

SHELTERED WORKSHOP MANAGERS

Just When Things Were Going So Good!

by Bill Barr, President MASWM

We have all had days, weeks, months, or even years that we thought were going smoothly when Wham! You know what I mean, things are humming along when the machine you depend on suddenly goes down or your truck driver is sick on the morning of an important delivery. It could be that a contract that you have had for 10 or 15 years is suddenly discontinued. What do you do? Of course the obvious answer is "everything you can" to keep the wheels of your workshop turning and not falling off.

The real answer is planning for your future; but, things don't always go according to plan. Case in point, extreme weather. People often forget that we are running businesses that operate 12 months a year. They don't realize that if we are forced to close our doors for several days each year because of weather extremes, the lost state aid is difficult to make up. We cannot

simply extend our year the way some schools do to recover lost state aid. For many of our workshops that per diem money is lost forever. This not only places a hardship on many workshops but it also makes it appear that the workshops as a whole didn't need all of the money appropriated. The need is still there, the ability to collect the state aid was simply impaired due to the weather.

Is there an answer to this problem? I don't know. I do know that we must each plan for our futures so that we can continue to prove to everyone what a great asset sheltered workshops are to the State of Missouri and to the people with disabilities we employ. This will be the best way possible to help everyone realize the importance of full funding for Missouri Sheltered Workshops.

With respect for all you do,
Bill Barr, President, MASWM

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Regional Safety Workshops Scheduled

MASWM this year is helping to host a series of regional safety workshops around the state that all managers should be aware of.

Also sponsored by SWIM, DESE and MRS, the programs will provide information on a wide variety of safety topics (see below). Also, the SWIM board has agreed to provide each SWIM workshop with an incentive of \$50/person (up to \$250/workshop) who attends the workshop.

The first sessions were held in May in Kansas City and St. Joseph. Upcoming dates and locations are as follows:

- July 8 and 9, Regions V, VI and VII, Columbia.
- July 15 and 16, Regions IV and VIII, Springfield.

- July 29 and 30, Region IX, St. Louis.
- Aug. 5 and 6, Region X, Poplar Bluff/Sikeston.

Exact locations will be announced.

Individual workshop agendas will follow this format:

- 9:00 am. Welcome and Introductions
- 9:10 - 10:15. Safety Management 101—A general introduction to safety and safety management. The session will discuss and outline the critical elements of a good workable safety program. The session will also introduce some key elements to behavior based safety and steps to develop a safety culture.
- 10:15 - 10:30. Break
- 10:30 - 12:00. Recordkeeping Requirements—This session will review

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Mark Your Calendar

The Missouri Association of Sheltered Workshop Managers has announced the 2008-2009 schedule of conferences.

Be sure to mark your calendar for the upcoming MASWM meetings:

Summer 2008 – Area Meetings and Regional Safety Training; the Board of Directors will meet, time and place to be announced.

Autumn 2008 – Oct. 6, 7, 8 (Monday – Wednesday), 2008 – Radisson Hotel, Branson.

Winter 2009 – Jan. 20 and 21 (Tuesday and Wednesday) 2009 - Truman Hotel, Jefferson City.

Spring 2009 - April 6, 7, 8th (Monday – Wednesday) 2009 (rooms also avail for that Sun, 5th) Lodge of the 4 Seasons.

MASWM

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Mission

Sheltered Workshops in Missouri share a common mission of providing dignified and meaningful employment opportunities for people with disabilities.

If you have questions regarding the Missouri Association of Sheltered Workshop Managers, please contact: Bob Wilson, consultant, Ph: (573) 634-6102, Fax: (573) 634-4197; or

President Barr: Phone: (573) 36-7934; Fax: (573) 346-1214; E-mail: bill@lakeareaindustries.org

Regional Safety Workshops Scheduled

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the aspects of safety program and risk. Management recordkeeping. The session will review best practices in documenting safety training, safety inspections, safety program review. And other elements of the safety process. The session will also review the OSHA 300 recordkeeping requirements.

12:00 - 12:30. Lunch

12:30 - 1:45. Regulatory Programs—This session will briefly review the OSHA compliance and regulatory programs which your workshop must have in place. Some of these compliance programs include: Bloodborne pathogens, Hazard. Communications, Lockout - Tagout, PPE, Forklift, Fall Protection and several others.

1:45 - 2:00. Break

2:00 - 2:30. Housekeeping/Machine Guarding—These two topics are some of the primary areas which contribute to

employee injuries within our workshops. This session will review special safety programs and activities to address these hazard areas.

2:30 - 3:30. Employment Practices Fleet Safety—This session will review current trends and best practices in employment practices. The session will discuss the need for up to date policies and staff training. The session will also cover current best practices in fleet safety.

In conjunction to the above program a forklift refresher or certification program can be presented. This will depend upon interest from the various regions and accessibility to forklifts.

For more information, you may contact Alan Schmitt, ARM-P, vice president of Loss Prevention Services, Arthur J. Gallagher Risk Management Services, Inc., phone 314-800-2255, 1-800-877-8218 ext. 2255; e-mail alan_schmitt@ajg.com.

Workshops Mark Generally Successful Legislative Session

MASWM members this spring were extremely active in working with the Missouri legislature, including the important effort to assure funding for State Board of Education Sheltered Workshop Division.

Legislative Chairman Randy Hylton was among those urging workshop members to support House Bill 2002. The bill proved successful and was sent to the Governor for signing with Section 2.230 outlining \$21,198,354 to the Department of Elementary and Secondary Education for the Sheltered Workshops Program.

A key part of the work involved individual workshop managers who contacted their representatives and senators directly. This one on one work helped tell the

often-unseen workshop story and cleared up misunderstandings about how workshops spend their funds.

Typifying the successful communications was Vicki McCarrell and C.J. Welch of Boonslick Industries in Boonville, who reported that they had contacted their senator (Bill Stouffer) who was very supportive, especially after he was told how that single workshop paid \$83,533 in client labor for the first eight months of Fiscal Year 2008, while receiving \$54,632 in state aid. The rest of the funds for the workshop operation—as with most workshops—is derived from the contract work by the workshop.

Joplin Workshop Earns Media Praise

Joplin Globe columnist Wally Kennedy recently profiled the Joplin Workshops with an article that was both entertaining and informative.

Kennedy had written an earlier column about working in a casino, and was sent an invitation to visit the workshop and try his hand in their department that provides linen folding services. The result was Kennedy more or less failing at towel folding—and succeeding beautifully at communicating the value of workshops and employment for people with disabilities.

He noted that Joplin Workshops launder and fold about 48,000 towels a week for 15 hospitals, nearly 60 clinics and other customers. Led by Manager Ron Sampson, the workshop even invited Kennedy to a towel-folding contest!

“I would later learn that folding 560 towels per hour is considered the standard,” Kennedy wrote. “It did not take long for word about the towel-folding contest to circulate through the newsroom. The contest quickly became something akin to an Olympic event.”

Kennedy soon learned that there’s folding, and there’s folding. His first experience involved folding towels for a large regional medical institution, Freeman Health System. The towels had to be folded in such a way that the Freeman logo was visible and in the same corner throughout the pile.

“I couldn’t quite get it,” Kennedy admitted. “After I made several attempts, (my trainer) got a bit frustrated and gave me that questioning look I’ve seen before: ‘You’re not very smart, are you?’”

Later, Sampson said he would give us two minutes to fold as many towels as we could. The contest had some hidden obstacles. Among the towels were some pesky washcloths. They had to be placed in a flat pile. Then there were the towels that you had to reject for discoloration. Those towels have to go through the laundry again. So, not every towel you picked

from the pile could be folded.

“I did pretty well, but I misplaced the logo on some of my towels,” Kennedy wrote. “Those had to be disqualified. In the end, I got the bronze medal. Lynne

got the silver medal, and Darrell got the gold. But I’m not throwing in the towel just yet on a second career in towel folding.”



Joplin Globe writer Wally Kennedy (center) competed in a “towel folding” event at the Joplin Workshops. Although he was beaten by both workshop employees Lynne Mahurin (left) and Darrell Huggins, the resulting article was an enlightening and entertaining look at workshop programs.

Managers: Don’t Be Left Out By “E-mail Shuffle”

Don’t be left out!

Note to managers: We’ve had several new members or even long-time members that have said they are not receiving e-mail notices that go out regularly on MASWM activities, including legislation and meeting notices.

Although there are many cases where we simply have not gotten updated info or acted correctly, a recent problem has frequently involved workshop e-mail changes, probably due to a new e-mail policy or even technical, IT change.

One widespread case involves managers and others who have an e-mail, such as jane.doe@workshop.com. Then the workshop decides to make all

addresses consistent and “userfriendly,” and Jane’s address is changed to simply jane@workshop.com. The problem is, the MASWM e-mail (and no doubt others) is still going to jane.doe@workshop.com.

We’ve had several of these lately. Some went the other way, from jane@ to jane.doe@, or to initials such as jdoe@.

The key is to let us know. The MASWM Web site has a convenient online form at <http://www.moworkshops.org/form.html> just for that purpose!

Stay updated and help us stay in contact!

Carole Hobbs Named Hope Haven Manager

William E. Ahlbrecht, President of the Hope Haven Board of Directors, announced the appointment of Carole Hobbs to the position of Workshop Manager of Hope Haven Industries, Inc, effective immediately. She replaces Molly Marshall-Barnett who had previously announced her intention to resign. Mr. Ahlbrecht noted that Carole has the full support and cooperation of the Board and Staff as she assumes her new responsibilities so that we can accomplish the mission of Hope Haven.

Carole Hobbs has been a resident of Chillicothe for the past 12 years, moving here from Tucson, AZ. She is the proud mother of three daughters and grandmother of three grandsons and one granddaughter.

Carole was hired July 17, 2000, as a Recycling Supervisor at the Chillicothe Recycling Center. She was promoted to the position of Recycling Manager in 2003 and began overseeing the Chillicothe and Trenton Recycling Centers along with the transportation department. In 2007 Carole became the Operations Manager, which involved the



Carole Hobbs

administration of the recycling center (Chillicothe and Trenton), New Hope warehousing/logistics (Trenton), and sub-contracting (Chillicothe).

When asked about her appointment as Workshop Manager, Carole Hobbs replied "I am excited about Hope Haven's future and look forward to moving our Hope Haven team to the next level. We have a lot to look forward to and I am glad to be

a part of it. Hope Haven is truly a special place.

Hope Haven Industries, Inc. provides dignified and meaningful employment for adults with disabilities. Dedication and hard work along with the concern and involvement of both the Chillicothe and Trenton communities are the underlying reasons for Hope Haven Industries phenomenal success. Hope Haven's quality products and business services include in Chillicothe the recycling center, pallet shop, and sub-contracting services, and in Trenton the New Hope recycling and curbside recycling service as well as warehousing/logistics. Anyone interested in more information about employment or volunteer opportunities with Hope Haven is encouraged to contact the sheltered workshop at 660-646-5172.

In 2007 Hope Haven was approved by the Missouri Department of Economic Development for 70% tax credits for the \$440,000 Recycling Center Renovation project. Anyone who has questions about the tax credits or is interested in providing a donation to this project can contact Carole Hobbs at 660-646-5172.

Missouri Neighborhood Program Helps Workshop

Hope Haven Industries in Chillicothe is a good example of a funding option that other workshops should study.

Hope Haven recently utilized tax credits through Missouri's Neighborhood Assistance Program as part of a key fundraising effort.

For Hope Haven, the Missouri Department of Economic Development approved 70 percent tax credits for a \$440,000 workshop capital improvements project.

The NAP designation allows eligible participants to donate to this project and receive 70 percent of the value of their donation back in Missouri income tax

credits. Donors may claim the tax credits when they file their Missouri tax return. The tax credits may be carried forward for five years beyond the donation year. Donations may be given in the form of cash, materials/supplies, equipment, professional services, labor or publicly traded stocks and bonds. Any donation made toward the project will be used exclusively for the recycling renovations.

If you have questions about Hope Haven's use of the tax credits or are interested in providing a donation to the Hope Haven Recycling Renovation project, please contact Carole at 660-646-5172 or email info@hopehavenindustries.org.

For direct information on the NAP program, visit the Missouri Web site for business and community services (www.missouridevelopment.org), click on BCS Programs (on the left), then on the next page click on Neighborhood Assistance Programs, again on the left.

In 1978, Missouri became the third state in the nation to adopt legislation creating a Neighborhood Assistance Program (NAP). Since its inception, more than 11,000 donors have given over \$210 million to NAP projects, and in return, the State has given over \$110 million in tax credits to those donors.

Project, Inc. Marks Busy Spring With Numerous Projects

Everywhere you look at Project, Inc., in St. Louis, you see hands moving. Hands sorting, hands stacking, hands assembling packages, collating and finishing the details necessary to complete their work. Along with an extraordinarily high work ethic and an overall affectionate nature, these workers also have a strong desire to learn new job skills and enjoy interacting with their co-workers. Not many businesses can boast such a productive and positive work environment. But at Project, Inc. it's a typical day.

Dignity and value are universal needs of the human condition. Adults with developmental disabilities are no different. They don't want a handout – they want a chance.

Project, Inc. provides assembly, fulfillment, inspection and packaging services to a wide range of businesses in the greater St. Louis area. Project was formed in 1958 as a result of a federal grant to determine whether adults with mental retardation could be taught to work. Project's training program accelerated into work opportunities for those unable to meet the requirements of competitive employment by providing the structured environment of continuous skill reinforcement and social interaction with a peer group necessary to the individual's success.

Project's Mission is to improve the quality of life for individuals with mental retardation by providing long-term, dignified employment and a foundation for quality social interaction while meeting or exceeding our customers' performance standards.

Project's Major Accomplishments

Project's training program was successfully adopted by other sheltered workshops. Ninety-two organizations throughout Missouri now provide dignified employment for 7,360 individuals with a variety of mental and physical disabilities.

Project developed an On-the-Job Training program, and a pre-workshop training program for young adults age 16



Rep. Rachel Storch (D-64, left) presented a House Resolution to Deborah Hostetter.

or older. Project has been a strong advocate for pre-retirement training programs.

Project created social activity programs for employees and supports its award-winning athletes involved in Special Olympic teams.

Project was instrumental in the creation of Sheltered Workshop Insurance of Missouri (SWIM), a self-funded workers' compensation insurance program with 63 active members.

Project's Current Programs

Pre-workshop training for young adults in their senior year of Special Education studies or recent graduates without work experience. This program teaches work,

social and life skills.

On-The-Job Training for adults with greater limitations who are unable to function well in the general workshop groups. These individuals receive closer supervision and repetitive skill reinforcement to enable them to work a full day. The success of this program can be exemplified by the following parent testimonials:

An autistic young man has never been able to assist with household chores. However, due to experience folding garments for one of Project's clients, he now folds laundry at home.

A young woman with severe developmental disabilities could not assist with grocery shopping. Due to the life skills training portion of this program, her mother reports that she now can find the correct product and the correct quantity at the grocery store.

Both families are thrilled with this progress.

Project looks to the future with a vision to expand its capabilities through a diverse market emphasis in order to provide employment for future generations of individuals with mental retardation. An expanding global economy, new technologies, higher production costs, and disappearing hand-assembly markets challenge Project to make its vision a reality for future generations.



Employees work hard and have reason to smile at Project Inc. in St. Louis.

Meramec Valley Receives Respected Certification

Sheltered Industries of the Meramec Valley, Inc. (SIMV) of Sullivan, in January received notification that they have received International Standards Organization (ISO) 9001:2000 certification from Orion Registrars.

Rob Hefner of Quality Processes, said, "An ISO 9001:2000 system ensures that customers will receive quality product and service through proper personnel training, reviewing and improving upon the processes needed for product quality. On-time delivery and working with suppliers to ensure incoming product quality is critical in the ISO system. It is a rare feat to be able to announce that a sheltered work-

shop was able to obtain ISO 9001:2000 certification. Through employee diligence and Eric's (Eric Giebler, General Manager) unwavering support of the system, it pleases me to announce that SIMV is the first sheltered workshop in the state of Missouri to be able to achieve registration to this system."

"Due to the eclectic personalities of SIMV's employee base, there were many times that we needed to think "out of the box" on methods to implement many of the systems required by the ISO 9001 standard. SIMV's management team was instrumental during the implementation process of this system and all of the chal-

lenges that it presented, and it pleases me to say that I was a part of this team" noted Heffner.

SIMV is the first workshop within the State of Missouri to become ISO certified. Only a handful of sheltered workshops in the United States have received this prestigious Certification.

SIMV provides productive employment opportunities to people with disabilities. Specializing in high speed shrink packaging applications as well as hand assembly operations, SIMV provides client companies efficient, high-quality, competitive alternatives in labor management. SIMV celebrates 20 years in business in 2008.

Workshops Announce Changes with New Managers, Contact Information and More

Several changes at TEMCO, Inc. in **Marthasville** are worth noting. Manager Robert Engemann's new e-mail is retemco@gmail.com, replacing his old address of temco@fidnet.com. The workshop also has a new street address. TEMCO hasn't moved, but they have been given a new street address by the postal service: 16950 Rinne Rd. If you're looking for TEMCO's web site, make sure you use the full address:

www.emmaushomes.org/temco.html.

Executive Pamela Martin at **Bates County** Industries has a new e-mail, bcii@embarqmail.com. You can also telephone the Butler workshop at 660-679-

3667.

Chuck Bailey is general manager at the **Springfield** Workshop. Make a note of his e-mail: cbailey@springfieldworkshop.com. You can also call 417-866-2339, ext. 20.

Kimberly Hoopes at **Ozark Sheltered Industries, Pomona**, notes a new e-mail address, kh@centurytel.net.

Robin Austin at the **Johnson County** Sheltered Workshop in Warrensburg notes a new e-mail address, raustin@jcmbms.com.

Kim Bise at **Handi-Shop, Inc., in Mexico** has a new e-mail address, gm@handi-shop.com. The phone number there is 573-581-1191. Kim replaced Connie Hale, who retired in February.

Carol Simms is executive director of Valley Industries, Inc., **Hazelwood**, having replaced former MASWM President Steve Frank over a year ago. Her e-mail is carol@valleyind.net.

Note that the e-mail for Brian Hogan, executive director of Blue Valley Industries in **Kansas City** is bhogan@bvinds.org.

Big Springs Sheltered Workshop Manager Dorothy Johnson's e-mail is workshop@centurytel.net. Big Springs is in **Van Buren**.

Charles Fischer is the new manager at Canterbury Enterprises, **Shrewsbury**, replacing Jean Davis. Charles' e-mail is cfischer@canterburyent.org.



Boonslick Industries was named 'Business of the Year for 2007' by the Boonville Area Chamber of Commerce at the annual banquet Jan. 29.