

KEYSTONE

BUSINESS & INDUSTRY EDITION

ISSUED 2014





The driving force behind the social entrepreneurial spirit at Keystone is independence.

To many people, what they do for a living is closely tied to who they are and how they think of themselves. That self-image is also related to issues of self-esteem. Considering that the unemployment rate for blind and disabled persons stands at 70% nationwide, it is not difficult to understand why self-esteem issues often impact this population. And it is more than just self image. Fair or not, others also make judgements about us based on what we are doing with our lives. Holding a job, getting up in the morning, making the daily trek, accomplishing assigned tasks, interacting socially with co-workers all help to make us more interesting people and encourages us to become engaged and involved in the world around us.

Keystone Blind Association's industrial programs are designed to meet the multiple goals that employment offers blind and disabled persons. The dignity that comes from earning an honest day's pay for an honest day's work is available to nearly 500 blind and disabled persons in Keystone's industrial programs. And, all of the jobs we offer are real world work opportunities. Whether employed as a Photo Driver's License Technician, a Rest Area/Welcome Center Attendant, a Call Center Operator, an Assembly Tech in the tools program, or any other position in one of our industries, Keystone's blind and disabled employees are making a significant contribution to the nation's economy, to themselves and to their families.

Boss Mfg. Co. Supports Keystone Blind and Good Luck!



MARIE SHEETS
REGIONAL MANAGER

BOSS MFG. CO.
1221 PAGE ST.
KEWANEE, IL. 61443

PHONE: 309-852-2131 OR
800-447-4581 EXT 2258
FAX: 309-852-0848

WWW.BOSSGLOVES.COM
WWW.CATGLOVES.COM

Jonathan Fister
President/CEO

We support Keystone!



A voestalpine company

CONTINUOUSLY SHAPING INNOVATION

www.RFCorp.com

Roll Forming Corporation
250 Martin Luther King Blvd.
Farrell, PA 16121

Tel 724.982.0400
Fax 724.982.0480

**Donghia
Enviromental
Services**

724-813-8838

Congrats!

KEYSTONE

BUSINESS & INDUSTRY EDITION

contents



INSIGHTS

- 4 Through the Years - A History of Keystone
- 6 Agency Demographics
- 8 Keystone's Growth
- 10 Keystone's Economic Impact



PEOPLE & PLACES

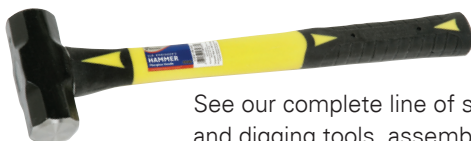
- 11 KBA's Board of Directors
- 12 Marie Ditz - My Story
- 13 Art Wedge
- 14 Back Office Support



PROGRAMS

- 16 State & Federal Programs
- 17 Promoting Independence Through Employment
- 18 Striking & Digging Tools
- 20 Rest Areas
- 21 Landscape Maintenance
- 22 Cheyney University
- 23 Chemicals
- 23 Janitorial Products
- 24 Document Destruction Services
- 25 Photo ID Centers
- 26 Cap-Style Safety Helmets
- 28 Toilet Paper Manufacturing

18



See our complete line of striking and digging tools, assembled by visually impaired individuals.



ON THE COVER

Toilet paper manufacturing is our newest industry. Read the full story on page 28.



Through the Years



1947 — Operations commenced in the Boyle Building in downtown Sharon. Operations consisted of chair caning, rug weaving, broom sales and home visiting.

1947

1951

First property is purchased and operations moved to 69 South Oakland Avenue in Sharon.



1959

The Agency became a member of the United Way (Community Chest).



1968

The Agency became a charter member of Pennsylvania Industries for the Blind and Handicapped.



1975

Operations moved to a new 5,000 square foot facility on North Hermitage Road.

1979

1981

Microfilm services began.
The Radio Reading Service began.



The Agency legally changed its name to the "Mercer County Blind Association" (MCBA).



1983

Labeling and mailing services began.

1984

MCBA began operation of photo driver's license centers in five (5) counties.

1985

-MCBA began dispensing eyeglasses.
-Operations began at first "road-side rest" at Site E in Shenango Township.



1986

More than fifty (50) persons were employed by MCBA this year.

1990

-MCBA moved operations to 1230 Stambaugh Avenue in Sharon.
-The rehabilitation teaching program was added.



1991

The manufacture of cleaning chemicals was initiated.

1995

The Agency changed its name to "Keystone Blind Association" (KBA).



1996

-Agency computers were networked. KBA got a home page on the internet and an e-mail address.
-Number of sites operated by KBA totaled 27.

1997

Celebrated 50th Anniversary.
Number of sites operated by KBA totaled 27.





A HISTORY OF KEYSTONE

1999

-KBA moved Workcenter operations to 12 Dayton Way in Sharon.
-Classes in "Assistive Technology" were offered for the first time.

2001

"Keystone Kids", a program for blind/visually impaired children began.



2003

KBA opened a low vision clinic in the KBA Stambaugh Avenue facility in cooperation with Dr. Paul Freeman, Diplomat in Low Vision.

2006



-KBA was named "Large Employer of the Year" by the Disabled American Veterans' Department of Pennsylvania.



-KBA began administrative operations of Beaver County Association for the Blind as an affiliated agency.



-KBA moved industrial operations from Dayton Way to Division Street in Sharon.

2009

-Keystone Vocational Services became a member of National Industries for the Blind and had its first products assigned for development- digging and striking tools.



-Keystone Independence Management provided management services to a new affiliate in Delaware County - Center for the Blind and Disabled and Center for the Blind and Visually Impaired.



2011



-KBA received NAC accreditation.
-Began lawn maintenance and snow removal contracts.

2013

-Acquired Cheyney University cleaning contract through CBD affiliate.
-Our first order for digging & striking tools were sold to Federal Government.
-Began partnership with ERB Industries to assemble safety helmets.

2000

KBA created a new corporation, "Keystone Independence Management."



2002

KBA created a new corporation, "Keystone Vocational Services."



2005

KBA sent 20 blind and visually impaired Keystone Kids to participate in the Youth Education Series at Disney World.



2008

-KBA established the National Foundation for Blind Children (a.k.a. Pennsylvania Foundation for Blind Children).



-The manufacture and sale of digging tools began at the "Key" workcenter.

-Began a rest area contract in Philadelphia through our BCAB affiliate.

-Total sites statewide now stood at 34.

2010

Keystone Kids made a second historic trip to the Youth Education Series at Disney World in Orlando, Florida.



2012

-Began manufacture of toilet paper for state correctional facilities.

-KBA began management of Montgomery County Association for the Blind.

-KBA received the Phoenix Award from the Shenango Valley Chamber of Commerce.



Agency Demographics

By Tom Dill, Esq., VICE PRESIDENT OF HUMAN RESOURCES

Keystone Blind Association has served as a multi-functioning work center, employing people with disabilities since 1981, with its first contract to perform microfilming operations for Dean Dairy. Since that time, KBA has made it their mission to seek out viable business opportunities where blind and disabled individuals can be employed; not only toward the goal of achieving their own independence, but with the further goal of making productive contributions to their local communities.

In this country, approximately 70% of people with severe vision loss or other physical disabilities are unemployed. For many, lack of desire, motivation, or the ability to work is not the problem; finding a safe and suitable work environment is.

In the past thirty years, KBA has been very successful at engaging in industries for the blind.

LEGEND

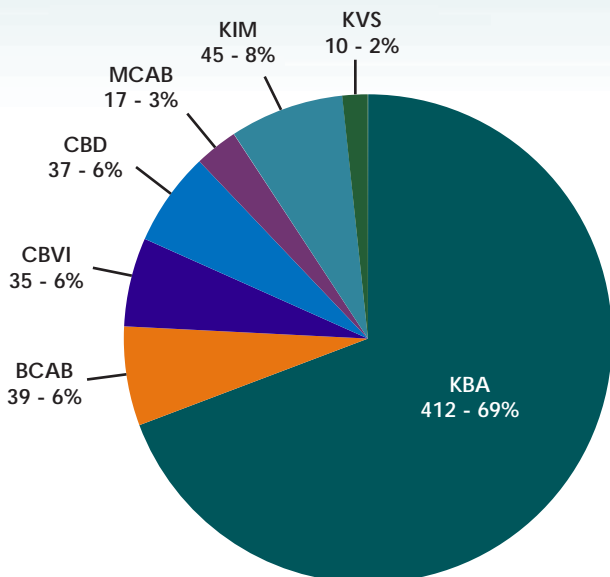
- KBA - Keystone Blind Association
- KIM - Keystone Independence Management
- KVS - Keystone Vocational Services
- BCAB - Beaver County Association for the Blind
- CBVI - Center for the Blind and Visually Impaired
- CBD - Center for the Blind and Disabled
- MCAB - Montgomery County Association for the Blind

AGENCY AGE FACTS

- ↓ Youngest: 17 years
- ↑ Oldest: 86 years
- ↔ Average Age: 53 years

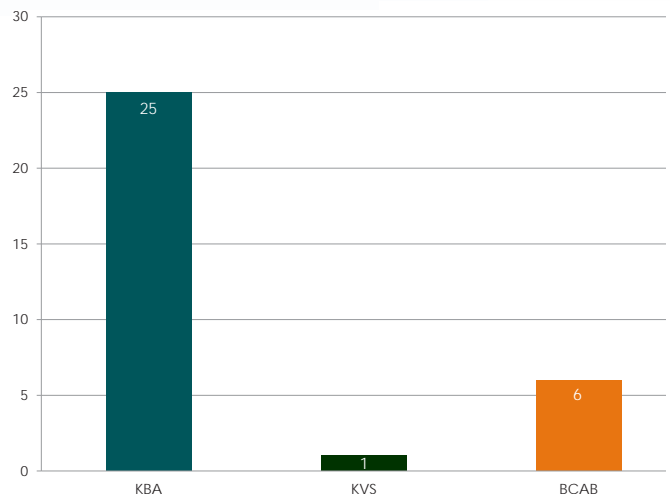
ALL AGENCIES EMPLOYMENT

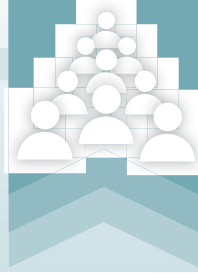
595 Employees Total



ALL AGENCIES VETERANS

32 Total

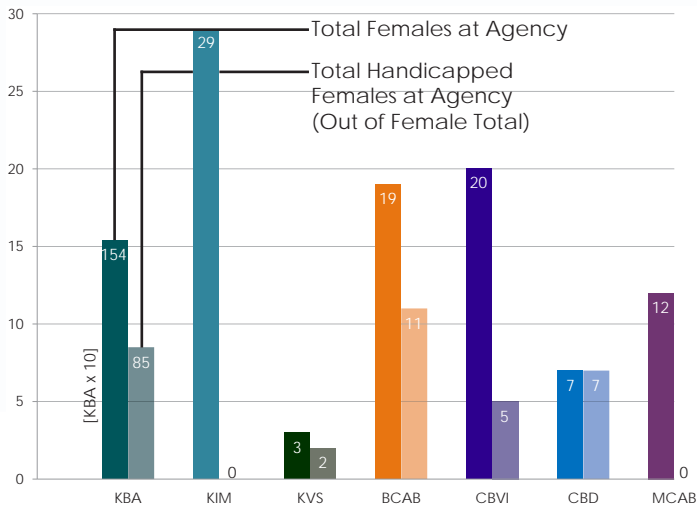




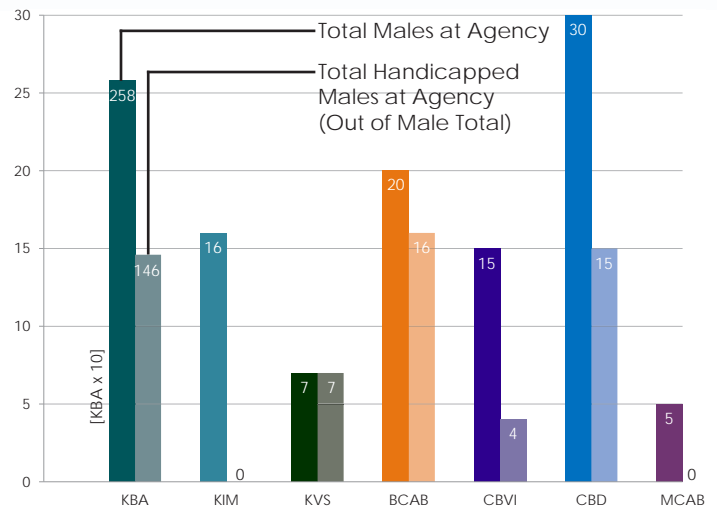
★ Agency Office
 ◆ Rest Area
 ■ Photo ID Center
 ● School Contract

KBA and its affiliates' services and operations span the state of Pennsylvania. This includes 6 agency offices, 7 Photo ID centers, 34 rest areas, and 5 school contracts.

ALL AGENCIES FEMALES 244 Total



ALL AGENCIES MALES 351 Total



Keystone's Growth

By Allen Connely, SENIOR VICE PRESIDENT OF OPERATIONS

Through the years, KBA has continued to grow throughout the county and the state of Pennsylvania. From its inception in 1947 in an upstairs room in the Boyle building in downtown Sharon to over 40 locations today, Keystone has become one of the foremost nonprofit agencies in the state of Pennsylvania, providing multiple products and services to the Commonwealth and to the Federal Government. How could this small company from a small town in Western Pennsylvania become such a recognized name in providing services to the state? It is done through a strong determination, a keen sense of mission, and entrepreneurial spirit!

In 1947, there were only a few employees. At the time, services and products that were provided by the blind included broom sales, chair caning, and rug weaving. As time went by, KBA began sewing diapers for state institutions and moved to another building on North Hermitage Road in 1975. In the early 80's KBA began microfilm operations for state contracts and commercial customers. In addition, KBA began servicing 5 photo ID centers in 5 counties and in 1985 received its first contract to man a road side rest area in Shenango Township. At this point, growth starts to ramp up, and KBA then moves its operations to the Stambaugh building to begin manufacturing cleaning chemicals for the state.

In 1991 and 1993, KBA acquires two more properties to help extend its ever expanding product line. By that time, employment was up to 300 people. KBA is now in 13 counties across the Commonwealth. During the 1990's, KBA added janitorial contracts at Slippery Rock University and Clarion University as well as more rest area contracts which included Total Facilities Management for 9 rest areas.

Another property was purchased during this time. The

12,500 square foot facility on Dayton Way was needed to expand into vending operations for the 11 rest areas in Northwest PA. By this time, KBA has a payroll of 600 people.

In the 2000's more rest area contracts were added, bringing the total to 34. But the growth didn't stop there; in 2008, Keystone started manufacturing digging and striking tools for the state of Pennsylvania. Sledge hammers, shovels, rakes and axes that the state buys are manufactured in Sharon. Recently, those same items have been added to the Federal Procurement List. Whenever a government buyer in any federal agency (including the Department of Defense) needs a fiberglass handled industrial-grade digging or striking tool, they purchase those items through Keystone.

Although Keystone had been in the document destruction business for some time, a commercial-grade paper shredder was purchased in 2010. This unit can shred up to 300 lbs of paper an hour. This service is offered to the many local companies and governmental bodies and employs several blind individuals.

In 2011, Keystone began providing lawn maintenance and snow removal services for 13 rest areas in Western PA. Two crews provide all lawn maintenance, including mulching and flower bed arrangement for many of the sites. Well over 100 acres are mowed weekly throughout spring summer and fall. Then when the snow flies, those same crews provide snow removal services to many of the rest areas.

In 2012, partnering with Beaver County Association for the Blind, Keystone secured a federal janitorial contract in New Kensington for an Army Reserve Center. In 2013, Keystone and Beaver secured a federal contract to supply janitorial, lawn maintenance, and snow removal services for a Naval Reserve Center in Allentown, PA.

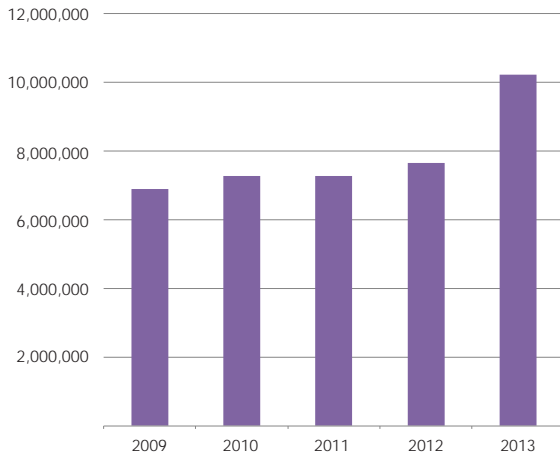
In 2012, KBA embarked on its largest project to date by obtaining a contract to provide toilet paper to the state of Pennsylvania. This contract includes governmental buildings and all state correctional facilities. The manufacturing plant is located in Chester County in a facility owned by the Center for the Blind and Visually Impaired. Employing several blind persons, the facility has the capability to supply state, federal and commercial markets once fully established.

So what does the future hold in terms of growth at KBA? It is hard to say at this point. We do know that as the population ages, the number of visually impaired people is bound to increase. We understand that growth is a natural consequence of our mission. Keystone has been and will



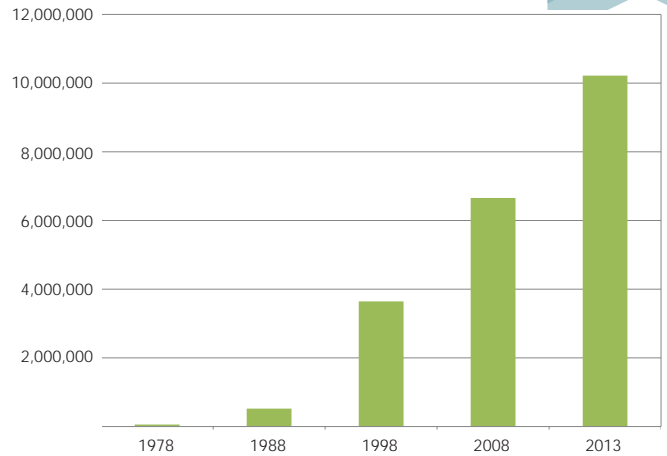


OPERATING BUDGET 2009-2013 49% growth in 4 years



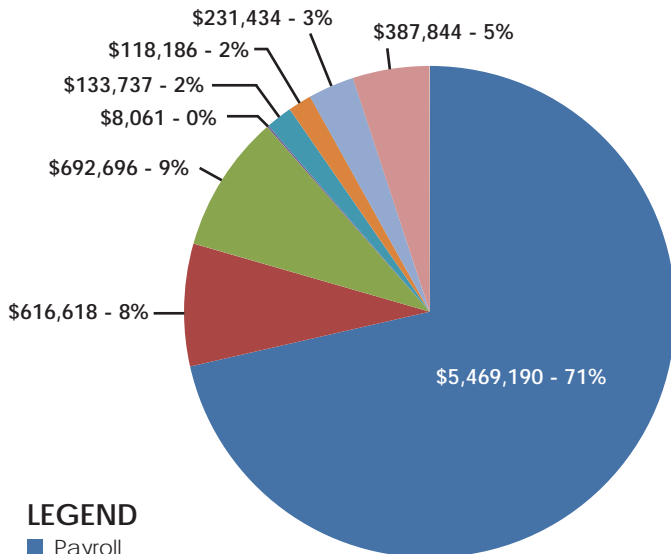
Over the past five years, Keystone has grown to over \$10 million in revenue and expenses with the continuation of janitorial contracts through PIBH, tool sales through the state, as well as the addition of the toilet paper program in 2012.

OPERATING BUDGET Decades of Growth



In 1978, the agency had an operating budget of \$57,255 compared to over \$10 million in 2013. The agency grew substantially with the growth of janitorial services, having 32 rest area contracts, 5 photo ID centers, and a workcenter that assembles numerous tools, repackages chemicals, and contains shredding operations.

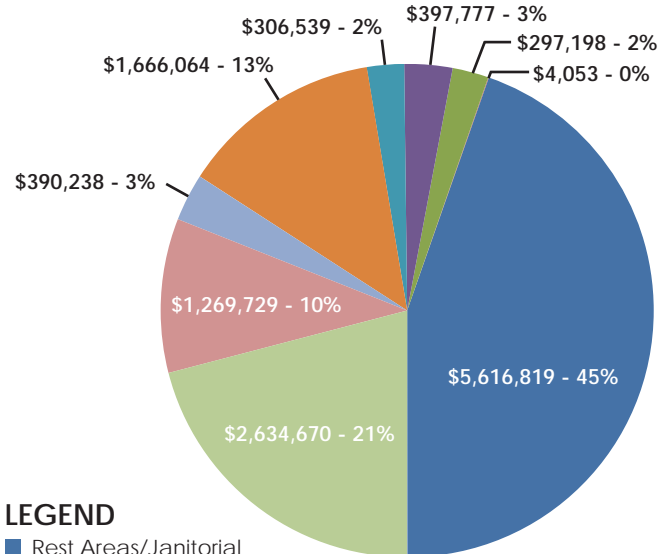
KBA EXPENSES - 2012



LEGEND

- Payroll
- Subcontractors
- Operational Costs
- Program Services Expenses
- Transportation
- Insurances/Professional Fees
- Grounds & Utilities
- Administrative/Other

OPERATIONAL EXPENSES ALL AGENCIES 2012



LEGEND

- Rest Areas/Janitorial
- Administrative/Other
- Workcenter Expenses
- Computer Assistive Technology
- Casework Services
- GSA Call Center
- Lawn Maintenance/Snow Removal
- Photo ID
- NISH Contracts

continue to be in the forefront of social entrepreneurship. Our philosophy is to be always looking for opportunities that will expand our mission with the goal of being as self-sustaining as possible. There are products and services that we are working on today that will require more people, more

time and definitely more space. Just as we have grown from our modest beginnings into the agency we are today, the future of Keystone is all about continued growth. We know our future is bright. And we, as an organization, are committed to stretching the limits in support of our mission.



Keystone's Economic Impact

By Jonathan Fister, PRESIDENT/CEO

Most people recognize that Keystone Blind Association (KBA) does a world of good for people. But few realize that the organization is an important part of the economy. On one hand, KBA is a service organization that affects the well-being and livelihood of blind/visually impaired and disabled Pennsylvanians. On the other hand, the organization is a player in Pennsylvania's economy. As an economic entity, KBA buys products and services from Pennsylvania firms. For instance, KBA purchases items such as electricity, water, copy paper, accounting services, vehicles, gas, janitorial supplies, and food. The firms from which KBA buys goods and services also buy from other firms. Furthermore, the employees of KBA use their paychecks to purchase services and various consumer items. These are just a few examples of the many ways KBA is part of the complex web of economic relationships that comprise the Pennsylvania economy.

KBA is a statewide organization with 7 affiliated corporations operating 43 locations and annually employing around 600 individuals. The agency provides a wide array of services in 24 Pennsylvania and 2 Ohio counties, including, but not limited to a variety of employment opportunities for blind and disabled persons, rehabilitation programs, specialized services, children's services, low vision clinics, orientation and mobility training, and low vision services. KBA also provides prevention of blindness services, including vision screenings and education, to the community at large. KBA serves over

20,500 persons through Prevention of Blindness programs and approximately 550 individuals through Rehabilitation and Specialized Services programs. During fiscal year 2012, KBA and its related corporations complemented \$232,000 in Commonwealth funds with more than \$7 million in KBA resources to serve blind and disabled people in the 26 counties.

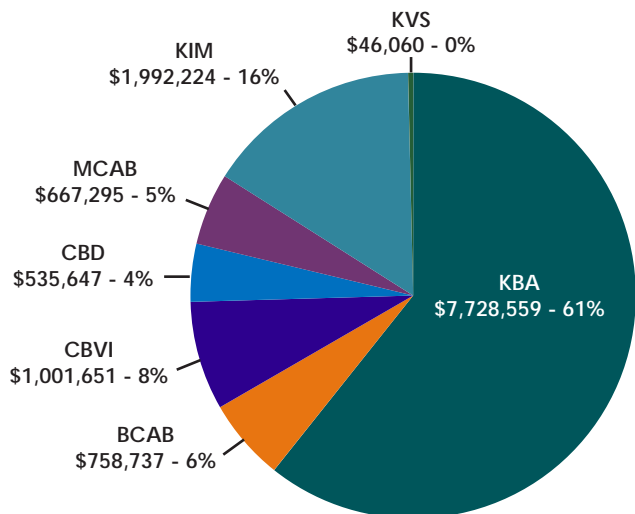
To determine the economic impact of KBA, we used a Penn State study on the Commonwealth impact of employment, income, and taxes in two industries, Vocational Rehabilitation Services and Social Advocacy Organizations. The Penn State Workforce Education and Development (WED) Initiative constructed a macroeconomic model of the Commonwealth of Pennsylvania. Then, economic multipliers were calculated to benchmark the total potential economic impact of every 100 jobs in the two industries in which KBA operates. The multipliers used were direct effect, indirect effect, and induced effect. They were calculated by the WED Initiative research team for macroeconomic measures of jobs, output, income, and selected tax revenues using IMPLAN, a regional economic database and input-output analysis system that is applied extensively through the United States for estimation of economic impact.

The end result is that KBA is responsible for generating 864 jobs and \$32 million of economic output last year directly through its own operations and indirectly through its purchases from other firms.

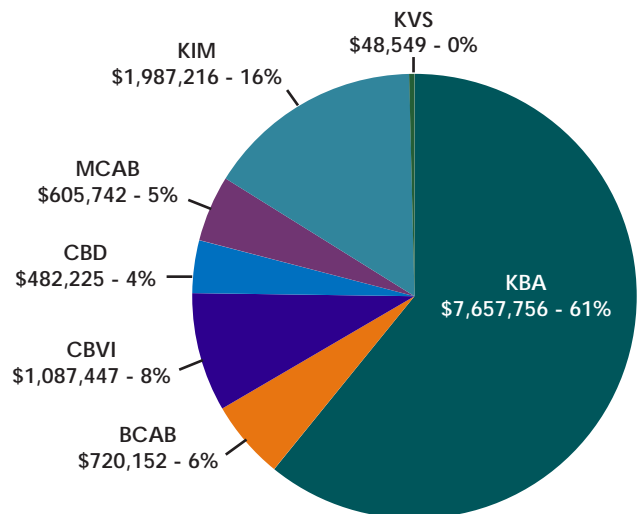
LEGEND

- KBA - Keystone Blind Association
- KIM - Keystone Independence Management
- KVS - Keystone Vocational Services
- BCAB - Beaver County Association for the Blind
- MCAB - Montgomery County Association for the Blind
- CBD - Center for the Blind and Disabled
- CBVI - Center for the Blind and Visually Impaired

COMPANY REVENUE 2012



COMPANY EXPENSES 2012





KBA's Board of Directors

By Al Boland, PAST CHAIRMAN OF THE BOARD

Despite the ongoing recession, the Keystone Blind Association (KBA) is poised for expansion by increasing employment opportunities and improving the services provided to children, adolescents, adults and seniors with visual impairments. Expanding operations and new contracts to provide vision services to clients of all ages across that state has positioned KBA to be unlike most other non-profit entities. KBA's success is due to strategic planning and execution by its management staff, which is supported by the board of directors.

KBA's board of directors is similar to boards of other non-profit organizations operating across the country—that is, of course, if such an organization has a subsidiary, affiliate, multiple management agreements, hundreds of employees, and a multi-million dollar budget. As a recognized corporation operating within the Commonwealth of Pennsylvania, KBA is required by law to have a governing board of directors to protect the assets of the organization and be accountable to the public it services.

Generally speaking, the board of directors has few respon-

sibilities limited to two functions: board operations and governance. Board operations includes overseeing bylaws, recruiting members, conducting meetings, and organizing committees while governance refers to activities that oversee the corporation's purpose, plans, and policies. Essentially, the board must govern, lead, and act as stewards of KBA's mission: to improve the quality of life for persons who are blind or visually impaired; to prevent blindness; and to provide employment opportunities and advocacy for persons who are disabled.

As its fiduciary and most trusted advocate, the board of directors operates through committees designed to assist its membership with functional aspects of the organization, all with the intent to streamline information and assist KBA management in meeting the mission. The board and respective committees meet quarterly with the executive committee meeting monthly to review progress on strategic planning, and provide guidance as requested by the KBA leadership team. Partnering together, the staff, management, and board make for a healthy KBA future.

KBA BOARD OF DIRECTORS

**Subject to change*

Karen Anderson

Michael Barr

Sam Bellich

Al Boland - PAST CHAIRMAN

Cindy Falotico

Jonathan Fister - PRESIDENT/CEO

Carole Giroski

Rick Herman - CHAIRMAN

Tim Hofius - VICE CHAIRMAN

Stephanie Longstreet

Chip Mastrian - TREASURER

Kevin McDermott

Sam Moore

Tony Paglia

Mark Pappas

Adolf Reichenbacher

Bryan Scheidemantle

Steve Sherman II

Jessica Smith

Dennis Songer - SECRETARY

Tresa Templeton

Tammy Welker





Marie Ditz: My Story

By Marie Ditz, OPERATIONS ASSISTANT/REST AREA MANAGER

December of 1988: the morning I was told that the doctors had to amputate my right leg due to a heredity factor. I went back to my job at Heck's Department Store only to find out that the store would be closing by the end of the summer. It turned out to be a bleak month for me, but it was also the first step into a new life.

In May of 1989, I went into the hospital and had my right leg removed. It took 7 months for me to heal enough to be fitted with a prosthetic leg and another 2 weeks to learn to walk again.

Realizing that I was too young and not ready to stay at home, I decided I needed to get back into the work force and get my life back together, so I started looking for a job. A very good friend of mine suggested that I apply at Keystone Blind Association. I asked her what line of work they were in, and she said they microfilm records for hospitals.

I started working at the work center in April of 1990 in the Microfilming Department. I was not only on the camera doing the microfilming, but also preparing, developing, and reading the film, along with anything else related to the microfilm. At one point, I ran 2nd shift so that we could get a large project completed. I also worked on the *Vista*, the agency's newsletter, and whatever else I could do in the work center. I remained in the work center for about 4 years, until I was asked if I would like to work in Human Resources and learn to do payroll.

During this time I found out I would have to have the second leg amputated. This again was a major blow to me. I had my family there for me, but how did I face the outside world? One of my major inspirations was a visit from the Blind Association's then board president, Tom Kaikis, who was not only Board President, but a successful business person and a double amputee. Talking with him made me realize that I could also handle this.

In December 1994, I had my left leg amputated. While I was in the hospital, KBA President Jonathan Fister came to see how I was doing. The subject of when could I return to work came up, and he said "whenever I wanted to", so two weeks later I came back to work not walking, but rolling. Six weeks later I was fitted with another prosthetic leg and now I had a real challenge: *learning to walk all over again*. Only this time, it

was more like a balancing act. That behind me, I got my independence back; I had my car fitted with hand controls, then learned how to use them. Once I felt comfortable with using them, I had to retake the driver's test, and passed.

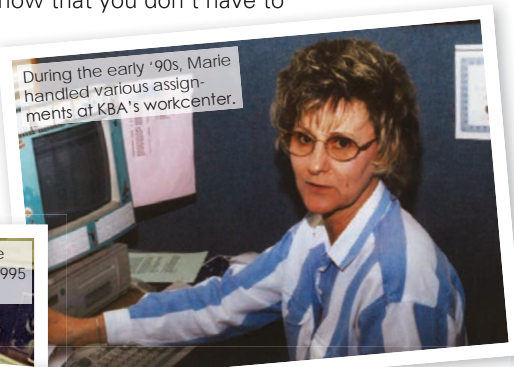
In 1999 I was asked to take over our vending contract. I was responsible for seeing that the employees in my department filled vending machines daily in 11 rest area sites, ordering product, inventory, and counting money from the vending machines. I continued at this job for about 5 years.

My next move was to the Operations Department where I became the Rest Area Manager for Sites F and 41 in Monroe County, Sites N and P in the Philadelphia area, Sites G, J, 45, 46, 47, and 48 in the Harrisburg area, and Sites A and D located below Pittsburgh. I am now Operations Assistant, and along with managing the rest areas, I oversee the cleaning of a USAR Center in New Kensington and am Safety Co-coordinator along with everything that goes with these projects.

As I said before, I had my family's support, but in working for Keystone Blind Association I have gained another family. I have also realized that "no matter what challenges you may have to face, you know that you don't have to face them alone", and I hope that one day I am a help and inspiration to someone else.



Marie moved to the HR department in 1995 to manage payroll.



During the early '90s, Marie handled various assignments at KBA's workcenter.



Today, Marie works in the Operations Department as the Operations Assistant/Rest Area Manager.

Art Wedge

By Janet Wedge, PHOTO ID MANAGER

Arthur “Art” Wedge was born 74 years ago in Churchill, PA to hard working parents. Born with eye problems, not much could be done to help Art due to the lack of technology available in those days.

His father was drafted and stationed at Camp Reynolds in Mercer County in the 1940's. It was after a fall that left his mother with a broken leg and 4 small children to care for that Art and his brother were put in St. Paul's Orphanage. That is when Art first came in contact with Western PA School for the Blind. He started to attend WPSB and along with his other studies, he was learning the trade of “chair caning”. He also began attending activities at the Mercer County Blind Association (MCBA), the predecessor of KBA. Here at MCAB, Art met George Heim, the agency's Director and his mentor. By age 13, Art learned “chair caning” well enough to be put in the Commercial Caning Shop at WPSB and was also working summers at MCBA for George Heim.

When he could no longer afford to attend WPSB at age 16, Art started working full time at MCBA. George gave him a chair caning job, taught him how to weave rugs and also continued his education by teaching him the everyday traits of life such as: handling money, sales and responsibility. When times were hard for the agency, Art and the other workers went door to door selling brooms to meet payroll. At age 18, Art was on his own working nights as a dishwasher and walking across town to work during the day with a fellow blind co-worker in tow.

When MCBA moved to Hermitage and George retired, Art continued to work as a chair caner and rug weaver. He was given additional responsibilities as workshop foreman. Here he was responsible for taking the orders for rugs and making sure that each rug weaver knew what they were making. He also started to work on shipping and receiving, loom maintenance and any other project that needed to be done such as: rug knotting and material balling. Art helped to cut, fold and package diapers for state hospitals, worked and volunteered for the “charity fair” at the mall, taught caning, and helped organize social activities for other visually handicapped people, like the blind bowlers.

After the move to the new building in Hermitage, Jonathan Fister became the director of the agency. Art worked on chair caning, rug weaving, repairing hammers, and the cutting and bagging of a concrete additive. For a short period of time, he also worked in the janitorial program at

Shredding was another area that Art worked in at the agency.



Art worked with Peg Zahniser on caning chairs in the early 1970s.

GE in Grove City. Art started with the microfilming project as a prep person. Along the way, MCBA became KBA and moved to the current location on Stambaugh Avenue. Art worked on chair caning until the service was discontinued, micro filming, mailing, rest area deliveries, chemical pouring, pillow production, shipping and shredding.

KBA branched out and opened a new division called “KEY Enterprises” on Dayton Way where Art continued to work doing all the things he had done at KBA including: folding shirts from silk screening, putting stock away, and whatever project was asked of him.

KEY's move to Division Street included Art where he continues to work today in Chemicals, Shredding, Tools, Rest Area Delivery, and Mailing. When asked how much longer he'll continue to work, he answers “till I hit the lottery big!” Work keeps him going. The chair caning that Art learned so many years ago is still done in his spare time. As for rug weaving, he still has the loom but says, “I'm not as young as I once was.” In 2002, during his 50th year at the agency, Art was nominated and runner up for the PIBH Nettie Mann Award.

Art's life and devotion to the blind agency serves as an inspiration to us all. No matter what challenges and difficulties life threw at him, Art persevered. Being visually impaired didn't constitute him giving up, it made him work harder and become successful at a multitude of jobs. KBA is extremely appreciative of Art's dedication and 60+ years of service to the agency.



Art accepted the Lifetime Achievement Award from CEO Jonathan Fister at the 2012 Sizzler for Sight event.

Back Office Support

By Stephanie Finnegan, ADMINISTRATIVE ASSISTANT and Kevin Bly, HEAD OF I.T.

A well-oiled machine requires many working parts, many of which are not seen. Much like that machine, KBA's industrial and commercial projects require many people working behind the scenes. Without the support of the Accounting, Human Resources, and Information Technology departments, KBA's projects would not be able to operate smoothly.

The Accounting department acts as the main hub for making all business decisions. In charge of making sure the department functions well is Vice President of Finance Laurie Staph, MBA, CPA. Supporting her is Comptroller Michelle Boggs, Payroll Specialist Amy Ferrara, and Staff Accountant Vera Franken. Together, this team manages the financials for the seven affiliated companies: Keystone Independence Management, Keystone Blind Association, Keystone Vocational Services, Beaver County Association for the Blind, Center for the Blind and Visually Impaired, Center for the Blind and Disabled, and Montgomery County Association for the Blind.

Normal operations for the Accounting department include completing financial reports for each of the seven companies' board meetings, which amounts to 28 sets of financials per year; year-end analysis and audit preparation, including budget preparation, for each company; and gathering all data and information needed to have the 990 completed by the external auditing company, Black, Bashor & Porsch. Each year seven financial statement audits are conducted through Black, Bashor & Porsch, one for each affiliated KBA company. W-2's are processed for the seven companies, as well as reporting all wages to the appropriate taxing authorities and submitting over 275 tax returns per year. Every invoice is tracked, cash is managed and deposited, and bills are paid in a timely manner.

On top of these duties, additional accounting tasks are necessary for KBA's industrial programs. External billings to Pennsylvania Industries for the Blind and Handicapped (PIBH) are handled for the photo ID centers, all 34 rest areas, the toilet paper manufacturing project, and the tool assembly program for products on the federal procurement list. The Department of Defense also is billed for a contract through the National Industries for the Severely Handicapped (NISH). 4-5 additional audits are done each year specifically for the rest area districts. These audits are detailed reviews of all financial accounting records, including timesheets, payroll ledgers, individual vendor invoices, and deposits.

The Human Resources (HR) department is another main force in keeping the operations of KBA running smoothly. Working behind the scenes is Vice President of HR and Risk Management Tom Dill, Esq., Director of Human Resources Judy Rauso, Human Resources Administrator Melissa Means, and Vocational Specialist Susan McKinnis.

The HR department is in charge of all employee hirings across the company. When positions become available, "job orders" are posted online on Career Link, Craig's List, and notifications are made to agencies such as the Office of Vocational Rehabilitation, Blindness and Visual Services, Veterans Administration, etc. for referrals. Resumes and applications are reviewed and background checks are conducted. Candidates are then referred to the appropriate supervisor for interviews.

Once a job offer is made and accepted, HR processes all the necessary documentation to enter the new employee into the data base for payroll and for compliance purposes. HIPPA compliance is maintained for health records and documentation.

We Support KBA!



Clint Penniman

residential & commercial landscaping since 1996

lawn installation • finish grading • drainage • irrigation • mulch
stone • retaining walls • snow plowing • tree removal • aeration
free estimates bonded & insured

www.pennimanbrotherslandscaping.com

577 Creek Road
Conneaut, OH 44030

phone: [440] 593-6879 cell: [440] 343-4642 fax: [440] 593-6836

KRALJ ELECTRIC, INC.

serving you since 1983

Pete Kralj

28171 Hickory Corners Rd.
Guys Mills, PA 16327
kraljelectricinc@windstream.net
ph (814) 789-3027
cell (814) 720-7740

PA Lic # 005663

THANK YOU KBA FOR THE
EXCEPTIONAL COMMUNITY SERVICES YOU PROVIDE



HR is responsible for maintaining the physical files of all present and past employees and for generating reports for PIBH, DGS, the federal and state government and other reporting sources. Also handled are any accident reports for employees or travelers and any damage reports to property owned or operated by the agency.

One of the challenges that many industry organizations face is the ability to keep up with ever changing technology. Staffing the Information Technology (IT) department is Head of Information Technology Kevin Bly and Network Administrator Dave Dancker. Because of the hard work from these professionals, KBA has managed to stay on top of current technology by utilizing the latest in server technologies.

One area that KBA has excelled in is "Virtualization". Virtualization is software that provides the ability to have one "hardware" server act as many. A hardware server is a piece of equipment that is purchased from a vendor such as Dell. It is used to provide data and other services to network users. A "virtual" server is similar to a hardware server, but is created by special software running on a hardware server. By installing multiple "virtual" servers on one hardware server, a single server is turned into multiple, independent ones. This is important if your users require the ability to access applications that are not compatible with each other. It also minimizes the need of purchasing additional hardware servers, helping to decrease agency expenses.

Virtualization also provides the ability to have automatic failover capabilities. Failover is the process of one virtual server taking over for one that has experienced a failure. This ensures that the needs of the users continue to be met without interruption. KBA is able to support the technology needs for its four locations and 3 affiliates using this approach. Closely tied to the servers are the iPads, smart phones and laptops used by our mobile users. These devices ensure that users stay connected to their email, documents, and video conferences even when they are out of the office. Using VPN "Virtual Private Network" technology the data is encrypted and therefore secure.

Video conferencing has enabled KBA and its affiliates to improve communications and cut travel costs. Each Monday morning a staff meeting is held with attendees from each of the affiliates across the state. Video conferencing is also being used for remote training sessions, board meetings and new hire interviews.

In early 2000, KBA's network consisted of 2 computers

acting as servers, in a closet, serving the needs of a dozen people at one location. Today, KBA is providing data storage, email, web hosting and video conferencing to nearly 100 users across the state of Pennsylvania. Keeping pace with technology will continue to be challenging for many years to come. KBA's vision and staff will keep its network on the "Edge" of technology.

These departments are instrumental in keeping Keystone's day-to-day business and industrial projects functioning effectively. The efforts of these people working behind the scenes enable KBA and its affiliates to continue their expansion and knowledge of their industrial and commercial programs.



Black, Bashor & Porsch, LLP
CERTIFIED PUBLIC ACCOUNTANTS

John K. Williams, CPA • Frank J. Nagy, CPA
Alice F. Mattocks, CPA • Gregory J. Koch, CPA

Congratulations
KBA
on all your endeavors!

270 East Connelly Boulevard
Sharon, PA 16146
Phone: (724) 981-7510



State and Federal Programs

By Allen Connely, SENIOR VICE PRESIDENT OF OPERATIONS

For over 25 years, Keystone Blind Association has been working with Pennsylvania Industries for the Blind and Handicapped (PIBH), now known as UniqueSource. UniqueSource is the central nonprofit that works directly with the state to manage State Use contracts for agencies employing the disabled. This set-aside program allows for nonprofit agencies within Pennsylvania to provide products and services to the state as long as the product or service is commercially priced and is of acceptable quality. Through the years, Keystone has provided services such as microfilm, vending, cleaning chemicals, document destruction, hand tools, rest area management and recently toilet paper.

At this point, you may be asking, "what is a set-aside program?" In the case above, Pennsylvania state government has set laws in place to recognize underserved citizens who are not able to obtain competitive employment. As a matter of fact, the blind and disabled communities currently have over a 70% unemployment rate. In these set-aside programs, at least 75% of the direct labor hours associated with the service or product must be provided by individuals who are either blind or disabled. The goals for such programs are varied, but most importantly they pave the way for empowering people who are blind or disabled to become self-supporting citizens.

Not only does Keystone work within the State Use Laws of Pennsylvania, but we also work with a federal set-aside program known as AbilityOne. This program was established in 1938 and was known as the Wagner-O'Day Act. This is a similar set aside program for blind agencies throughout the United States. This federal program is managed by the U.S. AbilityOne Commission which was first established by Franklin D. Roosevelt. The Commission is appointed by the President of the United States and has representatives from Departments of Agriculture, Air Force, Army, Commerce, Defense, Education, Justice, Labor, Navy, Veterans Affairs, and the General Services Administration along with four private citizens. For those companies that serve the blind community, the central nonprofit that manages the program is the National Industries for the Blind (NIB). One of

Keystone's affiliated agencies, Keystone Vocational Services, supplies hand tools and helmets under the Skilcraft brand name to the federal government through this program. In 1971, the Wagner-O'Day Act was amended to include individuals with severe disabilities. The Act became known at the Javits-Wagoner-O'Day Act (JWOD). The modification of this Act led to the creation of a second central nonprofit agency in 1974 known as the National Industries for the Severely Handicapped (NISH). Beaver County Association for the Blind, another Keystone affiliated agency, supports this program through providing services to the handicapped community via janitorial contracts for the federal government.

Today, AbilityOne consists of more than 600 nonprofit agencies, employs more than 50,000 people who are blind or have significant disabilities (including 3,000 veterans) and represents \$3 billion in product and services sales to the US government.

advocate and largest source of employment for people with significant disabilities.

In 2006, in an effort to more accurately represent the scope of the program, the Javits-Wagoner-O'Day Act became known as AbilityOne. The name change has expanded the reach of the program to harness the abilities of thousands of blind and disabled individuals who help make the AbilityOne Program a success. Today, AbilityOne consists of more than 600 nonprofit agencies, employs more than 50,000 people who are blind or have significant disabilities (including 3,000 veterans) and represents \$3 billion in product and services sales to the US government.

Through these state and federal programs, Keystone has been able to provide work opportunities for those in the blind and disabled communities. As we partner together, the opportunities to advance work programs are limitless. Here at KBA, we recognize and appreciate the continued support we receive from our employees, customers, vendors and local communities to evolve and expand these programs to those who would otherwise remain without work.

Statistical information compiled from AbilityOne.com and AbilityOne magazine.



SKILCRAFT

SourceAmerica





Promoting Independence Through Employment

By Karen Bly, PRODUCT MANAGER



At Keystone Blind Association, part of our mission is “to promote employment for all persons with disabilities.” Keystone provides a number of employment opportunities to persons with disabilities through the Pennsylvania State Use Program as well as through the AbilityOne Program.

Through the AbilityOne Program, Keystone Vocational Services (an affiliate agency of Keystone Blind Association) is providing employment opportunities for local blind and visually impaired persons to assemble and package a line of industrial-grade fiberglass digging and striking tools for sale to the federal government. Keystone also offers these tools to state governments and the general public. Tools include sledge hammers, cross peen hammers, drilling hammers, axes, mauls, shovels, scoops, scrapers, lutes, rakes, hoes, tampers and post hole diggers. Our employees take components supplied by Seymour Manufacturing Company and perform basic assembly tasks. With striking tools, they

customer specification for shipment throughout the country. Keystone has been manufacturing these tools for the Commonwealth of Pennsylvania since 2009, and we are excited to now be able to offer this line to our Federal customers under the nationally recognized Skilcraft brand name.

While we are pleased to be offering these tools to all of our customers, there is a level of satisfaction achieved by knowing that we are now promoting independence in about a half dozen blind and visually impaired employees through our manufacturing program. Keystone is proud to be promoting independence in men and women of all ages. Our employees are a team of remarkable men and women who take great pride in their work and do not allow their disabilities to overshadow their abilities. They bring their enthusiasm and dedication to work with them every day and it shows in the quality of the tools they produce. “AbilityOne” is not only the name of the program, but it is the mindset at our facility – everyone here focuses on abilities, first.



A hole is drilled through the handle and adaptor of an Asphalt Rake before the final riveting process.



The tool assembly area of the Key building houses 5 striking tool units which enable the sight impaired team members the ability to complete 800 various tools per day.



After assembly, each tool is cleaned, labeled, and shrink wrapped.

attach the head to the handle and apply proper labeling. Once tools are assembled, special Loctite liquid is dispensed. When the Loctite hardens, all 3 components become 1 solid piece. When making digging tools, employees apply a special handle to minimize vibration, and they use a specialized machine to apply a steel collar which attaches the shovel head to the handle. Employees also use a drill press and riveting machine to attach rake heads to handles. The employees take special care in preparing these items to

As we look to the future, we plan to work with our affiliated agencies to seek out new opportunities where we will be able to provide more jobs to more blind and disabled individuals, promoting independence through employment. If you are blind or visually impaired and would like to gain independence through employment, please contact Dean Kappas at 724-347-3711 or dean@keystoneblind.org. To purchase any of our products for your home or business, please visit our facility at 981 Division St. in Sharon, PA or call 724-347-3711.



STRIKING & DIGGING

DRILLING HAMMERS

Used to strike cold chisels, punches, star drills, brick chisels, and hardened nails. They are designed to deliver heavy blows with limited swing in tight spaces.

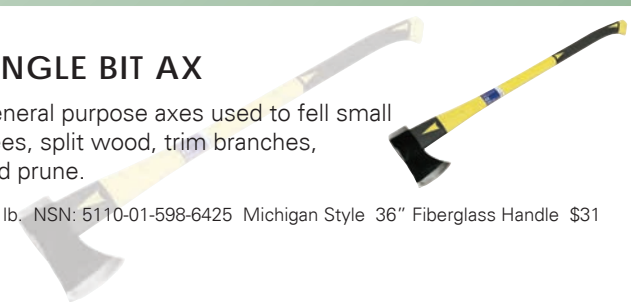
- 3 lb. NSN: 5120-01-598-5654 10.5" Fiberglass Handle \$18.50
- 4 lb. NSN: 5120-01-598-5655 10.5" Fiberglass Handle \$22.50



SINGLE BIT AX

General purpose axes used to fell small trees, split wood, trim branches, and prune.

- 3.5 lb. NSN: 5110-01-598-6425 Michigan Style 36" Fiberglass Handle \$31



CROSS PEEN HAMMERS

Used to strike and shape and bend unhardened metal. Also used to shape block, brick, and stone.

- 2 lb. NSN: 5120-00-902-0092 16" Fiberglass Handle \$18.50
- 4 lb. NSN: 5120-00-902-0093 16" Fiberglass Handle \$22.50



DOUBLE BIT AX

General purpose axes used to fell small trees, split wood, trim branches, and prune. Having two bits lengthens the time between blade sharpening.

- 3.5 lb. NSN: 5110-01-598-6426 Michigan Style 36" Fiberglass Handle \$38



ENGINEER'S HAMMERS

Used to strike stone, concrete, metal, and wood. Often used to drive stakes and rods or move timbers. Short handle allows work in tight spaces.

- 2 lb. NSN: 5120-01-598-5648 16" Fiberglass Handle \$17
- 3 lb. NSN: 5120-01-598-5649 16" Fiberglass Handle \$18.50
- 4 lb. NSN: 5120-01-598-5651 16" Fiberglass Handle \$22.50



SLEDGE HAMMERS

Used to strike stone, concrete, metal, and wood. Often used to drive stakes and posts, move timbers, and break concrete.

- 6 lb. NSN: 5120-00-900-6095 Double Faced 36" Fiberglass Handle \$25
- 8 lb. NSN: 5120-00-900-6096 Double Faced 36" Fiberglass Handle \$29
- 10 lb. NSN: 5120-00-900-6097 Double Faced 36" Fiberglass Handle \$32
- 12 lb. NSN: 5120-00-900-6098 Double Faced 36" Fiberglass Handle \$34
- 16 lb. NSN: 5120-01-598-5650 Double Faced 36" Fiberglass Handle \$57
- 20 lb. NSN: 5120-01-598-5653 Double Faced 36" Fiberglass Handle \$68



POST HOLE DIGGER

Designed for frequent, heavy-duty, professional use, the Hercules pattern head is used for breaking and loosening dirt while the wide (6¼ inch) point spread saves time and effort. Fiberglass-core inserts are added to the handles for added strength. Cushioned grips allow for better grip and greater comfort.

- Hercules Pattern NSN: 5120-01-615-8537 48" Fiberglass Handles \$45



SPLITTING MAULS

Used to split wood. The blade is designed to split rather than cut, and the heavy sledge-end adds power to the stroke. The sledge-end is also used to drive wood-splitting wedges.

- 6 lb. NSN: 5120-01-598-5652 Sledge Eye 36" Fiberglass Handle \$34.50
- 8 lb. NSN: 5120-01-598-5656 Sledge Eye 36" Fiberglass Handle \$38.50



ROUND POINT SHOVELS

Industrial grade spring steel heads. Wears better and lasts longer.

- NSN: 5120-01-611-8059 Closed Back 48" FG Handle Cushioned Grip \$32
- NSN: 5120-00-965-9550 Open Back 48" FG Handle Cushioned Grip \$28
- NSN: 5210-01-611-8064 Open Back 48" FG Handle D-Grip \$28





TOOLS



Pricing does not include shipping. Federal price list available.

SQUARE POINT SHOVELS

Features heat-treated, high carbon polished steel head for the ultimate in durability.

- NSN: 5120-01-611-8054 Open Back Industrial Grade 48" FG Handle Cushioned Grip \$28
- NSN: 5120-01-611-8056 Open Back Industrial Grade 29" FG Handle D-Grip \$28



SCOOP SHOVELS - STEEL HEADS

Used for moving gravel, asphalt and other loose materials and debris clean-up.

- NSN: 5120-01-611-8061 General Purpose Industrial Grade 48" FG Handle Cushioned Grip \$28
- NSN: 5120-01-611-8066 General Purpose Industrial Grade 29" FG Handle D-Grip \$28



SCOOP SHOVELS - ALUMINUM HEADS

Ideal when you need strength, but are looking for less weight than steel.

- NSN: 5120-01-611-8073 Grain Industrial Grade 51" FG Handle Cushioned Grip \$38
- NSN: 5120-01-611-8075 Grain Industrial Grade 29" FG Handle D-Grip \$38



SCOOP SHOVELS - ABS HEADS

Light-weight, rust-free, and durable. Best when moving sand, grain, and snow.

- NSN: 5120-01-611-8076 Grain Industrial Grade 51" FG Handle Cushioned Grip \$30
- NSN: 5120-01-611-8078 Grain Industrial Grade 29" FG Handle D-Grip \$30



SNOW SCOOP AND SHOVEL

Fiberglass handles and ABS heads are lightweight for big jobs.

- NSN: 5120-01-611-8069 Shovel Industrial Grade 40" FG Handle D-Grip \$24
- NSN: 5120-01-611-8072 Pusher Industrial Grade 40" FG Handle D-Grip \$26



RAKES

A long, steel ferrule provides extra strength to the durable fiberglass handle with cushioned grip.

- NSN: 3750-01-611-8752 Leaf Rake ABS Head Industrial Grade 51" FG Handle 26 Tines \$20
- NSN: 3750-01-611-8751 Bow Rake Steel Head Industrial Grade 57" FG Handle 16 Tines \$29
- NSN: 3750-01-615-8542 Flat Rake Steel Head Industrial Grade 62" FG Handle 16 Tines \$28



HOES

Forged steel head provide the added strength needed for maximum duty uses.

- NSN: 5120-01-611-7560 Mortar Hoe Industrial Grade 62" FG Handle Cushioned Grip \$30
- NSN: 3750-01-611-7559 Garden Hoe Industrial Grade 57" FG Handle Cushioned Grip \$25



TAMPER

Solid cast iron heads and fiberglass handle with comfort grip enables extended use.

- NSN: 5120-01-611-8068 8" Industrial Grade 42" FG Handle Cushioned Grip \$34



LUTE

A notched tooth aluminum head design for coarse material placement and a smooth blade for floating.

- NSN: 5120-01-611-8052 Asphalt Lute Industrial Grade 67" FG Handle Cushioned Grip \$58



SCRAPER

Has a 1-piece forged steel head for ultimate durability.

- NSN: 5120-01-611-7561 Floor/Ice Scraper Industrial Grade 49" FG Handle Cushioned Grip \$28





Rest Areas

By Marie Ditz, OPERATIONS ASSISTANT/REST AREA MANAGER

In 1985, Keystone received its first Rest Area contract: Site E located in Mercer County on Interstate 80 about a mile from the Ohio line. This was a one year contract and also a proving ground. This was where the agency and its handicapped employees proved that handicapped individuals are employable. This first Rest Area was also the beginning of a vision that helped the agency to become the largest Rest Area vendor in the United States.

Between the years of 1985 and 2008, we have acquired 34 rest area contracts and employ 280 disabled individuals to maintain these 34 sites across the state of PA.

Along with the original site in Mercer County, we provide cleaning 24/7 along Interstate 80 with 2 sites in Venango County, 1 in Luzerne County, and 2 in Monroe County.

Along Interstate 90 in Erie County, we have sites near both the Ohio state line and the New York state line.

Sites along Interstate 79 go from the West Virginia state line with 1 in Green County, 2 in Allegheny County, 2 in Lawrence County, 2 in Mercer County, and 2 in Crawford

County. Also not far from the West Virginia state line is a site in Washington County along Interstate 70.

Interstate 81 finds KBA having 1 site each in Franklin and Lackawanna Counties, and 2 each in Cumberland, Dauphin, Luzerne and Susquehanna Counties.

KBA also has one site in York County along Interstate 83 near the Maryland state line, and coming from New Jersey and west on Interstate 84 there are 3 sites in Pike County.

KBA acquired our last sites in 2008 with our affiliate agency BCAB. They are along Interstate 95 with 1 site in Delaware County and 1 in Bucks County.

If you find yourself traveling through the Keystone State, please stop by one of our rest areas and say hi!

SEE ALL OF OUR REST AREA LOCATIONS ON THE MAP ON PAGE 7.

KBA staff man the rest areas 24/7, 365 days per year.



PA COUNTIES WITH KBA OPERATED REST AREAS/WELCOME CENTERS



Site E, along the PA/OH border on I-80, was KBA's first rest area contract. This was the beginning of KBA's largest vocational endeavour.



Landscape Maintenance

By Claude Gaines, LAWN MAINTENANCE MANAGER

The Landscape Maintenance Department provides services at thirteen Rest Area Sites located in six Northwestern Pennsylvania Counties, creating employment opportunities for individuals with a documented disability.

The work includes mowing of all lawn areas and trimming. The Rest Areas range in size from 3.0 acres to 14.7 acres.

(holidays included) clearing snow and ice on a continuous basis during a storm. Our Attendants at the Rest Area Sites constantly monitor the changing weather conditions and call the snow plow truck operators when necessary. The entrance/exit ramps and parking lots must be maintained to permit free movement in and out of the rest areas for the traveling public.



Mowing along Interstate 80 at Site E on the PA/OH border.

The crews mow approximately 103 acres per week starting in April and continuing thru mid November. Our work doesn't stop there. We mulch all of the landscaping beds and perform the spring planting of flowers. The beds are maintained and kept weed-free throughout the season. Pruning of all the shrubs and trees is completed to maintain a healthy, vigorous tree or shrub. The workers are continually removing fallen limbs or debris from the lawn areas to maintain a park-like appearance for all travelers to enjoy. We all enjoy the fall foliage, but once the leaves start falling, the crews are busy performing the fall clean up.

When the temperatures drop and the snow starts flying, we keep busy with snow and ice removal services at eleven Rest Area Sites in five Northwestern Pennsylvania counties. Snow removal is a 24 hours/seven days a week service



The landscape crews have four Kubota Z-turn mowers, which are used at all the sites they manage.





Cheyney University

By Karen Bly, PRODUCT MANAGER

In December 2013, Center for the Blind and Disabled (a Keystone affiliated agency) began a new janitorial service contract at Cheyney University of Pennsylvania located about 25 miles outside of Philadelphia. Cheyney University was established in 1837, and is recognized as America's first institution for higher learning for African Americans. Their mission is to prepare confident, competent, reflective, visionary leaders and responsible citizens.

of labor at administrative buildings, maintenance buildings, residence halls, athletic facilities and student centers on campus - providing excellent customer service to Cheyney University's faculty, staff and students.

Under the guidance of PJ Yudt, Director of Facilities and Operations and Suneisha Scott, Cheyney Project Manager, the Cheyney University contract was organized, scheduled and executed within just a few weeks over the Thanksgiving holiday. To support Cheyney in their efforts to provide a nurturing, intellectually challenging, and socially enriching environment for their students, approximately 30 CBD employees provide janitorial services on the main campus, cleaning over 528,000 square feet of space within 22 buildings. Once a year, employees will also schedule the cleaning of student rooms, adding 159,600 in square footage of flooring. Employees will be providing about 54,000 hours



The new CBD janitorial crew at Cheyney University.



Congratulations!


Keep up the amazing work!

DESANTIS SOLUTIONS

- *Janitor Supplies**
- *Packaging Supplies**
- *Safety Products**



Like us on Facebook!
[Facebook.com/DesantisSolutions](https://www.facebook.com/DesantisSolutions)



**MICHAEL PELLETIER
MANAGER**


.....

PO Box 8002 PHONE: 814.434.5912
 Erie, PA 16505 FAX: 814.836.2727

www.comturf.com
 mike.pelletier@comturf.com

.....

Your continued hard work and dedication is evident in all you do for Pennsylvania!





Chemicals

By Janet Wedge, PHOTO ID MANAGER

With the increasing number of rest area sites and other cleaning contracts (State Universities, State Offices and other offices) came the idea of manufacturing our own cleaning chemicals and selling them not only to ourselves but to the state.

Some clever names for our products were thought up, including "20/20", a window cleaner; "Terminator", an odor counteractant; "Steam Roller", a rug cleaner to be used with a steam machine; "Nap-Sak", a rug cleaner; and "Lemon Aide", an all-purpose cleaner that smelled like lemons.

This operation went in the metal building that was erected on the south side of the Stambaugh building. The chemicals were shipped in 55 gallon drums, a color and/or fragrant was added, the product was mixed, lifted onto a barrel rack and dispensed into gallon containers, labeled and boxed to be shipped to customers such as state parks, correctional institutions and historical sites. Ready to use products were run through a dispensing unit which was installed over one



Melanie fills a gallon container of Magnum Force.



Drums of chemicals are staged and ready to be poured into smaller containers.

of the sinks in the Stambaugh Building work area. This process made quarts that were boxed and shipped to various state sites. Dispensing machines were also set up at several state parks and in our rest areas, where they would purchase certain chemicals in gallons and then put them through the dispensing machines to make quarts or to proportion the right amount to be used in scrub buckets.

KBA offers a full line of cleaning chemicals and continues to sell these chemicals to the state and to local customers.

Janitorial Products

By Janet Wedge, PHOTO ID MANAGER

KBA got into the sale of Janitorial Products much like the Chemicals. With the addition of new Rest Areas, it became apparent that if we could purchase supplies at wholesale and sell to ourselves, this would be an economical solution for the delivery to the 6 sites up and down Interstate 79, the 3 on Interstate 80, and the 2 on Interstate 90. We were also buying supplies for the other commercial cleaning jobs we were doing, such as at the universities or the USAR building. As we continued to grow, so did the delivery of janitorial products. Four more sites were added to the delivery schedule. We had a few commercial cleaners locally who would check to see if we carried certain items. Once we moved into the Division Street building, we were able to have a store front and include not only cleaning supplies but also paper plates, cups, napkins, and light bulbs for organizations and companies who might not want a complete case of any of these items.



One of our area's biggest secrets - quality products at discount prices.





Document Destruction Services

By Jim Hart, PURCHASING AGENT and Janet Wedge, PHOTO ID MANAGER

Keystone Blind Association saw a need for Document Destruction Services during the successful micro-filming program. Customers who utilized our micro-filming services subsequently would need the documents destroyed once the information was secure. The most practical way was shredding, which helped to employ additional handicapped workers. Portable commercial shredders were purchased which allowed our workshop employees to manage the shredding process from start to finish.

handicapped individuals to work independently and maximize the flow of shredding and recycling. We reached out to the community and promoted our ability to manage the destruction needs of governments, law offices, accounting firms, brokerage firms, medical facilities, etc. One of our first customers was the local court house in Mercer.

With this piece of equipment, our visually handicapped employees can shred and bale upwards of 2,000 lbs. per day.



Art Wedge feeds documents through the shredder while Bob Balach compacts the piles.

Bales of shredding are staged and ready for a pickup by a local paper recycling company.

Documents were shredded and the resulting paper product was bagged and used for several purposes. We would accumulate bags of shredded paper and either sell them to a recycler or at times would sell them to local farmers to be used as bedding for their livestock.

With the increasing need for security and document destruction, Keystone Blind made a major investment in May 2010 and purchased a large industrial shredder, conveyer and baler. This important piece of equipment has allowed visually

The resulting bales are sold to a paper recycler which further increases our revenues from this operation.

In the year 2012 we shredded and baled approximately 100,000 lbs. of paper and increased those levels in 2013.





Photo ID Centers

By Janet Wedge, PHOTO ID MANAGER

1984 was the beginning of the contract for processing Photo Driver's Licenses. It began with 5 counties, including Mercer, Crawford, Venango, Clarion, and Forest. Mercer County originally had three sites where people could have their photo taken. The main site was in the downtown Sharon City building, and two satellite offices were located in the Blind Association building on Route 18 in Hermitage and at the Pine Township building in Grove City. The sites in Crawford and Venango Counties were in former State Police facilities. Clarion County's site was in a closet-sized area in a PennDOT Maintenance Building in Shipperville. The site in Forest County was also in a PennDOT Maintenance Building in Tionesta. Most of these sites were open from 10 am – 6 pm a few days per week. When the photo centers first started, the Polaroid picture was the picture of choice.

Eventually the satellite office at KBA was closed, and photo IDs went to a chemical based system for picture taking. It was very similar to what a photographers used. A negative plate was first processed through a chemical, a neutralizer, and a water bath. It next went through a dryer, and then the photo was laminated and cut. This process was slow and messy, especially with only one employee at each site.

In the early 1990s, the state eliminated the satellite office in Grove City and moved the main Mercer County site into the Driver's License Examiner building in Mercer.

In the mid '90s, photo IDs went digital. This technology was tested by one of our visually impaired employees to see

if the new system was compatible to people with a visual impairment. When this system was put into operation, the Clarion County site was moved into the Clarion Mall, and the Forest County site was moved into the former office of the Evan-Flow Bottle Plant in Tionesta. At this same time, hours and days of operations were changed to 8:30 am - 4:30 pm, with a few days having extended hours to 8:00 pm. Another change was adding on a second person for four hours per day to give our technicians lunch breaks.

The days and hours of the 5 counties' sites currently are: Mercer County open Tuesday-Saturday 8:30-4:15 with extended hours to 6:00 on Thursdays; Crawford County open Wednesday- Saturday 8:30 – 4:15; Clarion County open Tuesday, Wednesday, Friday, and Saturday 8:30 -4:15; Venango County open Tuesday, Wednesday, and Saturday 8:30 – 4:15; and Forest County open Friday and Saturday 8:30-4:15. The Photo Centers now have 13 employees total, and annually process over 63,000 Driver's Licenses and Photo IDs.

In 2010, affiliate agency CBVI began to manage 2 centers in Bucks County on the eastern side of the state. These centers are larger than our western PA centers and each have 2 cameras. The Fairless Hills site operates Monday thru Saturday 8:30-4:15 and extended hours on Thursday to 6 pm. The Bensalem site operates Tuesday thru Saturday 8:30-4:15 with extended hours on Thursday to 6 pm. The eastern sites have a total of 11 employees and take over 83,000 photos annually.



Thelma Doverspike is one of four KBA attendants at the Mercer photo center. On average, they process 100 IDs per day.

Cap-Style Safety Helmets

By Karen Bly, PRODUCT MANAGER

As part of Keystone’s mission, we continually strive to seek out new opportunities to employ the blind and disabled. We often expand our horizons by growing our professional network and looking “outside the box” for any potential opportunities.

Embracing this mentality, Allen Connelly, Sr. Vice-President of Operations, attended a trade show a few years ago for Specialty Tools & Fasteners Distributors Association (STAFDA). At that show, Allen met Sheila Eads, the

these helmets will be available in January 2014 for sale to Federal customers and Base Supply Centers through major distributors like Grainger, MSC, United Stationers, and LC Industries. We will also have these helmets available locally at our retail store at 981 Division Street in Sharon.

Keystone’s supply partner for this project, ERB Industries, is located in Woodstock, Georgia. ERB Safety (A division of ERB Industries) has been an industry leader in the development, manufacture, and supply of safety products that

The helmet assembly line starts by inserting the suspension into the shell. Next, an information sheet and chin strap are placed in each helmet. The helmets are then wrapped and placed into boxes for shipping.



President of ERB Safety. Several emails, phone calls, and face-to-face meetings transformed into Keystone’s next employment opportunity for the blind and disabled – the assembly of cap-style safety helmets!

With the support and guidance of ERB and National Industries for the Blind (NIB), Keystone Vocational Services has been working with the General Services Administration (GSA) in Fort Worth, Texas for over two years to develop a plan to provide the Skilcraft Brand Cap-Style Safety Helmet. Keystone will provide three color varieties (blue, yellow and white) with a 4-point standard (pin-lock) suspension and an adjustable chin strap to various distribution channels for Federal government buyers. KVS is proud to announce that

Bob Balach, a visually impaired employee, works to properly insert the suspension into the helmet shell.





protect the health and safety of workers in the construction, manufacturing, and industrial sectors since 1956. Keystone Vocational Services is delighted to be working with a partner with such a wealth of knowledge and support available for this project.

nylon unit that is attached to the inside of the hard hat shell and adjusts to fit your specific head size). With a forecasted government demand of 50,000-100,000 helmets annually, Keystone is looking forward to providing quality products to our customers. We are pleased to offer employment

opportunities to our



The suspensions are shipped flat and then assembled to their proper form.



Yellow helmet shells await assembly. The shells are made from high-density polyethylene.



Jud Crosby (center), ERB's Technical Director, talks with employees about the correct assembly of the helmets.



Jonathan Fister, CEO, and Allen Connelly, Senior Vice President of Operations, examine a fully assembled helmet.

local blind and visually impaired residents. Keystone will be providing up to four full-time positions for blind and visually impaired workers to insert suspension units into the helmet shells, include chin straps and instruction sheets with every helmet package, and prepare the packages for shipment. If you'd like additional information about our Safety Helmets, please contact the Keystone store at 724-347-3711.



Safety Products for LIFE.

*Proud Supporter
of
Keystone Vocational Services*

www.e-erb.com

After all of the hours of research, paperwork, negotiations, and forecasting, Keystone began ramping up their inventory in November 2013. ERB's Technical Director, Jud Crosby, visited the Keystone site in mid-November to review our assembly process and provide training for our employees on proper insertion of the suspension into the helmet shell to ensure consumer safety. (The suspension is the molded

Toilet Paper Manufacturing

By Jonathan Fister, PRESIDENT/CEO and Allen Connely, SENIOR VICE PRESIDENT OF OPERATIONS

In June of 2012, KBA received a contract to produce toilet paper for Pennsylvania's correctional facilities. This contract requires KBA to provide approximately 90,000 rolls of paper per week (4.5 million per year) to the Commonwealth. The planning and implementation for this project began after KBA representatives visited Outlook Nebraska, an agency for the blind that manufactures toilet paper for the federal government. Inspired by what Outlook has accomplished in their efforts to employ persons who are blind, Keystone looked for an opportunity to replicate the project here in Pennsylvania. In close partnership with Pennsylvania Industries for the Blind and Handicapped, KBA was able to secure the state's approval for the contract.

Since the award, KBA has worked non-stop to bring this project to fruition. The decision was made early on to house the project at the CBVI facility in Chester, PA, an affiliate of Keystone that had vacant space available. CBVI has long desired a lease for the excess space, and this project helped meet their need. Allen Connely, Senior Vice-President of Operations at KBA, who was instrumental in getting the project off the ground, comments, "As the Project Manager for the toilet paper program, it gives me great pride to see how far we have come in such a short period of time. Team members from CBVI and KBA have worked diligently to bring employment opportunities for the blind and disabled in the Delaware County community. Through extensive upgrades to the CBVI building and by adding personnel to work in the toilet paper program, this project will have far-reaching advantages for all." Jonathan Fister, CEO at KBA, concurs, "KBA is pleased to be in partnership with CBVI. We were aware that their facility could handle a project of this scope and we are confident that this venture will benefit both organizations." The "rewinder" (toilet paper machine) arrived at CBVI in early October 2012.

The toilet paper manufacturing process, though simple by other manufacturing standards, is not without its complexities. Dialing in the paper converting machine has not been without its challenges. There have been many upgrades to the machine and the manufacturer, Perini USA, has been at the CBVI facility several times with their technicians to make the machine to work more efficiently.

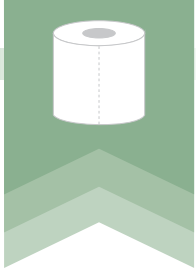
The actual paper is purchased on parent rolls weighing 2,000 pounds and measuring 8.5 feet in height by 5 feet in diameter. The paper is placed on a processing machine which wraps 1,000 sheets around a cardboard core to form a long log. The log is then cut into standard 4-inch toilet paper widths, and the "tail" of the roll is glued down to prevent



Loading the 2,200 lb. parent roll into the converting machine.

unraveling. The log is then sawn into standard widths and is transported to a "wrapper" that wraps each and every roll. Blind employees then fill boxes with 80 rolls to a case, seal the cases, and prepare them for shipment.

In January 2013, KBA started selling toilet paper to the state of Pennsylvania. All state government facilities including state prisons are purchasing 1 ply and soon 2 ply toilet paper from KBA. Sales in January were approximately 2,000



Checking the rolls for the proper diameter.



Moving the massive parent rolls in the warehouse.



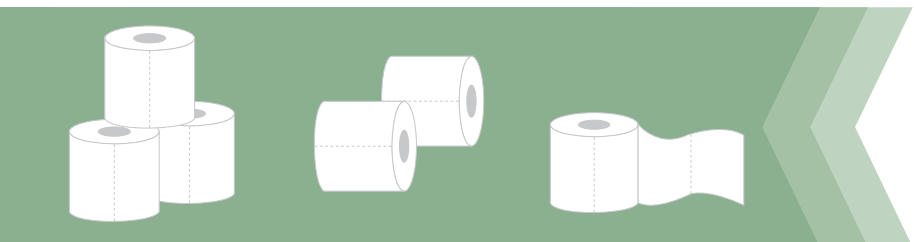
The machine is checked over as the toilet paper rolls make their way down the line.



Mechanic Larry Pruitt makes adjustments to the converter.



The wrapping machine.



cases. That amount will ramp up to approximately 4,800 to 5,000 cases or 400,000 rolls each month in a short time.

KBA staff has been producing on average about 225-275 cases a day in an eight hour shift. This is quite a change from when we first started up the machine, where we were averaging 30-50 cases a day.

Keystone leadership is pleased that the team has been able to successfully overcome the challenges that face any new enterprise, that we are successfully manufacturing according to schedule, and that we have yet another opportunity to provide employment to visually impaired individuals.



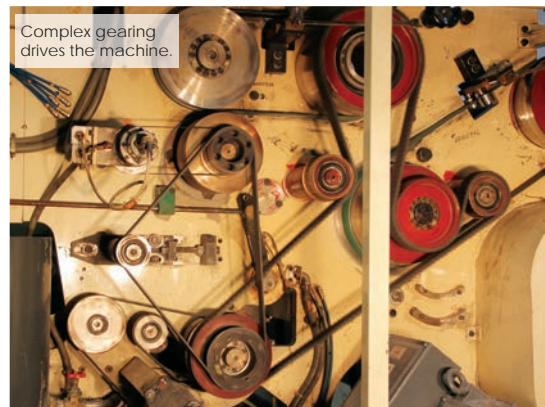
Kevin Diggs and Jen Wilques packaging new rolls into cases.



Toilet paper rolls make their way down the line.



Checking over the paper for imperfections.



Complex gearing drives the machine.

