

Disability Determination Services

Texas Department of Assistive and Rehabilitative Services

In 1993, Disability Determination Services (DDS), a branch of the Texas Department of Assistive and Rehabilitative Services (DARS), began a partnership with Goodwill, one of Texas' many community rehabilitation programs (CRPs), and Texas Industries for the Blind and Handicapped, Inc. (TIBH).

What began as a small, full-time staff of employees with disabilities assembling, stapling and hole-punching documents in the mailroom has progressed over the years to include such tasks as pre-sorting and assigning postage to 250,000 pieces of mail per month, sorting and batching daily courier deliveries of incoming mail, alphabetizing and storing hard-copy documents, creating and scanning two-dimensional barcodes for all paper documents, processing electronic claims and faxing medical documents.

"Over the past 15 years, we've maintained a wonderful relationship with TIBH and Goodwill," Vince Southerland, Facility Services Officer of eight years, said. "Our employees with disabilities from Goodwill are such a good fit here and TIBH offers excellent resources and assistance."

As with many industries and occupations, advancements in technology have modified the job description of Goodwill employees with disabilities that DDS employs. Paper mail is being replaced by email and electronic documentation. These employees are up for the challenge of change.

"This is a very hectic job--accuracy is a must," Roy Watkins, a DDS Contract Specialist who's been with the company for 29 years, says. "We need all of our employees to be on their game and they absolutely are. We continue to expand their job responsibilities because we know that they can meet and exceed our expectations."

Employees are constantly pushed on accuracy rates because, as Laura Collins, Operations Manager and direct supervisor of the 24 employees with disabilities from Goodwill, points out,

one thing always affects something else in the process. Each employee, or mail clerk, depends upon the one before him for accuracy and efficiency. The daily mail services of DDS are truly a team effort.

"All of our mail clerks know every job that makes up the DDS Mail Services Department," Collins says. "Sometimes we hire for specific areas of need, but eventually, each of our 24 employees knows each position, providing versatility in getting jobs done."



Employees in the Mail Services Department at DDS pose for a photo with supervisor Laura Collins (bottom row, right).

"Our employees have proven that they can do the job--that's what I'm looking at. They can provide the services that we're contracted for," Watkins said. "That's why our contracts, and their responsibilities, have and will continue to expand."

Employees with disabilities from Goodwill handle three separate DDS contracts in total: Mail Services, Switchboard and Janitorial Services.

CONGRATULATIONS
TO GOODWILL
INDUSTRIES OF
CENTRAL TEXAS
ON ITS 50TH
ANNIVERSARY!



Aldersgate Enrichment Center



The Aldersgate Litter Pick-Up crews work with the Texas Department of Transportation to fulfill contracts in 10 counties.

Aldersgate Enrichment Center, founded in 1987 by the Central Texas Methodist Men, is located on 150 acres in the quiet little town of Early, Texas. You'd never know it from the highway, but the Center is a booming metropolis of industry.

What began as six associates in downtown Brownwood working on two contracts has, over the years, turned into 100 employees--75 associate employees with disabilities and 25 staff and supervisors. Now there are numerous departments that make up Aldersgate, a faith based organization which gives God the credit for its continued success.

The Litter Pick-Up Department is one of the largest departments. Aldersgate partnered with TIBH and the Texas Department of Transportation (TxDOT) on the litter pick-up contract in March, 2007. The department has four crews, each made up of four to five associates and a supervisor. These crews keep the roadways and parks clean for residents and travelers in 10 counties: Taylor, Comanche, Eastland, Callahan, McCullough, San Saba, Mills, Coleman, Jones and Shackelford.

More specifically, in Jones and Shackelford Counties, crews work to pick up litter and landscape the area parks. One crew stays in Eastland County at all times and provides services for the roadways. Crews provide roadway and highway pick-up in McCullough, San Saba and Coleman Counties, while in Taylor, Comanche, Callahan and Mills Counties, Aldersgate crews provide landscaping services and litter pick-up on roadways, highways and parks.

Several factors go into planning the schedule each month for these crews: total trash load, surface area and events. At the start of its contract, the TxDOT offices provide litter data and acreage, and Aldersgate calculates the number of man-hours

needed to fulfill the job. The schedule is then created based on how many days a crew would need to manage each county's need. Special consideration is given for county or community events, such as rodeo activities or holidays.

The four crews provide litter pick-up to four counties each day, covering an average of 45 acres per day per county. On average, the crews collect 192 cubic feet of litter per day per county, or 768 total cubic feet per day.

"To put it in perspective, we could fill a 2,000 square foot house from floor to ceiling every 30 days with the trash collected by our crews," Aaron McNeely, Road Crew Supervisor, said.

All of the trash collected is brought back to Aldersgate, where the Recycling Department then takes over. The associates recycle all materials except Styrofoam and glass from litter picked up by the highway litter crews.

"Our crews recycle cardboard, paper, plastics, metals, aluminum cans and shrink wrap, among other things," Rowonna



An Aldersgate associate in the Litter Pick-Up Department works to keep the roadway clean.

McNeely, Public Relations/Marketing Director of Aldersgate, says. The individual materials are compacted together into bales and sold on the open market where they become new consumer products. The profits are used to further the services of the Enrichment Center.

In fact, Aldersgate has found several ways to make additional money. Since it costs \$800 to empty the dumpster on property, Aldersgate employees decided to take that trash, recycle it into bales and sell it. The same with box springs; they separate the aluminum springs from the plastic covering and bale those too.

"It's amazing the things you can recycle," Rowonna McNeely says.

Aldersgate has another State Use contract with TIBH--the cutting of mailbox posts. Aldersgate employees with disabilities cut an average of 1,000 pieces per order. The posts are cut, drilled and sent out for powder-coating. Then they are delivered to the TxDOT regional offices by Aldersgate.

One of the most interesting aspects of Aldersgate is the creation of biodiesel, as a result of needing to cut costs. Aaron

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McNeely looked into making biodiesel and came up with a way to cut fuel costs. The employees with disabilities take cooking oil from restaurants, which would otherwise be thrown away, run it through a pair of blue jeans to strain it, put in a small set of additives and filter it. Then they put it into the diesel trucks Aldersgate's road crews use, thus providing inexpensive recycled fuel. This process has allowed Aldersgate to keep staff and associates at work in spite of rising fuel costs.

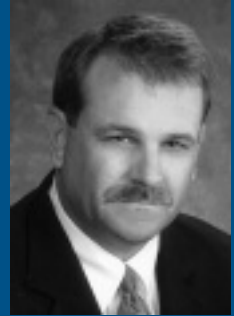
"Start-up was about \$300 for equipment, and now, after three months of perfecting the process, we get diesel for roughly 60 cents per gallon," Aaron McNeely says. "With four road crews driving 300 miles per day, the cost of fuel adds up in a hurry. Our trucks also run more quietly, have more horsepower and get better gas mileage than those that run on regular diesel fuel."

Aldersgate provides many opportunities for its employees with disabilities. Each individual associate's abilities are evaluated for placement into one of the many departments.

"TIBH is wonderful. The organization has done great things for us and for our associates, and for our associates across the state," Michelle Thomas, Executive Director of Aldersgate, said. "We really enjoy working with them."

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

Our 30th Anniversary celebration is rapidly approaching, and we are excited about the opportunity to share our success with you - our partners - at the 30th Anniversary banquet Wednesday, October 15, and the Expo on Thursday, October 16. As always, I want to say "thank you" to all of our customers, dedicated CRPs and employees.



I am glad that many of our CRPs have nominated an exceptional employee with disabilities for the Artie Lee Hinds Award, named for our chairman emeritus and long-time supporter Artie Lee Hinds. Although we consider all nominees winners in their own right, one of them will be honored with the Artie Lee Hinds Award at the 30th Anniversary banquet in October. Please plan to attend and show your support for these talented men and women who make our jobs so rewarding.

We hope you are as excited about this landmark year as we are. I continue to be amazed by the dedication of all of our partners and employees. As we reach this important anniversary, I'm so thankful for the time we've shared, and I look forward to the next 30 years!

Sincerely,

Fred M. Weber, Jr.

*The Board and Staff
of TIBH Industries Inc.
request the honor of your company*

TIBH 30th Anniversary Awards Banquet

October 15, 2008

Social Hour 6 p.m.

Dinner 7 p.m.

Business Attire

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Watch out for these important dates in 2008:

October 15 - TIBH 30th Anniversary Banquet

October 16 - TIBH Products and Services Expo

November 14 - 10:00 am, Texas Council Pricing Subcommittee Meeting

December 5 - 8:30 am, Texas Council Certification Subcommittee Meeting

December 5 - 10:00 am, Texas Council Meeting

Join Us for the TIBH 20th Annual Products and Services Expo

Be sure to join us for the 20th Annual Products and Services Expo, which will be held on Thursday, October 16, 2008 at the Austin Airport Marriott South Hotel, located at 4415 South Interstate Highway in Austin, Texas.

In addition to brand new items, many of your favorite products and services will be showcased at the event from 10:00 a.m. to 2:00 p.m. You don't want to miss the fun, so plan to attend. We'll see you there!

You can find a copy of the registration form at www.tibh.org.

VISIT THE TIBH ONLINE CATALOG AT www.tibh.org