







Jobs for People with Disabilities

2018

MARKETING REPORT



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MARKETING REPORT

WORKSWONDERS







THE TEXAS STATE USE PROGRAM adopted the brand WorksWonders in an effort to enhance familiarity and increase involvement among purchasers from state agencies, municipalities, school districts and other political subdivisions.

The WorksWonders Program is a mutually beneficial partnership between Texans with disabilities and the state and local government entities that purchase products, services and temporary employment services through the participating Community Rehabilitation Programs (CRPs) across the state.

To increase recognition among all *WorksWonders* audiences that the products and services they are purchasing are provided by a Texas worker with disabilities, the Braille letter "W" has been incorporated into the design of the *WorksWonders* logo.

Our continued goal is for more and more governmental entities to take advantage of the many benefits associated with *WorksWonders*, striving to make the "W" logo synonymous in Texas and across the United States as a mark of a quality product or service offered by a Texas worker with disabilities.



A MESSAGE FROM THE PRESIDENT & CEO

Fred M. Weber, Jr.

➤ ON BEHALF OF TIBH INDUSTRIES, INC.,

I would like to thank you for your commitment to the WorksWonders Program, which has continually enriched the lives of so many Texans with disabilities.

The WorksWonders Program has established itself as one of the most successful programs of its kind in the nation due to its ability to provide greater employment through job placement and increased wage growth year after year. However, none of that success would be possible without the efforts of our Community Rehabilitation Programs (CRPs), their invaluable employees and our steadfast customer base that provide the overwhelming support that enables the program to consistently thrive.

In 2017, the *WorksWonders* Program employed more than 6,000 Texans with disabilities and paid more than \$43 million in wages to those individuals. This report introduces several current *WorksWonders* Program 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 2017 Artie Lee Hinds Award banquet and the event's top award recipient, Westin St. Clair. St. Clair, along with all of the evening's recognized nominees, exemplifies the purpose and mission of the *WorksWonders* Program—providing individuals the opportunity to recognize their potential, then utilizing

that potential to supply purchasing entities with quality products and services.

Continuing its partnership with the Texas Workforce Commission (TWC), TIBH implemented new rules regarding its administrative responsibilities as



the WorksWonders Program Central Nonprofit Agency (CNA). Those rules included increased reporting criteria for both TIBH and CRPs surrounding employee status and wages paid through the WorksWonders Program, as well as collecting new contract performance data to ensure that the state's support of the program benefits the workers, their families and their communities. TWC, working alongside TIBH to implement this new criteria, was able to approve 85 new products and 84 new service contracts to be provided under the WorksWonders Program throughout fiscal year 2017.

As we achieve new successes year after year, we acknowledge that it is due to your enduring support that we are able to reach these new heights. We thank you for all you do to ensure that the *WorksWonders* Program is able to help all Texans prosper.

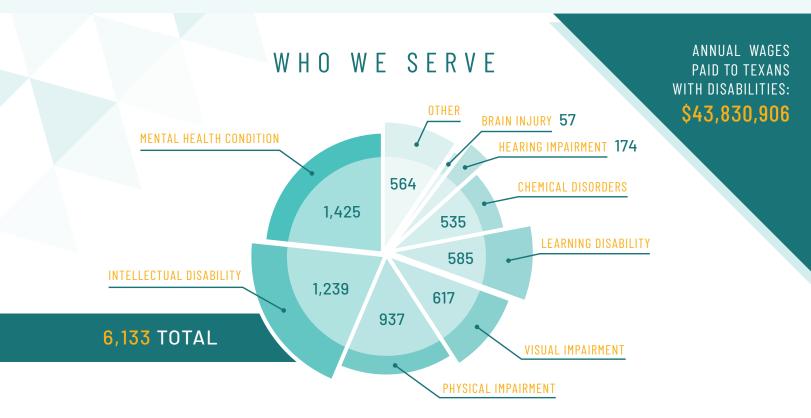
WHO WE ARE

TIBH IS A UNIQUE, nonprofit corporation that helps supply businesses and organizations with a wide array of products, services and temporary employment services for their day-to-day operations. These products and services are manufactured with the highest quality and performed with reliability by proud Texans with disabilities.

TIBH works in partnership with 123 Community Rehabilitation Programs (CRPs) across Texas that share our goal of providing valuable employment opportunities for individuals with disabilities.

Purchasing through the WorksWonders Program offers a number of benefits for those who do business with us. In addition to receiving fair and competitive pricing, a convenient and efficient ordering system and outstanding customer service, every transaction helps to advance our mission of employing Texans with disabilities.

We, along with the more than 6,000 individuals with disabilities participating in the *WorksWonders* Program, are ready and eager to support your product, service and temporary employment service needs.





HOW IT WORKS

▶ TIBH Industries works with Community Rehabilitation Programs (CRPs) across Texas identifying and developing new products, services and temporary employment services to be offered through the WorksWonders Program.

Using established criteria, TIBH Industries reviews all requests and presents an application for inclusion into the WorksWonders Program, as well as a fair market price, to the Texas Workforce Commission.

▶ TIBH Industries is directly involved in service contract negotiations, bringing the purchasing customer and vendor CRP to agreement on specifications and price.

▶ The Texas Workforce Commission determines whether each product or service is appropriate to be considered 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 staff then implements the plan with state agencies, municipalities, school districts and other governmental entities. As products or services are bought by agencies, TIBH Industries facilitates compensation between CRPs and those agencies.









ARTIE LEE HINDS AWARD DINNER

Dedicated employees recognized for contributions to WorksWonders Program at 10th annual Artie Lee Hinds Award Dinner

NEARLY 400 PEOPLE GATHERED to honor 46 award nominees, as well as representatives of TIBH and its community rehabilitation programs (CRPs), at the 10th annual Artie Lee Hinds Award dinner last September. The event acknowledges individuals who have made important contributions to the WorksWonders Program.

Among the evening's award winners were:

- Kevin Jackson and Tim Laws, who have championed the mission of the WorksWonders Program to employ greater numbers of Texans with disabilities year after year. They were honored with the 2017 Spirit of State Use Award.
- Rick Flores, an employee of Goodwill Industries of Central Texas who was presented with a token of appreciation for the service, honesty and personal character displayed after he found a valuable piece of jewelry during his janitorial work at the San Marcos Visitor Center. Flores turned in the ring to supervisors, and it was returned to its appreciative owner.
- Joel Felan, who performs janitorial services at the TIBH office in Austin, among other locations. He was recognized with a President's Award for







his dedicated service as an employee of the WorksWonders Program.

In addition to the 46 CRP employees who were recognized during the evening, three other stand out CRP employees were honored as well, for their exceptional work ethic and dedication to the WorksWonders Program. Those individuals were:

- Reginald Howard of the Dallas Lighthouse for the Blind, who was named the "Most Inspirational Employee"
- Curtis Johnson of Star Care Specialty Health System, who was recognized as the "Most Motivational Employee"
- Westin St. Clair of Enterprise Professional Services, Inc., who was honored with the overall 2017 Artie Lee Hinds Award, St. Clair overcame adversity stemming from a tragic car accident to become EPSI's lead grounds maintenance supervisor on their contract at the Texas Department of Public Safety main campus.

The life of TIBH chairman emeritus and the event's namesake, Ms. Artie Lee Hinds, was remembered with an award presented to her daughter, Denise Cartwright. Hinds passed away last year, and the award was presented in recognition of her countless efforts on behalf of Texans with disabilities.

Veteran TV journalist Judy Maggio served as the evening's emcee, joined by TIBH president and chief executive officer, Fred Weber, Jr. The program's keynote speaker was Iraq War veteran Josh Bleill, who was critically injured by a roadside bomb in 2006. The bomb's blast cost him both of his legs, as well as the lives of two of his fellow soldiers. Bleill's speech echoed his spirit of perseverance and his determination to overcome his struggles in order to achieve his personal and professional goals.

Following Bleill's speech, the Top 10 Customers of the WorksWonders Program were recognized by TIBH. By purchasing products, services and temporary employment services through the program, these city, county and state agencies make it possible for WorksWonders to succeed.

Thank you to everyone who was able to attend the 2017 Artie Lee Hinds Award Dinner. As always, TIBH would like to especially recognize those CRP employees who were honored during the event, whose dependability and endurance is the driving force behind the WorksWonders Program's success. We look forward to seeing you all again next year.

LUIS SANCHEZ:

Self-Motivation and Responsibility Build Trust Among Employers

AS A FATHER OF FIVE, Luis Sanchez knows and displays responsibility every day—in both his personal and professional life. Since showing up in a suit for his initial interview at Daniel Pest Control, a WorksWonders Program Community Rehabilitation Program (CRP) that performs indoor and outdoor pest control services, Sanchez has continued to impress everyone he meets with his dedication and hard work.

"Having a job makes me feel independent and in control," Sanchez said. "I like working in big buildings and interacting with people and all different personalities."

Sanchez continually aims to better himself and learn techniques for growing customer relationships as he controls his own work schedule.

"I don't like to micromanage, and with Luis, I don't have to," Kurt Daniel, Sanchez's supervisor and director of operations at Daniel Pest Control, said. "I trust his ability to go out into the field and get his work done and manage his own schedule. I don't know how I could ever replace him."



DANIEL PEST CONTROL AND PROFESSIONAL SERVICES I SEGUIN





Sanchez was first hired as a grounds maintenance employee, working at the Texas Department of Public Safety (DPS) campus. After completing his pest control technician certification, he now works on the pest control contract that Daniel Pest Control holds with the agency.

"To get his certification/technician's license, Luis had to first complete an apprenticeship and go through a training process-consisting of 20 hours of online training and 40 hours of training in the field," Daniel explained. "He's extremely self-motivated. When he took his test, Luis passed the first time, after spending just 15 minutes on it. That shows you the type of person he is."

I CONSIDER LUIS LIKE MY FAMILY -LIKE A LITTLE BROTHER.

Director of Operations, Daniel Pest Control

On a daily basis, Sanchez goes to quarterly appointments and check-ins across the Austin area, as well as to San Antonio, Fredericksburg, Huntsville and other Central Texas locations. controlling his hours and communicating directly with customers.

"Luis is fantastic, and he takes great care of us, going above and beyond what is expected," Phillip Johnson, manager of property and construction management at DPS, said. "Luis can navigate the multiple personalities present at DPS and work with anyone. He is flexible and accommodating."

On the job, Sanchez is very proactive, often checking in with customers, even when it's not yet time for a scheduled quarterly appointment. He has developed a trust among the staff at DPS and is a valued team member.

LENORE HUERTA:

Finding Her Confidence as a Role Model





FROM THE MOMENT YOU WALK IN,

it's evident there's a lot going on at the South Texas Lighthouse for the Blind in Corpus Christi. Machines hum while employees deftly perform their tasks with precision and focus. At the center of the action, stationed by a massive toilet tissue re-winder, Lenore Huerta smiles as she double-checks a clipboard.

"I've been here for almost five years and I never want to leave," Huerta said. "I'm just grateful to be working."

Huerta has worked at the South Texas Lighthouse for the Blind four years and four months, where she oversees a trio of employees, manages production schedules and orders raw materials for toilet tissue and kitting production, among other tasks. "I wasn't working anywhere before," Huerta said. "This has helped me realize that I can do a lot of stuff, even though I have vision loss. I get to do my best every day because of this company."

Two of Huerta's three children have the same disease that affected her sight. She wants to show them that they can still accomplish anything, despite the obstacles they may face due to their visual impairment.

"My strongest thought is always that I need to be a role model for them," Huerta said.

Mary Naegle, Huerta's supervisor, is grateful for the positive and willing attitude that Huerta brings to the workplace.



"Lenore is very self-driven and motivated," Naegle said. "She shines right from the start and is willing to try anything we ask of her, which is what landed her the lead positions that she's in now. I would clone her if I could!"

Huerta said her job has helped her maintain a positive attitude.

"Working here helps the confidence I have in myself and my abilities," Huerta said. "I've realized that I really can still accomplish things."

Huerta started at the South Texas Lighthouse for the Blind in the sewing department, where she sewed chinstraps for U.S. Army helmets. She was soon moved to toilet tissue production, where she operates the large toilet tissue rewinding machine that the Lighthouse purchased in 2016.

CC

HAVING A JOB MAKES
ME FEEL INDEPENDENT
AND CAPABLE.

-LENORE HUERTA

South Texas Lighthouse for the Blind

"It was definitely interesting learning how to work it,"

Huerta said. "I

was a little scared of it at first!"

Despite Huerta's initial hesitation, she has been more than willing to jump in and learn something new.

"She's totally independent and can operate any part of the machine," Naegle said. "She knows that she's progressed here and just wants to go further, and she will!"

SOUTH TEXAS LIGHTHOUSE FOR THE BLIND | CORPUS CHRISTI



ALFONSO HERNANDEZ:

Gaining Independence and Finding the Right Fit

► EMPLOYEES AT ACHIEVE—a Dallas-area nonprofit dedicated to serving adults with disabilities—are called "Achievers," and Alfonso Hernandez certainly lives up to the name. Since starting at Achieve two years ago, he has honed his talents in various jobs within the organization. Now, he's one of the carefully-selected Achievers who washes fleet vehicles for the Texas Department of Transportation (TxDOT).

Hernandez considers self-sufficiency as the biggest perk of his job. Living in the suburb outside of Dallas where he grew up, Hernandez said being an Achiever has made him feel more independent.

"I like my job a lot, honestly," he said, with a laugh. "I really like having my own money to spend!"

Hernandez particularly enjoys working at the car wash.

"Alfonso is always one of the first people I see at work each day," Greg Lehmann, Hernandez's supervisor, said. "He walks right to my desk and asks if we're going to wash the trucks that day. I can tell it means a lot to him."

For Tim Allen, executive director at Achieve, helping the organization position itself to make an impact on its employees is at the core of the group's mission.

"We want to make sure that our Achievers are happy and having a good time at work, too," Allen said. "We're always thinking about how we can help them get a



ACHIEVE | DALLAS



job—but not just any job—the right one, where they can reach their highest level of success."

For Hernandez, the right job turned out to be washing trucks for TxDOT.

"I like that nobody's rushing you," Hernandez said. "It's more about taking the time to do a good job on each one. I try to be careful and considerate and work together with the team to get each car clean."

Lehmann is glad that Hernandez enjoys his work, because finding the right employees for the job was an important task.

"We had several Achievers who wanted to try it out," Lehmann said. "Alfonso ended up being really good at it, so he was chosen to do it the two days a week the service is performed. Each time he gets his paycheck, it's like a million bucks to him."

Allen recognizes that by cleaning Tx-DOT trucks, Achievers aren't just contributing to the well-being of Tx-PRETTY HAPPY GUY. HE'S DOT em-JUST VERY ENTHUSIASTIC ploye e s - -

but to their

own as well.

-GREG LEHMANN

ABOUT THINGS.

ALFONSO IS A

Supervisor, Achieve

"It's so important for us to help those with disabilities find meaningful work," Allen said. "Working can improve people's mental and physical health, not to mention their self-esteem and confidence. Our tag line at Achieve is 'A Place to Grow,' which just completely fits our mission."

That mission is one that Hernandez happily embodies.

"Achieve helps you grow," Hernandez said. "Since starting here, I've just continued to grow."







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.

HOW WE HELP

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 WorksWonders Program contracts.

Taxpayers

- ▶ The WorksWonders Program has proven to reduce the cost of care for people with disabilities.
- National studies have shown a savings in public expenditures for purchases made through initiatives similar to the WorksWonders Program. Purchases made through the Program contribute to the economic health and vocational productivity of Texans with disabilities, while also saving tax dollars.
- Since community rehabilitation programs (CRPs) are located in large and small communities, the program also stimulates local area economic growth.

HOW WE'VE GROWN

Top 10 Customers

October 2016 through September 2017

SERVICE SALES:

Texas Department of Transportation	\$47,848,699
Health and Human Services Commission	7,030,677
City of Houston	6,715,851
City of El Paso	3,534,835
City of Austin	2,223,535
Adjutant General's Department	1,507,341
City of San Marcos	1,388,513
Texas Department of Public Safety	1,373,076
City of Dallas	801,365
Texas Department of Motor Vehicles	676,615
Other	2,460,504

TOTAL \$75,561,003

PRODUCT SALES:

Texas Department of Criminal Justice	\$16,491,143
Texas Department of Transportation	7,759,895
Department of Aging and Disability Services	2,764,427
Department of State Health Services	2,158,595
Texas Department of Public Safety	2,061,812
Texas Department of Motor Vehicles	878,604
Health and Human Services Commission	695,900
Office of the Attorney General	676,261
Texas Parks and Wildlife Department	622,922
Texas Juvenile Justice Department	410,565
Other	6,558,395

TOTAL \$41,078,519

TEMPORARY EMPLOYMENT SERVICE SALES:

Office of the Attorney General	\$9,993,060
Health and Human Services Commission	4,306,589
Department of State Health Services	3,440,800
Texas Department of Transportation	2,126,645
Texas Department of Public Safety	1,967,896
Texas Department of Motor Vehicles	1,815,202
Texas Commission on Environmental Quality	1,703,419
Texas Workforce Commission	1,649,546
Comptroller of Public Accounts	1,093,515
Department of Aging and Disability Services	842,544
Other	8,031,839

TOTAL \$36,971,055

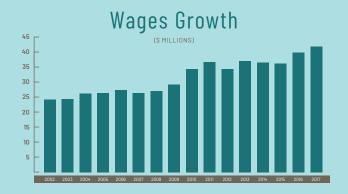
Top 10 Products

October 2016 through September 2017

Copy Paper	\$6,258,533
Bathroom Tissue	5,242,483
Fish	2,532,699
Delineators	1,630,433
Trash Can Liners	1,475,205
Spices	1,460,847
Hand Soap	1,372,043
Bags, Paper	983,813
Raisins	911,350
Safety Shirts and Vests	891,611
Other	18,319,502

TOTAL \$41,078,519

Sales Growth (SMILLIONS) 90 60 30 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017



CRP PARTNERS

- Abilene Goodwill Industries, Inc., Abilene
- Upper Valley Helpsource, Inc., Alice
- Fresh Start of Monroe, Inc., Amarillo
- Growing New Generations, Arlington
- Austin Task, Inc., Austin
- Easter Seals Central Texas, Inc., Austin
- Enterprise Professional Services, 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
- VRC Industries, Austin
- ▶ 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, Big Spring
- Center for Life Resources/Janie Clements Industries, Brownwood
- ORC Industries, Inc., Brownsville
- Junction Five-0-Five, Bryan
- SDR & Associates, Inc., Canton
- Woodcreek Outreach Rehabilitation Development, Conroe
- ▶ G&H Equitas Foundation, Corpus Christi
- Goodwill Industries of South Texas, Inc., Corpus Christi
- Goodwill Industries of South Texas, Inc. Temporary Services, Corpus Christi
- South Texas Lighthouse for the Blind, Corpus Christi
- The Behavioral Health Center of Nueces County, Corpus Christi
- ▶ The EB Foundation, Corpus Christi
- Woods, Etc., Corpus Christi
- Job Adventures, Converse
- Bootstraps Occupational Services, Inc., Crawford
- Dimmit/Zavala County IDD Work Center, Crystal City
- A Lift for Life Outreach Center, Inc., Dallas
- Achieve, Dallas
- Metrocare Services, Dallas
- Dallas Lighthouse for the Blind, Dallas
- ▶ Goodwill Industries of Dallas, Inc., 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
- Denton State Supported Living Center, Denton
- ► Tex-Spice, Devine
- Frio County IDD Work Center, Dilley
- Maverick County IDD Work Center, Eagle Pass
- Aldersgate Enrichment Center, Early
- ▶ Goodwill Services, Inc., El Paso
- Goodwill Services, Inc. Temporary Services, El Paso
- Help the World Foundations, El Paso
- PRIDE Industries, Inc., El Paso
- ReadyOne Industries, El Paso
- Xceed Resources, Inc., El Paso
- Down Home Ranch, Elgin
- 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
- ▶ Redirection Opportunities, Fort Worth
- Center for Recovery and Wellness Resources, Houston
- D&D Helping Others, Inc., Houston
- Goodwill Industries of Houston Temporary Services, Houston
- Lending Helping Hands to Others, Houston
- Lieutenant's House., Houston
- Link Labor and Construction, Houston
- on Our Own Services, Inc., Houston
- Second Chances Starting Over Again, Houston
- ▶ Southeast Keller Corporation, Houston
- Southeast Vocational Alliance, Houston
- Texas House, Inc., Houston
- The Lighthouse for the Blind of Houston, Houston
- DDJ, Inc., Huntsville
- ▶ RUCON, Inc., Huntsville
- Gateway Community Partners, Inc., Jacksonville
- NBT Public Services, Inc., Katy
- ▶ Community Healthcore, Longview
- Goodwill Industries of Lubbock Contract Services, Inc., Lubbock
- Marian Moss Enterprises, Inc., Lubbock
- Star Care Specialty Health System, Star Abilities, Lubbock
- Burke Center, Lufkin

- Goodwill Industries of Central East Texas, Inc., Lufkin
- Goodwill Industries of Central East Texas, Inc. Temporary Services, Lufkin
- Oak Creek Day Habilitation/Vocational Center, Lufkin
- ▶ The Arc of Harrison County, Marshall
- Cen-Tex Association for Remarkable Citizens, Mexia
- MARC, Midland
- Permian Basin Community MHMR, Midland
- Vocational Opportunity Center of Northeast Texas, Inc., Mount Pleasant
- I Am Works, Pantego
- Reliable Facilities Service, Inc., Pflugerville
- Camp County Developmentally Disabled Association, Inc., Pittsburg
- Central Plains Center, Plainview
- Atascosa County IDD Work Center, Poteet
- Bluebonnet Trails Community Services, Round Rock
- 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 Contract Services, San Antonio
- San Antonio Lighthouse for the Blind, San Antonio
- San Antonio State Supported Living Center, San Antonio
- South Texas Housing and Community Development, Inc., San Antonio
- Training Rehabilitation & Development Institute, Inc., San Antonio
- World Technical Services Inc., San Antonio
- Daniel Pest Control and Professional Services, Seguin
- Goodwill Industries of Northeast Texas,
- Goodwill Industries of Northeast Texas Temporary Services, Sherman
- Andrews Diversified Industries, Tyler
- ▶ Goodwill Industries of East Texas, Inc., Tyler
- Goodwill Industries of East Texas, Inc., -Temporary Services, Tyler
- Horizon Industries, Tyler
- Worship Anointed Ministries, Universal City
- Goodwill Contract Services, Inc., Waco
- Heart of Texas Goodwill Industries, Inc., Waco
- ▶ RGG Construction Company, Weslaco
- RGR Industries, Inc., WeslacoTexana 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.



TIBH MAIN OFFICE:

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

TIBH CENTRAL STORE:

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



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Jobs for People with Disabilities

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