



# 2017

# Annual Report



"AN ABILITY CITY"





Dear Friends and Supporters of Ability Indiana,

2017 was the 41st year for Ability Indiana! This year, the Ability Indiana Annual Report will highlight some individual success stories that capture how individuals grow and benefit from the Ability Indiana Program. In addition, Indiana state agencies have continued to partner with Ability Indiana and you will find the letter from the National Guard of Indiana in this year's report as an example of how this partnership works for all.

Ability Indiana is especially proud of AWRC Industries / Post Masters, who this past year won the contract to provide print and mail services across 97 different State agencies, creating many new and well-paying jobs for persons with disabilities. You will find this program highlighted in detail as a part of this year's annual report.

With over 11 million dollars in program sales, Ability Indiana agencies and staff developed a strong set of Program evaluation metrics to gauge the performance of the Ability Indiana Program during 2017. We believe you will find the performance on these Program metrics and standards reflect very well on Ability Indiana in 2017.

As we begin a new year, we thank all of our supporters for their numerous contributions that helped make 2017 a successful year for individuals who were able to work as a result of the Ability Indiana Program. We look forward to working collaboratively to enrich the lives of so many people throughout Indiana by creating the opportunity to work in every way possible.

A handwritten signature in black ink that reads "Steven C. Cook".

Steven C. Cook, President/CEO

A handwritten signature in black ink that reads "James M. Hammond III".

James M. Hammond III, Committee Chair

## Ability Indiana Staff

Steve Cook, President/CEO

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Pictured left to right: Heather Newman, Wes Bickers, Asher Weaver, Barb Young, Steve Cook, Mindy Duddy and Nick Rhoad.

## Ability Indiana Committee

**Chair:** James M. Hammond III

**Vice Chair:** Greg Jinks, Division of Disability and Rehabilitative Services (DDRS)

**Executive Secretary:** Tonya Resler, Family and Social Services Administration (FSSA)

**Member at Large:** William Coleman, Jr.

**Member at Large:** Dave Moore

Aaron Atwell, Indiana State Department of Health

Christine Dahlberg, Governor's Council for People with Disabilities

Leone Hubbard, Division of Mental Health & Addiction

Megan Lawson, Indiana Department of Administration

## Ability Indiana Agencies

Abilities Services, Inc. - Crawfordsville

ADEC, Inc. - Bristol

AWRC Industries - Fort Wayne

(Post Masters, Highway Safety Specialists)

Blue River Services, Inc. - Corydon

Bona Vista Industries - Kokomo

Bosma Enterprises - Indianapolis

Carey Services, Inc. - Marion

CDC Resources, Inc. - Monticello

Child Adult Resource Services, Inc. - Rockville

Crossroads Industrial Services - Indianapolis

Easterseals Arc of Northeast Indiana - Fort Wayne

Evansville Association For the Blind - Evansville

First Chance Center - Paoli

Four Rivers Resource Services - Linton

Goodwill Industries of Central Indiana, Inc. - Indianapolis

Hillcroft Services, Inc. - Muncie

Hopewell Center, Inc. - Anderson

LOGAN Community Resources, Inc. - Granger

New Horizons Rehabilitation, Inc. - Batesville

Noble - Indianapolis

Opportunity Enterprises, Inc. - Valparaiso

Paladin, Inc. - Michigan City

Passages, Inc. - Columbia City

Pathfinder Services, Inc. - Huntington

Putnam County Comprehensive Services - Greencastle

Rauch, Inc. - New Albany

Red Oak Industries, Inc. - Columbus

Southern Indiana Resource Solutions, Inc. - Boonville

Stone Belt Arc, Inc. - Bloomington

The Arc Northwest Indiana - Gary

The Arc of LaGrange County - Howe

TradeWinds Services, Inc. - Gary

Wabash Center, Inc. - Lafayette



Highway Safety Specialists  
Daniel Gibbs



Bona Vista Programs, Inc.  
Amber Bell



Pathfinder Services, Inc.  
Tom Marshall

## Ability Indiana Customers

City of Lawrence

City of Rising Sun

Evansville Psychiatric Children's Center

Family and Social Services Administration

Indiana Alcohol & Tobacco Commission

Indiana Board of Animal Health

Indiana Board of Law Enforcement Training

Indiana Bureau of Motor Vehicles

Indiana Department of Administration

Indiana Department of Child Services

Indiana Department of Correction

Indiana Department of Environmental Management

Indiana Department of Natural Resources

Indiana Department of Revenue

Indiana Department of Transportation

Indiana Department of Workforce Development

Indiana Division of Mental Health and Addictions - State  
Hospitals

Indiana Finance Authority

Indiana Horse Racing Commission

Indiana National Guard

Indiana School for the Blind and Visually Impaired

Indiana School for the Deaf

Indiana State Department of Toxicology

Indiana State Library

Indiana State Museum

Indiana State Museum and Historic Site Corp.

Indiana State Police

Indiana Veterans' Home

Indiana War Memorials Commission

Madison Educational Special Services Unit

PEN Industries

Town of Bunker Hill

Wells County Sheriff



Evansville, IN  
Mayor Lloyd Winnecke

## “Ability City” Initiative Moves Forward in 2017

During FY 16, the Ability Indiana Board launched an initiative to create increased awareness of the Program at the local level of government by “recognizing and awarding” cities as an Ability City.

The goal is to continue increasing awareness across Indiana cities regarding inclusion of individuals with disabilities through multiple employment opportunities. Many of the opportunities created by Ability Indiana member agencies continued to grow over the past year.

While several Ability Indiana agencies’ already complete work for local municipalities and/or have local municipalities that have employed persons with disabilities, the Ability City program is expected to continue to grow in the future creating more awareness and opportunities for the Ability Indiana Program.

Indianapolis, Fort Wayne and Evansville are Ability Indiana cities.



Fort Wayne, IN  
Mayor Tom Henry



Indianapolis, IN  
Mayor Joe Hogsett



## Treating Businesses and People with Disabilities Like First Class Mail

Post Masters, a division of AWRC Industries, is an organization that provides year-round print and mail, document conversion and commercial print services to State, Federal and Commercial customers around the country. Post Masters is currently one of only three full service mail providers in the state of Indiana and offers the latest equipment and technology solutions in the industry today. Post Masters' mission is to employ people with both physical and intellectual disabilities in all levels of their workforce, including their management team.

Recently, Post Masters was awarded, through an extensive competitive bid process amongst the industry's top heavy hitters, a contract with the State of Indiana to provide print, mail, document conversion, courier, commercial print and mailroom management services to all 97 state agencies including IDOA, BMV, DFR, DWD, DOR and FSSA. This contract has allowed Post Masters to hire 30 new employees with disabilities through the Ability Indiana Program. This meaningful work provides valuable life experiences for their employees with disabilities. State employees have also expressed the benefit from working side-by-side with people who have disabilities in an inclusive and open environment.

Post Masters' work is focused on providing excellent customer service and a dedication to quality. Their committed staff can be seen not only in their main facility but also throughout the Indiana Government Center leveraging such technology as SC Logic tracking software, enhanced mailing and shipping software, and a new custom web-to-print online store where state officials can process order requests of many kinds all in one place.

The most important part of this partnership is its connection to their mission, to help individuals with disabilities find complete employment and be included in the community. Having these employment opportunities through Ability Indiana also helps their employees live more independently. These reasons further highlight why the Post Masters team say they are honored to serve the State of Indiana and the Indiana Government Center.

## Evansville Association for the Blind

Evansville Association for the Blind is one of the founding agencies of the Ability Indiana Program and has been doing business with state agencies for over 40 years. While the people at Evansville Association for the Blind may have changed, their mission has always remained the same. "The Evansville Association for the Blind is a not-for-profit organization committed to assisting disabled or disadvantaged persons, particularly the visually impaired, empowering them through diverse services to live and work in the community." One of the ways this is accomplished is through the goods that they assemble and manufacture. Through Ability Indiana they produce, assemble and package brooms, mops, brushes, floor squeegees and plastic cutlery for state agencies. Through this process, people who are blind and visually impaired are able to find work. One of these employees is Becky Thompson.



**Above:** Becky is packaging cutlery for an order to the State of Indiana. She looks forward to every opportunity that she has to package cutlery. She states she "loves it."

Becky Thompson has been an employee with the Evansville Association for the Blind for 35 years in their Industrial Division. Her meaningful employment has helped her achieve a good life. Becky may have been born with some vision challenges but they certainly have not slowed her down. Becky always has a smile on her face, is a hard worker, and is versatile in all she accomplishes.

## Hillcroft Services, Inc.

Hillcroft Services has been fortunate to see the success of Rikki Bonner on many levels, which have been positive and constructive for him. The opportunities through the Ability Indiana Program have helped to improve his self-confidence, and to learn skills that he otherwise would not have been able to master. Rikki feels that being part of the Program has been a great learning experience for him. Rikki has said that the Program has given him the chance to "get out of the house and learn new stuff." Hillcroft Services has seen the impact on his personal growth and responsibility, as a result of taking on new tasks. They are proud of his transformation over such a short time, as well as his increased self-confidence.



**Above:** Rikki is providing janitorial services at an INDOT rest area.

Other Hillcroft consumers are also exhibiting positive growth from their experiences. The Ability Indiana Program has allowed Hillcroft Services the opportunity to provide consumers with important and necessary job skills. They will now have the traits and experience to successfully obtain employment in the community.

## Southern Indiana Resource Solutions, Inc.

Gary Jones knocked on SIRS' door five years ago. At that time, Gary told their Employment Consultant, "I am damaged goods." Gary reported that he was, "going downhill", and that he felt so low after trying unsuccessfully for over a year to find employment on his own. He shared that he was barely getting by, and he had to depend on government assistance programs.

Gary said that he did not want to depend on the government for his support, but he knew he couldn't do it on his own. Then, he found SIRS and Vocational Rehabilitation Services. Gary said that the SIRS' Employment Consultant, believed in him and helped connect him to employment through SIRS.

Gary began working at SIRS Plastics Recycling and then he joined their janitorial crew four years ago. For the past two years, Gary has worked full time with SIRS Janitorial Services, participating in the Ability Indiana Program. Gary reports that this job is exactly what he needed. He likes that he can work independently in a supportive environment while feeling fulfilled by his accomplishments.

Recently, he wrote a letter to SIRS management team thanking them for supporting him. In his letter, he shared that he was able to pay off his accumulated debt in two and a half years rather than an anticipated five year period. Gary said, "I'm setting new personal goals, and I'm working toward keeping "everything ship shape!"



**Above:** Gary Jones providing janitorial services at the Indiana BMV.



Noble  
Lynn Van Cleave

Blue River Services, Inc.  
Donna Miller & Bobby Plummer



CDC Resources, Inc.  
Bennie Quisenberry



## Indiana National Guard

During the 2017 fiscal year Ability Indiana and the Indiana National Guard continued their partnership of providing janitorial work to twelve Indiana National Guard Armories around the state. Through the partnership, Ability Indiana agencies were able to provide jobs for approximately 30 people with disabilities each month. This partnership was a great opportunity to train and provide work for Ability Indiana agencies and it also helped to fill a much needed employment void with the Indiana National Guard.

This is best summed up by retired Colonel John Bailey, Controller, Indiana National Guard:

*"I am happy to recommend Ability Indiana for providing a dependable workforce to help an organization meet its obligation to get the job done. Ability Indiana was just the answer that this agency needed when looking for a way to provide a quality, temporary custodial workforce to numerous National Guard facilities located throughout the state while staying within our budget and headcount number. An added bonus for us was that through this work relationship with Ability Indiana, we were able to provide several job opportunities to people with disabilities. Feedback from our armory managers who have Ability Indiana employees working at their armory has all been very positive. In fact, some have even been hired on as a fulltime employee. We were very fortunate to find out about Ability Indiana when we did. I would recommend to any agency/organization to consider them when having a vacancy to fill."*

Because of this partnership, Ability Indiana will continue to find ways to work with other state agencies to fill similar needs and provide meaningful employment and training for those with disabilities.



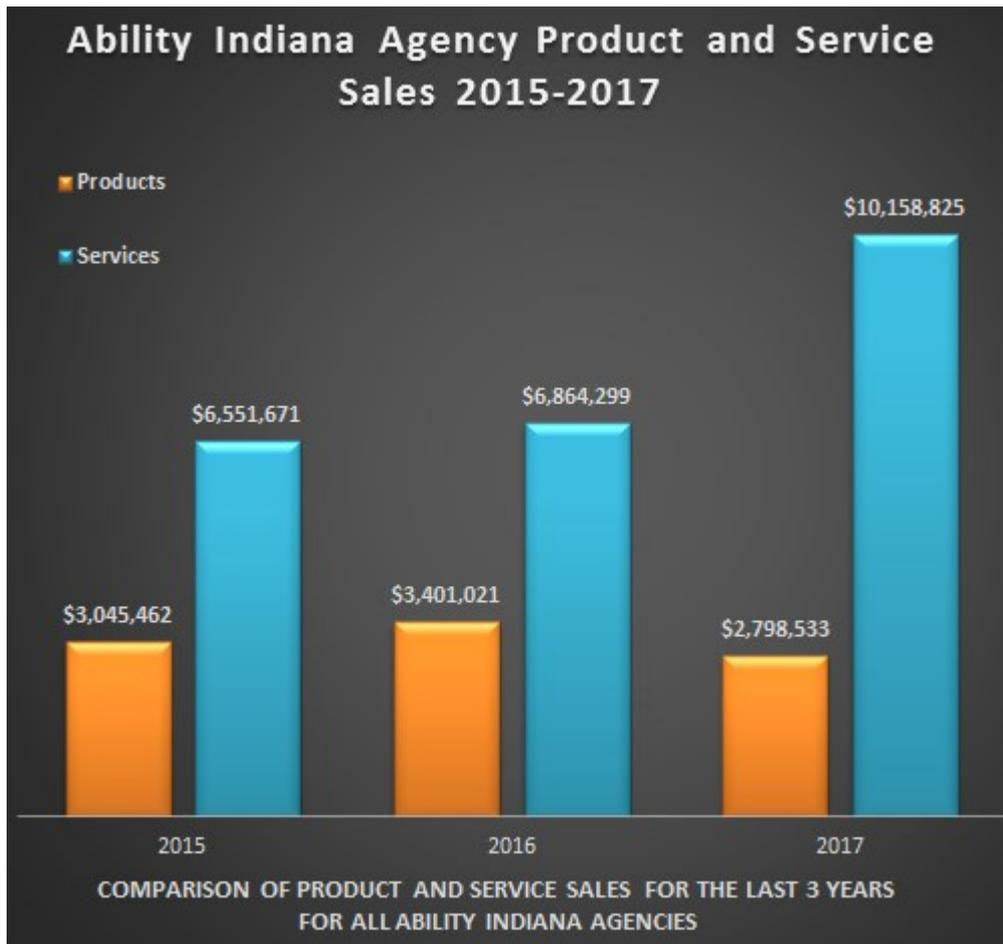
## 2017 Fiscal Year at a Glance

**633**

Individuals with disabilities  
employed in Competitive  
Integrated Jobs.

**576**

Individuals with disabilities with  
open VR Cases for all Ability  
Indiana Agencies.



**\$4.7 Million**

\$4,702,789 in INDOT sales in FY 2017. Up from \$4,695,733 in INDOT sales in FY 2016.

**\$195,639**

\$195,639 in BMV sales in FY 2017. Up from \$190,790 in BMV sales in FY 2016.



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To access our catalog of products,  
please visit: <http://www.abilityin.org/>

