

USDA
2007 ABILITYONE
CONTRACTOR OF THE YEAR AWARD

SERVICESOURCE, INC.
ALEXANDRIA, VIRGINIA
AGRICULTURAL RESEARCH SERVICE
FOOD SAFETY AND INSPECTION SERVICE

SERVICESOURCE, INC. is a private not-for-profit 501(c)(3) organization based in Alexandria, Virginia. *SERVICESOURCE* provides employment for approximately 775 people with disabilities, with nearly 65 percent employed on AbilityOne contracts.

SERVICESOURCE, INC. primarily provides outsourced labor services, specializing in mail center management, administrative support services, food service operations, and bulk mail services. *SERVICESOURCE* provided a number of services for the Department of Agriculture (USDA) through the AbilityOne Program.

SERVICESOURCE, INC. began working with USDA at the South Building in 1984. Because of their success and quality of service, their presence has grown, including operations at the Economic Research Service (ERS) and George Washington Carver Center. From an initial contract with the Civil Rights Staff of the Agricultural Research Service, which initially employed five people with disabilities, *SERVICESOURCE* and USDA's partnership has grown to four on-site contracts, employing 25 people with disabilities. In addition, approximately another 100 people work at the Employment Center performing bulk mail services for USDA's Food Safety and Inspection Service.

Under a contract with the Agricultural Research Service, *SERVICESOURCE* supported the ERS for mail center operations and copier maintenance. *SERVICESOURCE* handled all color copying for an ERS site, providing services since February 1, 1995.

SERVICESOURCE continuously delivered timely, quality services under their contracts. USDA employees are confident their mail will be delivered on time, per the requirements of the contracts. *SERVICESOURCE* employees are trusted, integral members of the USDA team at these locations.

SERVICESOURCE employees are some of the most courteous, professional and likeable. They are more than just a "contractor." They take pride in their work, and they are eager to be helpful to USDA staff.

Janet Samuelson, President
jsamuelson@ourpeoplework.org
(703) 461-6000

**USDA
AGENCY ABILITYONE
AWARD WINNERS**

***DePAUL INDUSTRIES
PORTLAND, OREGON
FOREST SERVICE***

DePAUL INDUSTRIES, located in Portland, Oregon, has provided temporary staffing to the Forest Service's Regional Office and Pacific Northwest Station for several years. These offices have had to request staffing on very short notice, and have always been accommodated.

DePAUL INDUSTRIES has provided excellent individuals with varying backgrounds. Their employees have assisted with the implementation of the Foundation Financial Information System (FFIS), and worked with tracking and filing insurance documents for Emergency Equipment Rental Agreements.

Representatives from *DePAUL INDUSTRIES* have always been courteous and professional, even when their assistance is called for the next day. *DePAUL INDUSTRIES'* staff have always responded quickly, and their representatives have provided the highest professional service.

Dave Shafer, CEO
lharding@sudp.com
(503) 281-1289

***TRANSYLVANIA VOCATIONAL SERVICES
BREVARD, NORTH CAROLINA
FARM SERVICE AGENCY***

TRANSYLVANIA VOCATIONAL SERVICES (TVS), processes and packages vitamin-fortified instant non-fat dry milk (INDM) for domestic food distribution programs.

TRANSYLVANIA VOCATIONAL SERVICES has processed and repackaged over nine million pounds of INDM into consumer and household-friendly bags, and shipped finished product to hundreds of recipient Agency locations throughout the United States. *TVS* has performed admirably with excellent product quality and timely deliveries to USDA's recipient agencies.

In addition to manufacturing, *TVS* provides job training, skills development, career opportunities, and related services in a supportive environment to adults with disabilities.

Becky Alderman, Chief Operations Officer
info@tvsinc.org
(828) 884-3195

***USDA
2007 ABILITYONE
SPECIAL ACHIEVEMENT AWARD WINNER***

***JOANNE MANN
MINNEAPOLIS, MINNESOTA
ANIMAL AND PLANT HEALTH INSPECTION SERVICE***

MS. JOANNE MANN is a Contracting Officer with the Animal and Plant Health Inspection Service (APHIS) in Minneapolis, Minnesota. She began her Federal career with APHIS in March 1992.

In 1994, *MS. MANN* was responsible for acquiring janitorial services for a new office in southern Florida. She determined the AbilityOne Program would be a fitting procurement strategy to use to fulfill the requirement. That was the first time she had worked with the AbilityOne personnel, and she discovered awarding that contract was extremely rewarding. Her goal from then on was to set aside a requirement under the AbilityOne program every year.

MS. MANN became pro-active in increasing awards under the AbilityOne by involving her office team. She conducted frequent analyses of award action reports, and utilized the data to determine trends for recurring janitorial work. As a team member, she

promoted the AbilityOne program to the procurement officials at her site, and challenged them to review files, talk with program contacts, and make determinations for future work to be set aside under the AbilityOne program. Since the process for a set-aside can take up to six months, the added challenge was to work with program personnel and to consider new work for the following fiscal year. Collectively, the team was able to set aside and award four new AbilityOne contracts in various locations throughout the United States.

MS. MANN's work with AbilityOne contractors will be recognized since she will be the ***NISH South Regional Office 2007 AbilityOne Champion***. She will receive this prestigious award by NISH because she has done everything in her sphere of responsibility to provide employment opportunities for people with disabilities.

USDA
AGENCY ABILITYONE
SPECIAL ACHIEVEMENT AWARD WINNERS

MARK J. BENEDICT
WASHINGTON, D.C.
FOOD SAFETY AND INSPECTION SERVICE

MR. MARK J. BENEDICT has served the AbilityOne Program since entering Federal service in 1991. He was a Senior Team Member on the professional staff of the Committee for Purchase from People Who Are Blind or Severally Disabled prior to joining the Department of Agriculture (USDA), Food Safety and Inspection Service (FSIS).

MR. BENEDICT has served as an assistant USDA liaison to AbilityOne for FSIS since the position was created in 2002. He developed annual Performance Plans and Letters of Support for AbilityOne from the FSIS Administrator, which have been distributed to FSIS employees nationwide. Performance Plans developed by *MR. BENEDICT*, working in concert with the award-winning FSIS procurement team professionals, have met and exceeded FSIS Plan goals, and the goals set by the Secretary of Agriculture annually.

MR. BENEDICT has written articles in support of AbilityOne for the FSIS *Beacon* and *News & Notes* publications. He has been a nationwide advocate on behalf of people with disabilities for the past three decades.

***ROBERT JAEGER
WASHINGTON, D.C.
FOREST SERVICE***

MR. ROBERT JAEGER is the Branch Chief for Contracting in the Washington Office of the Department of Agriculture Forest Service (FS). He supervises a contracting staff of ten, and awards and administers over 150 contracts per year.

MR. JAEGER was responsible for listing the FS uniforms contract with an AbilityOne contractor. The FS purchases \$4 million worth of uniform items each year. *MR. JAEGER* worked to include every uniform item on the AbilityOne Procurement List.

MR. JAEGER studied the physical and managerial capabilities of the AbilityOne manufacturers. He determined that the AbilityOne businesses are capable of handling the required inventory for quick order fulfillment within the required time periods while maintaining financial accounts for 20,000 Forest Service holders of Uniform Accounts.

It took two years to finish all the assessments and contract work, but because of *MR. JAEGER's* persistence, FS employees' uniform purchases are benefiting AbilityOne employees.

MARY J. OXNER
BELTSVILLE, MARYLAND
AGRICULTURAL RESEARCH SERVICE

MS. MARY J. OXNER, a Senior Specialist in Human Resources, is responsible for managing Research, Education and Economics' (REE) award and recognition programs. In that capacity, she purchases a wide variety of employee recognition items from AbilityOne vendors. These include shirts, jackets, pen and pencils sets, coffee mugs, clocks, award plaques, and other similar items. She also ensures that Agricultural Research Service (ARS) locations are aware of the AbilityOne vendors, and provides guidance on how to procure items through them.

MS. OXNER also provides contact information and guidance to ARS field offices that procure their own non-monetary award items resulting in increased use of AbilityOne vendors outside the Washington, D.C. area.

The REE Agencies were always very pleased with the quality of the products and the high level of customer service under the AbilityOne contracts. *MS. OXNER* used her contacts to spread the use of AbilityOne vendors and to enhance REE award programs.