

TIBH FOCUS

ON JOBS FOR PEOPLE WITH DISABILITIES

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T.J. Bailey Excels at Oak Creek Center

As a crew member at the Oak Creek Center in Lufkin, T.J. Bailey never tires of his work. He enjoys the sense of personal and monetary freedom provided by his job detailing and washing Texas Department of Transportation 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, has been involved with the State Use Program for nearly a

decade. Employees

are gainfully employed through contracts for litter

pick-up, janitorial

services, car washing

and product manufacturing. The center also cultivates personal skills, conducting lessons in arts and crafts, music, exercise and hygiene.

Bailey, along with other employees, lives in a group home associated with Oak Creek.

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

Bailey also mentors another Oak Creek member. His companion's physical impairment only fuels Bailey's commitment and attentiveness—he helps 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, said. "Now T.J. can think through and react to a range of work and personal situations."

Davis has overseen the center for the past eight years. As the mother of three children, one of whom was born with a physical impairment, she understands the importance of treating all people equally. Texas Department of Transportation's Lufkin Contract Administrator, Judy Carrell, also recognizes Davis' sentiment.

"Oak Creek Center and the State Use Program provide excellent opportunities for individuals with disabilities to fulfill the true meaning of self-esteem, along with a sense of responsibility and independence," Carrell said.



T.J. Bailey enjoys his work washing and detailing Texas Department of Transportation vehicles.

Undoubtedly, Bailey's heightened sense of self-ownership and acknowledgement of expectations influence his work. "Most important thing is we do a good job," Bailey said.

"Ultimately, I want people to walk away each day from the center and feel like they've done meaningful work," Davis stated.

"The program doesn't just help the workers – our employees give me a reality check."

--Brian Powell, Contract Coordinator, Oak Creek Center

TIBH Central Store Celebrates Customers



Customers and staff enjoy the opportunity to chat and put names to faces during the Customer Appreciation Day event at the Central Store, located at 1130 Rutherford Lane, Suite 190, in Austin.

On June 23, 2011, TIBH held its annual Customer Appreciation Day at the Central Store in Austin, Texas. More than 100 customers attended, allowing TIBH staff and agency purchasers to express their mutual thanks for support of the State Use Program. Also present were Texas Council on Purchasing from People with Disabilities members, Chair John Luna and Michael Daugherty, who took the opportunity to mingle and discuss the program one-on-one with valued customers.



Connie Miller and Liz Barker, Texas Department of Public Safety, shop for their favorite products during the event.

“You’re keeping jobs in Texas and providing them to people who wouldn’t otherwise have a job,” said Robert Scruggs, purchaser with the Texas Alcoholic Beverage Commission. “We want to help the program grow and keep it alive.”

Eight years after privatizing the State Central Store, TIBH has continued to provide state agencies with one-stop-shop purchasing options. The central Austin location is easily accessible for both local and out-of-town customers, and offers buyers a place to view products before purchasing, a plus for those desiring quality assurance.

“We use everything on the Central Store’s shelves and have never had an inferior product,” said Lee Pagel, Training Coordinator with the Texas Department of Safety. “I like the variety, and what I want is usually here.”

Customers enjoyed the afternoon visiting with other State Use purchasers. Many also took the opportunity to do their shopping on-site, comparing favorite products and offering future merchandise suggestions.

“I look forward to this event every year,” said Marvin Davis, TIBH Central Store Manager. “We get to personally thank the customers in our State Use family.”

Thank you to all who attended the successful event.

“I look forward to this event every year. We get to personally thank the customers in our State Use family.”

--Marvin Davis,
TIBH Central Store Manager



Lisa Moore and Juanita Whitaker, Texas Parks and Wildlife Department, compare pens.

Seminar Welcomes Region V CRPs



Participants listen as Ron Bartels, TIBH director of marketing, discusses the State Use Program.

On June 9, 2011, nearly 20 community rehabilitation program (CRP) employees, including representatives from Austin Task, Inc.; CenTex ARC; Goodwill Industries; PCSI; Relief Enterprises; Vaughn House; and VRC Industries, gathered for TIBH's Austin CRP Information and Compliance Seminar. The meeting was the fifth in a series of eight training sessions held statewide this spring and summer.

"It's great to have a relaxed setting, apart from the distractions of the everyday routine, where different representatives can discuss the State Use Program," said Abby Monk, regional marketing manager in Austin.



Melvin Capler and Maurice Dunn, of Goodwill Industries of Central Texas, and George Poole, of VRC Industries, discuss business opportunities at the seminar.

Presented by TIBH's director of marketing, Ron Bartels, the session reviewed State Use laws set out in Rule 189.6, compliance issues, including certification and recertification, wage report specifications and legislative session information.

"I found the seminar to be very beneficial," said Veronica Sandoval, Easter Seals Central Texas. "I am still new to the program, so I try to attend any available training."

Perhaps the morning's most valuable discussion revolved around marketing tools with which to respond to looming budget cuts. Bartels noted the power of collaboration between TIBH and CRPs—in only three short months, this partnership yielded 789 CRP calls, 1,319 customer calls, 20 tradeshow and numerous joint sales calls. By marketing quality, reliability, experience and value, CRPs should aim to be so good that customers cannot afford to lose them, Bartels said.

Collaborative efforts extended beyond the TIBH and CRP relationship, however, as the session also provided valuable CRP-to-CRP networking opportunities.

"With everyone together in one room, you hear a lot of fresh ideas and solutions, marketing strategies and contact-making," Monk stated.

TIBH would like to express its appreciation to all participants for making the spring and summer seminars some of the best attended yet. We look forward to seeing you all again in 2012.

Felix Farias, TIBH Employee, Retires



Long-time TIBH Central Store employee, Felix Farias, retired in August.

On August 30, 2011, the TIBH Central Store held a farewell gathering for long-time employee Felix Farias. Farias, who retired at the end of the month following eight years of service, worked at the TIBH Central Store since it first opened its doors and, prior to that, at the previously state-operated store for 22 years. The event was well-attended and allowed TIBH employees, purchasers and Farias' family to visit throughout the day and say their goodbyes, give their thanks or write their well wishes in a thank-you card.

"He was definitely a joy to work with," said Jeff DeLeon, TIBH Central Store. "He always related well to the customers."

Farias' keen ability to cultivate relationships was particularly apparent over the last few months. His retirement follows the tragic passing of his son, Lance Corporal John Felix Farias. John, a proud United States Marine, was killed during combat operations in Afghanistan, June 28, 2011. The subsequent

community outpouring was a true testament to both father and son's characters.

"Felix always helped bring our purchases to our vehicle," said Lupe Lerma, Texas Department of Public Safety – San Antonio. "He is incredibly friendly and helpful, so I came today especially to say goodbye. I'll think of him when I come into the store."

Farias looks forward to his retirement. He plans to take advantage of traveling opportunities, especially exploring as many golf courses as he can find.

Marvin Davis, TIBH Central Store manager, regrets losing an exemplary employee, but hopes that Farias takes time to enjoy his retirement.

"It was a pleasure working with Felix," Davis said. "We appreciated the calm, patient style which made him a valuable asset to our team. The great relationships he has built over the years are evident in the people who came to see him."

TIBH Industries would like to extend its condolences to Farias, his wife Penny (Texas Department of Transportation) and their family and friends, and offers sincerest thanks and appreciation for John's sacrifice. Additionally, TIBH thanks Farias for his years of dedicated State Use Program service and wishes him the best in his upcoming pursuits.

"He'll always be part of our TIBH family," Davis said.

Marvin Davis, TIBH Central Store manager, regrets losing an exemplary employee, but hopes that Farias takes time to enjoy his retirement.



Farias, his wife, Penny, and daughter, Amy, congratulate John after his graduation from bootcamp training.



Jobs for People with Disabilities

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MARK YOUR CALENDAR FOR THESE IMPORTANT DATES IN 2011



Pricing Subcommittee Meeting:
Friday, November 4, 2011 – Quarterly meeting,
Austin, TX

CRP Certification Meetings:
Friday, December 2, 2011 – Quarterly meeting

TCPPD Open Meetings:
Friday, December 2, 2011 – Quarterly meeting

4th Annual Artie Lee Hinds Award Dinner
September 28, 2011
DoubleTree Hotel Austin
6505 IH 35 North
Austin, Texas 78752
6:00 p.m. (please contact TIBH to attend)

State Use Coordinators Meeting
September 29, 2011
DoubleTree Hotel Austin
6505 IH 35 North
Austin, Texas 78752
8:00 a.m. (please contact TIBH to attend)

23rd Annual Products and Services Expo:
September 29, 2011
DoubleTree Hotel Austin
6505 IH 35 North
Austin, Texas 78752
10:00 a.m. (please contact TIBH to attend)

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