

AbilityOne Program Overview

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People Who Are Blind or Severely Disabled
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XXXXXX, NISH

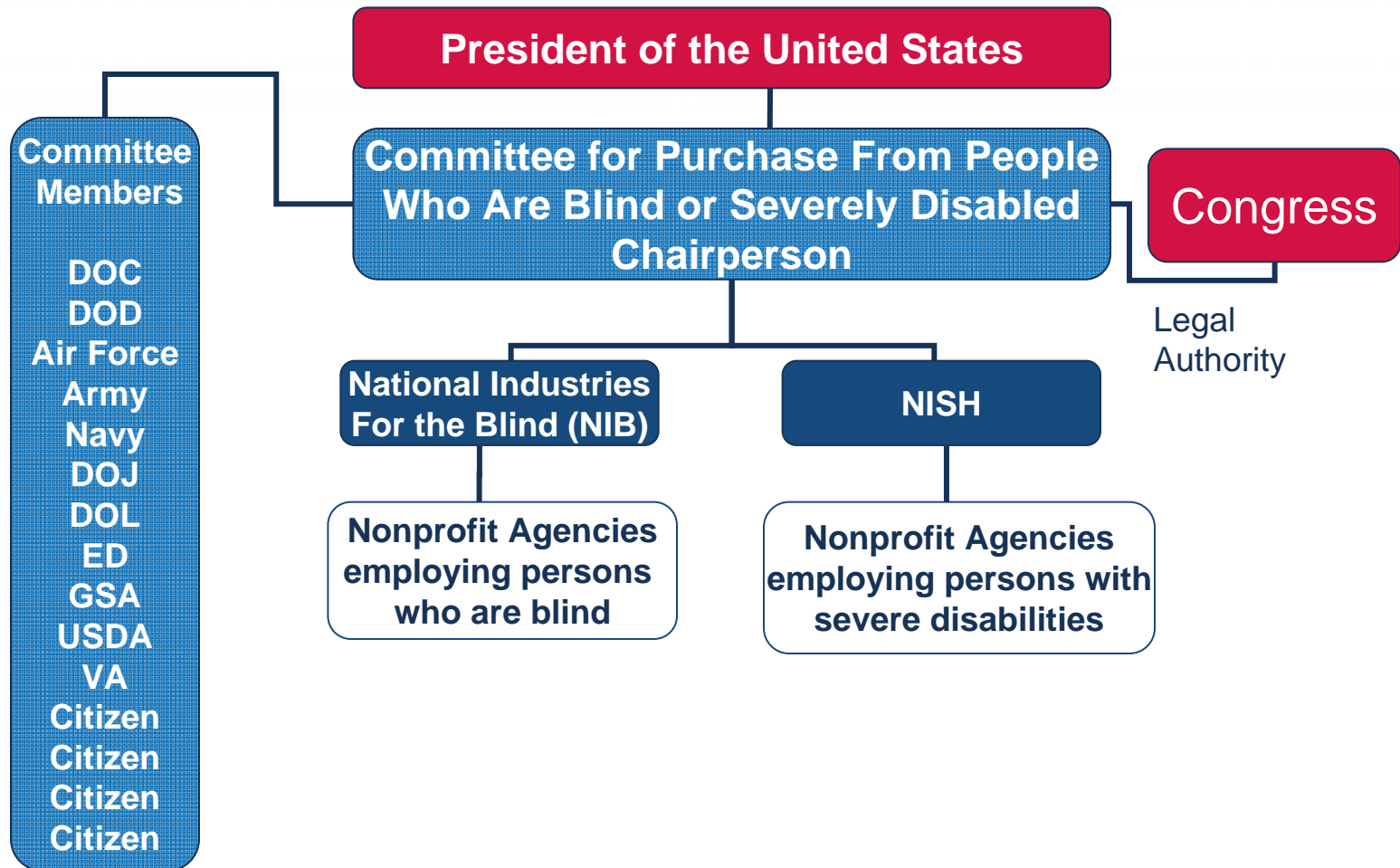


May 14, 2008

Session Objectives

- The legal and regulatory basis for the AbilityOne Program under the Javits-Wagner-O'Day Act
- How AbilityOne provides needed products and services while meeting the goal of employing people who are blind or have other severe disabilities
- How agencies can benefit from the Program

Organization Chart



Committee Staff

- Federal Employees
- Provide the Committee with Information to Make Decisions (Committee Meetings)
- Day-to-Day Operations
- Education and Promotion
- Liaison Between Gov't and NIB or NISH

The AbilityOne Team

- **Federal personnel**
- **Committee for Purchase**
 - Independent Executive Branch Agency
- **Central Nonprofit Agencies (CNAs)**
 - National Industries for the Blind (NIB)
 - NISH (serving people who have other severe disabilities)
- **State and Private Nonprofit Agencies (NPAs)**



Creating Employment
Opportunities
For People With
Severe Disabilities

Program Mission

Provide employment opportunities for people who are blind or have other severe disabilities in the manufacture and delivery of products and services to the federal government.



Why is This Important?

- Over 17 million working-age adults are blind or severely disabled
- With only 38% of this population employed
- The AbilityOne Program serves people who cannot obtain or maintain employment on their own
- Today, the AbilityOne Program is the single largest employer of Americans who are blind or have other severe disabilities in the nation



Customer Focus

- Federal Government is the AbilityOne Customer
 - CNAs and NPAs are part of the AbilityOne Team
 - Committee Must Balance Needs of the Government and the Employment Needs of people who are blind or have other severe disabilities
 - Focus on Value Proposition vs. Mandate
 - Provide Solutions

Customer Satisfaction

Customer satisfaction is the key to keeping people employed, so...

Performance

+

Value

=

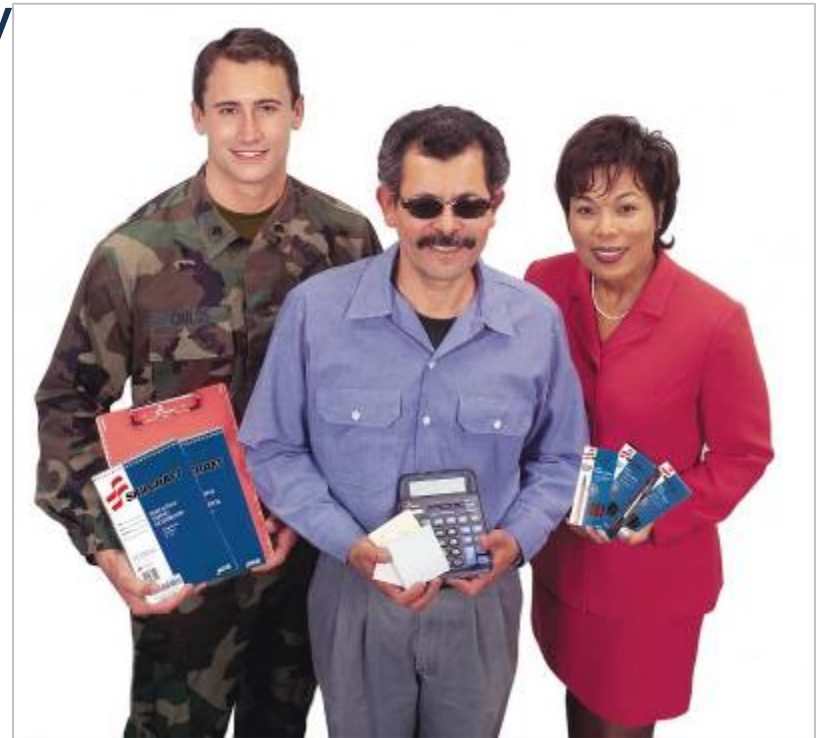
Customer Satisfaction

=

Jobs

Benefits to the Federal Government

- Quality products and services, on-time delivery
- Fair market prices, best value procurement
- National network of solutions providers
- Long-term relationships
- Moral satisfaction in helping people to help themselves



How does AbilityOne work with Federal Customers?

- Partner with Federal customers to increase customer satisfaction and loyalty, and become their preferred source for products and services
- Increase customer satisfaction
 - Responsiveness, consistency, reliability, quality, timeliness, and price
- Establish collaborative plans

Customer Testimonial

“Growing up, I didn’t know anyone who had a disability. “It wasn’t until I started working at GSA and awarding AbilityOne contracts that I was exposed to people with disabilities of any kind. At first I was fearful, but then I started working and talking to people and realized that there is really nothing to fear at all, but there is a whole lot to embrace. I know that when I see AbilityOne workers performing in a building that I’ve done a good thing.”

Debbie Bantz
General Services Administration
Great Lakes Region

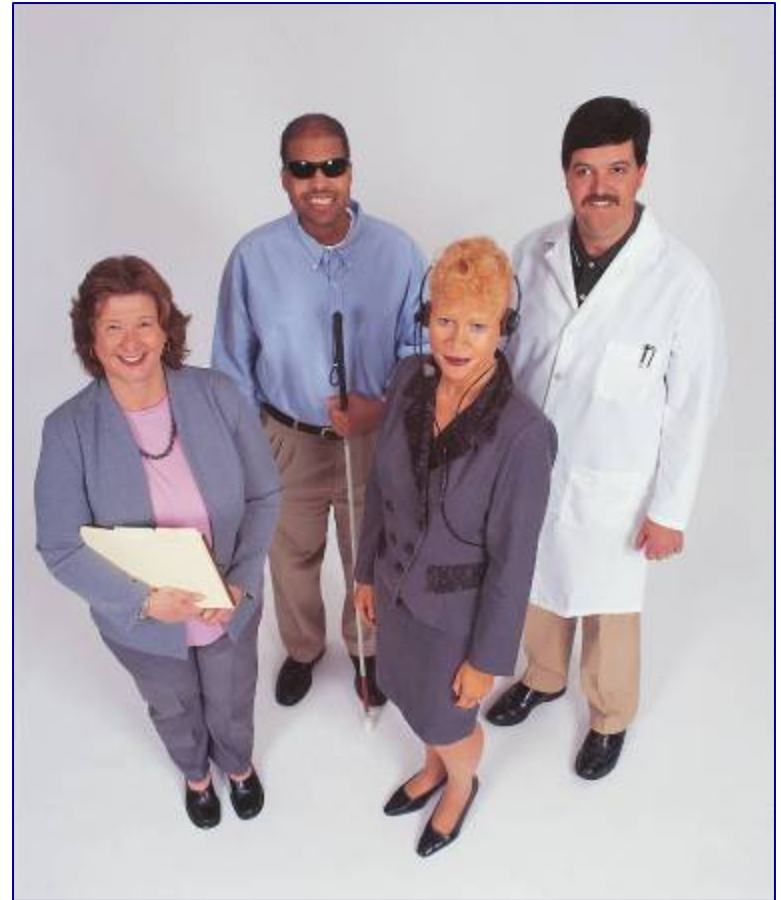
Customer Testimonial

“I recommend the AbilityOne Program first and foremost because they get the job done. Secondly, there’s a great sense of fulfillment in helping your local community and giving severely disabled and blind folks meaningful employment. The AbilityOne Program also saves us time and money by fulfilling our contracting requirements and being there for essentially almost anything that we need. They can just take over a job with very little training and really fill in all the holes where we need their help.”

Maj. John W. Wilkinson
20th Contracting Squadron
Shaw Air Force Base, SC

Benefits to Employees who are Blind have other Severe Disabilities

- Wide range of employment opportunities
- Long-term work experience
- Marketable job skills
- Equitable wages and benefits, plus a chance to advance
- A measure of independence



Profiles in Success

“Thanks to the AbilityOne Program I am able to provide for my family again. Through my job, I have learned that my daughter, Chastity, who was born with cerebral palsy, can also apply for a job through the AbilityOne program. ”



**Army Sgt. 1st Class (R)
Frederick Williams & daughter
Myracle
Training Rehabilitation &
Development Institute (TRDI)
Securities Monitor
Director of Aviation
Ft. Hood, Texas.**

Committee Responsibilities

- Determine Which Items to Add to the Procurement List
- Determine the Fair Market Price
- Set Policies and Provide Guidance for the AbilityOne Program
- Assist in Educating Federal Agencies About the AbilityOne Program

New Additions to Procurement List

- New additions meet the Committee's Suitability Criteria
 - Demonstrate potential to create employment
 - Qualified NPA capable of meeting quality and delivery standards
 - No severe impact on current provider
- Offered at a Fair Market Price
- Deliberative Committee decision via public rulemaking process

CNA Responsibilities

- Oversee and assure nonprofit agency (NPA) contract compliance
- Solve problems; single point of contact for complaints or delivery issues
- Help educate customers
- Represent NPAs to the Committee
- Evaluate and report NPA qualifications and capabilities to the Committee
- Recommend suitable additions to the list including the initial fair market price

CNA Responsibilities (Cont.)

- Equitably distribute orders to NPAs
- Recommend price changes
- Ensure NPA compliance with Act
- Enter into contracts with federal agencies
- Increase awareness of the Program

NPA Responsibilities

- Manufacture and deliver products or perform services as assigned by the CNA
- Meet qualification for participation
 - 75% of direct labor hour performed by people who are blind or severely disabled
 - Net income cannot benefit individual shareholder or other individual
- Maintaining qualifications to continue to participate
- Meet other requirements of Federal contractors

Federal Customers

- Your support is critical to the success of AbilityOne
 - Not limited to contracting personnel
 - Includes purchase card holders, agency program officials, and functional managers
- Key role in Procurement List additions; ongoing role as consumer and advocate
- Federal procurement initiative to generate employment opportunities for people who are blind or severely disabled

What Products Can I Buy?

- Bedding
- Cargo bags
- Chem protective suits
- Cleaning products
- Clocks
- Combat uniforms
- Fleece garments
- Medical supplies/kits
- Military clothing
- Office supplies
- Paints
- Packaged food
- Paper products
- Plastic flatware
- Snow shoes
- Traffic safety clothing
- Wet weather gear
- Writing instruments

What Services Can I Buy?

- Admin support
- Braille production
- Facilities Management
- Food service
- Grounds maintenance
- Secure Document Services which includes:
 - Document Mgmt.
 - Secure Mailroom services
 - Secure Documentation
 - Destruction
- Janitorial/custodial
- Laundry
- Order Processing
- Recycling
- Fleet Management & Maintenance
- Warehousing/Distrib
- TeleServices (call centers, customer service, hot lines, etc.)
- Healthcare Environmental Services

Examples of Services



Why Does AbilityOne Work?

- AbilityOne is a cost-effective way to help people with disabilities help themselves
- The Federal customer receives their requested level of quality at a fair market price
- AbilityOne has a national network of product and service providers to deliver solutions to the Government
- Customers can make a difference in the lives of people with disabilities while fulfilling their own agency's needs

Committee Contact Information

Committee for Purchase From People Who Are Blind or Severely Disabled

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Arlington, VA 22202-3259

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www.abilityone.gov



NIB Contact Information

National Industries for the Blind (NIB)

1310 Braddock Place

Alexandria, Virginia 22314-1691

Phone: (703) 310-0500

Fax: (703) 998-8268

www.nib.org



Nish Contact Information

NISH

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Vienna, Virginia 22182

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www.nish.org

The logo for Nish, featuring the word "nish" in a bold, lowercase, blue sans-serif font.

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QUESTIONS?

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