

Beacon Lighthouse, Inc. Shows True Vision

Starting out in a single room at Washington Elementary School in Wichita Falls in 1974, Beacon Lighthouse, Inc. has come a long way in its efforts to provide employment and training opportunities for the blind and visually impaired. Today, the organization occupies nearly 35,000 square feet of industrial and office space and employs people in Wichita Falls and 17 surrounding counties.

With currently 52 employees, of which more than 80% are legally blind, Beacon Lighthouse, Inc. manufactures janitorial supplies, first aid supplies and toner cartridges for industrial, wholesale, retail and government markets. Available janitorial products include scouring pads, floor pads, cleaning concentrates, aircraft cleaning kits, sponge scrubbers, bathroom/kitchen scrubbers and stainless steel scrubbers.

However, if they don't carry a particular product that a customer needs, they have been known to add it to their inventory when possible.

"One of our clients needed a 3M high productivity floor stripping pad that we didn't carry," says David Archer, director of sales and a 20-year veteran of Beacon Lighthouse, Inc. "We added the product so we could accommodate our customer. As people upgrade printers, we also upgrade the toner cartridges we provide so we have the items they need."

This isn't the only example of how Beacon Lighthouse, Inc. offers excellent customer service. Previously, TIBH and the Texas Council on Purchasing from People with Disabilities recognized the community rehabilitation program (CRP) with two awards—one for prompt delivery time and the other for least complaints.

"We take pride in what we do – providing quality products and suiting customers needs in a timely manner are of utmost importance to us," says Archer. "With most items, we have 30 days to get it out. But if someone orders something that means they need it, so the sooner we get it out the door, the better for our customer. Typically, orders ship out of our warehouse within three days."

"We work hard at customer service," says Buddy Edgemon, CEO. "David does a great job of developing those relationships that are so important to great customer service."

"Customer service is a collective effort," says Archer. "Once an order is placed, our production supervisors, Randy Griest and Patti-Bice-Acher, and their employees are the ones who ensure quality products are made and that they get out in time. They do their part and I do my part to meet the needs of our customers and make certain they are happy."

As one of approximately 120 CRPs involved in the Texas Works Wonders State Use Program, Beacon Lighthouse Inc. has worked with TIBH for more than 29 years to sell its products to state agencies and regards Health and Human Services Commission, Texas Department of Criminal Justice, Texas Parks and Wildlife Department and Department of Public Safety as its best customers. But instead of just having contracts with these agencies, Archer accompanies TIBH sales representatives on visits across the state to determine what these customer need.

"We have to offer quality products like any other companies competing in this environment," says Archer.

In July, the Lighthouse's manufacturing facility was flooded, wiping out all of the products on the floor. Luckily, all of the



Pictured left to right: Randy Griest; production supervisor over production floor; Patti Bice-Acher; production supervisor over cartridge development; and David Archer; director of sales.

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Lubbock Texas Department of Transportation District Office Supports *Works Wonders* Program

As a longtime *Works Wonders* supporter, the Lubbock Texas Department of Transportation (TxDOT) District Office has been working with TIBH for more than 21 years).

Andrew Chavez, a TxDOT contract specialist, has handled contracts for the district for the last decade, as well as played the role of state use coordinator where he works with



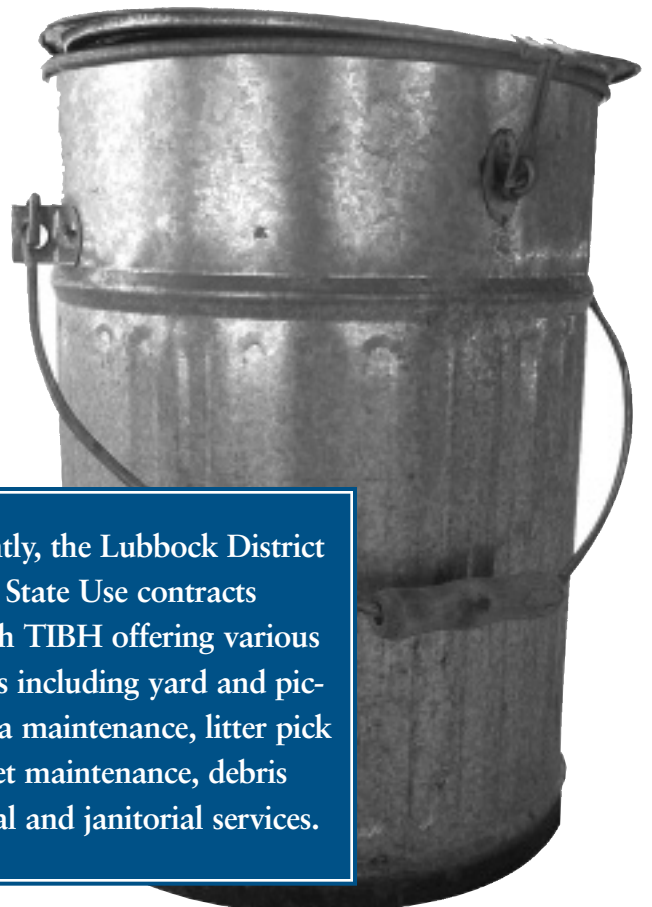
Larry Sargee from TIBH to identify and secure contract opportunities for people with disabilities in the Lubbock area.

“There are different stages to the process,” says Chavez. “We develop the plan and specifications, Larry gets them to a Community Rehabilitation Program that he feels can handle the job and then TxDOT, along with TIBH and the CRP, negotiates prices to perform work.”

Currently, the Lubbock District has 53 State Use contracts through TIBH offering various services including yard and picnic area maintenance, litter pick up, fleet maintenance, debris removal and janitorial services for 17 counties in the south plains area in the northern panhandle. The Lubbock District has more than \$1 million dollars annually in contracts with the *Works Wonders* Program and 100-125 people with disabilities are employed through this contract.

“TxDOT has a trusting relationship with TIBH,” says Chavez. “TIBH understands our goals and we understand their goals. We recognize that many people with disabilities are able and willing to work, so we support their goal to put them in meaningful jobs. And in turn, we work together to meet both of our objectives. It’s a great working relationship.”

“TxDOT is a very strong supporter of the *Works Wonders* Program,” says Larry Sargee, sales representative for TIBH. “Andrew Chavez is a good example of this support. He constantly strives to do what he can to help make people with disabilities lives more productive. We look forward to a very long and successful working relationship with them.”



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Lubbock and El Paso Celebrate National Goodwill Week



This past May, Goodwill Industries celebrated its successes and educated communities about its mission as part of national Goodwill Week.

In celebration, Goodwill of El Paso, Inc. invited football players from the University of Texas at El Paso to participate in a fashion show aired on El Paso's ABC Affiliate KVIA-TV. They also launched the Goodwill-Pass it On! Campaign. To kick off the project, Goodwill passed out special blue and white wristbands to guests at its annual employee appreciation breakfast where Pat Castillo, an international master facilitator in sales and customer service training, urged guests to go after success rather than wait for success to come to them.

The campaign was the idea of Crystal Mireles, human resources assistant for Goodwill, who hopes that when we witness acts of kindness in our community that we will pass along a bracelet to recognize and encourage more acts of



courtesy along the border. Partners in the Goodwill-Pass it On! Campaign include the Paso del Norte Health Foundation, Texas A&M University, David Carrasco Job Corps Center and Univision KINT-TV.

While celebrating National Goodwill Week CEO, Anna Bray, reported that



Goodwill Industries of Lubbock also celebrated 40 years of service to the Lubbock community.

With the support of the Lubbock Lions Club and the Downtown Rotary Club, Goodwill opened its doors in 1967 as a small workshop and store to create job opportunities for people with disabilities and barriers to employment. Still at the same location and carrying out the same mission, Goodwill Industries of Lubbock has expanded into an exceptionally successful organization.

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machinery was not damaged. They had to shut down for two-and-a-half weeks.

"In all of the time that we were down, not one order was cancelled," says Archer. "I've come to notice that if we value our customer and put their needs first, and if they have faith in us, it will all work out fine."

Not only is Beacon Lighthouse Inc. meeting the needs of its many customers, but it is also helping people in the community who are blind and visually impaired by providing them with meaningful work.

"It's important to provide employment to individuals with disabilities because they are often not offered diverse career opportunities due to their disability," says Edgemon. "We are here to offer economic and personal independence through gainful and fulfilling work opportunities in the manufacturing and sale of quality goods." Archer understands this first hand.

"When you are visually impaired it is very difficult to find a job," says Archer. "I'm not sure what most of us would do for a living if it wasn't for Beacon Lighthouse. It's a challenge every day, but it's the challenge that keeps you going."

"We are proud to be affiliated with the *Works Wonders Program*," says Edgemon. "It allows facilities like the Beacon Lighthouse Inc. to provide products through the State Use Program while utilizing a local workforce of people with disabilities. It's extremely helpful that state agencies are able to purchase our wide variety of products through one central location."



James proudly works on the toner cartridge orders at Beacon Lighthouse.

TIBH Hits the Road with Regional

In April, TIBH hosted a vendor fair for the Texas Health and Human Services Commission (HHSC) in Austin. More than 300 employees, including management, purchasers and end-users attended and learned about the products and services available through TIBH. A dozen TIBH vendors had booths at the event, as well as Office Depot which sells TIBH products to state agencies. Larry Hopkins of HHSC, and Ron Bartels, state marketing manager of TIBH, spoke and welcomed guests and vendors and door prizes were given out by attending vendors every hour.

“This was a great opportunity for our CRPs to display in a different venue to increase sales and therefore provide employment for even more Texans with disabilities,” says Pat Engleman, TIBH product operations manager. “They thought it was a huge success for the Program, as they were able to network, gain new customers and set up meetings for tours and information sessions.”

TIBH thanks HHSC for the support of the State Use Program and for the opportunity to proudly display our products and share information about the capabilities of more than 7,000

Texans with disabilities in the State Use *Works Wonders* Program.

On June 14, TIBH and Texas Tech hosted a regional products and services expo in Lubbock where nearly 100 guests attended and enjoyed displays from various Community Rehabilitation

Programs. The next day, the Texas Council on Purchasing from People with Disabilities held its quarterly meeting on the Texas Tech campus.

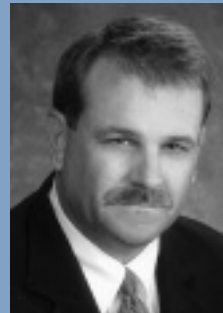
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Annual Trade Shows



A Message from the President and CEO, Fred M. Weber, Jr.



During the 80th Texas Legislature, 2007 Regular Session, HB 3560/SB 1507 passed, which changed the Texas Building and Procurement Commission to the Texas Facilities

Commission. The legislation also transferred the administrative functions of the Texas Council on Purchasing from People with Disabilities, as well as the state purchasing functions that were housed by the Texas Building and Procurement Commission, to the State Comptroller's Office. The legislation became effective September 1, 2007.

TIBH appreciates the support that it received from the Texas Building and Procurement Commission in the past and is looking forward to working with the State Comptroller's Office as its new partner in the State Use Program.

I am pleased to announce that three new members joined the Texas Council on Purchasing from People with Disabilities. Please welcome J. Michael Daugherty, Les Butler and Kevin Jackson.

TIBH will be celebrating its 30th anniversary in 2008. As part of the celebration, we will host regional luncheons to honor the Program's customers and workers with disabilities. We will send you information regarding the event in your area as the time draws near. We look forward to celebrating with you as the State Use Program continues to grow.

A handwritten signature in black ink, appearing to be "F. M. Weber, Jr."



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Join Us for the TIBH 19th Annual Products & Services Expo on October 4

Be sure to join us for this year's 19th Annual Products and Services Expo held on Thursday, October 4, 2007 at the Embassy Suites located at 5901 North IH-35 in Austin, Texas. Some of your favorite products and services, as well as new items, will be showcased at the event from 10 a.m. to 2 p.m. so you won't want to miss the fun. Lunch will be served. We look forward to seeing you on October 4!

VISIT THE TIBH ONLINE CATALOG AT www.tibh.org