

# 2013

## MARKETING REPORT



Jobs for People with Disabilities



Jobs for People with Disabilities



2013

MARKETING REPORT

<b>2</b>	WORKSWONDERS
<b>3</b>	LETTER FROM THE PRESIDENT/CEO
<b>4</b>	WHO WE ARE/WHO WE SERVE
<b>5</b>	HOW IT WORKS
<b>6-7</b>	ANNUAL DINNER
<b>8-9</b>	PROFILE: ALAN WOOD
<b>10-11</b>	PROFILE: FRANK WILEY, JR.
<b>12-13</b>	PROFILE: MICHELLE CHARLES
<b>14</b>	HOW WE HELP
<b>15</b>	HOW WE'VE GROWN
<b>16</b>	CRP PARTNERS
<b>17</b>	TIBH CENTRAL STORE

# STRENGTH CONNECTION

# WORKSWONDERS



**TO HELP ENHANCE** familiarity and increase involvement among purchasers from state agencies, municipalities, school districts and other political subdivisions, the State Use Program adopted a moniker – *WorksWonders*.

*WorksWonders* is a phrase demonstrating the mutually beneficial partnership involving Texans with disabilities and the state and local government entities that purchase the products, services and temporary employment services they offer through 119 statewide community rehabilitation programs. In the logo accompanying the *WorksWonders* moni-

ker, the letter W casting a shadow is used to reflect this symbiotic relationship. In addition, the dots associated with the Braille letter W have been incorporated into the design for recognition among all *WorksWonders* audiences.

It is our hope that more and more governmental entities take advantage of the many benefits associated with *WorksWonders*, and that the W logo will someday be instantly recognized in Texas and across the U.S. as the mark of a quality product or service offered by a Texas worker with disabilities.



# A MESSAGE FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

*Fred M. Weber, Jr.*

**WE ARE PROUD** that the State Use WorksWonders Program epitomizes the dedicated spirit, perseverance and accomplishments of Texans with disabilities, setting it apart as one of the most successful programs of its kind in the country. By partnering with our loyal customer base, community rehabilitation programs (CRPs) and their outstanding employees, the program continues to grow sales and, most importantly, wages.

In 1975, the Texas Legislature created the State Use Program, now embodied in Chapter 122 of the Human Resources Code, to gainfully employ individuals with disabilities. This report introduces several current, hard-working employees, lists TIBH's "Top 10" customers, and reviews sales and wages growth.



“**THE [WORKSWONDERS] PROGRAM CONTINUES TO GROW SALES AND, MOST IMPORTANTLY, WAGES.**”

The report also highlights the 2012 Artie Lee Hinds banquet and the event's top award recipient, Jesus Camacho. Jesus, like all of the evening's nominees, is the prime example of what this program stands for—giving people with disabilities the opportunity to provide

quality products and services to purchasing bodies while fulfilling their needs to serve the community both professionally and personally.

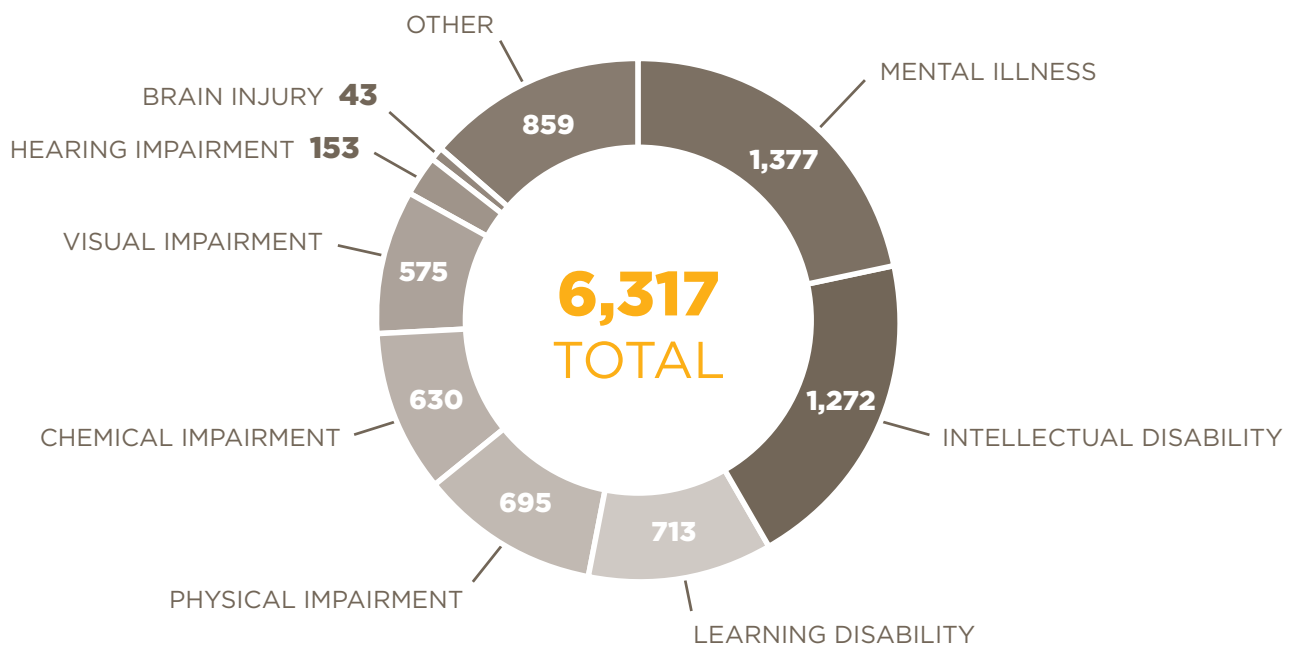
Your continued support allows this program to benefit all Texans—those with disabilities and those without. TIBH thanks you for participating in our state-wide success.



# WHO WE ARE

**TIBH INDUSTRIES** is a catalyst for employment opportunities for people with disabilities. We are a unique, nonprofit corporation that links individuals with disabilities to meaningful career options. In 1978, TIBH Industries secured employment opportunities for 22 people with disabilities in its first year. By reinvesting its earned commissions into the State Use Program, TIBH Industries has continually grown, helping community rehabilitation programs (CRPs) employ over 6,300 individuals with disabilities in 2012 alone.

# WHO WE SERVE





# HOW IT WORKS

- TIBH Industries works with community rehabilitation programs (CRPs) from across the state to identify and develop new products and services for the State Use Program.
- TIBH Industries reviews all requests for new products against established criteria and presents both an application for inclusion into the State Use Program, as well as a fair market price, to the Texas Council on Purchasing from People with Disabilities.
- TIBH Industries is directly involved in service contract negotiations, bringing the purchasing customer and vendor CRP to agreement on specifications and price.
- The Texas Council considers each product or service and determines its eligibility for the program. The council also determines final program inclusion.
- Once a product or service has been approved, TIBH Industries works to develop a marketing plan for that product or service. TIBH Industries' staff then acts as the sales force with state agencies, municipalities, school districts and others. As products or services are bought by agencies, TIBH Industries invoices the agencies and compensates CRPs prior to receiving payment.

# ANNUAL DINNER

## IN ITS FIFTH YEAR, ARTIE LEE HINDS AWARD DINNER HONORS DEDICATED EMPLOYEES AND CUSTOMERS



Jesus Camacho, an E.Q.U.I.P. Enterprises, Inc. employee, was named the 2012 Artie Lee Hinds Award recipient for his exceptional janitorial services at HHSC - Laredo. Camacho's resilience in not only re-entering the workforce, but also in thriving in his position after losing his vision, inspired the audience and reaffirmed what his supervisor already knew.

“JESUS HAS AN EXEMPLARY TRACK RECORD,” MIKE STEVENS, E.Q.U.I.P. CONTRACT ADMINISTRATOR, SAID. “THEY [HHSC LAREDO] ALWAYS HAVE GREAT THINGS TO SAY ABOUT HIM AND HIS WORK.”

ON SEPT. 26, 2012, hundreds of guests gathered for the fifth annual Artie Lee Hinds Award dinner. Employees, customers and supporters attended the reception, which included nearly 50 award nominees representing Texas community rehabilitation programs (CRPs), state coordinators, purchasers, TIBH board members and Texas Council on Purchasing from People with Disabilities representatives.

Though TIBH founder and chairman emeritus Artie Lee Hinds was unable to attend the banquet, her grandson, Hinds Howard, read a letter on her behalf and conveyed her congratulations to all of the hard-working CRP nominees, as well as thanked State Use supporters for their continued work in creating and providing job opportunities for people with disabilities.

In addition to honoring all of the outstanding Artie Lee Hinds Award nominees, Raette Smith Hearne, Steve Pina and Suzann Vaughn were recognized as Spirit of State Use Award winners for years of steadfast program support. Thirty statewide agency customers who purchase products, services and temporary employment services through TIBH were also acknowledged for their program support.

TIBH sincerely thanks all of its State Use WorksWonders Program supporters, particularly its CRP partners and their hard-working employees with disabilities, for a great 2012!





# ALAN WOOD: A MODEL EMPLOYEE



**FOR THE PAST TWO DECADES**, Alan Wood has proudly served as a Goodwill of East Texas employee. Wood, affectionately nicknamed “shred-master A” for his paper-shredding machine skills, seizes every opportunity to remind visitors of his dedication to the Goodwill of East Texas, its staff and his colleagues.

“I love Goodwill [of East Texas],” Wood said. “My favorite jobs are packing cardboard and shredding. I get to make money, which I like a lot, and I get to see my friends.”

Wood is known for his infectious energy, work ethic and his ability to perform almost any task that is asked of him.

“Alan is a hard worker, up for any challenge and his production rate is outstanding,” Shannon Carter, manager of contract sales at Goodwill of East Texas, said. “He is exactly the type of person we want to employ.”

Wood has been a part of the organization since he entered the workforce, and he routinely integrates the job skills he has learned to help his parents at home.



“ I LOVE GOODWILL.  
IT HELPS PEOPLE. ”

“I help my mom and dad with sweeping and raking the leaves,” Wood said. “My mom tells me, ‘Alan you’re a hard worker, and we are really proud of you.’”

Keeping up with his chores isn’t the only reason his family is proud of him—Wood is also a Special Olympics medal winner. He and his teammates—many of them from Goodwill of East Texas—took home the bronze prize in basketball at the most recent Texas Games.



## GOODWILL OF EAST TEXAS **TYLER, TEXAS**

Wood says that it's his job that has taught him the importance of concentrating on the task at hand and getting along with others—in and out of the workplace.

"I tell myself to concentrate when I am working so there are no accidents," Wood said. "They [Goodwill of East Texas staff] always say to us, 'What's going to work? Teamwork is going to work!'"

Carter sums up Wood's character with a few simple adjectives.

"Alan is very ambitious," she said. "His heart is precious—he is one reason for my passionate support of Goodwill [of East Texas]."

With his seemingly never-ending energy and distinctive job appreciation, Wood looks forward to future years of hard work within the organization he loves.

# FRANK WILEY, JR: A SECOND CHANCE

**FOR THE PAST SEVEN YEARS,** Frank Wiley, Jr. has proudly worked as an employee for Rucon, Inc. Wiley, who was given a second chance to enter the workforce by the organization's president, Jerry Nuñez, has mastered all tasks including landscaping, tree trimming, installing highway delineators and leading litter patrol crews.

"I love my job, and I am a hard worker," Wiley said. "I cut down trees and carry concrete—some duties are harder than others, but it's worth it."

Though Wiley's leg was permanently injured in an accident, he has learned to live—and thrive—with his disability.

"Since I've been with Jerry [Nuñez], I've really changed my whole life—all because of this job," Wiley said.

Nuñez feels the same admiration for Wiley, and he has been impressed with his work ethic and dedication from the start.

"I decided to give [Wiley] an opportunity, but I told him, 'It's up to you to take advantage of it,'" Nuñez said. "Before I knew it, Frank [Wiley] was helping me train new employees. He knows what different inspectors and supervisors like and goes above and beyond in his duties."

Wiley's employer is not the only one who has noticed the positive change in his life.



"My family tells me every day how proud they are of me," Wiley said. "I can provide for my two little boys. It means a lot to be able to show my kids I love them."

“

IT'S A GOOD FEELING TO CHANGE YOUR LIFE.

”

With the self-confidence he has gained through his employment, Wiley is already thinking about his next goals.

"I would like to take classes, move into management and take over Jerry's [Nuñez] job!" Wiley joked.

Nuñez, though, is happy that Wiley has his eyes set on leadership. After all, people like Wiley are the reason Nuñez is so passionate about employing workers with disabilities.



## RUCON, INC. HUNTSVILLE, TEXAS

"I saw a need for guys like Frank [Wiley] who faced boundaries, but were so willing and able to work if someone gave them a chance," Nuñez said.

Wiley proved Nuñez right. Besides becoming a model employee, Nuñez now considers Wiley a trusted friend.

"He is very loyal to not only me, but also to his job," Nuñez said. "I can rely on him to do everything right."

As Wiley looks towards his future with Rucon, Inc., he best articulates his job's impact on his life in a few simple words.

"This job is my backbone," he said.



# MICHELLE CHARLES: VISION OF SUCCESS

**FOR NEARLY TWO YEARS,** Michelle Charles has been employed full time at the West Texas Lighthouse for the Blind. Charles, a self-proclaimed workaholic, has been legally blind since 2003. Despite her vision impairment, she has worked virtually every position the Lighthouse has to offer.

"I want to be trained on everything," Charles said. "I like to operate the shrink wrap machine the best, but I want to try as many different jobs as possible."

"She is versatile," Vickie Sanders, sales and marketing manager at West Texas Lighthouse for the Blind, said. "We can count on Michelle for multiple tasks."



“ THIS IS JOB SECURITY;  
IT'S WHAT YOU WANT. ”

Charles, who was employed for many years, enjoys the independence she has rediscovered after struggling initially with the loss of her eyesight.

"Before I started working here, I was living off of Social Security and wondering why I should even get out of bed when I had nothing to do," Charles said. When she began considering the Lighthouse, Charles questioned not only if she would be up to the task, but also whether or not a position would be fulfilling.

"I wondered if I would enjoy the work, but I really love it," she said. "It's like family here, and everyone helps each other."

Michelle's dedication is evident to both her supervisors and co-workers.

"She works well with people and is always willing to try something new," Dave Wells, executive director of the West Texas Lighthouse for the Blind, said. "We tell our employees that this is not a pretend job. People who come here are going to work, and Michelle does just that."

Charles, who rides the bus to and from her job, is excited to get on the production floor each morning and discover what the day holds.

"I used to think that there was no way I could do any job again. Now I think to myself, 'Why can't I do it?'" she said.

While Charles is thankful for her job, she is even happier with her renewed self-confidence.

"There are a lot of misconceptions—we [people with blindness] can function and work," Charles said. "I live one day at a time, just like you."

With her commitment, enthusiasm and determined attitude, Charles looks forward to continuing to come to work each day at the West Texas Lighthouse for the Blind.



## WEST TEXAS LIGHTHOUSE FOR THE BLIND SAN ANGELO, TEXAS





# HOW WE HELP

## PEOPLE WITH DISABILITIES

- Stable, vocational rehabilitation for people with disabilities is provided within their own communities.
- Individuals with disabilities are given the opportunity to become self-sufficient.
- Efforts to deinstitutionalize people with disabilities are encouraged.
- Training, meaningful employment and fair wages are provided for individuals with disabilities.

## CUSTOMERS

- Customers receive not only quality products and services, but also a competitive price without the hassles of administering a competitive bid.
- The program offers a wide variety of products and services options.
- Each contract is negotiated individually, allowing for customization to meet specific wants and needs.
- Customers have one point of contact for all questions involving State Use Program contracts.

## TAXPAYERS

- The State Use Program has been proven to reduce the cost of care for people with disabilities.
- National studies have shown a positive savings of 10 cents to 35 cents for every dollar of purchases made through State Use Programs.
- By adding employees with disabilities to the work force, the program helps increase the tax base.
- Since CRPs are located in large and small communities, the program also stimulates local economic growth.



# HOW WE'VE GROWN

## TOP 10 CUSTOMERS

### CONTRACT SERVICES SALES:

Texas Department of Transportation	\$32,141,757.99
Health and Human Services Commission	8,701,279.89
City of Houston	5,152,054.37
City of El Paso	2,303,959.55
City of Austin	1,946,884.54
Texas Facilities Commission	845,399.28
Adjutant General's Department	838,887.23
City of San Marcos	571,985.41
City of Dallas	560,673.79
Infrastructure Corporation of America	436,276.25
Other	4,793,854.13

**TOTAL** **\$58,293,012.43**

## TOP 10 PRODUCTS

Copy Paper	\$7,665,486.27
Bathroom Tissue	3,159,872.56
Toner Cartridges	1,593,412.90
Hand Soap	1,181,889.63
Spices	1,098,976.41
Safety Sign	972,234.74
Raisins	968,101.95
Fish	818,740.00
Sauces	698,540.36
Safety Shoe	683,856.92
Other	16,835,015.44

**TOTAL** **\$35,676,127.18**

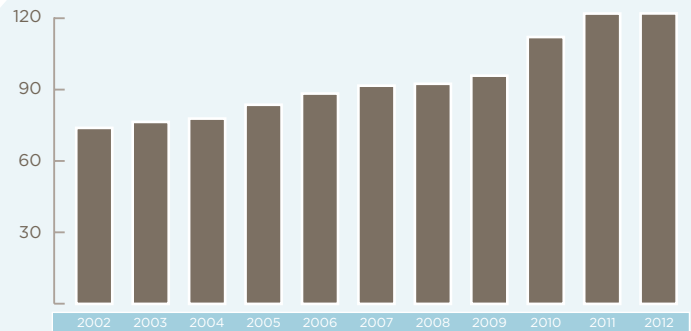
### PRODUCT SALES:

Texas Department of Criminal Justice	\$14,035,117.07
Texas Department of Transportation	6,961,059.30
Health and Human Services Commission	2,650,193.05
Texas Department of Public Safety	1,287,482.17
Office of the Attorney General	845,462.33
Texas Department of Motor Vehicles	806,339.40
Texas Parks and Wildlife Department	561,155.87
Texas Youth Commission	285,824.52
Texas Commission on Environmental Quality	274,579.40
Texas Workforce Commission	245,895.76
Other	7,723,018.31

**TOTAL** **\$35,676,127.18**

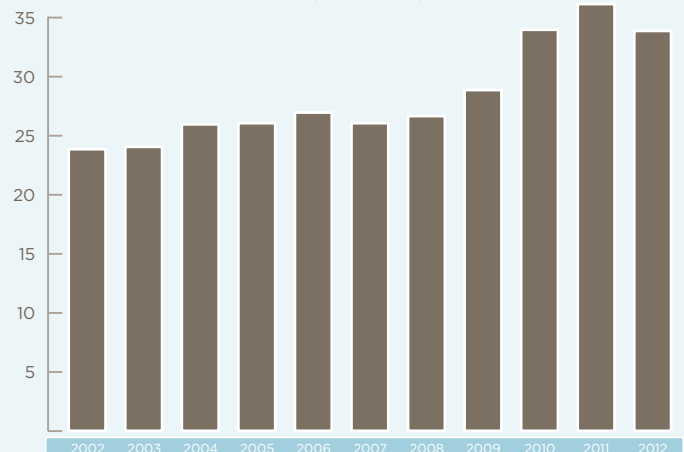
## SALES GROWTH

(\$ MILLIONS)



## WAGES GROWTH

(\$ MILLIONS)



### TEMPORARY EMPLOYMENT SERVICES SALES:

Health and Human Services Commission	\$7,778,447.05
Office of the Attorney General	6,413,272.59
Texas Department of Public Safety	3,711,156.10
Texas Commission on Environmental Quality	1,767,759.28
Texas Department of Transportation	1,623,680.05
Comptroller of Public Accounts	1,225,617.00
Texas Department of Agriculture	732,125.13
Texas Parks and Wildlife Department	598,399.41
Texas Workforce Commission	513,995.51
Texas Tech University	405,125.29
Other	3,306,933.53

**TOTAL** **\$28,076,510.94**

# CRP PARTNERS

- Abilene Goodwill Industries, Inc. | Abilene
- Abilene State Supported Living Center | Abilene
- Upper Valley Helpsource, Inc. | Alice
- Austin Helping Hands, Inc. | Austin
- Austin Task, Inc. | Austin
- Easter Seals of Central Texas, Inc. | Austin
- Goodwill Temporary Services, Inc. – Service Contracts | Austin
- Goodwill Temporary Services, Inc. | Austin
- Peak Performers | Austin
- Professional Contract Services, Inc. | Austin
- Relief Enterprise of Texas, Inc. | Austin
- Travis Association for the Blind | Austin
- Vaughn House | Austin
- VRC Industries | Austin
- Fresh Start of Monroe, Inc. | Azle
- Beaumont Products & Services, Inc. | Beaumont
- Goodwill Industries Industrial Contracts and Temporary Services, Inc. | Beaumont
- Opportunities for Deserving Individuals, Inc. | Beaumont
- REWARD Work Center | Beaumont
- Trust Industries | Beaumont
- West Texas Centers for MHMR | Big Spring
- Janie Clements Industries | Brownwood
- Junction Five-O-Five | Bryan
- Dimmit/Zavala County IDD Work Center Carizo Springs
- G&H EQUITAS Foundation | Corpus Christi
- Goodwill Industries of South Texas, Inc. | Corpus Christi
- Goodwill Industries of South Texas, Inc. – Temporary Services | Corpus Christi
- MHMR of Nueces County | Corpus Christi
- Pro Pak | Corpus Christi
- South Texas Lighthouse for the Blind | Corpus Christi
- The EB Foundation | Corpus Christi
- Woods, Etc. | Corpus Christi
- Bootstraps Occupational Services, Inc. | Crawford
- A Lift for Life Outreach Center, Inc. | Dallas
- Dallas Lighthouse for the Blind | Dallas
- Goodwill Industries of Dallas, Inc. | Dallas
- Lifenet Community Behavioral Healthcare | Dallas
- Precious Gems Services, Inc. | Dallas
- Rising Star Resource Development Corporation | Dallas
- Rising Star Resource Development Corporation – Temporary Services | Dallas
- Sunny Acres Community Action Association | Dallas
- Del Rio Mental Retardation Services | Del Rio
- MR Community Support Services | Denison
- Medina County Shelter Workshop | Devine
- Frio County IDD Work Center | Dilley
- Maverick County IDD Work Center | Eagle Pass
- Aldersgate Enrichment Center | Early
- SDR & Associates, Inc. | Edgewood
- Border TM Industries, Inc. | El Paso
- El Paso Lighthouse Industries for the Blind and Handicapped | El Paso
- Goodwill Services, Inc. | El Paso
- ReadyOne Industries | El Paso
- Wilson County IDD Work Center | Floresville
- Fort Stockton Vocational Services | Fort Stockton
- ABG Fulfillment | Fort Worth
- Expanco, Inc. | Fort Worth
- Goodwill Industries of Fort Worth | Fort Worth
- Goodwill Industries of Fort Worth - Temporary Services | Fort Worth
- Liberty Proclaimed Ministry | Fort Worth
- Lighthouse for the Blind of Fort Worth | Fort Worth
- Williams & Stroble Youth Foundation | Fort Worth
- D&D Helping Others, Inc. | Houston
- David & Ivory Ministries, Inc. | Houston
- Goodwill Industries of Houston | Houston
- Goodwill Industries of Houston - Temporary Services | Houston
- Lending Helping Hands To Others | Houston
- On Our Own Services, Inc. | Houston
- Renewed Innovations | Houston
- Southeast Keller Corporation | Houston
- Texas Alcoholism Foundation, Inc. | Houston
- The Center Serving Persons with Mental Retardation | Houston
- The Lighthouse of Houston | Houston
- ODJ, Inc. | Huntsville
- Rucon, Inc. | Huntsville
- Woodcreek Outreach Rehabilitation Development | Huntsville
- Gateway Community Partners, Inc. | Jacksonville
- NBT Public Services, Inc. | Katy
- Kerrville Special Opportunity Center | Kerrville
- Goodwill Industries of Lubbock Contract Services | Lubbock
- Goodwill Industries of Lubbock Contract Services - Temporary Services | Lubbock
- L&D Industries | Lubbock
- Marian Moss Enterprises, Inc. | Lubbock
- Screen Print Enterprises | Lubbock
- New Directions Industries | Lufkin
- Oak Creek Day Habilitation/Vocational Center | Lufkin
- The Arc of Harrison County | Marshall
- Cen-Tex Association for Retarded Children | Mexia
- Work Plus Industries | Mexia
- MARC | Midland
- Midland Vocational Services | Midland
- Vocational Opportunity Center of Northeast Texas | Mount Pleasant
- Odessa Vocational Services | Odessa
- Innovation Enterprise | Paris
- Reliable Facilities Service, Inc. | Pflugerville
- Camp County Developmentally Disabled Association, Inc. | Pittsburg
- Tommy Lewis Industries | Plainview
- Atascosa County IDD Work Center | Potteet
- Sundagger Incorporated | Rockdale
- Bluebonnet Trails Community MHMR Center | Round Rock
- Concho Resource Center | San Angelo
- MHMR Services of Concho Valley | San Angelo
- West Texas Lighthouse for the Blind | San Angelo
- Endeavors Unlimited, Inc. | San Antonio
- E.Q.U.I.P. Enterprises, Inc. | San Antonio
- Goodwill Industries of San Antonio | San Antonio
- San Antonio Lighthouse for the Blind | San Antonio
- San Antonio State Supported Living Center | San Antonio
- World Technical Services, Inc. | San Antonio
- Worship Anointed Ministries | Schertz
- Andrews Diversified Industries | Tyler
- Goodwill Industries of East Texas, Inc. | Tyler
- Horizon Industries | Tyler
- Goodwill Contract Services | Waco
- Heart of Texas Goodwill | Waco
- RGR Industries, Inc. | Weslaco
- Texana Center | Wharton
- Sabine Valley Center | White Oak
- Beacon Lighthouse, Inc. | Wichita Falls
- Work Services Corporation | Wichita Falls

# TIBH CENTRAL STORE

FOR YOUR ONE-STOP SHOPPING NEEDS,  
VISIT THE TIBH CENTRAL STORE LOCATED IN AUSTIN.



YOU CAN VIEW ALL OF THE  
*WORKSWONDERS* PRODUCTS  
ON OUR WEBSITE -  
**WWW.TIBH.ORG** - OR YOU  
CAN ORDER A CATALOG BY  
CALLING **(512) 451-8145.**

## BOARD OF DIRECTORS:

CHAIR: Gibson DuTerroil | *Houston, TX*  
VICE CHAIR: David Roche | *Austin, TX*  
TREASURER: Tommy Crowe | *Georgetown, TX*  
SECRETARY: Brian Miller | *Austin, TX*  
CHAIRMAN EMERITUS: Artie Lee Hinds | *Houston, TX*  
MEMBERS: Peggy Foreman | *Austin, TX*  
John LaBoon | *Austin, TX*

## ADVISORY COMMITTEE MEMBERS:

Lori Henning | *Austin, TX*  
Texas Association of Goodwills

Al Matson | *Tyler, TX*  
Andrews Diversified Industries

Mike Gilliam | *San Antonio, TX*  
San Antonio Lighthouse for the Blind

## CORPORATE OFFICER:

PRESIDENT/CEO: Fred M. Weber, Jr.

### TIBH MAIN OFFICE:

(512) 451-8145  
1011 East 53 ½ Street  
Austin, Texas 78751



Jobs for People with Disabilities

[www.tibh.org](http://www.tibh.org)

### TIBH CENTRAL STORE:

(512) 834-8242  
1130 Rutherford Lane  
Building 1, Suite 190  
Austin, Texas 78753