

# JOBS FOR PEOPLE WITH **DIS**ABILITIES

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2011 MARKETING REPORT

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***“The program gives Texans with disabilities the opportunity to feel like they’re doing something good.”***

— *Catherine Richter*  
Department of Public Safety

## A MESSAGE FROM THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

*Fred M. Weber, Jr.*

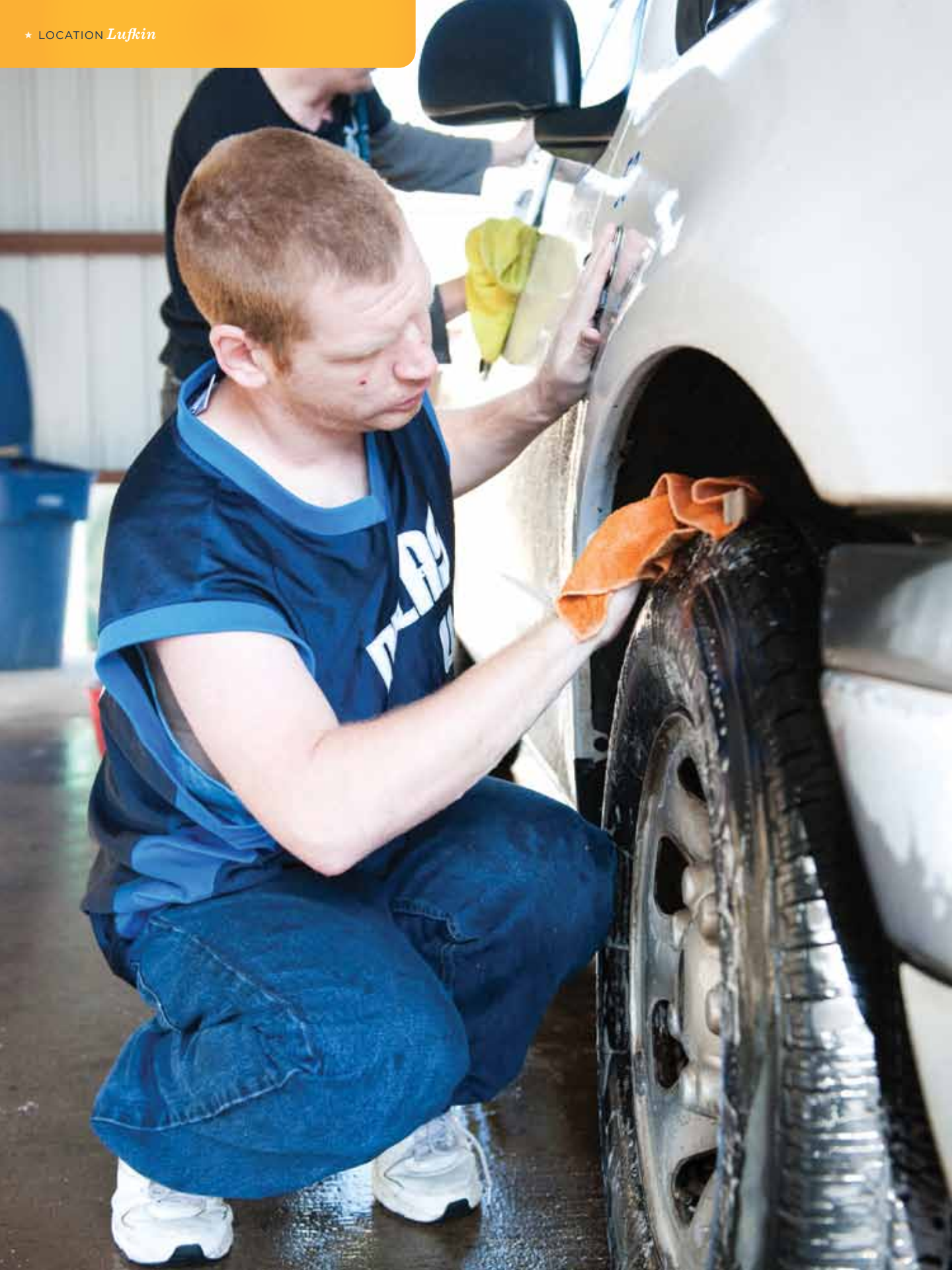


**The accomplishments detailed in this report reflect the spirit and dedication that establish the Texas State Use WorksWonders Program among the most successful of its kind in the nation.** Joint efforts with our Community Rehabilitation Programs (CRPs), their committed employees and our loyal customers truly drive our achievements.

In 1975, the Texas Legislature created the State Use Program, now embodied in Chapter 122 of the Human Resources Code, to provide gainful employment for individuals with disabilities. In this report, we introduce you to a few of the program’s faithful workers, as well as provide an overview of TIBH’s “Top 10” customers and product sales.

We also recognize a hard-working employee, Eldoris “Dee Dot” Ware, as 2010’s Artie Lee Hinds Award winner. Ware, as well as the other deserving nominees, exemplifies this program’s purpose—to afford people with disabilities the chance to excel in their work and private lives while providing quality products and services for our customers.

We hope that this report will further your insight as to this exceptional program’s functions and benefits for all Texans. Thank you for your continued support.



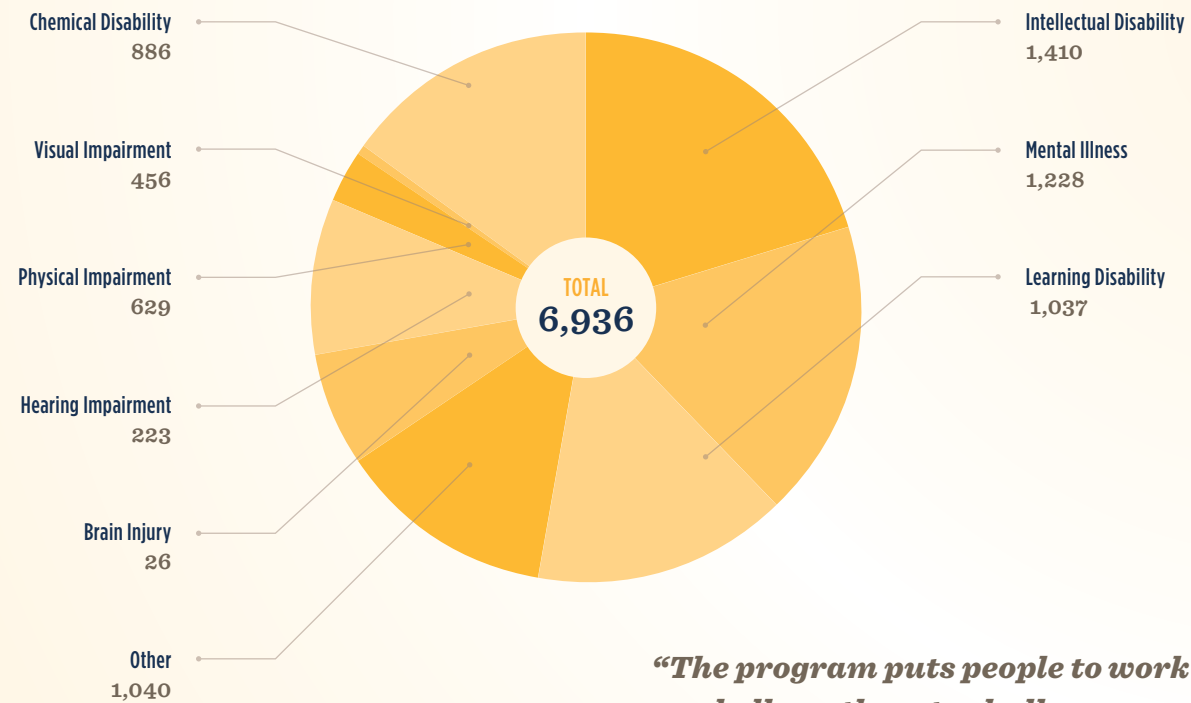
# WVH

## 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, its first year, TIBH Industries secured employment opportunities for 22 people with disabilities. By investing its earned commissions into the State Use Program, TIBH Industries has continued to grow from year to year, partnering with Community Rehabilitation Programs (CRPs) to employ nearly 7,000 individuals with disabilities in 2010.

*“As I learned about the program, I learned about the heart and feel of it. It takes Texans with disabilities outside of their families and caregivers and allows them to interact with other people.”* — *Maybelle DeMore*  
Texas Woman’s University

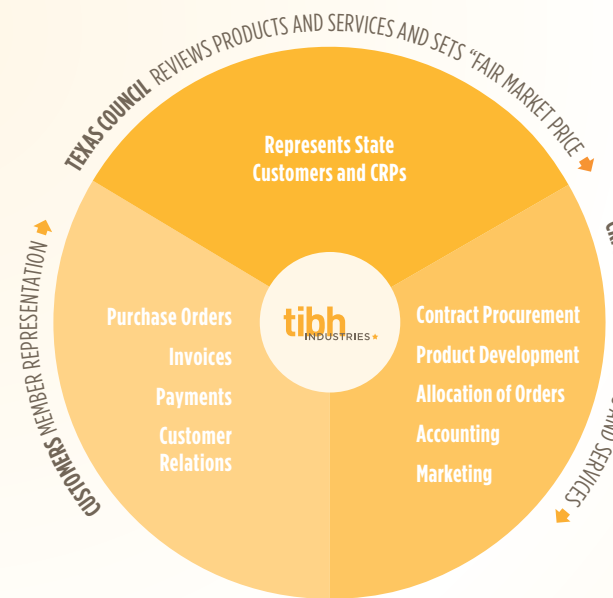
# WHO WE SERVE



***“The program puts people to work and allows them to challenge themselves. It also helps build self-esteem.”***

— David Cantu  
Goodwill Staffing Services

# 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 an application for inclusion and fair market price to the Texas Council on Purchasing from People with Disabilities for the State Use Program.
- ★ TIBH Industries is involved in the negotiation process of service contracts, bringing the purchasing customer and vendor CRP to agreement on specifications and price.
- ★ The council considers each product or service and determines its eligibility for the program. The final decision on inclusion in the program is determined by the council.
- ★ 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 pays CRPs prior to receiving payment.



# ANNUAL DINNER

## *TIBH Celebrates Successful Third Annual Artie Lee Hinds Award Dinner*

On September 27, 2010, TIBH Industries presented its third annual awards dinner in honor of revered humanitarian and TIBH's founder and chairman emeritus, Artie Lee Hinds. Among those attending were nominees from statewide Community Rehabilitation Programs (CRPs), including the 2010 Artie Lee Hinds Award winner, Eldoris "Dee Dot" Ware.

Though Hinds could not attend the event, her grandson, Link Cartwright, Jr., read a letter conveying her gratitude for the CRPs and their employees, state purchasers and public officials. On her behalf, Cartwright delivered Hinds' closing and, perhaps, most touching words: "Moreover, I would like to thank the individual work center winners; these nominees serve as an encouragement for all of us to continue our work. In truth, each of you is a winner tonight."

Ware, a Dallas Lighthouse for the Blind employee for more than eight years, works on the vinyl acetate line. Described as a "delightful person with an infectious laugh," Ware's determination to trump vision loss and regain her self-reliance won her Dallas' nomination.

***"In truth, each of you is a winner tonight."*** — Artie Lee Hinds  
TIBH Founder and Chairman Emeritus

Family, friends and colleagues echo one another's sentiments, calling her an inspiration, dedicated leader and motivator.

"Dee Dot [Ware] keeps the pack-out line very enthusiastic and going at a great speed," Nancy Perkins, president of Dallas Lighthouse for the Blind, said. "We can always depend on that department to get the product out."

Dinner attendees also commended the other outstanding nominees, thirty organizations and two leaders for their State Use Program support.

Congratulations to Eldoris "Dee Dot" Ware, the Artie Lee Hinds Award nominees and our distinguished supporters on a job well done in 2010!



# LIGHTHOUSE OF HOUSTON

*Patricia Gutierrez*

**Like many women, Patricia Gutierrez, balances two important duties—working and being a mother to her 6-year-old daughter.** Despite vision impairment, she embraces both roles and, particularly, the freedom they provide.

For the past two years, Gutierrez has worked at the Lighthouse of Houston, a nonprofit education and service center dedicated to assisting blind and visually impaired people to live independently. On the packaging line, she operates the machine that wraps bars of soap for use in Texas prisons.

“Working has given me independence,” Gutierrez said.

Diagnosed with glaucoma since childhood, Gutierrez possesses only limited vision and some light perception.

Visual impairment, however, hasn’t hindered her ability to live life to the fullest.

“She took to the soap project like it was nothing and asked to run the machines,” Judy Lawrence, Gutierrez’s supervisor and industrial manager of the Lighthouse of Houston, affirmed. “She is very capable and very willing, and I see her going beyond the Lighthouse, into the community, to work.”

Now a full-time employee, Gutierrez has found not only a work home, but also a personal one. The Lighthouse Living Centers provide affordable housing for the visually impaired or physically handicapped who are able to live independently.

**“Patricia came to the Lighthouse and proceeded to make changes that changed the direction of her life. Opportunity and independence are both sides of the same coin.”**

— *Gib DuTerroil*  
PRESIDENT  
Lighthouse of Houston  
(TIBH Board Chair)

“I didn’t live by myself before,” Gutierrez said. “It’s my house. It’s a place my daughter and I can call our own. It feels good.”

With newfound independence and tangible accomplishments, the Lighthouse also provides Gutierrez a sense of camaraderie.

“All of us who work here have one thing in common — we have vision problems,” Gutierrez said. “We support one another just by being there.”





# OAK CREEK CENTER

*T.J. Bailey*

**T.J. Bailey never tires of his work as a crew member at the Oak Creek Center in Lufkin.** Moreover, he enjoys the sense of personal and monetary freedom provided by his job detailing and washing Texas Department of Transportation (TXDoT) vehicles.

“It’s good to get out there and wash cars and work in the workshop,” Bailey said. “I like to work, make money and do stuff for myself.”

Oak Creek, a day habilitation and vocational center, helps Texans with developmental disabilities find meaningful jobs. The center also cultivates personal skills, conducting lessons in arts and crafts, music, exercise and hygiene.

At the center, both Bailey’s work and personal lives have flourished. He is able to purchase baseball cards with portions of his paychecks, and he also hones his singing and dancing skills through peer performances.

“I was 20 years old when I came here, and I was dealing with some problems and issues,” Bailey said. “Now I respect all the other people here.”

In testament, Bailey mentors another Oak Creek member. His companion’s physical impairment only fuels Bailey’s commitment and attentiveness –

***“The program doesn’t just help the workers – our employees give me a reality check.”***

– *Brian Powell*  
CONTRACT COORDINATOR  
Oak Creek Center

he assists his friend on walks during the center’s daily exercise time, and both enjoy conversing together. “He’s my best friend,” Bailey stated.

Bailey attributes his successes to the Oak Creek staff. “Deidra had faith in me,” he said. “All of my family is proud of me.”

“He’s come a long way maturity-wise,” Deidra Davis, Oak Creek’s director, stated. “Now T.J. can think through and react to a range of work and personal situations.”

Bailey’s heightened sense of self-ownership and acknowledgement of expectations certainly influence his work. “Most important thing is we do a good job,” Bailey said.

“Ultimately,” Davis concluded, “I want people to walk away each day from the center and feel like they’ve done meaningful work.”



# LIFENET

*Dueshawnba “Adam” Ward*

Two years ago, Dueshawnba “Adam” Ward, was living at The Bridge, a Metro Dallas Homeless Alliance (MDHA) assistance center for in-need citizens facing mental and physical challenges. Today, through MDHA’s partnership with LifeNet’s Fairweather vocational services department, he is a team leader pursuing project management. Ward now works primarily on a janitorial maintenance contract at facilities like McKinney’s City Hall.

“We work 10 or 11 locations each day,” Ward said. “We pick up trash, clean windows and vacuum.”

Ward does not take his job lightly. In fact, he says the hands-on duties, individual interaction and tangible results have helped him tremendously—both professionally and personally.

“This job is not just janitorial work—it’s public accountability. I’m responsible for my people’s welfare and health,” Ward said.

“Everyday there’s something new to experience, and I’ve learned a lot about human nature,” Ward continued. “I’ve been able to stabilize my life and move in the direction I wanted to go.” With his three children for motivation and a renewed sense of self-respect, Ward now lives in his own home.

**“It’s about teaching them to respect themselves.”**

— *Cliff Spicer*  
PROJECT MANAGER  
LifeNet (Texas Department of Transportation Mesquite)

“Adam has flourished,” Joseph Garcia, vice-president of LifeNet, said.

Ward’s supervisor, Cliff Spicer, agreed: “Adam is reliable. If you tell him to do something, he does it. You can’t put a price on that.”

Under Spicer’s watch, Ward and his team clean over 300,000 square feet of office and mechanic shop space, a sign shop and signal shop, 43 restrooms, 26 smoking stations and surrounding grounds.

“This is the best crew I’ve got,” Spicer said.

As a member of the Dallas chapter of the Project Management Institute, Ward next hopes to gain additional contracts for his team, ultimately employing and helping even more people like him.

“I get a sense of self-worth in being able to say, at the end of the day, I’ve helped someone else,” Ward concluded.

# HOW WE HELP



## HOW WE HELP PEOPLE WITH DISABILITIES

- ★ Provide stable, vocational rehabilitation for people with disabilities in their own communities.
- ★ Provide individuals with disabilities the opportunity to become self-sufficient.
- ★ Encourage efforts to deinstitutionalize people with disabilities.
- ★ Provide training, meaningful employment and fair wages for individuals with disabilities.

## HOW WE HELP CUSTOMERS

- ★ Customers receive quality products and services.
- ★ Customers receive a competitive price without the hassles of administering a competitive bid.
- ★ The program offers a wide variety of options with its 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.

## HOW WE HELP TAXPAYERS

- ★ The State Use Program has 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 workers 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 area economic growth.

# HOW WE'VE GROWN



## Top 10 Customers

### SERVICES

1	<i>Texas Department of Transportation</i>	32,094,554.94
2	<i>City of Houston</i>	5,983,433.39
3	<i>Health and Human Services</i>	5,447,230.64
4	<i>City of El Paso</i>	2,465,676.57
5	<i>City of Austin</i>	1,966,748.54
6	<i>Texas Facilities Commission</i>	1,096,724.68
7	<i>City of San Marcos</i>	544,173.65
8	<i>City of Dallas</i>	497,905.14
9	<i>Adjutant General's Department</i>	489,687.53
10	<i>City of Beaumont</i>	346,626.51
	<i>Others</i>	3,757,093.70
	<b>Total</b>	<b>54,689,855.28</b>

### PRODUCTS

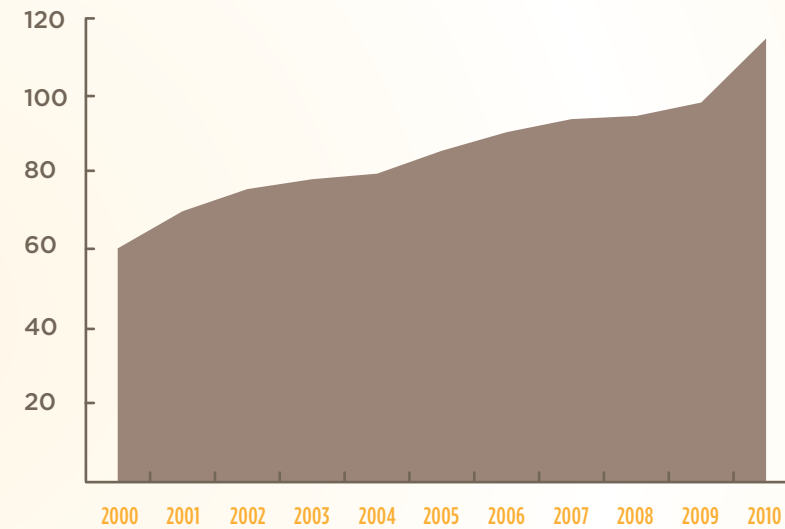
1	<i>Texas Department of Criminal Justice</i>	7,161,800.04
2	<i>Texas Department of Transportation</i>	3,391,478.28
3	<i>Health &amp; Human Services Commission</i>	3,123,689.26
4	<i>Texas Department of Public Safety</i>	1,699,433.95
5	<i>Office of the Attorney General</i>	860,413.13
6	<i>Texas Parks and Wildlife Department</i>	576,458.49
7	<i>Texas Commission on Environmental Quality</i>	392,197.95
8	<i>Texas Workforce Commission</i>	354,070.75
9	<i>Texas Department of Insurance</i>	320,294.84
10	<i>Texas Youth Commission</i>	289,323.08
	<i>Others</i>	8,990,354.25
	<b>Total</b>	<b>27,159,514.02</b>



**TEMPORARY EMPLOYMENT SERVICES**

1 <i>Office of the Attorney General</i>	9,807,606.82	7 <i>Texas Workforce Commission</i>	805,951.16
2 <i>Health &amp; Human Services Commission</i>	9,641,463.64	8 <i>Texas Education Agency</i>	726,516.49
3 <i>Texas Department of Public Safety</i>	2,649,153.26	9 <i>Comptroller of Public Accounts</i>	448,329.12
4 <i>Texas Department of Transportation</i>	1,705,309.53	10 <i>Texas Department of Insurance</i>	249,885.13
5 <i>Texas Commission on Environmental Quality</i>	1,341,442.82	<i>Others</i>	2,020,844.10
6 <i>Texas Parks and Wildlife Department</i>	883,423.63	<b>Total</b>	<b>30,279,925.70</b>

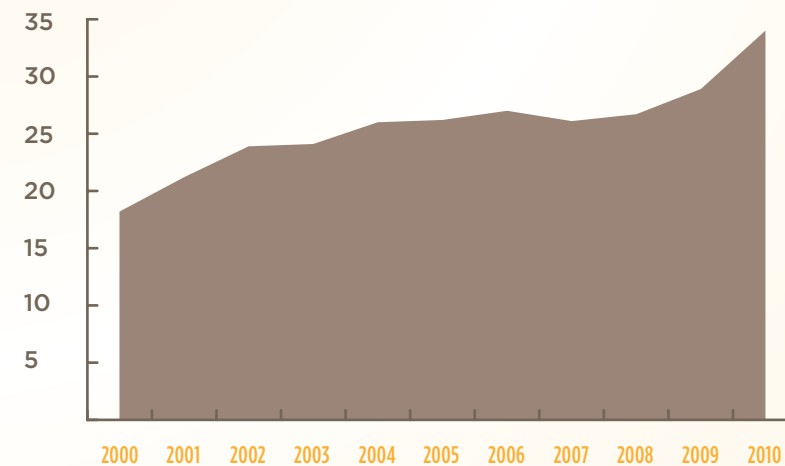
**SALES GROWTH SUMMARY** *in millions*



**TOP 10 PRODUCT SALES**

- Copy Paper*  
9,893,662.63
  - Toner Cartridges*  
2,036,886.53
  - Spices*  
1,001,827.72
  - Writing Instruments*  
1,146,516.23
  - Liquid Hand Soap*  
922,800.16
  - Sauces*  
725,521.88
  - Towels*  
688,945.59
  - Safety Shoe*  
656,670.77
  - Binders*  
668,740.24
  - Storage Boxes*  
608,916.36
- Other**  
8,809,025.87
- Total**  
**\$27,159,513.98**

**WAGES GROWTH** *in millions*



\*10/01/2009 to 09/30/2010

Vehicle washing pictured at left on contract through TxDOT. 'Don't Mess With Texas' is a registered trademark of the Texas Department of Transportation.

## CRP PARTNERS

*Abilene State Supported Living Center*, Abilene

*Goodwill Industries of Abilene*, Abilene

*Upper Valley Helpsource, Inc.*, Alice

*Austin Helping Hands, Inc.*, Austin

*Austin Task, Inc.*, Austin

*Easter Seals of Central Texas, Inc.*, Austin

*Goodwill Industries of Central Texas*, Austin

*Goodwill Temporary Services, Inc.*, Austin

*Peak Performers*, Austin

*Professional Contract Services, Inc.*, Austin

*Relief Enterprises, Inc.*, Austin

*Sundagger Incorporated*, Austin

*Travis Association for the Blind*, Austin

*Vaughn House*, Austin

*VRC Industries*, Austin

*Beaumont Products & Services, Inc.*, Beaumont

*Goodwill Industries Contracts, Inc.*, Beaumont

*Opportunities for Deserving Individuals*, Beaumont

*REWARD Work Center*, Beaumont

*Trust Industries*, Beaumont

*West Texas Centers for MHMR*, Big Spring

*Aldersgate Enrichment Center*, Brownwood

*Janie Clements Industries*, Brownwood

*Junction Five-O-Five*, Bryan

*Dimmit/Zavala County Workshop, Inc.*, Carizo Springs

*Goodwill Industries of South Texas, Inc.*, Corpus Christi

*Goodwill Temporary Services*, Corpus Christi

*LC Foundation, Inc.*, Corpus Christi

*Nueces County MHMR/ Advance Employment*, Corpus Christi

*Pro Pak*, Corpus Christi

*South Texas Lighthouse for the Blind*, Corpus Christi

*Woods, Etc.*, Corpus Christi

*New Directions Industries*, Crockett

*A Lift for Life Outreach Center, Inc.*, Dallas

*Dallas Lighthouse for the Blind*, Dallas

*Lifenet Community Behavioral Healthcare*, Dallas

*Precious Gems Services, Inc.*, Dallas

*Sunny Acres Community Action Association*, Dallas

*Del Rio Mental Retardation Services*, Del Rio

*MR Community Support Services*, Denison

*Tex-Spice*, Devine

*Frio County Work Center*, Dilley

*Maverick County MR Work Center*, Eagle Pass

*Border TM Industries, Inc.*, El Paso

*El Paso Lighthouse Industries for the Blind and Handicapped*, El Paso

*Goodwill Services, Inc.*, El Paso

*Goodwill Services, Inc. Temporary Services*, El Paso

*Wilson County Workshop, Inc.*, Floresville

*Fort Stockton Vocational Services*, Fort Stockton

*ABG Fulfillment*, Fort Worth

*Expanco, Inc.*, Fort Worth

*Goodwill Industries of Fort Worth*, Fort Worth

*Goodwill Temporary Employment Services*, Fort Worth

*Liberty Proclaimed Ministry*, Fort Worth

*Lighthouse for the Blind of Fort Worth*, Fort Worth

*Williams & Stroble Youth Foundation*, Fort Worth

*Goodwill Temporary Services*, Harker Heights

## CRP PARTNERS

*Arbor School Products*, Houston

*D&D Helping Others, Inc.*, Houston

*David & Ivory Ministries, Inc.*, Houston

*Goodwill Industries of Houston*, Houston

*Lending Helping Hands To Others*, Houston

*On Our Own Services, Inc.*, Houston

*Renewed Innovations*, Houston

*Southeast Keller Corporation*, Houston

*Texas Alcoholism Foundation*, Houston

*The Center Serving Persons with Mental Retardation*, Houston

*The Lighthouse of Houston*, Houston

*Rucon, Inc.*, Huntsville

*Woodcreek Outreach Rehabilitation*, Huntsville

*Cherokee MR Association, Inc.*, Jacksonville

*Earthly Visions Outreach*, Karnes City

*Kerrville Special Opportunity Center*, Kerrville

*Goodwill Industries of Lubbock Contract Services*, Lubbock

*Goodwill Temporary Services*, Lubbock

*L&D Industries*, Lubbock

*Marian Moss Enterprises, Inc.*, Lubbock

*Screen Print Enterprises*, Lubbock

*Goodwill Industries of Central East Texas*, Lufkin

*Oak Creek Center*, Lufkin

*The Arc of Harrison County*, Marshall

*Cen-Tex Association for Retarded Children*, Mexia

*Work Plus Industries*, Mexia

*Midland Vocational Services*, Midland

*Vocational Opportunity Center of Northeast Texas*, Mount Pleasant

*Odessa Vocational Services*, Odessa

*Innovation Enterprise*, Paris

*Camp County Service Industries*, Pittsburg

*Tommy Lewis Industries*, Plainview

*Atascosa Ergonomics, Inc.*, Poteet

*Bluebonnet Trails – Guadalupe County*, Round Rock

*Concho Resource Center*, San Angelo

*MHMR Services of Concho Valley*, San Angelo

*West Texas Lighthouse for the Blind*, San Angelo

*E.Q.U.I.P. Enterprises, Inc.*, San Antonio

*Fairweather Professional Services*, San Antonio

*Goodwill Industries of San Antonio*, San Antonio

*San Antonio Lighthouse*, San Antonio

*San Antonio State Supported Living Center*, San Antonio

*World Technical Services, Inc.*, San Antonio

*Worship Anointed Ministries*, Seguin

*Andrews Diversified Industries*, Tyler

*Goodwill Industries/ Opportunities in Tyler*, Tyler

*Horizon Industries*, Tyler

*Uvalde County Work Center*, Uvalde

*Goodwill Contract Services*, Waco

*RGR Industries, Inc.*, Weslaco

*Texana MHMR*, Wharton

*Sabine Valley Center*, White Oak

*Beacon Lighthouse, Inc.*, Wichita Falls

*Work Services Corporation*, Wichita Falls

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](http://www.tibh.org), or you can order a catalog by calling 512-451-8145.



## BOARD OF DIRECTORS

### CHAIR

***Gibson DuTerroil***  
Houston, Texas

### VICE CHAIR

***Billy Killion***  
Round Rock, TX

### TREASURER

***Carl Chandler***  
Blanco, TX

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***Brian Miller***  
Austin, Texas

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***Artie Lee Hinds***  
Houston, Texas

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***Tommy Crowe***  
Georgetown, TX

### MEMBER

***David Roche***  
Austin, TX

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### ***Lori Henning***

Texas Association  
of Goodwills; Austin, Texas

### ***Al Matson***

Andrews Diversified  
Industries; Tyler, Texas

### ***Mike Gilliam***

San Antonio  
Lighthouse for the Blind;  
San Antonio, Texas

### CORPORATE OFFICER

***Fred M. Weber***  
President and CEO

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