



Jobs for People with Disabilities

www.tibh.org

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PRESIDENT/CEO: Fred M. Weber, Jr.

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Austin, Texas 78751



Jobs for People with Disabilities

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MARKETING REPORT

2015

MARKETING REPORT



Jobs for People with Disabilities

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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 brand—*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 nearly 120 state-wide community rehabilitation programs (CRPs). In the *WorksWonders* logo, 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 United States 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.



ON BEHALF OF TIBH INDUSTRIES, INC., I would like to take this opportunity to thank you for your continued support of the Texas State Use Program.

We are proud that the State Use *WorksWonders* Program continually exemplifies the dedicated spirit and perseverance of Texans with disabilities and that their determination and accomplishments have helped to establish our program as one of the most successful of its kind in the country. The partnership between TIBH, the Texas Council on Purchasing from People with Disabilities, community rehabilitation programs (CRPs) and their employees, and our loyal customer base has been the cornerstone upon which the program has been able to grow and achieve greater employment through job placement and higher wage growth year after year.

In 2014, the State Use Program employed more than 6,000 Texans with disabilities and paid more than \$36 million in wages to those individuals. This report introduces several current employees; lists TIBH's "Top 10" customers for products, services and temporary employment services; and reviews the growth of sales and wages. The report also highlights the 2014 Artie Lee Hinds Award banquet and the event's top award recipient, Ramiro Rodriguez. Ramiro, like all of the evening's recognized nomi-

nees, epitomizes the program's overriding purpose—allowing individuals with disabilities the chance to succeed both professionally and personally while supplying quality products and services to purchasing entities.

The Texas Legislature created the State Use Program in 1975 to employ individuals with disabilities and is embodied in Chapter 122 of the Human Resources Code. This year, the Sunset Advisory Commission staff began their review of the Texas Council on Purchasing from People with Disabilities (TCPPD) and the Texas State Use Program.

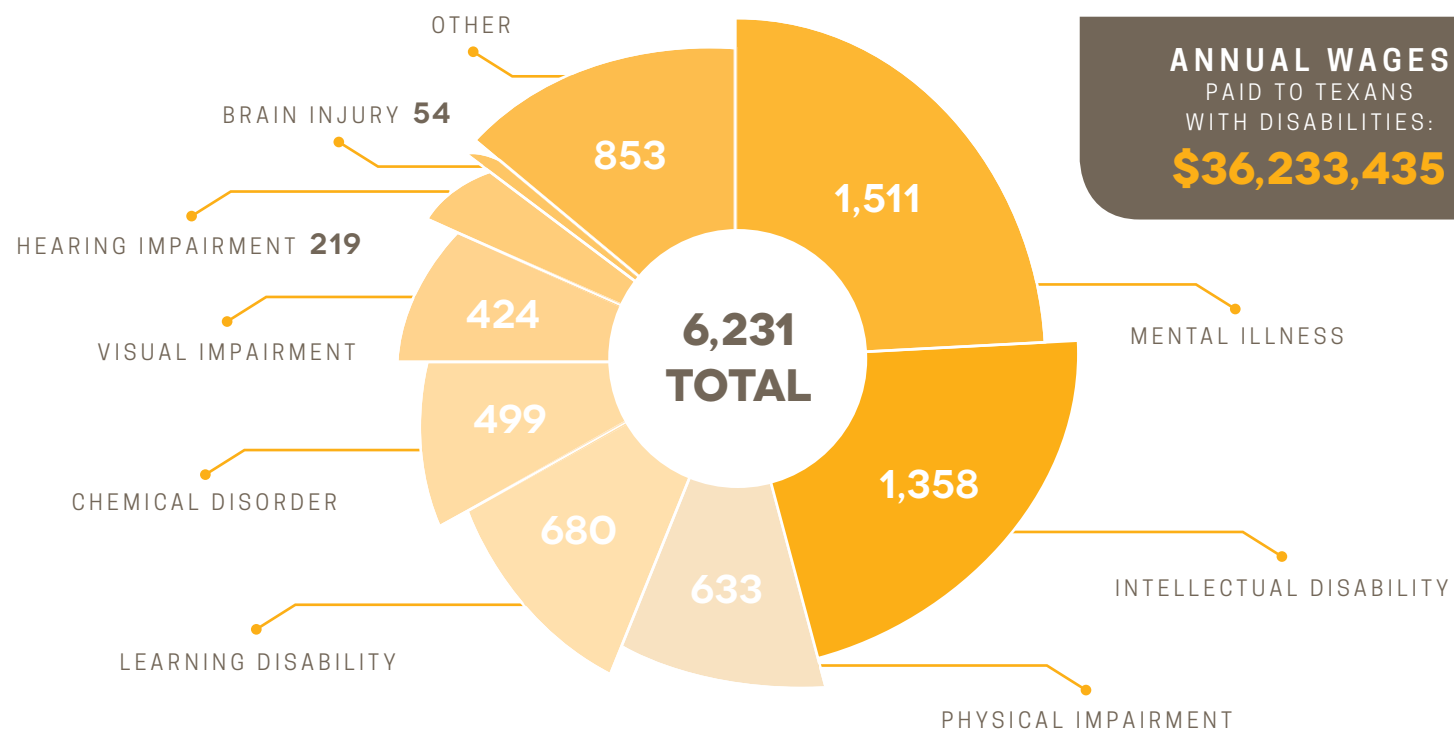
This exceptional program benefits not only people with disabilities, but also all Texans. TIBH recognizes that the success of the program is due to your enduring support, and we thank you for participating in our state-wide success.



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 jobs. 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 more than 6,000 individuals with disabilities in 2014 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 if they are suitable to be offered for purchase by public agencies.
- ➔ 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 implement that plan with state agencies, municipalities, school districts and others. As products or services are bought by agencies, TIBH Industries facilitates compensation between CRPs and those agencies.

ARTIE LEE HINDS AWARD DINNER

Seventh Annual Artie Lee Hinds Award Dinner Honors Dedicated Employees and Customers



ON SEPTEMBER 17, 2014, Texas community rehabilitation program (CRP) members, customers, TIBH board members and Texas Council on Purchasing from People with Disabilities representatives gathered for TIBH Industries, Inc.'s seventh annual Artie Lee Hinds Award Dinner.

TIBH president and chief executive officer, Fred Weber, Jr., spoke on behalf of TIBH founder Artie Lee Hinds, congratulating the hard-working nominees and thanking TIBH supporters for their continued commitment to providing jobs for people with disabilities.

Keynote speaker and former Dallas Cowboys Super Bowl champion, Bill Bates, treated nominees and guests to an uplifting and entertaining speech about working hard to achieve your dreams. He inspired each attendee to keep striving to reach his or her goals, as well as to always help others.

Following Bates' engaging speech, guests were presented with three videos featuring the finalists for the Artie Lee Hinds Award. The first video focused on Artie Lee Hinds Award winner, Ramiro Rodriguez (World Technical Services, Inc.), and his work with the Health and Human Services Commission in San Antonio; the second video featured 2014 Most Inspirational Employee Aaron Martinez's (Professional Contract Services, Inc.) exceptional custodial work at the El Paso International Airport; and the final video featured 2014 Most Motivational Employee Matthew Serros (Xceed Resources), who works in the City of El Paso's parks department.

"As the Artie Lee Hinds Award Dinner grows each year, being able to recognize outstanding employees from CRPs across the state is a great reminder of the value that these individuals with disabilities continually contribute to their communities," Gibson DuTerroil, TIBH

“
The pride with which
these employees take
on their responsibilities
and duties at their jobs
is humbling.”

Board of Directors chairman and president of The Lighthouse of Houston, said. "Without the dedication of these employees, the State Use Program would not be as successful as it is today, and the gratitude and joy that they display upon receiving their awards for all of their hard work reaffirms one's belief in the good that the program does."

After reflecting on previous Spirit of State Use Award winners, Gibson DuTerroil, chairman of TIBH's board of directors, was presented with the 2014 Spirit of State Use Award for his invaluable contributions and dedication to the State Use program.

DuTerroil spent the majority of his career as president and chief executive officer of The Lighthouse of Houston. Additionally, he served on the National Industries for the Blind Board of Directors and served as a past president of the General Council of Industries for the Blind, now known as the National Association for the Employment of People Who Are Blind. He also served as the Chairman of the Texas Committee on Purchases of Products and Services of the Blind and Severely Disabled Persons. Most recently, he was selected as the 2014 recipient of the R.B. Irwin Award, the highest honor bestowed by the National Industries for the Blind, which honors individuals who have made dynamic contributions to create and improve employment opportunities for persons who are blind.

TIBH also identified the Top 10 customers who purchase products, services and temporary employment services through the State Use *WorksWonders* Program. Comprised of multiple state, city, and county agencies and organizations, it is the continued support of these devoted customers that enables the State Use Program to grow each year.

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 2014!

MARK EDWARD KESTLER:

There's No Place Like Home

MARK EDWARD KESTLER started working at Beacon Lighthouse in Wichita Falls in 1989 when he was just a senior in high school. He would spend half the day at Ryder High School—and the other half learning his new trade at what would become his “work home.”

“I love working here, and I have so many friends,” Kestler said. “This is really a big family to me.”

In 2010, Kestler left Wichita Falls and moved to Kentucky with his wife, but by 2012, they were back, and he realized that Beacon Lighthouse was the best job he had ever had.

“

I prayed that I would be able to work here again, and my prayers were answered.

“I called here [Beacon Lighthouse] every month to see if they had any openings, and in September 2013, they called me with a job offer,” Kestler said. “I was so excited to come back. I was in tears. It made me feel so good that these people wanted me here, and it brightened my day.”

The employees of Beacon Lighthouse were also thrilled to welcome him back.

“We love Mark to death, and we couldn't ask for a better employee,” Jody Kimbro, supervisor at Beacon Lighthouse, said. “We were so happy when he came back. He is always offering up advice or showing someone how to do something.”



BEACON LIGHTHOUSE WICHITA FALLS, TEXAS

“I do everything,” Kestler said. “One day I may be cutting hand-held scrubbing pads, and the next day, I may be cutting sheets of floor finishing pads. The hand pad machine is my favorite, though.”

Kestler has had experience doing other jobs in the workforce, but he insists working at Beacon Lighthouse is, by far, the “best job in the world,” something he attributes to his coworkers, as well as the leadership provided at the Lighthouse.

“My favorite thing about working here [Beacon Lighthouse] is the people,” Kestler said. “I have worked at grocery stores and giant retail stores, but this place beats them all. In fact, for most people who work here, it's their life, and they couldn't go anywhere else to get a job. That is why this place [Beacon Lighthouse] is such a great place to be.”

Kestler, along with the other employees, appreciates the fact that Beacon Lighthouse is providing him with skills he can use in other jobs, although he is not planning on going anywhere else anytime soon.

“I want people to know we can still do everything they can do,” Kestler said. “Bottom line, though, I love my job, and I would turn down any other job that was offered to me.”

“This is a real job where our employees make good, quality products,” Buddy Edgemon, president and chief executive officer of Beacon Lighthouse, said. “We pay competitive wages, provide insurance and we are lucky that our employees choose to work with us. Our hope is to give them the skills and hope to have a financially stable life.”

“I really appreciate my job, and I am happier than I have ever been anywhere else,” Kestler said.



RITA LEWIS:

A Clean Sweep

WHEN YOU WALK INTO the Port Aransas Ferry Operations Headquarters building, there are many people working to guide the ferries from Aransas Pass to Port Aransas and to ensure the ferry office is a clean and welcoming environment.

Rita Lewis, an employee at the EB Foundation in Corpus Christi, is one of those hard-working employees—diligently making sure the entire facility is pristine.

“Anything that’s dirty, I love to clean it,” Lewis said. “I love everything to be fresh.”

Lewis truly enjoys her job—not only at the Ferry office, but also at two other Texas Department of Transportation buildings in Refugio County and Robstown.

“I get to clean the offices and the restrooms, and I pick up all the trash,” Lewis said. “Basically, I make sure every little thing is clean.”

Vickey Lloyd, supervisor for the EB Foundation, says that Rita is always teaching the crew new cleaning methods and setting an example for her coworkers.

“Rita loves her job, and she has taught me a lot about cleaning,” Lloyd said. “I can trust her to make sure the offices are immaculate.”



“
I love it here, and the
hours and times
I work fit with my
schedule.”

Cleo Smith, president and chief executive officer of the EB Foundation, is also grateful for Lewis’ love of the job.

“We have never seen anyone who likes to clean as much as Rita does,” Smith said. “When a position on this crew opened up, I immediately approached her and was very happy when she accepted. We are lucky to have her.”

Lewis also feels lucky to have this job, and she credits Smith with instilling in her a great work ethic.

“I love having Ms. Cleo as my boss because she will work right next to you,” Lewis said. “She makes me want to work. She isn’t like most bosses who sit in an office. She shows you the right way to do it and will help you the whole time.”

“My employees are our greatest success,” Smith said. “They are the best, and we wouldn’t be anything without them. What always amazes me is that the employees never have a bad day, attitude wise, and that lifts my spirits to see how much they love to come to work.”

One of the reasons Lewis enjoys coming to work is she gets to see, first hand, how much the employees at the Port Aransas Ferry Operations Headquarters appreci-

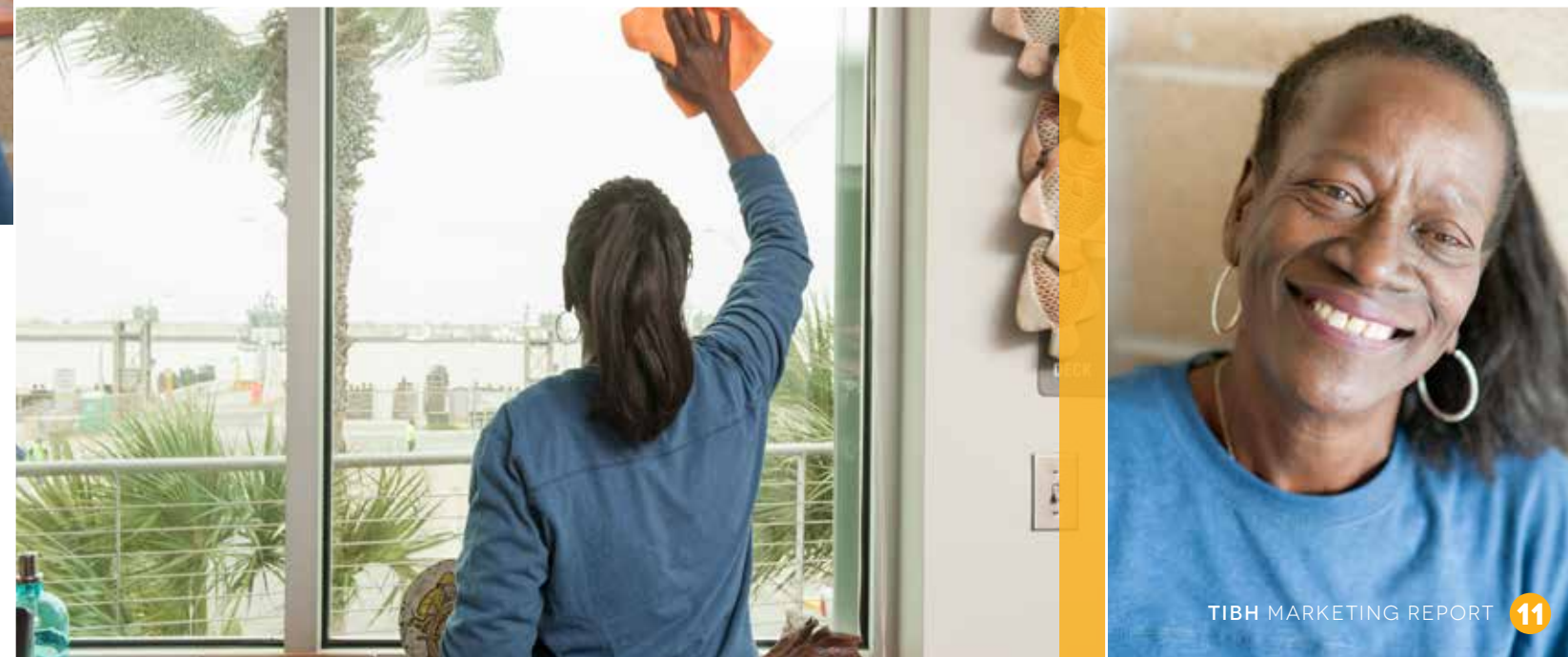
ate her work—they comment on how clean the building is, and they make an effort to keep it as clean as possible on the days the EB Foundation crew isn’t there.

“They are very professional and take a lot of pride in their work,” Feliz Trevino II, assistant operations manager of the Port Aransas Ferry system, said. “Everyone is incredibly able and nothing gets in their way of completing the job.”

However, being around her EB Foundation family and honing her cleaning skills is what she loves most about her job.

“I love my co-workers because we all want to learn and everyone is always up for trying new jobs,” Lewis said. “I am happy to work with friends, and I like working here more than any where else.”

EB FOUNDATION CORPUS CHRISTI, TEXAS



VALENTINE “VAL” SALAZAR, JR.:

A Second Chance



“

My family knows I love this and that’s why I have done this job for so many years.

work for the entire Texas State Technical College campus. Salazar ensures everyone does the mowing, weed-eating, trimming and other work to the best of their abilities.

“I like to run the crews,” Salazar said.

“I enjoy being a leader.”

“It is absolutely phenomenal to see the pride and commitment our employees have for their job,” Jim Tredennick, vice president of operations at Goodwill of West Texas, said. “I always have people waiting at the door to come into work, and then there are some who don’t want to leave. Additionally, businesses around here are

great and hire our employees and contracts, especially municipalities.”

Cindy Haley, president of Goodwill of West Texas, agrees that the level of commitment and love the employees have for their job inspires Goodwill of West Texas to continue to serve its community.

“There is always a need for us [Goodwill of West Texas] to provide employment, and this is a perfect avenue to give second chances,” Haley said. “We are family and the highlight of each other’s day.”

Salazar is one of those employees who feels he was given a second chance to provide for his family and live a meaningful life.

“Goodwill of West Texas has given me opportunities to improve my life, and I am a good example to the youngsters in my family,” Salazar said. “I also now help the hungry and homeless. My heart has grown.”

Salazar’s employers are proud of him for not only becoming a good role model for his family, but also for the great work and leadership he exemplifies while on the job.

“This is what Val [Salazar] knows how to do, this is how he provides for his family,” Tredennick said. “He is the reason his crew performs so well, and we are lucky and proud to have him.”

Salazar also feels lucky. After losing his son in a car accident and a recent hospitalization, he has fought back and is determined to live a long, healthy and successful life with his families—both at home and at work.

“I want people to know that Goodwill of West Texas is so good to people for getting them jobs and providing opportunities,” Salazar said.



GOODWILL OF WEST TEXAS
ABILENE, 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.
- ➔ 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 savings of 10 cents to 35 cents in public expenditures 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 community rehabilitation programs (CRPs) are located in large and small communities, the program also stimulates local economic growth.

HOW WE'VE GROWN

TOP 10 CUSTOMERS

October 2013 through September 2014

CONTRACT SERVICES SALES:

Texas Department of Transportation	\$37,485,434
Health and Human Services Commission	9,615,722
City of Houston	5,605,310
City of El Paso	2,435,439
City of Austin	2,156,339
Adjutant General's Department	1,025,860
Texas Facilities Commission	1,010,035
Texas Department of Motor Vehicles	911,431
Texas Department of Public Safety	909,262
City of San Marcos	890,545
Other	2,824,903

TOTAL \$64,870,280

PRODUCT SALES:

Texas Department of Criminal Justice	\$16,704,826
Texas Department of Transportation	6,906,378
Department of Aging and Disability Services	2,752,493
Department of State Health Services	2,454,010
Texas Department of Public Safety	1,484,998
Office of the Attorney General	851,794
Texas Department of Motor Vehicles	581,771
Texas Parks and Wildlife Department	486,202
Texas Juvenile Justice Department	475,453
Texas Workforce Commission	280,557
Other	2,965,683

TOTAL \$35,944,165

TEMPORARY EMPLOYMENT SERVICES SALES:

Health and Human Services Commission	\$8,513,089
Office of the Attorney General	7,326,067
Texas Department of Public Safety	3,471,574
Texas Commission on Environmental Quality	1,657,652
Texas Department of Transportation	1,459,494
Comptroller of Public Accounts	995,915
Texas Parks and Wildlife Department	760,674
Adjutant General's Department	747,382
Alamo Area Council of Governments	604,873
Department of Agriculture	518,134
Other	2,653,112

TOTAL \$28,707,966

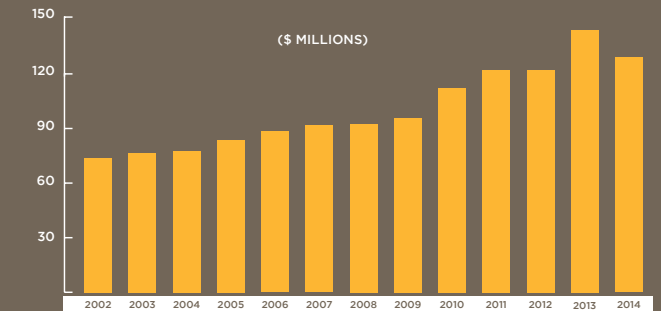
TOP 10 PRODUCTS

October 2013 through September 2014

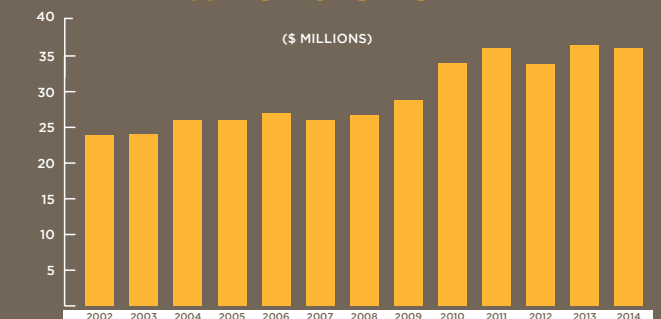
Copy Paper	\$7,701,950
Bathroom Tissue	5,116,732
Fish	2,083,237
Delineator	1,715,336
Spices	1,317,360
Hand Soap	1,214,625
Trash Can Liners	1,158,274
Writing Instruments	1,038,682
Safety Sign	937,535
Raisins	912,157
Other	12,748,278

TOTAL \$35,944,166

SALES GROWTH



WAGES GROWTH



CRP PARTNERS

- Abilene Goodwill Industries, Inc., Abilene
- Abilene State Supported Living Center, Abilene
- Upper Valley Helpsource, Inc., Alice
- Growing New Generations, Arlington
- I Am Works, Arlington
- Austin Task, Inc., Austin
- Easter Seals Central Texas, Inc., Austin
- Enterprise Professional Services, Inc., 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
- Spindletop Center, 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. – Temporary Services, Corpus Christi
- MHMR of Nueces County, 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 Service, 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
- P.O.W.E.R 2000, Inc., Desoto
- 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
- PRIDE Industries, Inc., El Paso
- ReadyOne Industries, El Paso
- Wilson County IDD Work Center, Floresville
- 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
- Valley Vocational, Inc., Harlingen
- 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
- United Service Industries, 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
- Community Healthcore, Longview
- Goodwill Industries of Lubbock Contract Services, Lubbock
- Goodwill Industries of Lubbock Contract Services – Temporary Services, Lubbock

- Learning and Development Industries, Lubbock
- Marian Moss Enterprises, Inc., Lubbock
- Burke Center, Lufkin
- Goodwill Industries of Central East Texas, Inc., Lufkin
- Oak Creek Day Habilitation/Vocational Center, Lufkin
- The Arc of Harrison County, Marshall
- Cen-Tex Association for Retarded Children, Mexia
- MARC, Midland
- Midland Vocational Services, Midland
- Permian Basin Community MHMR, Midland
- Vocational Opportunity Center of Northeast Texas, Mount Pleasant
- Innovation Enterprise, Paris
- Reliable Facilities Service, Inc., Pflugerville
- Camp County Developmentally Disabled Association, Inc., Pittsburg
- Central Plains Center, Plainview
- Atascosa County IDD Work Center, Poteet
- 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
- Lonestar Workforce, 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
- East Texas Lighthouse for the Blind, Tyler
- Goodwill Contract Services, Waco
- Heart of Texas Goodwill, Waco
- RGR Industries, Inc., Weslaco
- Texana Center, Wharton
- 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.**