsylvania. In her free time, Louise enjoys going to the beach and playing video games. She also likes taking her nieces and her friend's children to the park. Louise currently lives with her cousin, but she is saving to get her own apartment. Her porter job with Hudson River Services makes this lifelong goal possible.

Being nominated for this award makes Louise feel happy, valued and proud of the work that she does every day. She feels that her hard work has not gone unnoticed. Louise is clearly on her way to greater independence and new goals.

If I didn't have this job:
I would not be as comfortable financially. I would probably be working at a laundromat and not earning as much money.

Roger Graves

The Corporate Source ★ *Garden City/Nassau County*

Roger Graves is extremely deserving of recognition as a Joslin Outstanding Performer. Roger has overcome homelessness, poverty and even COVID-19 to shine through in his custodial duties on The Corporate Source (TCS) team. "I am helping to keep people safe with the disinfecting services I do for customers, and I know it's especially important now," he said.

Roger came to TCS from referral by Project Renewal, a not-for-profit organization which assists homeless individuals and families to regain independence. The agency's Next Step Project gave Roger "a second chance to prove myself," he said. "I connected to The Corporate Source at a job fair, and my life changed as a result of that." In addition to steady employment, Roger now lives in a shared apartment, where he says the neighbors are nice and he has "a home to come to."

At the outset of the 2020 pandemic, Roger's TCS janitorial job at a private contract for a school in the Bronx was shut down. He quickly accepted a spot on a NYSID contract for the Human Resources Administration (HRA). TCS has contracted with the HRA since 2010, which puts 17 employees to work at two HRA locations.

My paycheck helps me to:
Pay my bills, eat and pay rent! Seriously, earning a paycheck is so important to me, and it helps me to be self-sufficient.

Roger became sick with COVID-19 and was hospitalized last year, but he returned to work the moment he was medically cleared to do so. Even though he has ongoing medical issues, Roger accommodates his appointments around his work schedule. He couldn't wait to get back to work after the virus. "My dream job is what I am doing right now. It makes me feel productive. I am giving back," he said.

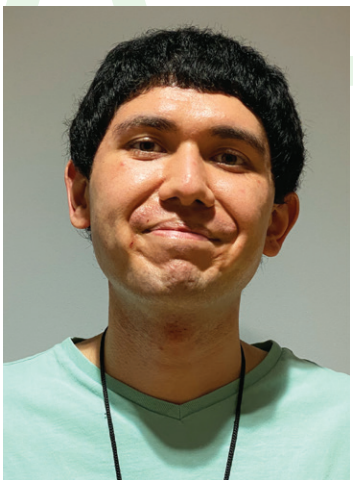
Although these challenges might get others down, Roger keeps moving forward with a great attitude. He also fills in at another contract when needed. He gets along well with everyone he works with, and TCS is so fortunate to count him as an employee.

Brian Ha

eBizDocs ★ *Albany/Albany County*

eBizDocs opened its doors in June 2019 to job seekers, their parents, guardians, and job or life coaches through a collaboration with the Autism Society of the Greater Capital Region. This event provided a safe environment for individuals who were potentially qualified workers to go on a tour and learn about the eBizDocs data imaging process and jobs. There were two different question-and-answer sessions after seeing the work flow, one for the individuals themselves and one for their parents and other attendees, to explore and ask questions in a non-judgmental and nonthreatening environment.

Nothing about Brian Ha stood out from the tour and question opportunity. He was attentive and shared that he had been looking for work, but asked few questions compared to the other attendees. Although Brian was still in college, he and his father expressed interest in data entry work, as his ultimate employment goal would be in the computer science field.



Tobi Bickweat, production manager and employment specialist for eBizDocs, said, "When I tested Brian's potential for scanning work, I was amazed. The standard for our data entry positions is 45-50 words per minute (WPM) with 97% accuracy. Brian scored 75 WPM with 98% accuracy, an outstanding performance." Brian learned that eBiz is a great place to build a resume for individuals who have little or no work experience, and asked whether a position might be available once he finished his coursework at the end of 2019.

Brian started off 2020 with his first job. He was reliable, predictable and wanted to please, but was also reserved, quiet and interacted with others only when conversation was directed toward him. Tobi shared, "Unfortunately, COVID-19 removed me from the workplace until April 2021, so I had not seen Brian in more than a year. I saw a distinctly different person upon my return. Brian spontaneously walked up to my cubicle to ask questions and seek guidance. He waited for our receptionist every night at the end of the shift to leave with his co-worker. You could see his confidence and belief in himself had blossomed."

Being nominated for this award makes me feel:
Like a completely different person. It makes me feel like a major accomplishment has been made or I have reached a major goal in my life.

Employment is not just about being productive and earning money. It is also about growing as an individual, learning about people who are different from you, and gaining a better understanding about your fit in the world. This past year of employment has been profoundly important to Brian. He still has a dream to work as a computer scientist, but for now he is aware of his worth and has the basis of a strong resume with solid work experience and interpersonal experiences. We know that he will go far.

Amber Hopkins

The Arc of Livingston-Wyoming ★ *Mt. Morris/Livingston County*

It was once difficult for Amber to be successful in the world of work, having been diagnosed with a learning disability at a young age. Before becoming a member of The Arc of Livingston-Wyoming's janitorial program, she found the journey to employment tough. She would be looked over for some opportunities, and then others would require too many hours. Amber has been in Livingston County for most of her life and currently lives in with her fiancé and two dogs, Kane and Toby.

With a pitbull facemask and the curls of her smile sneaking out behind her mask, Amber explained how she got involved with The Arc of Livingston-Wyoming and the Preferred Source Program six years ago. Since then, she has excelled at any task that's put in front of her.

Amber and her custodial colleagues work at several NYSID cleaning contracts, including the Division of Military and Naval Affairs in Geneseo. Sweeping, dusting and vacuuming are just a few tasks that Amber tackles efficiently and thoroughly because she loves seeing a job well done. She has even taken on another cleaning job, filling in at Dogwood Day Services. The extra money Amber earns allows her to follow her passion for caring for animals.

Amber is proud to be recognized for her job performance. "I know that my hard work is being noticed and that I can handle a lot of changes," she said. She also gives credit to her co-workers and operations assistants for creating a relaxing and comfortable environment.

When asked about her family, Amber gushed about her four nieces, two nephews and three future step-children. She loves spending time with them and doing fun activities like shopping or playing games outside. Not only does Amber have a love for her family, she has a love for animals, more specifically rescue animals. For her 30th birthday, her family surprised her with a trip to the famed Villalobos Rescue Center in New Orleans. She also currently sponsors a dog from the center who is "not adoptable" because "he deserves a good life, too."

My paycheck helps me to:
Pay my bills, buy groceries and take care of my animals.

In her spare time, Amber loves to take her pets on walks and listen to country music and boy bands. Her favorite hobby (and biggest "addiction" in her words) is online shopping for herself and her loved ones. Amber's dream job would be "working at Villalobos Rescue Center. I would love to help/rehabilitate abused dogs and find them their fur-ever homes."

Amber is being recognized through NYSID's Joslin Awards Program because she is a consistent role model for The Arc community. Her willingness to help others, both human and animal, learn new skills, and strive for new employment horizons exemplifies the impact of a rewarding job.

Geoffrey Hudson

Image Data, Inc. ★ *Albany/Albany County*

"Work is not a man's punishment. It is his reward, and his strength, and his pleasure."
– George Sand

Since joining his "second family" in 2017, Geoffrey Hudson has been an essential member of the fast-paced production floor at Image Data. Always eager to learn new jobs and never complaining about harder ones, Geoff sets an example in attitude and perseverance.

Geoff states and proves that "good work comes with good work ethics; being disabled or abled has nothing to do with it." He comes to work daily with a smile and good attitude, both of which are contagious. Geoff's sense of humor and willingness to help anyone make him easily approachable and accessible to all. Never afraid to ask questions to assure his quality of work, he passes that information along to co-workers to help them maintain the team's quality, too.

If Geoff knows the answer to a co-worker's question, he efficiently helps them through it and does not let it break his focus or slow his production. He sticks to task and keeps everyone around him on their toes. He is respectful, punctual and reliable, and a great employee and friend to all.

Geoff does not know what he would be doing or would want to be doing other than working with the people he loves. His well-earned income keeps him sufficient and off the couch. Working at Image Data gives Geoff a purpose, and being recognized for his great work has made him feel accomplished.

My paycheck helps me to:
Stay sufficient.

John Hyland

Allegany Arc ★ *Wellsville/Allegany County*

Mahatma Gandhi said that "strength does not come from physical capacity – it comes from indomitable will." John Hyland is a true testament to Gandhi's words. Born at 28 weeks of gestation, he came into the world with the odds stacked against him. Fragile and underdeveloped, John's esophagus was formed in two parts instead of one, making it impossible for food to pass to his stomach. The first six months of his life were spent in the hospital fighting off lung infections and breathing problems.

For the first seven years of his life, John ate and drank through a feeding tube. He faced multiple surgeries and constant risk of aspiration, pneumonia and permanent lung damage. John's health issues were a lesson in perseverance and sacrifice for his entire family. At the age of 8, a surgical procedure replaced John's esophagus with tissue from his colon. He was able to eat and drink by mouth for the first time in his life.

Growing up, John remained at risk for choking, and his developmental delays caused poor coordination and risk of falling. He attended Andover Central Schools with a nurse by his side every single day from K-12. Throughout John's school years, there was an incredible outpouring of love from family, friends, teachers, classmates, and the local community. His resiliency and beautiful smile had a profound impact on all.

John worked hard academically to overcome his intellectual, cognitive and communication challenges. He was named an honorary member of his school's National Honor Society, and proudly graduated in 2009. During his junior year, John became involved with the Allegany Arc's Supported Employment Program and was hired to work at a local grocery store. John always had a friendly greeting and smile for customers, and gained new skills and multiple duties at the store. Sadly, he was laid off due to the economy.

I like my job because:
I like to stay busy. My co-workers and supervisors are my good friends.

John was then hired as a cleaner for the Arc's Henderson Smith State Office Building and NYS Department of Transportation facility contracts in Hornell. He approached this new job with the same 100% enthusiasm and determination, and quickly took great pride in keeping the buildings clean. In John's mind, he isn't simply part of a crew, but plays a vital role in keeping the facilities safe, sanitized and clean. He has become adept at green cleaning, environmentally friendly service practices, teamwork, and customer service. His supervisor, Carl Dandridge, raves about John's "can-do attitude and commitment to do his very best every day."

John has experienced a lifetime of challenges and obstacles, but attributes his ability to overcome them to his loving family. He loves to vacation with them in Vermont, and is an avid baseball and hockey fan. John proudly received his driver's license in 2017. He may be small in stature, but his smile lights up the room.

Casey Jackson

Janitronics ★ *Albany/Albany County*

Casey Raymond Jackson is an outstanding employee, teammate and individual. Casey joined the Janitronics team by referral from Rehabilitation Support Services three years ago. He has become an employee who can truly be counted upon at the Robert Abrams Building for Law and Justice, an important NYSID contract.

Casey works as a utility specialist which means that his job tasks can vary from day to day: restroom cleaning, auto scrubber use and maintenance, elevator cleaning, and much more. He faces these daily challenges with ease and an amazing attitude. "I make sure even the smallest detail isn't missed, like cleaning chrome fixtures," he said.

Whenever extra work is needed, Casey is usually the first one to volunteer and assist the less-experienced crew members. He always comes in on time and with a great attitude. He uses his paycheck to maintain his car and pay other bills.

Being nominated for this award makes me feel:
Appreciated. I take special care in my cleaning duties.

Isiah Jamison

The Arc of Steuben ★ *Bath/Steuben County*

Isiah Jamison is an extremely dedicated employee of the Arc of Steuben's integrated apparel printing business. Isiah demonstrates attention to detail, quality of work and team skills daily. His success story comes from a positive attitude, commitment to customer satisfaction and perseverance in all endeavors.

A veteran of the US Army, Isiah began at the Arc of Steuben's custodial program in 2015, where he was quickly recognized as someone who demonstrated a very strong work ethic with attention to detail. When an opportunity to clean and disinfect the Arc café became available, Isiah's quality of work set him apart from other candidates, and he was awarded the position. He quickly learned the routine and once again demonstrated exemplary skills and work ethic.

Isiah next interviewed for a job in the apparel department in 2018, a significant change in skill requirements from his previous positions. However, Isiah's attitude, confidence and perseverance more than qualified him for this opportunity. He started out folding and packaging garments and providing material to printers, progressing to assisting the lead printer by getting ink and garments, moving material through the dryer, and other more responsible duties. Isiah did so well, he easily transitioned to registering and printing apparel under close supervision, and is now one of two lead printers on the team.

If I didn't have this job:
I would have a very difficult time paying for my living expenses.

Those around him describe Isiah as a pleasure to work with and a person who has a tremendous attention to detail. His supervisor reiterates that perspective, adding "Isiah's dependability and commitment to the apparel team are exemplary. Isiah's positive attitude and heartwarming personality are an inspiration to the entire apparel operation." When asked what he likes most about his job, Isiah replied, "I love my co-workers, and the challenge of producing a beautiful design on the apparel." He also added "my job makes me feel proud of myself and helps pay for my apartment and bills."

In his spare time, Isiah enjoys cooking all types of dishes, with his favorites being pot roast, fried chicken and macaroni & cheese. He is also a big sports fan who follows the Los Angeles Lakers, Buffalo Bills and New York Yankees. Isiah not only follows these teams, he has an in-depth knowledge of the games, players and history of each team.

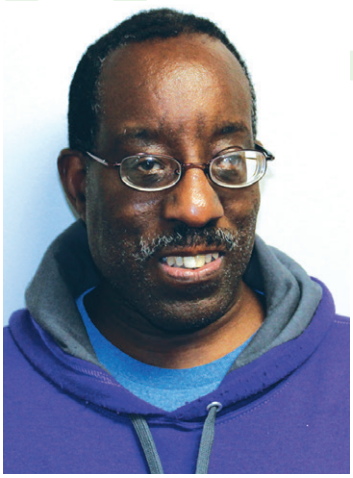
Isiah's greatest assets are his positive attitude and his commitment to whatever he is charged with, which have helped him achieve employment success at The Arc of Steuben.

Fellipe Johnson

The Arc Jefferson-St. Lawrence ★ *Watertown/Jefferson County*

Fellipe "Flip" Johnson said, "I am proud of my job." Flip has many things of which to be proud, including more than 35 years of steady employment and earnings that support his lifestyle.

Flip started working at The Arc's Production Unlimited operation in January 1985. Through the years, he has learned many different work skills and dealt with changes within the production environment. Flip has worked on recycling cans and bottles and in food and janitorial services. He also works on the NYSID Preferred Source contract for three-ring binders, and most recently, specialty folders and envelopes. He also completes warehousing work for NYSID Preferred Source products. Flip experienced the transformation of Production Unlimited to an affirmative business. No matter what, he is an enthusiastic worker and is always willing to learn new jobs and skills.



Flip is described by his supervisor as being hardworking, conscientious and ready to do his best. He displays an "I can try that" attitude when presented with something new to learn. He always has a smile for others and has a great sense of humor. Flip really enjoys socializing with others during break times and maintaining contact with some co-workers outside of the office. Flip stated that he likes his job because, he can "work in different departments, work with other people, and I like to help my supervisor."

Flip enjoys helping others on the job, and also demonstrates care and concern for others on his own time. He has volunteered for Operation Christmas Child for several years, putting together shoe boxes of gift items which are shipped overseas to needy children. Once, Flip heard from one of his friends about a man who had an operation. The friend shared that others had taken meals to this man after he got out of the hospital. Flip purchased a meal from the Bob Evans restaurant and delivered it to the man, a random act of kindness that was greatly appreciated.

Being nominated for this award makes me feel:
Good, I am proud of my job and the work that I do.

Flip has had many opportunities for fun and adventure due to his pay from working on NYSID products at Production Unlimited. His paycheck helps him to "pay for where I live and to buy groceries and gum." He also enjoys shopping, going to casinos, staying at hotels, and traveling. Flip has been on trips to Disney World; Niagara Falls, Canada; Branson, Missouri; and a criuse to the Bahamas. He enjoys NASCAR races and has travelled to see races at Watkins Glen, New York and Dover, Delaware. Flip purchased his own large-screen TV and DVD player, and continues to buy DVD movies to add to his vast collection.

While Flip's dream job would be "to be the top boss somewhere," the Production Unlimited team is lucky to have him as a colleague and a friend.

Mark Johnson

Suburban Adult Services, Inc. ★ *Elma/Erie County*

There's a lot about his job that Mark Johnson loves, but three things stand out the most:

"I love cleaning and maintaining the work site. I love keeping my supervisors and the customer happy. I love my co-workers – they are easy to get along with and are very thoughtful," he said.

Mark has worked on a Preferred Source contract at the Buffalo Psychiatric Center since November 2019, conquering many obstacles along the way. Although legally blind and deaf, he performs at a high level with a positive attitude. Mark is an essential part of the Suburban Adult General Enterprises (SAGE) custodial crew, a division of Suburban Adult Services, Inc. (SASi). He is driven to maintain his job and support his family by working five days a week vacuuming, dusting, disinfecting, and securing the overall cleanliness of this important site.

Mark is a true reflection of what NYSID's Joslin Awards Program represents: independence and personal success. Although challenging at times, he has learned how to navigate the work site, communicate with co-workers and supervisors, and complete tasks safely and efficiently. SAGE Assistant Manager, Jennifer Gallaway, said, "Mark exemplifies an outstanding work ethic and attendance record. He always arrives early and ready to complete his assigned tasks." He's proved that with perseverance and the proper support system, he can overcome great challenges. Mark doesn't let his disability get in the way. As Helen Keller once said, "The only thing worse than being blind is having sight, but no vision."

If I didn't have this job:
I would probably have a difficult time finding another job. Many employers are reluctant to hire deaf employees.

"If I can do it, you can do it," is what Mark would tell those who say people with disabilities can't do good work. When he learned that he was being recognized as a Joslin Outstanding Performer, Mark remarked, "I'm surprised, shocked and honored to be recognized for my achievements. It melts my heart and fills me with joy." Mark's co-workers say he's a pleasure to work with. He has a great sense of humor and always puts an effort into doing a good job. He's recognized for a can-do attitude and is a valued part of the custodial team.

Outside of work, Mark enjoys spending time with his wife and son. He enjoys movies, playing guitar, camping, fishing, bowling, and maintaining his home. "I'm letting this little light of mine shine," he said. Growing up, Mark had hopes of becoming a lawyer or a judge. His dream job today is to be promoted to manager.

Shirley Johnson

American Maintenance ★ *Babylon/Suffolk County*

During the pandemic, American Maintenance experienced some of the biggest obstacles in its history. However, its employees proved countless times, with their dedication and perseverance, that they can overcome any challenge.

Shirley Johnson started working for American Maintenance in October 2020, disinfecting and cleaning for the Metropolitan Transportation Authority (MTA) at the height of the COVID-19 pandemic. Many residents were afraid to leave their homes, let alone ride a subway, for fear of contracting the virus. Some cleaning staff had feelings of uncertainty during this time. On Shirley's first day of work – October 7, 2020 – she came in with a positive attitude and the confidence that "we can get through this," which immediately put her co-workers at ease.

Shirley's life hasn't always been easy. Born in Harlem to a single parent, the household was extremely volatile. Looking for escapism, Shirley got involved in street life which eventually led to incarceration for most of her adolescence into adulthood. When granted parole, she decided to change her life.

Shirley met with ACCES-VR, expressing her desire to learn a trade that she liked. Shortly after completing a skills-training program, she was hired by American Maintenance. Despite knowing the challenges presented by working at the MTA stations every night, Shirley's performance exceeded expectations from the start. She took every precaution to ensure every task was done safely. Whenever supervisors needed support, especially at difficult stations, Shirley was there to assist and guide the team through. Her eagerness and passion toward the team and her job is truly inspiring and motivational.

Rewarding employment has stabilized Shirley's life. She's learning to budget her money, pay bills and set savings aside.

Shirley has risen above her circumstances. Since joining American Maintenance, she has become a great asset to the company. Her co-workers and supervisors look forward to seeing her as she adds a special kind of joy to the work day. Shirley's work ethic and leadership skills are just what this company looks for in a supervisor, a goal she has set for herself.

I like my job because:

It keeps me busy. I love to interact and establish relationships with others.

Ander Jones

WellLife Network ★ *Flushing/Queens County*

"Teamwork" is Ander Jones' code word for success. After completing training with WellLife Vocational Services, Ander was hired by our Clean Corp affirmative action business in the fall of 2015. Staff immediately realized they had gained an exceptional employee, a worker who is always cheerful, positive and upbeat, and whose work ethic embodies the WellLife Network mission.

Ander always goes above and beyond to assist his co-workers whenever challenging projects arise. He also takes the time to mentor anyone who may be struggling to complete the tasks at hand. Ander understands high-priority objectives and works diligently to achieve customer satisfaction. His time management and dedication are impeccable.

When complex assignments occur, Ander shows a top-notch ability to organize. He mentors large and small groups, always prioritizing his team, and ending the day with a big smile, even after a hard day's work. Looking ahead, his sights are set on becoming a supervisor.

"It is truly an honor and privilege to be nominated for NYSID's Joslin Awards Program," Ander said. His team and supervisors agree that he is deserving of this recognition.

I like my job because:
It gives me the opportunity to pay my bills and be more self-sufficient.

Maggie Juul

The Resource Center ★ *Jamestown/Chautauqua County*

Travelers using Interstate 86 who decide to take a break at the rest stop in the Town of Ellery in Chautauqua County may encounter a friendly, red-headed young woman in a bright orange shirt with "STAFF" written in black letters on the back. This is Maggie Juul, an employee of The Resource Center, who has been working at the rest stop for the past seven years.

Maggie works full-time at the rest stop keeping the bathrooms clean and stocked, maintaining the grounds free of debris and litter, and doing anything else that is required of her. During the evening, she likes to help out visitors with information about the area, or to chat about how great the Buffalo Bills are playing. This vital rest area is open in all kinds of weather, so it's important to have dedicated workers like Maggie keeping it clean and accessible.

Maggie enjoys having conversations with the people passing through. Some are from outside of the area, while other visitors are local people who come to the rest area to have a bite to eat while enjoying the spectacular views of Chautauqua Lake below. "I meet so many different and interesting people, and the pay is good," she said.

Maggie first started working as a cleaner at The Resource Center's Michael J. Raymond Center in Jamestown. Within a matter of months, she was awarded the position at the I-86 rest area. This is her second job out of high school, and you can tell she likes it based on her attitude and desire to keep the facility looking its finest.

This August will be an exciting time for Maggie as she is going to be married. She plans to take a few days off from work to do that, which is uncommon for her. Doing a good job is a priority for Maggie, and she always reports in prepared to do it.

My paycheck helps me to:
Pay my bills, and it's helping to pay for my wedding in August.

Justina Kiefer

Arc Herkimer ★ *Herkimer/Herkimer County*

Justina Kiefer is a quality-minded worker at Herkimer Industries, eager to continuously learn and grow. Justina works well both independently and with the entire team. Her confidence in her work makes her a productive employee and an asset in all aspects of operations.

Perhaps Justina's most notable trait is her enthusiasm to work. She is willing to try working on new jobs and with new products, including assembly line production. Some of her favorite jobs are various NYSID products like rain gear and eye wear, as well as Stop the Bleed® and safety products, like tourniquets.

When Justina works on a project, she cares deeply about the quality of her work. Since she began working at Herkimer Industries in 2005, she has made great strides in both her professional and personal development. Justina initially worked with support from staff. She has since grasped the responsibilities of the tasks given to her, and now completes them efficiently and independently.

Justina has a very easy-going and likeable personality and gets along with her peers.

Throughout the past year, as the pandemic continued, Justina's positivity and infectious smile helped to brighten the spirits of both her peers and the staff at Herkimer Industries. "Being nominated for this award makes me feel proud of all my hard work," she said.

Justina is one of the most dedicated employees, and deserves to be recognized for her contributions of the past 16 years to Herkimer Industries, Arc Herkimer, NYSID, and the entire community.

If I didn't have this job:
I would be at home and bored.

It is an absolute honor to nominate Justina Kiefer for NYSID's Joslin Awards Program, as her story proves how the mission of empowering people with disabilities and enriching lives throughout the community makes a lasting impact.

Matthew King

JM Murray ★ *Cortland/Cortland County*

Matt King began working on NYSID contracts at JM Murray in 2009 when he was 19 years old. At that time, Matt was an energetic teenager with a BIG personality, outgoing and fun-loving! Matt is now 30 years old, still works on NYSID contracts at JM Murray, and continues to have the spunk and energy of his teenage self.

Matt was diagnosed with a severe sensorineural hearing loss in both ears at the age of 2. His hearing is very limited, and even with hearing aids, he relies on limited American Sign Language, lip reading and gestures to understand and communicate with others. Matt is blind in his left eye and has limited sight in his right. He wears glasses to correct and protect his sight. He is also diagnosed with intellectual disabilities and ADHD.

Matt has a loving extended family with whom he spends much time. He is an outdoorsy type of guy who loves all kinds of sports, action-packed movies and World Wrestling Entertainment.

Having all that energy has to go somewhere, and JM Murray quickly discovered that Matt's energy could be channeled very productively. Then and now, he is a dependable and enthusiastic worker who learns tasks by demonstration and is always eager to learn new ones. Matt's physical and intellectual disabilities are not deterrents or limitations to his potential. A skilled worker, he is assigned to work on a variety of jobs, which include packaging toothbrushes and toothpaste for NYSID contracts.

Being nominated through NYSID's Joslin Awards Program makes Matt feel happy and important. "I like the work I do at JM Murray, and it makes me feel good that people feel I deserve receiving this award," he said.

People who know Matt are aware of his great sense of humor, his outgoing personality and his ability to get along well with everyone. One of Matt's most admirable qualities is his optimistic outlook on life. He is always in a great mood with a smile on his face. He's an inspiration to others, works hard and finds happiness doing the things he loves to do. "Disability" is just not a word in Matt's vocabulary.

If I didn't have this job:
I would not be able to reach my goals, and learn responsibility.

Kevin Lessord

The Arc Wayne ★ *Newark/Wayne County*

Nominating Kevin Lessord as a Joslin Outstanding Performer was an easy decision. He is a reliable and independent worker who shows up every day and does his best, never hesitating to take on extra work that's available.

Before he came to The Arc Wayne in 2007, Kevin's only job had been delivering papers on a local paper route for the *Newark Pennysaver*. Kevin joined the Arc's Key Industries production program and performed various production and assembly jobs over seven years. His supervisors all described him as a quick learner and a reliable, hard worker. He did well at these jobs, but wanted to make more money and try something different. In 2014, Kevin was given an opportunity to work on a Preferred Source contract as a janitor. Quiet by nature, changing jobs is not something that came easily to him, but he took the chance.

Kevin started supervised work on a small cleaning crew at the Finger Lakes DDSO. He did so well that for the past four years, he has been assigned his own building and cleans with minimal supervision. The DDSO staff where Kevin cleans regularly compliment the thorough job he does. Kevin takes on extra cleaning work on the weekends, and is trusted with the keys and building codes. His Preferred Source job has given him the opportunity to show his independence at work and at home, as he was also able to move into his own apartment.

My paycheck helps me to:
Pay my rent and buy food, and it allows me to live independently.

Kevin took on the responsibility of babysitting his 4-year-old nephew mornings before work throughout the pandemic, and has continuously maintained perfect attendance. He likes the money he makes as a custodian and the independence it has created. Kevin enthusiastically talks about his dream job of designing clocks that show the alignment of the planets, but would settle for a job where he could get paid for playing video games.

Lauren Marzlock

Goodwill Industries of Greater NY and Northern NJ, Inc.
Brooklyn/Kings County

Lauren was referred by her ACCES-VR vocational counselor to Goodwill's GoodSkills program, a training certificate program in Microsoft Office Suite and job-seeking/readiness skills. Lauren was focused on enhancing her computer skills, learning how to interview and becoming competitively employed. Her counselor said, "It was just very nice working with Lauren. She was always very cooperative, motivated, and knew what she wanted from the start. She is an asset to any company."

During the GoodSkills training, Lauren exhibited a kind and helpful disposition. She excelled in the classroom, and assisted and encouraged other students with their assignments. After completing the training, Lauren was referred to GoodTemps, the temporary staffing division of Goodwill, and was offered assignments right away. Her assignments included records clerk with the NYC Administration for Children's Services and data entry keyer with the NYC Department of Education. Because of her strong skillset and dedication, Lauren was eventually hired at the NYC Department of Education as a quality assurance specialist trainee in 2019.

Some of Lauren's job duties have included making site visits to schools where she assures that after-school programs, food programs and COVID-19 policies are in place. She enjoys traveling to different sites and having a flexible schedule. This job has allowed Lauren to become more independent and eventually move into her own home. She has also learned the value of earning her own money and the financial independence it has created. "My paycheck makes me feel empowered and happy that I am able to support myself," she said.

Lauren is currently studying for the civil service exam for executive quality assurance specialist. She feels confident that she will do well and is excited at the prospect of earning a higher income and taking on more responsibilities. She is a highly determined individual, and there is no doubt that she will continue to move forward and meet new goals.

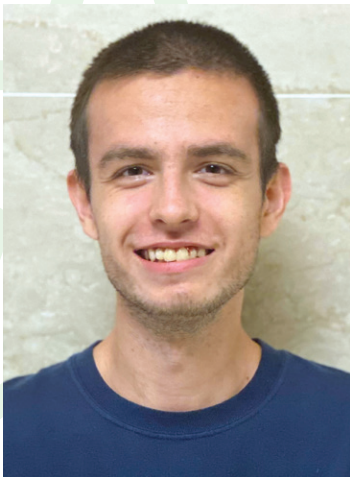
If I didn't have this job:

I would be employed in a job I am not happy with. I would not be living on my own or be able to buy the things I want or need.

Noah Messick

Green Facility Solution ★ *Albany/Albany County*

Noah is kind, personable and a joy to work with. He has overcome personal challenges and was referred to Green Facility Solution for a custodial job by Northeast Career Planning, a NYSID Member Agency.



When Noah first began his employment with this NYSID Corporate Partner, he was very shy and concerned about learning a new job and interacting with new people. His supervisor recognized this, and developed strategies which Noah eagerly implemented. "If I didn't have this job, I might be working in an environment that wasn't as friendly," he said.

Over time and with encouragement, Noah has shown great initiative and needs little supervision. He willingly takes on new assignments, going above and beyond expectations. Noah is always punctual, dependable and cooperative with his co-workers. He is well respected by the supervisors and the custodial team for the Alfred E. Smith Office Building in downtown Albany.

Noah has been resilient during the pandemic and has never complained about his schedule changes. His positive attitude and enthusiasm for his work is infectious. The entire Green Facility Solution team is proud of his growth from a shy worker to a confident employee. Noah's immediate goal is to be the best employee at his job site, and then own his own business someday.

I like my job because:
I work in an environment where I am comfortable with my supervisors and co-workers.

Kaitlyn Muratore

Katapult Solutions, LLC ★ *Syracuse/Onondaga County*

Kaitlyn was hired by Katapult Solutions, LLC two years ago to work as a document prepper and scanner operator. With training and determination, she has proven to be a most valuable member of the team. Kaitlyn is solely responsible for prepping student records for Syracuse City schools.

Folder by folder, Kaitlyn preps the documents by removing staples, paperclips and any other contents that cannot go through the scanner. She unfolds documents and moves any small cards or slips of paper to the top of the file so that the scanner will feed them through properly. Kaitlyn is also responsible for moving any post-it notes that may be covering information in the paperwork, and then putting them in an unused space or on a blank sheet of paper. She also tapes rips and tears on paperwork, which also helps documents feed correctly.

When prep is completed, Kaitlyn then scans the box. Folder by folder, she feeds the documents into a large desktop scanner and watches the computer monitor to verify the quality of each image as it loads onto the screen. Being a scanner operator is easily the most challenging production responsibility, requiring speed, multi-tasking, attention to detail, and problem solving. The machines can be difficult to work with, and Kaitlyn must sometimes stop the scanner to correct a jam, clean away dust and debris from the glass scanning plates, and rescan poor-quality images.

When she's finished the most recent Katapult documents batch, Kaitlyn also assists Image Integrator with their NYSID projects. This has helped her grow significantly, as she now easily switches between project types. What's more, she performs corrections on boxes which were previously quality controlled but in need of further corrections.

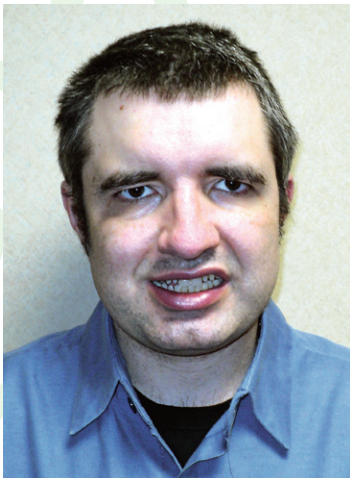
Kaitlyn is always kind and polite, and takes pride in being able to help new staff do their job. She has been named Employee of the Month more than once, as recently as June 2021. Her immediate goal is to keep working hard and keep learning new things. She would also like to train people with disabilities "so they can have a job like me," she said.

I like my job because:
It makes me more independent and makes me feel like an adult.

Stephen Riley

Lifetime Assistance, Inc. ★ *Rochester/Monroe County*

Stephen works as a document destruction technician for Classified Scanning and Shredding Services, a division of LAICO. He is a 40-year-old man with mild developmental disabilities who began his journey to employment through a school BOCES program before enrolling at LAICO through ACCES-VR in November 2002.



When Stephen first came to work, he was not used to a work schedule, let alone workplace rules, and could become easily upset over minor issues. He had low self-esteem and lacked confidence. Slowly, over time, Stephen learned to develop appropriate work habits, such as being on time, having good attendance and following workplace rules. He now takes care to complete tasks on time, and takes pride in the quality of his work.

Ready for a challenge, Stephen left the security of the work center for the new opportunity of working in Classified Shredding, where he had the potential to discover new skills and new things about himself. The first discovery was learning about all the equipment. Stephen learned to sort and pace material down the conveyor belt to the shredder. He learned to use the electric pallet jack and help the driver load and unload trucks. While learning how to use the digital floor scale to weigh and record totes, Stephen also learned to use the scanner and computer to keep track of the completed totes for the next day service.

Stephen says that tying bale is his favorite task, not because it is easy to do but because it took him numerous tries to get it right. He likes his job for many reasons. "I am helping the environment by recycling paper, my supervisors like me, and work is my second home," he said.

"During the pandemic, I was home a lot. I missed working, being productive, and seeing my friends and staff. I do not like not making money," Stephen said. Returning to work, he admitted he was nervous and uncertain about COVID-19. But he easily learned what to do to keep himself and others safe.

Being nominated for this award makes me feel:
Honored and appreciated. I have wanted to get this award and I am very happy.

Stephen earns a rewarding check that helps him go to places he likes, including Buffalo Bills games, vacations with People and Places, and dining out in the community. In his spare time, he enjoys attending Special Olympics and is proud of earning a medal for swimming. Stephen has a great sense of humor and an infectious laugh. He enjoys joking around with staff and co-workers appropriately, often imitating characters in television commercials.

Stephen is a valued team player at Classified Scanning and Shredding. The work is often hard, and totes need to be completed in a timely manner, but he is up to the challenge. When praised for all his hard work, Stephen said, "Thank you for noticing."

Remy Rosario

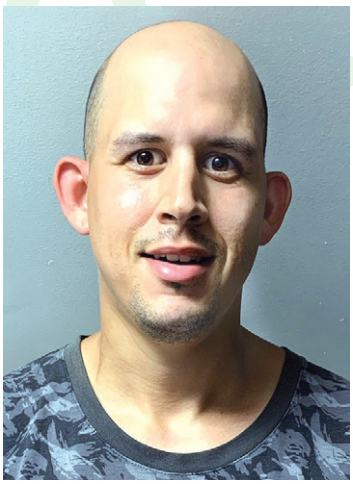
The Arc Greater Hudson Valley ★ *Monticello/Sullivan County*

Remy has been an outstanding addition to the Arc Greater Hudson Valley's contract team responsible for cleaning the Montgomery OGS building in Orange County.

When the building re-opened during the COVID-19 pandemic, Remy was eager to return to work at a time when many people were not. Throughout the health crisis, he has performed essential functions to maintain the cleanliness and safety of the building, with a positive and humorous attitude.

Remy had previously worked in a janitorial position a few years ago, but had lost the position due to an incident of lacking professionalism. After taking a brief hiatus from work, he expressed to his support team that he had learned from the incident. He has been on a path to self-improvement, better self-control and more professional presentation ever since.

Remy knows that he is capable of working and making a steady paycheck for the present and the future. Working with his job coach allows him to make a paycheck while continuing to increase both his independence in the community, and the ability to self-monitor the quality of his work. He values the opportunity that working at OGS has given him, the work he does, and those with whom he works. When asked about what his dream job might be, Remy replied, "This! Doing custodial work!"



Being nominated for this award makes me feel:
Proud and happy and excited. This has never happened to me before.

Clarence Rose

The Arc Erie County New York ★ *Williamsville/Erie County*

Clarence has been a participant of the Arc Erie's Supported Employment Services since 2015, starting on the production end of supported employment as an original member of a crew that worked at Harmac Medical Supplies. Based on how easily he picked up the job and his success in the position, Clarence was the first crew member to be directly hired by Harmac. His hard work and dedication laid the groundwork for fellow Arc employees to also be hired, and has paved the way for many others' success.

After a few years at Harmac, Clarence felt the need for change and returned to the Arc to work in its landscaping department. Hesitant at first because of the size of the equipment and the magnitude of the properties, he didn't let that hold him back. With training and continuous work with the equipment, Clarence became much more comfortable. He can use any piece of equipment today, up to a 72" lawn mower.

With his continuous work ethic and dedication, Clarence learned what needed to be done at each property, and can mentor new employees in the landscaping department. He works on the Arc's largest properties, completing them with ease: Sturgeon Point Erie County Water Authority, River Road Erie County Water Authority, the Veterans Home Batavia, and The University of Buffalo, South Campus.

Clarence's paycheck allows him to take care of his family, and he is working toward providing their own house to call home. He recognizes that prior to his Arc employment, he took one too many wrong turns that lead him down the wrong path. Clarence is a firm believer in giving his kids an upbringing that he did not have, providing them with appropriate work habits and a vision that hard work pays off. He strives to be a role model, not only for his kids, but the community at large.

My paycheck helps me to:
Pay bills and take care of my family.

Clarence does not let his past hold him down, and uses past experiences to his advantage to do better for himself and his family. He continues to show consistency in his work habits and has become an asset to the ongoing success of the landscaping department.

Marybeth Sefcovic

The Arc Lexington ★ *Gloversville/Fulton County*

When Marybeth first came to The Arc Lexington, her true capabilities were unknown. A shy young woman with a quiet demeanor, she spoke softly and looked at the floor. When asked questions, she would tear up because she was unsure of herself and not able to express her thoughts.

Little by little, Marybeth opened up, came out of her shell, and blossomed as she grew more confident in her skills and abilities at work. Marybeth asks questions with new assignments to clarify what is required of her, and then completes the assignment to the supervisor's standards. Through the support of job coaches, she learned to organize her workload and meet the expectations needed to sustain a job. In conversation with supervisors, Marybeth will take a moment to formulate her thoughts and confidently express her feelings and opinions in a well-organized manner.

Due to her flexibility and motivation, Marybeth has been called upon many times during the COVID-19 pandemic to work extra hours and complete the cleaning and sanitation practices necessary to keep those she works for safe and healthy. She is more than willing to rearrange her personal schedule at a moment's notice, and has become a great asset to the team.

Marybeth is an excellent worker who has mastered all parts of the production process at Harrison Street Industries. Her supervisor, Sharon Diefendorf, said, "Marybeth has been a key team member here. She is fantastic on the assembly line that produces care kits, and I can always rely on the accuracy of her work when producing nursing response kits. I don't know what I'd do without her!"

"I have worked with Mary Beth for the past couple of months," said Marie Paul, another Arc staff member. "She is very knowledgeable about her job and truly dedicated to doing her absolute best with any task. If she sees a co-worker who needs assistance with something and she has finished her work, she is the first one to jump in and help. She has a great relationship with all of her co-workers, and always goes above and beyond in everything she does."

Marybeth is an exemplary worker who truly shines like a bright star on the custodial cleaning team. She has found great success, confidence and skills while working on Preferred Source opportunities, and looks forward to the next step of full-time employment in the community.

My paycheck helps me to:
Buy groceries and buy a little something for myself.

Elizabeth Selmer

Maryhaven Center of Hope ★ *Port Jefferson Station/Suffolk County*

Liz Selmer was referred to Maryhaven's Micrographics & Imaging department in November 2017 by ACCES-VR. With the repetition of preparing documents for various NYSID customers, Liz has mastered the ability to strengthen her traumatic brain injury deficit. She has a strong work ethic in both attendance and determination, and a warm personality which emanates to her peers who strive to be mature and responsible with their own challenges in life.

Each Preferred Source contract has unique requirements for prepping standards, and Liz accepts the challenge of each with a positive and professional attitude.

She has mastered prepping documents for the NYS Appellate Division, 2nd Department; NYS Brooklyn Surrogate's Court; Jacob K. Javits Convention Center of New York; Stony Brook University; Suffolk County Family and Criminal Courts; Westchester Courts; Half Hollow Hills UFSD; Western Suffolk BOCES; Eastern Suffolk BOCES; and the Long Island State Veterans Home contracts.

Liz enjoys the comfortable work environment and her co-workers and staff. "I'm in my dream job, I love being a prepper," she said.

My paycheck helps me to:
Pay my bills and feel satisfied that I earned it myself.

Michelle Sills

The Arc of Chemung-Schuyler ★ *Elmira/Chemung County*

SeeUs Commercial Cleaning, part of the Business Services Division of The Arc of Chemung-Schuyler, proudly nominates Michelle "Micky" Sills for NYSID's Joslin Awards Program.

Micky has been part of the mobile custodial crew for several years, previously working on the Arc's production floor. Over the course of nearly 30 years with The Arc, Micky has rarely missed a day of work.

Micky can work with any of the different crews and fit in because of all the friendships she has made over the years. She is very outgoing and talkative, and more than willing to help train new people on the mobile cleaning team. Micky knows all the different jobs to be done at each cleaning contract and how to use all the heavy-duty equipment to maintain, clean and burnish floors. Micky takes a 30-minute ride on the local transit bus to come into work early so she can gather all the needed supplies for that night's roster.

When not working with the custodial crew, you can find Micky at the local mall getting in some exercise or shopping. She is also an avid hockey fan and enjoys attending tournaments all over the east coast with her family.

If I didn't have this job:
I would probably be just sitting at home watching TV, and I wouldn't be able to go shopping.

Nathan Therolf

CDS Monarch ★ *Webster/Monroe County*

Nathan has worked at CDS Monarch's Unistel spice business since 2007. He is proficient in the many jobs involved in the daily operation, such as hand filling spices, running a semi-automated line, filtering bottles through the heat tunnel, and processing spices in the grinding and blending areas.

Having acquired so much knowledge on these various steps, Nathan works independently and is often the "go to" person when support is required in priority production areas. He puts forth a hard work ethic, teamwork and confidence through his daily performance. Nathan is also responsible for training new workers who come into the spice factory, serving as a role model for them as he demonstrates the process of accurately completing each production task.

Nathan follows all manufacturing protocols and takes steps to ensure the work floor is clean and safe. Staff regard him as dependable, and rely on him to ensure the work floor runs smoothly. They are confident in Nathan's work ethic and knowledge of what's needed at every stage of the spice operation. He informs them when he needs assistance or has questions, ensuring that he's performing tasks efficiently. He takes great pride in coming to work daily, demonstrated through his solid attendance record.

Nathan has grown in his professionalism and interactions with co-workers and staff. He is highly motivated to excel in his independence, and is currently in the discovery process of how to become independent in a community setting. Nathan is proud of his accomplishments and his ability to earn a paycheck. He has built a solid foundation to assist him in any future employment, and has a bright future ahead.

My paycheck helps me to:
Take care of my home and take pride in my job.

Nathan lives with his strong, supportive family and owns his own home. He takes pride in working with his father on projects in his home, doing yardwork and taking care of his cats.

We are proud of Nathan and his accomplishments at Unistel as he faces challenges and pushes forward to be actively independent in his community.

Robert Timberlin

Center for Disability Services ★ *Albany/Albany County*

Robert Timberlin is a mail processing clerk at the Center for Disability Services (CFDS) Mail Fulfillment Center. Bob has worked for CFDS since 2004, and knows the mail processing integrated business from start to finish.

Over the years, Bob steadily increased his production skills, gained more confidence, and then earned more responsibility. He also earned the respect of his supervisors and co-workers, and was promoted to his current position in 2017. The promotion recognized Bob's hard work, dedication and perseverance.

Bob's job is important to him. "I like to make sure I keep the trays neat," he said. He also likes knowing that through his job, he is helping others. Bob uses his paycheck to save for his future and add to his DVD collection.

Bob is one of the most cordial, social and overall happy workers in the mail processing operation. Always with a smile, he is open to take on any job assignment. His tireless efforts throughout 17 years are appreciated and commended.

If I didn't have this job:
I would be sitting home bored. I'd rather work!

Rebecca Todd

Arc Otsego ★ *Oneonta/Otsego County*

Rebecca "Becky" Todd demonstrates daily what it means to work hard to reach your goals.

Becky has been an important part of the Creekside Industries team since she started more than eight years ago. Her supervisor, Sandra Borne, said, "Becky has been working hard to meet and exceed her personal goals here at Creekside Industries. She can accurately perform every position in the production area, but her main strength is as a machine operator. "When Becky has a fast and accurate counter who can keep ahead of her, she can process the most per-line in finished products."

Becky exudes positivity and warmth, and always compliments or gives words of encouragement to her co-workers and staff. Her smile is infectious, and her caring nature shines through that smile. She does not hesitate to offer to help when she notices a co-worker in need, and is equally accepting of assistance from others, demonstrating a true understanding of teamwork.

Shy by nature, Becky has grown to become more outgoing and assertive in advocating for her needs and desires, as well as supporting her friends to do the same. While she dreams of working at an animal shelter or a veterinary office, she has her sights set on community employment that will allow her to live independently in her own apartment.

I like my job because:

I got to learn how to run the sealing machine, and now I run it the fastest.

NYSID Preferred Source employment is very important to Becky as it has given her an opportunity to learn work skills, develop lasting friendships, earn a paycheck, and feel proud of what she does every day.

David Traver

Gateway Hudson Valley ★ *Kingston/Ulster County*

David Traver is one of the hardest working, motivated and determined individuals you will ever have the pleasure to meet. When David sets a goal for himself, he will put all his effort into making it reality. Thanks to the wages he earns through Preferred Source employment, he has reached his ultimate goal to be self-sufficient.

David is a 52-year old gentleman who resides in his own apartment on the historic Strand in Kingston. Growing up, he suffered significant sexual, emotional, physical, and psychological abuse. Due in part to the trauma caused by these events, David suffers from depression, anxiety, substance abuse, and PTSD. While he's always had a strong work ethic and held various jobs since he was young, David's mental health challenges caused significant barriers to maintaining employment, furthering his education, and having healthy relationships. These challenges also impeded his judgment and impulse control, and played a major role in decisions that ultimately led to incarceration.

After David served his time, he wanted to start a new chapter in his life, so he resumed mental health treatment and rejoined sobriety support groups. He enrolled in Gateway Hudson Valley's Workforce One, as he needed employment and wanted the assistance of vocational supports. David's goals were to find full-time employment, advance to a supervisory position, purchase a vehicle, and maintain his own apartment. Within several months, he accomplished each goal. He would never have been able to fulfill the last two without the wages he earns from NYSID opportunities.

David was hired part-time by Gateway Custom Cleaning in 2018. His attitude, skills, excellent work performance, and flexibility earned him additional hours and he was assigned to several NYSID contracts. He eventually became the working supervisor for these contracts. At that time, David chose to forego Social Security benefits to instead work full-time. He would not have been able to make this choice if he wasn't being paid prevailing wages on NYSID contracts. He was becoming financially self-sufficient, which included the ability to purchase a safe, reliable vehicle.

In the past year, David averaged 35 hours per week and earned a living wage to meet his monthly living expenses, pay for his cell phone, maintain his car, and shop and dine out in his local community. His current goal is to maintain his present position and work on additional NYSID contracts, with an eye toward a promotion to manager. He would also like to own a bed-and-breakfast, and hire people with disabilities as his employees, and then give some proceeds to charitable purposes.

If I didn't have this job:

I would be in a lot of financial trouble. I would also feel I lost part of my family.

David has obviated many obstacles to reach his current level of success, living a productive, independent, self-sufficient life in a safe and integrated environment.

Carl Venner

Mountain Lake Services ★ *Mineville/Essex County*

"Carl has become inquisitive about his work. He likes to know the intricacies of how things are made, and the *why*. That, to me, shows his growth in confidence since arriving at Mountain Lake Services." These words from Essex Industries shop manager, Preston Mitchell, affirm the growth Carl Venner has made since beginning at Essex Industries in September 2010. These words also confirm why Carl has been nominated by Mountain Lake Services for NYSID's Joslin Awards Program.

Carl came to Essex Industries as part of an experimental and, in many ways, breakthrough project, known as the Cornerstone program. From a troubled past, Carl's self-image, expectations and confidence levels were at a pretty low point upon arrival. But work began to change that. Preston Mitchell continued, "Carl began doing assembly and sanding work. Slowly, but steadily, he learned more and more jobs involving higher and higher skill levels. He's now at a point where he can make *decisions on quality* on our wood products as they come off the line." John Gereau, director of Essex Industries over the past four years, agreed. "Carl has grown tremendously. I have seen him progress from someone who was apprehensive about operating power equipment, to someone who is willing to tackle any task in the shops. He is a self-motivated individual who has progressed to the point of where he can now take on any operation required to manufacture our picnic tables from start to finish," he said.

Being nominated for this award makes me feel:
Happy. I know my special friend, Tonya, will like this, too. I'm happy that people put my name up for this award.

Doug Bishop, Carl's supervisor in the plant's moulder room, depends on Carl a great deal. "Carl has a way about him, a great positive attitude. In making picnic tables, he does it all. He runs planks through the moulder, cross-cuts lengths in three sizes, drills, and finally, assembles. He can also operate the gang-rip saw," he said. These work skills have helped Carl grow in so many ways. Doug continued, "Carl, now moving into a more semi-retirement schedule of two days per week, has always had a great attendance record. Over the years, when he has felt troubled by personal things or distractions, he has learned to come to me or other supervisors and talk them out. By doing this, he has gained much more independence in his life."

Heather Heald of the supported work crew said, "Carl has learned many skills over his years with us. He has good relationships with workmates, he's happy to come to work, and he has really opened up as a person." Carl Venner is a sterling example of what happens when a person with challenges meets success on a vocational and social level. His work has helped to redefine him. Carl's work milieu has become a site of growth, learning and accomplishment.

Lindsay Waxman

Spectrum Designs ★ *Port Washington/Nassau County*

Lindsay has been a game-changer for Spectrum Designs' administration department. As the first employee with a disability in an administrative role, she has great attention to detail and is extremely organized. Lindsay manages the day-to-day vendor payments, heads up accounts receivables, applies for various applications, and oversees all paperwork. "If I didn't find Spectrum Designs, I might still be looking for the right fit," she said.

Caring deeply about her performance and the team, Lindsay is always there to lend a helping hand to assist her co-workers when in need. She is cross-trained in production, and helps the team on the shop floor at other times. One of Lindsay's best qualities is that she is a natural born "people person" and can relate to those around her, making them feel safe and respected. As an advocate of Spectrum Designs, Lindsay is always looking for new leads and educating and championing the mission behind the purchase.

"My job is a whole new experience for me, where I get to learn what it's like to run a company," Lindsay said. "I really like that I'm learning different tasks and that it challenges me. I also appreciate that every day is different."

Lindsay is always looking to better herself, researching trainings and webinars to assist with various performance goals, asking questions and requesting feedback in an effort to grow. Spectrum's management is impressed by the speed at which Lindsay learns, how respectful and reliable she is, and how much she cares about the mission and her peers.

My paycheck helps me to:

Begin paying my bills. Knowing that I will have the ability to pay my bills makes me feel very independent, because I will be able to support myself.

Cadian Williams

Warren, Washington & Albany Counties Arc ★ *Slingerlands/Albany County*

Ten years ago this year, Cadian began working with the WWAARC janitorial department, then known as New Visions. He had just graduated from high school and was starting out in the working world. A quiet, shy person with little or no work experience, Cadian has progressed both in work skills and interactions with his co-workers, supervisor and customers. Throughout the years he has worked at the important Harriman Campus contract, he's developed into an excellent, reliable team player. "I like my job because it changed my life by giving me more experience and confidence," he said.

Cadian initially had difficulty fully understanding and following directions for his assigned responsibilities of maintaining the cleanliness of and disinfecting restrooms. But he set goals to learn new skills, and with continual supportive direction from his job coach and the janitorial department supervisory staff, he gained confidence in himself. Cadian discovered that he can achieve goals, and he continues to set new ones in order to keep moving up. He has added additional cleaning procedures to his skill set, such as vacuuming, dusting, trash removal, and recyclable separation.

Beyond learning new janitorial duties, Cadian was given team lead at Building #9, helping to train new employees and responding to cleaning requests by tenants and building administration. During the past year dealing with COVID-19 protocols, he was a big help with the daily disinfecting wipe-downs throughout the building.

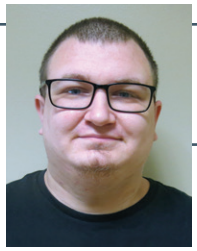
Cadian maintains an exceptional work ethic, never takes time unnecessarily, and always has a good attitude toward his job and his peers. The customers and the building managers continually say good things about him. His supervisor said, "It is a pleasure working with him and I am more than happy to recommend him as WWAARC's nominee for Outstanding Performer for this year's Joslin Award."

If I didn't have this job:
I would be a different person. The positive change in my life from this job has given me more confidence in myself.

Cadian's paycheck goes towards paying bills, contributing to family vacations, and just plain having fun. He is close to his parents and also to his grandparents before they passed, spending time with them in Jamaica on vacations. In his spare time, Cadian is busy with a girlfriend and enjoys hanging out with his cousins, working out at the gym, and following sports, especially basketball. Obtaining a steady job right out of high school, along with a strong work ethic and family support, has largely contributed to Cadian's employment success. He plans to continue learning and improving, with his next goal of becoming a janitorial supervisor.

JOSLIN AWARD HALL OF FAME

2020



David Bobbitt
Fedcap Rehabilitation Services
Manhattan/New York County

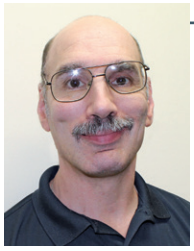
Robert Yesse
Liberty Arc
Amsterdam/Montgomery County

2019

Candace Cotazino
Northeast Career Planning at Unity House
Menands/Albany County

Katie Tung
Jawonio
New City/Rockland County

2018



Steven Collins
Mountain Lake Services
Mineville/Essex County

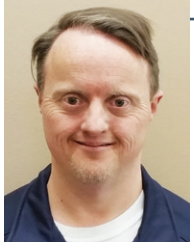
Maxine Nelson
The Arc Greater Hudson Valley
Poughkeepsie/Dutchess County

2017

John Humphrey
Arc of Onondaga
Syracuse/Onondaga County

Richard Warner
Allegany Arc
Wellsville/Allegany County

2016



Brian Mann
Lifetime Assistance, Inc.
Rochester/Monroe County

Jerry Williams
Schoharie County Arc
Schoharie/Schoharie County

2015

Ramonita Morales
The Osborne Association
Bronx/Bronx County

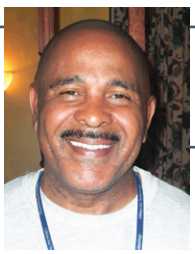
Michelle Wolfe
The Arc of Madison Cortland
Oneida/Madison County

2014

Edwardo Lopez
AHRC New York City
Manhattan/New York County

Brent Matthew Lillard
Spectrum Designs
Port Washington/Nassau County

2013



Donald Huckins
The Arc Otsego
Oneonta/Otsego County

Marc Smith
The Altamont Program, Inc.
Schenectady/Schenectady County

2012

Ana Cortorreal
Fedcap Rehabilitation Services
Manhattan/New York County

2011

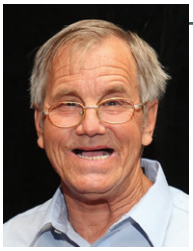
Nelson Hooper
F•E•G•S
Manhattan/New York County

2010

Robert Wells
Gateway Hudson Valley
Kingston/Ulster County

JOSLIN
AWARDS PROGRAM

2009



Mike Miles
The Arc of Oswego County
Fulton/Oswego County

2008

Linda Rollins
Rochester Rehabilitation Center, Inc.
Rochester/Monroe County

2007

Frank Lange
The Arc of Steuben
Bath/Steuben County

2006

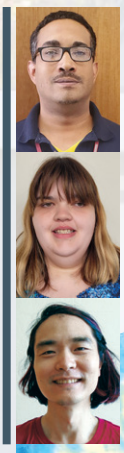
Mark Daube
The Arc Genesee Orleans
Batavia/Genesee County

2005

Matthew Maxwell
CDS Monarch
Rochester/Monroe County

2004

Kasey Knott
Allegany Arc
Wellsville/Allegany County



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