

Our Vision Works

A Publication of the Keystone Network of Agencies



SAME MISSION, SAME VISION, CHANGING FACES

BY LAURIE STAPH, PRESIDENT/CEO

Over the past year, you may have noticed some significant changes at Keystone in terms of the physical appearance of our building, individuals delivering services, employees involved in operations, and changes in our management team. Despite the new faces, Keystone has remained solid in our mission to empower, educate, and employ individuals with vision loss or other disabilities. Our main goal is to provide services for all individuals with vision loss to maintain their independence in the home, the workplace, and out in the community. To accomplish this goal, we provide human services to help with basic tasks, as well as employment opportunities to help individuals financially. Our holistic approach enables individuals with vision loss and other disabilities to provide for themselves, remain in their homes, and maintain their independence.

In 2018, Keystone began a major remodeling project to make our headquarters more conducive to services and operations. In December 2018, long-time CEO, Jonathan Fister, and Senior Vice President of Human Services, Ann Peterson, both retired after 40 years of service to the agency. With their departures some modifications to the Keystone management team were also made. What has not changed, however, is our commitment to providing our clients with the best possible services package, as well as our continued efforts to provide employment opportunities for individuals who are visually impaired or disabled. With unemployment for blind and disabled individuals running at 70% nationwide, Keystone has made it our goal to continue to search out new opportunities to ensure that individuals who are blind and / or disabled have a choice when it comes to working.

Keystone's statewide network of seven agencies currently operates employment contracts in over 50 different locations throughout the Commonwealth. We have over 700 employees working on various contracts for janitorial services, landscape maintenance and snow removal services, photo driver's license technicians, production of tools and helmets, and the manufacturing of toilet paper. This past year, Keystone

expanded our recruiting efforts and relocated individuals from as far away as California and Louisiana. Keystone is becoming a major force in providing employment opportunities for individuals who are blind or disabled. Our employees are not only able to have a job and a full array of services to utilize, but we also offer a program to provide social networking opportunities.

If you have never been to Keystone or heard about our agency, I invite you to flip through this magazine to find out more about who we are, what services we offer, what employment opportunities we provide, and most importantly, read stories of how we have changed people's lives for the better. We are looking forward to the future in our newly renovated facility and the opportunities that will come from being able to better serve our clients, employees and community. I hope that you will find this to be an informative publication and I encourage you to stop in, take a tour, and learn more about Keystone!



Laurie Staph, President/CEO



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312 Chestnut Street
Meadville, PA 16335
Phone: (814) 333-3121

KBA - Lawrence County

1429 New Butler Rd, Suite 2
New Castle, PA 16101
Phone: (724) 856-3527

www.keystoneblind.org

**BCAB**

616 Fourth Street
Beaver Falls, PA 15010

Phone: (724) 843-1111
www.bcblind.org

**CBVI & CBD**

100 West 15th Street
Chester, PA 19013

Phone: (610) 874-1476
www.cbvi.net

**MCAB**

25 E. Marshall Street,
3rd Floor
Norristown, PA 19401

Phone: 215-661-9800
www.mcab.org



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CBVI Administrative Director

Monica Jones

MCAB Administrative Director

Mary Jean Schoeffling



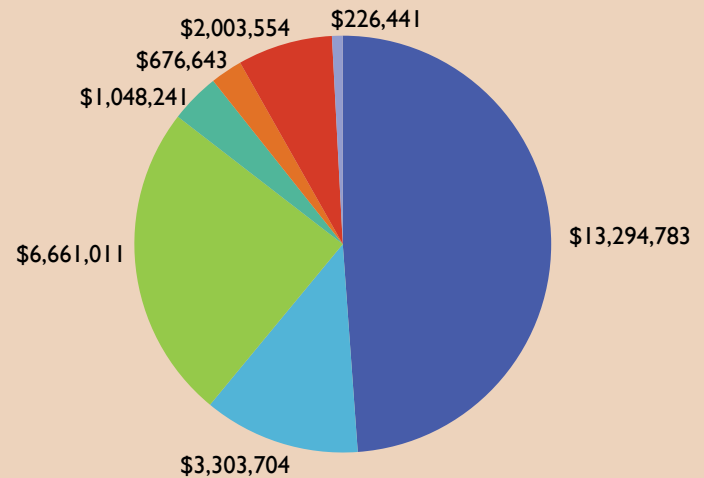
ENTREPRENEURIAL MANAGEMENT

In today's structure of shrinking budgets and government spending cuts, nonprofits are expected to do significantly more with less resources. Many nonprofits have struggled over the last decade to be able to maintain an adequate organizational infrastructure, such as accounting, human resources, information technology, and physical plant needs, while still managing to provide the programs and services that support their mission. Keystone Independence Management (KIM) was created back in 2000 as a solution for a number of struggling nonprofits to be given appropriate administrative support while cutting back overhead costs. KIM is a management company created by Keystone that employs professional staff to handle all accounting, human resource-related issues, risk management, procurement, logistics, business development, fundraising, and general management functions of the nonprofits that they manage. All of the six nonprofits managed by KIM are agencies for the blind, visually impaired, and disabled.

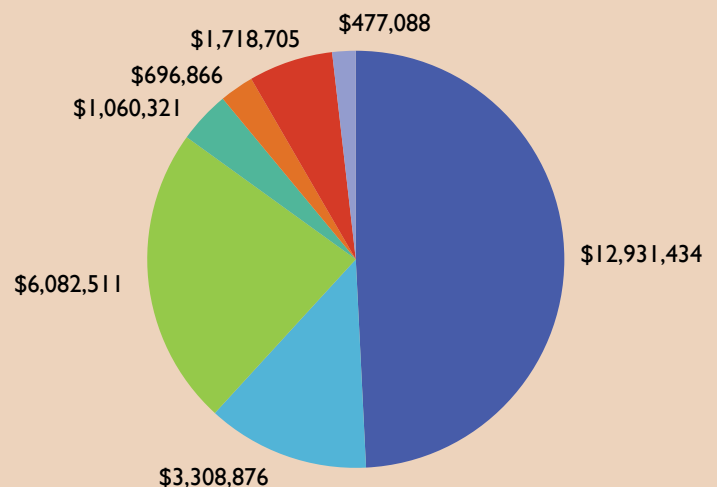
When KIM was created there were a number of agencies for the blind who were struggling financially to be able to provide services and maintain adequate back office support. By having one central management company, all of the agencies were able to downsize their administrative costs and spend their resources on the programs that support their mission. In addition, all of our agencies provide employment to individuals who are blind, visually impaired, or have other qualifying disabilities. These employment programs provide financial support for the individuals who work in them and profits generated are then reinvested into our human services programs. We have a full service approach to our clients and employees who need our services.

Gone are the days when nonprofits could survive on donations and grants alone. Keystone knew we had to find other means to support our programs, and from that we now have an entrepreneurial mindset within our management group to seek out contracts and work that can be performed by individuals with varying disabilities. These opportunities provide not only good wages and benefits, but also a positive work environment that is competitive and fully integrated.

2018 Network Revenue



2018 Network Expenses

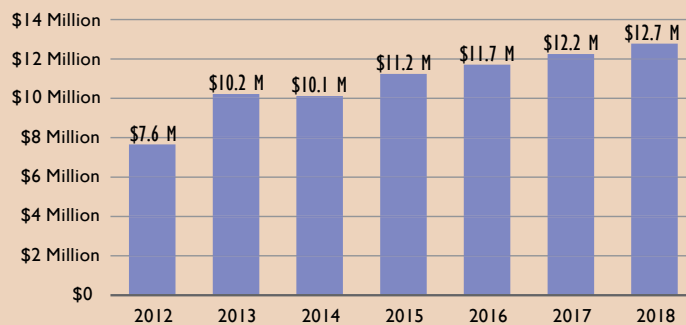


■ KBA
 ■ KIM
 ■ KVS
 ■ BCAB
■ CBVI
 ■ CBD
 ■ MCAB

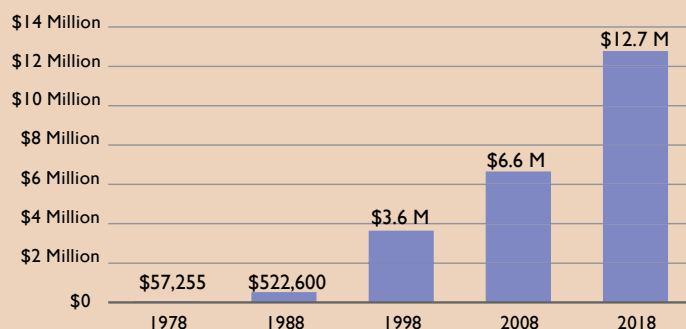


Keystone and its network employ individuals in photo ID centers, janitorial services, lawn maintenance and / or snow removal, mailroom and courier services, and fiberglass handled tools and hardhats production. We still rely on local fundraisers to generate much needed support and grants for specific program-based needs, but we know that in order to sustain our programs we need multiple revenue streams. KIM was created to provide not only back office support and managerial support, but also to provide a team of individuals who can assist with fundraising, grant writing, and contract start-up services. Keystone and its network of agencies has grown over 50% in revenue over the past 8 years. We have a strategy proven to be successful and employ well over 500 active employees across the state through our seven total network agencies. Keystone Independence Management provides services to the following organizations: Keystone Blind Association (KBA), Keystone Vocational Services (KVS), Beaver County Association for the Blind (BCAB), Center for the Blind and Visually Impaired (CBVI), Center for the Blind and Disabled (CBD), and Montgomery County Association for the Blind (MCAB).

KBA Operating Budget - 2012-2018



KBA - Decades of Growth



BOARD OF DIRECTORS

KBA Board

Karen Anderson - Whispering Pines Veterinary Services
 Sam Bellich - Area Agency on Aging
 Maria DelMuto Boyer - PhilStar Entertainment
 Cindy Falotico - iHeart Media
 Carole Giroski - Greenville Savings Bank
 Rick Herman - Retired (NLMK Pennsylvania Corp.)
 Gary Ipson - Computer Consultants
 - BOARD SECRETARY
 Denise Jarrett - First National Bank
 - BOARD TREASURER
 Kevin McDermott - Minuteman Press
 - BOARD CHAIRMAN
 Sam Moore - Tiffany's Banquet Center
 Bryan Scheidemantle - Scheidemantle Motors
 - BOARD VICE CHAIRMAN
 Jackie Schmidt - Clear Water Construction
 Hon. Dennis Songer - District Judge
 Laurie Staph - Keystone President/CEO
 Elaine Wolfson - Community Counseling Center

KIM Board

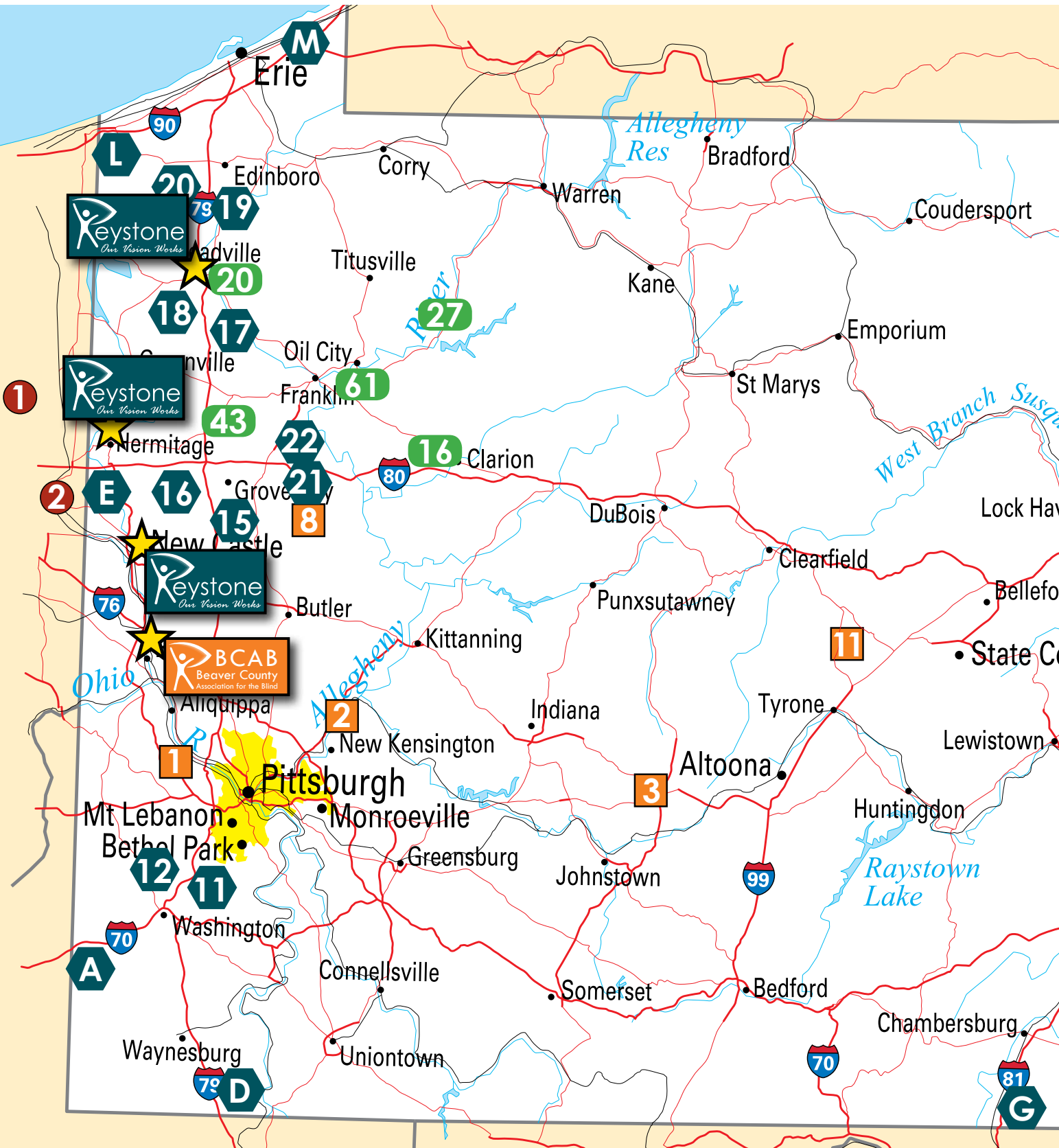
Atty. Michael S. Barr - Barr & Shaffer
 Al Boland - UPMC Horizon
 - BOARD CHAIRMAN
 Brandon Mirizio - Greenville Schools
 Mark Pappas - Self employed
 - BOARD VICE CHAIRMAN
 Adolf Reichenbacher - CCL Container
 - BOARD SECRETARY/TREASURER

KVS Board

Alan Baldarelli - Greenville East Elementary School
 - BOARD CHAIRMAN
 Tom Kaikis - ELG Metals
 - BOARD SECRETARY/TREASURER
 Walter Novosel - Nova Cellar Winery
 Tony Paglia - Penn State University
 John Pappas - Retired
 - BOARD VICE CHAIRMAN
 Joseph Yarzab - Medicine Shoppe Pharmacies

NETWORK OPERATIONS

MAP OF OFFICES AND CONTRACT LOCATIONS





Agency Office



Rest Area



Photo ID Center



School Contract



Service Contract



BUILDING OUR FUTURE

In line with our entrepreneurial efforts, Keystone has not only expanded our efforts in terms of client services, product development, and service contract capabilities, but we recently embarked on a journey to remodel our facility to better suit our growing needs. When we moved into the former Bolotin Furniture store in 2015, it was a wide open space with no partitions, offices, or designated areas. It was difficult to provide services, develop products, and manage 50 + contracts with no privacy for phone conversations, no designated conference rooms, and no specific areas for our blind and visually impaired to be able to navigate safely. Back in 2013, Keystone applied for a Redevelopment Assistance Capital Program Grant (RACP) through the Commonwealth of PA to remodel our current facility. We were later approved for a \$1,000,000 grant to utilize as part of our remodeling efforts. After many months of design, re-design, and reconfigurations, we put the plans in motion to begin remodeling, in May of 2018. The project was broken down into three phases:

- Phase I was designed to move all of our administrative functions to the upstairs floor of the building, which was previously unoccupied due to building code requiring us to have a lift for ADA accessibility. Phase I was completed in October of 2018 and all administrative personnel including Human Resources, Accounting, Communications and Development were moved to the upper floor.
- Phase II involved reconstruction of the Operations department, which oversees all of our production programs for tools, helmets, toilet paper, and all service contracts including janitorial services, lawn maintenance and snow removal, photo ID, and mailroom services. Construction was completed in January of 2019.
- Our final phase of the project was the Human Services portion of the building, which involved construction of a Life Skills kitchen area, a Vision Rehab Therapy Department, a Low Vision Clinic, a Prevention of Blindness Department, and a Transportation department. This construction wrapped up in June of 2019.

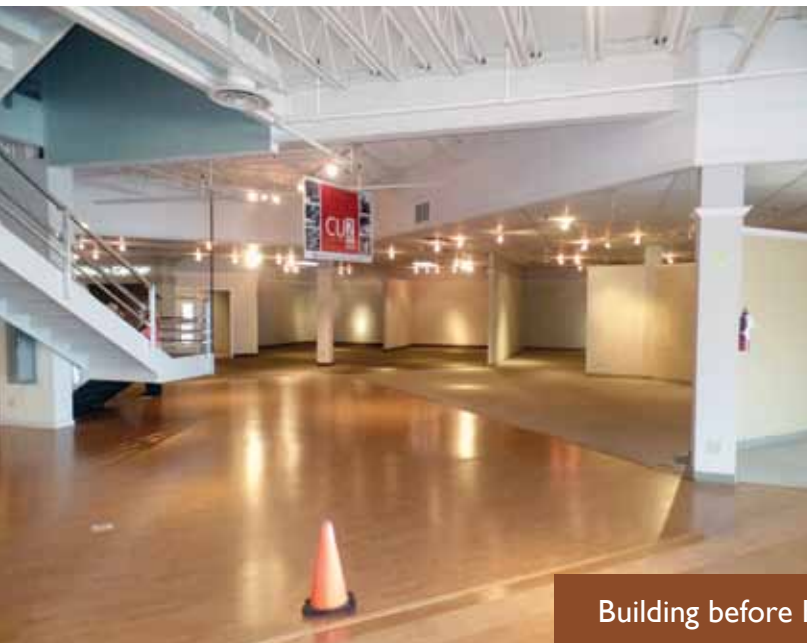
The construction process was fairly painful for all involved due to constantly having materials (obstructions for the visually impaired) being moved within the building, as well as dust, and noise levels that sometimes made it difficult to hear and concentrate. However, after seeing the final product, I think all of our employees and clients would say it was a temporary inconvenience for a permanent and significant improvement.

After watching the construction over the past year and seeing materials being moved, people and offices being moved, and contractors all over the building, we wondered just how much in materials went into this project to remodel a 40,000 square foot facility (excluding the warehouse).

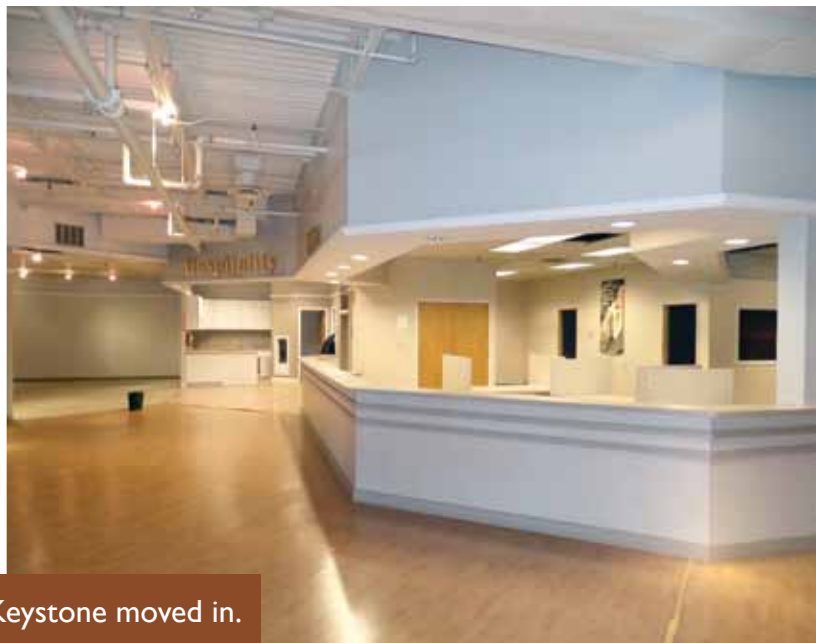
- 41,000 square feet of sound batting insulation
- 45,000 square feet of stud framing
- 210 feet of bulkhead framing
- 61,000 square feet of drywall
- 500 feet of wood blocking
- 17,000 square feet of ceiling grid and tile
- 5,640 feet of cove base (4" tall)
- 2,426 squares of modular carpet (2'x2')
- 175 gallons of primer
- 350 gallons of eggshell paint
- 350 gallons of cover paint
- 840 man hours of priming and painting.

As you can see in the pictures, what we started with and what we finished with shows that it was money well spent. This will enable Keystone to grow well into the future in a building that better suits our needs and the needs of our clients, employees and community. I think everyone is looking forward to a bright future in our new building.





Building before Keystone moved in.



Building during construction.



Building after construction.



2018 EMPLOYEE NUMBERS

Total employees - 711

**Handicap
employees**
449

**Non-handicap
employees**
262

Handicap hours
441,533

Non handicap hours
185,772

Female employees
278

Male employees
433

Oldest employee
79 years old

Youngest employee
20 years old

Background checks - 1724

All applications are pre-vetted with a background check



SERVICES

	KBA	BCAB	CBVI	MCAB
Access Technology	X	X	X	
O & M	X	X		X
Prevention	X	X	X	X
Specialized Services	X	X	X	X
Vision Rehabilitation	X	X	X	
Low Vision Clinic	X	X		
Keystone Kids	X	X		
Young Adults	X			

ACCESS TECHNOLOGY

Client evaluations are conducted using the latest devices and computer software products available for blind and visually impaired individuals. Clients learn a variety of computer skills that are needed to seek or maintain employment, advance in the workforce, or simply make their lives easier. The use of mobile devices and apps is also a vital part of this program.

Technologies Include:

- Screen Magnification and Screen Reader Programs
- Optical Character Recognition or Scan and Read programs/devices
- Speech Recognition Programs
- Accessible Personal Data Assistant Devices
- Video Magnification Devices
- Braille Translation programs
- Braille Embosser devices
- Mobile Platform-Integrated Accessibility Features
- Accessible Mobile Device Apps

These services are available at BCAB, KBA and CBVI.



Keystone Access Technology instructor, Jeanne shows a client how to use her iPad.



Keystone O&M Specialist, Luann, gives KBA employee Brian a lesson on using a mobility device on stairs.

ORIENTATION & MOBILITY

Orientation & Mobility Training includes instruction skills for safe and independent mobility in various environmental settings. This may include walking with a mobility device such as a long cane, support cane, guide dog or even a walker.

CHILDREN'S SERVICES

Orientation & Mobility lessons are provided to school age children in a variety of school districts. Children are seen on a weekly, monthly, or consult basis, depending on their current needs. Staff work closely with the individual school districts and Intermediate Units to address the needs of each visually impaired or blind child.

ADULT SERVICES

Adult clients are referred from a variety of sources including family members, assisted living staff, work situations and PA and Ohio State Rehabilitative Agencies. After an initial evaluation, their needs are assessed and a realistic plan is developed with them to address their current and long term goals. Adult training takes place at their home, workplace, on public transportation or their local community setting.

O&M services are available at BCAB, KBA and MCAB.

PREVENTION OF BLINDNESS

EYE HEALTH AND SAFETY EDUCATION

One of our goals is to help prevent an individual from ever becoming a client in the first place. To accomplish this, we offer, free of charge, a wide variety of prevention of blindness & eye safety programs to local communities.

PRESCHOOL VISION SCREENING

Preschool vision screenings are provided to children 2 to 6 years of age to detect most forms of visual dysfunction, so they can be addressed and treated before a child enters school.

ADULT VISION SCREENING

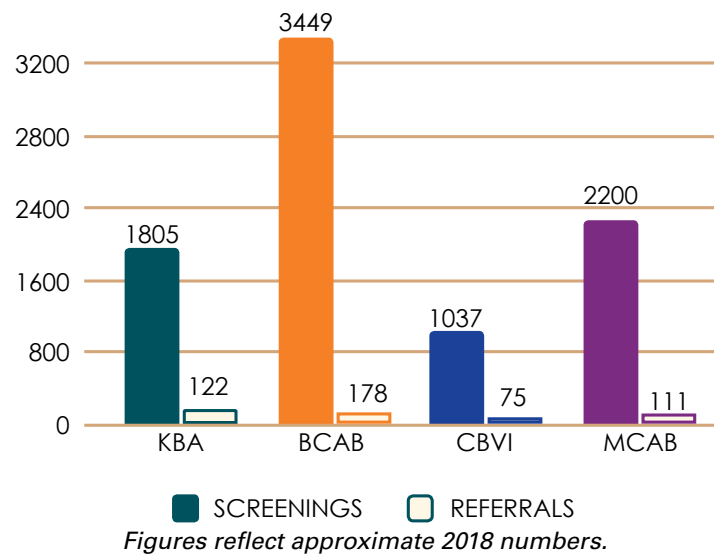
Adults are tested for visual acuity, depth perception, color perception, glaucoma and macular degeneration.

LOW COST EYE GLASS PROGRAM

Financially eligible individuals can obtain eye glasses at a reasonable cost.

These services are provided at all Network Agencies.

Children's Screenings & Referrals



Shirley, Keystone Prevention of Blindness Specialist checks a child's vision.





During a life skills education group, clients learned about the Euro and features of Euro bills.

SPECIALIZED SERVICES

Specialized Services are provided to individuals who are blind or visually impaired. These services include transportation with sighted guide, support services, life skills education programs, support groups, case management and access to talking books.

TRANSPORTATION/ESCORT

Transportation with a sighted guide is provided for medical appointments, grocery shopping, banking, government agencies and other essential services.

SUPPORT SERVICES

Assistance is provided for reading mail, check writing, form completion, putting groceries away and other typical household tasks.

LIFE SKILLS EDUCATION and SUPPORT GROUPS

These groups are designed to assist individuals who have significant or total vision loss to adjust to

the challenges presented in their everyday lives. Self-advocacy, technology, coping skills, and self-esteem are just a few areas that may be discussed in support groups. Life skills education programs provide information about services or skills that can improve a client's quality of life.

CASE MANAGEMENT

This may include information and referral to assist individuals in accessing community resources or agencies for food, income, rebates, housing, and assistance for visually impaired individuals. Accessing talking books is another service available.

Specialized services are provided at all Network Agencies.



VISION REHABILITATION

The Vision Rehabilitation program provides instruction with adaptive techniques that enable visually impaired and blind individuals to independently perform daily living tasks, based on individual needs and capabilities.

PERSONAL MANAGEMENT

Instruction is provided in various skills including keeping time, identifying/organizing money, personal grooming, medical management, and self-care skills.

HOME MANAGEMENT

Instruction is provided in basic household skills, food preparation, labeling and organization.

COMMUNICATION

This activity provides education in braille, keyboarding, handwriting guide usage and audio methods for information storage and retrieval.

LEISURE TIME ACTIVITIES

Low vision/tactile/audible games, cards, techniques for handicrafts and adaptive sporting equipment are available.

Vision Rehabilitation services are available through BCAB, KBA and CBVI.

Low Vision Clinic

Visually impaired individuals are scheduled to see Dr. Paul Freeman who provides a low vision evaluation. He does a comprehensive eye examination consisting of a goal oriented history, an eye health evaluation, determination of the need for regular glasses, and prescription of non-refractive sight enhancement (magnification, environmental modifications, etc.). This program is also enhanced by the agency's Vision Rehabilitation department with follow up and training on recommended low vision devices. Dr. Freeman also writes a letter to the patient's referring eye doctor, primary care physician and any other professional who may be part of the patient's health care or educational team.

Dr. Paul Freeman is an Optometrist and Low Vision Diplomate in the American Academy of Optometry. Dr. Freeman is presently the head of low vision rehabilitation at Allegheny General Hospital.

Low Vision Clinic services are available through KBA and BCAB



Dr. Paul B. Freeman provides a vision exam on Keystone employee Domingo.

KEYSTONE KIDS AND YOUNG ADULTS

Building a community of independent visually impaired adults starts in childhood not in adulthood. The Keystone Kids program provides a community-based program that allows our students to build skills that are critical for their success in the future. This program helps students learn many skill areas focused on home management, personal management, communication skills, O&M, access technology, career exploration, self-advocacy, recreational activities, and activities of daily living. We do all of this while having fun! The program offers week-long summer programs as well as monthly activities to help promote personal growth and independence. We provide students with the skills needed to be independent members of our community as well as provide a supportive group of peers that understand and can relate to one another.

Recreation, support, and companionship go a long way for each of us. This is no different for those adults who are visually impaired. This is why we have established a program for young adults that would fulfill some of these needs as well as provide an environment that will allow these adults to practice independent living skills, communication skills, and activities of daily living. The group meets monthly and many of the activities are centered around money management, communication, or a support group activity. The activities selected are heavily based off what the adults would like to do and we facilitate the program from there. The Keystone Kids and Young Adults programs provide support for those in our community as well as many of our own visually impaired employees.

Keystone Kids on a recent trip to Kennywood.



EMPLOYEE SPOTLIGHT

LACEY - MAILROOM

GROWING UP WITH KEYSTONE

My name is Lacey. I grew up in Slippery Rock, PA living with my parents and sisters. I was born with a visual impairment due to bilateral optic nerve hypoplasia, the cause of which is unknown.

I got involved with Keystone when I was eight years old. My vision teacher told me that there was a program that would provide wonderful opportunities for me, encouraging me to attend to form friendships with my peers. After my first Keystone Kids event, I was hooked; I went to every event, never missing a month. Keystone took me to places I had never been. I went to Canada once and Disney World twice; I was part of the first group of visually impaired kids to participate in the Youth Education Series (YES) Program at Disney World. Keystone staff, volunteers, and Keystone Kids events made it seem like we had endless possibilities. Keystone Kids helped me in endless ways; skills I developed include orientation and mobility, social interaction, communication, self-advocacy, job readiness, and access technology.

As I got older, I moved into Keystone's Young Adults program. This program allowed me to have interactions with other visually impaired young adults in more complicated public settings. I quickly realized I could not go to every event because life got busier.

In October of 2016, a friend from Keystone approached me about a job opportunity. I declined because I was comfortable where I was. That wasn't going to be the last time I heard about the job, I was asked again in late November and again in January 2017. Although I began to consider it, one would think after declining three times that would be the end of it. Nope, my good old friend Jenn Lilly (Keystone Vision Rehabilitation Specialist) wasn't taking "no" for an answer. Knowing that I needed to get out of my comfort zone, she asked again in February. I finally asked her to get me more information and I would



Lacey in 2010 at a Keystone fundraiser.

think about it. My concerns were about the location of the job, the job tasks and about transportation to and from work? After getting additional information, I FINALLY applied. Keystone helped me fill out all of the extensive forms. I was so happy that I was able to get a job and impressed at all the work Keystone put into accommodating me before I even had a clearance to work. After orientation, I sat and waited anxiously for my clearance. I finally got the call and started in August. Just like that I was a part of the Keystone family again! They helped me so much when it was time to start working. They helped set up transportation, Luann helped with O&M at work, Kathy helped with accommodations, Craig and Tracie contacted me with appointments, guiding me through the entire process. All of the management staff were so friendly and helped me navigate through my first few weeks, which was such a relief. Everyone was so accommodating to my vision impairment.

I was originally only willing to work part-time because I wanted to keep my SSI; this meant I could only work 16 hours a week. That only lasted one day, on my second day of work, I decided I was going to get off of SSI and work full time. The staff was so understanding and have worked really hard to make it the best work environment possible. If I do have an issue or problem, I know I can go to them and they will do their best to help.

After working a couple of months, I had formed new relationships with coworkers and friends; but the most important was meeting my boyfriend. We became great friends and after a few months decided to start dating. Here we are a year and a half later, with a 4 month old daughter named Gracelynn.

Keystone has been a huge part of my life for almost 20 years. I cannot imagine what I would be doing or where I would be without them. I am so glad to be a part of such a wonderful organization. Years ago, Jonathan Fister (former Keystone CEO) told me he would help me find a job when I was old enough. Well he lived up to that promise; it just took time. Keystone helped me reconnect with OVR for Access Technology, and got me in to see Dr. Paul Freeman for new glasses. I cannot explain how much Keystone has supported me. During my pregnancy, I was able to work up to the day before I had my daughter. When I needed to return to work after six weeks, the excitement and positive energy was still there, making it easy to return. They continue to be accommodating

to my schedule, especially now with a baby. Being a visually impaired mom is very hard, I wake up at 3:15 AM to start getting ready for work. My boyfriend is a huge support system for me. He helps in the morning so I do not have to take public transportation as he is our “taxi” taking Gracelynn to the sitters and getting us both to work on time. I can do almost everything for myself and my daughter, but if I need something my boyfriend is right there willing to help. I love being a mom even if it is difficult. I have a great support system from my boyfriend, my family, and my work family. It does get tough working 8+ hours a day and not being with my daughter, but great coworkers makes it easier. Although I love being a mom and do miss my daughter while I am at work, I would never change a thing. I love my job and the relationships I have formed while working at Keystone!



Lacey with her daughter Gracelynn in 2019.





ANNUAL GOLF SCRAMBLE

For twenty four years, Keystone Blind Association has been hosting the Annual Charity Golf Scramble every year on the first Monday of June. For the last four years, it has been a sold out event with a waiting list for teams to join. The KBA golf scramble is unique in that it is a 5-person scramble instead of the standard 4-person scramble. Tam O'Shanter of PA has been wonderful in working with us each year to make sure we can accommodate so many golfers.

Through the generosity of individuals as well as local businesses, the Annual Charity Golf Scramble continues to thrive. One of the big draws for the golf scramble is the Chinese auction. The baskets have been big and beautiful. They range anywhere from Italian baskets to a fire pit, an autographed hockey stick, restaurant gift certificates, Apple products, and so much more. Each basket starts at a minimum value of \$50 and goes up from there. Our golfers love the auction because they each have an equal chance to win a great prize.

Some of these businesses have been supporting our cause from the beginning through sponsorships and golf teams including: First National Bank, Oil Services Inc., Greenville Savings Bank, and Sharon American Legion just to name a few. The KBA golf scramble has become a success much in part to the wonderful employees and volunteers who take time out of their busy schedules to put on this day-long event.

All proceeds from the Annual Charity Golf Scramble remain right here in our local community to help KBA provide quality programs and services to your family, friends and neighbors who are blind or visually impaired.

For more information on how you can participate in this worthwhile event, please contact Director of Development, Maureen Perod at 724-347-5501 or log on to www.keystoneblind.org.

SIZZLER

FOR SIGHT

When public smoking became restricted in restaurants and businesses, smokers were limited to a few events. Perry Templeton, friend and co-worker at Keystone Blind Association, had an idea to create a charity BBQ & smoker where people could relax and have fun while raising money for programs and services at KBA. It was originally called the "Cigar-B-Q". This event was held at the Shriner Picnic Grounds and consisted of barbecuing on the open spit, music, craft beers and a few good cigars. After a couple years, the name was changed to the "Sizzler for Sight" and incorporated more food and entertainment into the venue in order to draw larger crowds. The Chinese auction has been a huge draw for the event and continues to grow each year. In 2018, the combined value of the baskets was nearly \$15,000. Keystone is fortunate to have amazing support from employees, friends, and local businesses who graciously donate baskets and/or their time in securing items for the auction or working at the event.

This year, we are looking to make updates to the menu in order to keep the event fresh and exciting for all who attend. The Sizzler for Sight is held on the first Thursday of October. This year's event will take place on Thursday, October 3rd at Shriner Picnic Grounds in Hermitage. We welcome everyone to join us for this larger than life event. For more information on how you can be a sponsor or attend this year's Sizzler for Sight, visit the website at www.keystoneblind.org. Or, you can contact Director of Development, Maureen Perod, at 724-347-5501.



EMPLOYEE SPOTLIGHT

CHERYL - REST AREAS

Cheryl Cropp is the Lead Attendant of the Edinboro rest area sites in Crawford County and has been with Keystone Blind since October 2007. One of the things Cheryl enjoys most about her job is the scenery and fresh air while being outdoors, but this takes a brutal turn in the winter! She leads the exhaustive and seemingly unending efforts to keep these locations in the middle of the snow belt safe and clean for I-79 travelers. Short staffing during extreme conditions makes this a daunting task for her and the site supervisor, but Cheryl works past some personal health issues to assure consistently well-maintained sites.

Cheryl came to KBA with a strong work ethic and organizational skills that were quickly recognized by management. On more than one occasion, Cheryl took on the task of training new Lead Attendants and shared her methods of cleaning. Her dedication to the agency is obvious as she also serves as a fundraiser volunteer. After hours, she lends support to Rolling Fields Tornado Recovery and Crawford County Animal Cruelty Wellness while pursuing other interests in crafting, cooking, camping and paddle boarding, but what is most dear to her heart is her family. Cheryl is originally from Wellsboro, PA, where her parents and extended family members still live. Here at home, she loves spending time with her family of two daughters, her son-in-laws and 'so far' one amazing granddaughter, Alivia.

In working at the rest areas Cheryl never realized how many different personality types she would encounter with reference to the public and



KBA employee Cheryl and her granddaughter, Alivia

the employees. Her skills as Lead Attendant are always being utilized and adjusted to accommodate the special needs of others while maintaining the required management structure of the state-contracted position. Cheryl's motto is 'lead by example and hope your attendants will follow your lead'. You are setting a great example, Cheryl, and we couldn't agree more...thank you!

Keystone Contracts:

Rest Areas - 34

Janitorial - 43

Lawn Maintenance - 25

Snow Removal - 13

EMPLOYEE SPOTLIGHT

JOHN - TOOLS

We had the opportunity to sit down with Yehia “John” Elkadi. John is a Production Lead at the Hermitage plant. He is a motivated leader who takes pride in his work and the work of the production team.

How long have you worked here?

I have worked in Keystone’s Hermitage production facility since August of 2016. I came here after closing my store (John’s Market in Farrell) due to my declining vision.

What are your job responsibilities?

As a Production Lead, I am responsible for assembling tools and helmets. We assemble products for our customers that meet strict specifications, and that means that quality control is also an important part of what I do. When I started at Keystone, I was working primarily in document destruction as a member of the shredding team. Because I’ve been able to work on many projects, I can basically help wherever I’m needed. I am a member of the agency-wide safety committee. I serve Keystone as part of the National Industries for the Blind Advocates program. As an Advocate, I am able to meet with key influencers in our government to discuss issues related to blind and visually impaired individuals.

What challenges do you have?

I’m one of the lucky ones – I’m married and have a beautiful child. Although I cannot drive, my wife is able to help me get to and from work. One of the biggest challenges I faced when I came to work at Keystone was the adjustment I had to make from enjoying the perks of being my own boss (taking off when I want, doing things the way I want them done, etc.) to working as a team member and not having the final say all of the time.

What do you enjoy most about your job?

The paychecks, of course! But seriously, I love coming to work and having a sense of worth. I love to have a purpose. I’m providing for my family, and that makes me happy.

John’s work ethic is outstanding. He is outgoing and brings a wealth of knowledge and experience with him that make him a valuable team member and Production Lead. John’s work with the NIB Advocates program is evidence of his desire to do as much as he can to create awareness and help others with visual impairments on their path to success.



John using an Orbitform riveter to attached the head of a rack to the handle.



SAFETY HELMETS

Keystone Vocational Services (KVS) assembles cap-style safety helmets of three color varieties (blue, yellow, and white). The 4-point pinlock suspension helmets are sold to Federal customers as well as Base Supply Centers and through major distributors like Grainger, MSC, and LC Industries.

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

Since 2014, our blind and visually impaired workers insert suspensions into the helmet shells and package them for shipment. We provide anywhere from 50,000-100,000 helmets to customers on an annual basis.

- In 2018 we sold 71,017 helmets (up 18.7%)
- During 2018 we reached the "over 270,000 total helmets sold" mark!!



KVS employees Darlene and Jimmy assemble safety helmets at the Hermitage production facility.

INDUSTRIAL-GRADE TOOLS

Through the AbilityOne Program, Keystone Vocational Services is providing employment opportunities for local blind and visually impaired persons to assemble and package a line of our 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.

Our employees take components supplied by Seymour Midwest and perform basic assembly tasks. With striking tools, they attach the head to the handle and apply proper labeling. Once tools are assembled, special epoxy liquid is dispensed. When the epoxy 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 customer specification for shipment throughout the country.

Keystone has been manufacturing these tools for the Commonwealth of Pennsylvania since 2009, and for our Federal customers under the nationally recognized Skilcraft brand name since 2012.

INDUSTRIAL-GRADE TOOLS



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



CROSS PEEN HAMMERS

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

2 lb. 16" Fiberglass Handle	NSN: 5120-00-902-0092	\$18.50
3 lb. 16" Fiberglass Handle	NSN: 5120-00-900-6103	\$20.50
4 lb. 16" Fiberglass Handle	NSN: 5120-00-902-0093	\$22.50



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. 16" Fiberglass Handle	NSN: 5120-01-598-5648	\$17.00
3 lb. 16" Fiberglass Handle	NSN: 5120-01-598-5649	\$18.50
4 lb. 16" Fiberglass Handle	NSN: 5120-01-598-5651	\$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. Double Faced 36" Fiberglass Handle	NSN: 5120-00-900-6095	\$25
8 lb. Double Faced 36" Fiberglass Handle	NSN: 5120-00-900-6096	\$29
10 lb. Double Faced 36" Fiberglass Handle	NSN: 5120-00-900-6097	\$32
12 lb. Double Faced 36" Fiberglass Handle	NSN: 5120-00-900-6098	\$34
16 lb. Double Faced 36" Fiberglass Handle	NSN: 5120-01-598-5650	\$57
20 lb. Double Faced 36" Fiberglass Handle	NSN: 5120-01-598-5653	\$68



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



SINGLE BIT AX

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

3.5 lb. Michigan Style 36" Fiberglass Handle	NSN: 5110-01-598-6425	\$31
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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. Michigan Style 36" Fiberglass Handle	NSN: 5110-01-598-6426	\$38
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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 48" Fiberglass Handles	NSN: 5120-01-615-8537	\$45
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ROUND POINT SHOVELS

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

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



SQUARE POINT SHOVELS

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

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





SCOOP SHOVELS - STEEL HEADS

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

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



SCOOP SHOVELS - ALUMINUM HEADS

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

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



SCOOP SHOVELS - ABS HEADS

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

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



SNOW SCOOP AND SHOVEL

Fiberglass handles and ABS heads are lightweight for big jobs.

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



RAKES

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

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



HOES

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

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



TAMPER

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

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

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

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

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

Floor/Ice Scraper 49" FG Handle Cushioned Grip	NSN: 5120-01-611-7561	\$28
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Pricing does not include shipping. Federal price list available.





DOCUMENT DESTRUCTION

For many years, Keystone Blind Association has offered document destruction (shredding) services to our customers. What began out of necessity from our microfilming operation, has transformed into one of the primary production activities for blind and disabled employees at our facility in Hermitage. Document destruction has been a great starting point for many of our production employees. This project enables us to evaluate an employee's dexterity and ability to work safely and effectively as a team – two key traits that are integral to the success of our production projects.

Keystone employees have been working with an industrial-grade shredder, conveyor, and baler system since 2010. This equipment has allowed handicapped individuals to work independently and maximize the flow of shredding and recycling. Keystone is happy

to service customers ranging from individual walk-in customers with a few boxes/bags to regular business customers who are part of our tote pick-up program. In recent years, we have seen significant growth in this area, expanding our customer base to Beaver and Crawford counties in PA as well as Mahoning and Trumbull counties in Ohio. In 2018, we shredded nearly 123 tons of paper for our customers!

Increases in shredding sales have prompted our management team to look into upgrading our equipment and acquiring National Association of Information Destruction (NAID) certification over the next 12-18 months. Keystone is excited to offer continued service to current customers as well as increase our customer-base with the upcoming improvements to our document destruction services.


WE ARE HIRING!

CAREER OPPORTUNITIES ACROSS THE STATE OF PENNSYLVANIA!

Did you know that Keystone, along with our network partners, is the largest employer of the visually impaired and disabled in the state of Pennsylvania and offers a variety of career opportunities?

We have both state and federal contracts that provide services and support to government agencies. These contracts require a large workforce, which means careers for blind and visually impaired individuals who often have trouble finding jobs. Some of these career opportunities include Mailroom Clerks and File Folder Team Members, Photo License Technicians, Case Work Staff, Production Workers, Janitorial, and Floor Technicians. We also employ Seasonal Snow Plow Operators and Landscape Maintenance Laborers.

All these opportunities and more, may be found on Keystone's website at: www.keystoneblind.org. Be sure to check each posting carefully, as some positions may require certain qualifications per contract. These listings are being updated daily, so be sure to check the site often to see what we have available. We are always accepting applications, even when there are no current job listings.



Gary, a Keystone production employee
assembles asphalt rakes.



Dwayne monitors toilet paper rolls at the Keystone toilet paper facility in Chester PA.

TOILET PAPER

KBA provides toilet paper to the Commonwealth of PA for the correctional facilities across the state. 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 unraveling 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 for shipment.

The toilet paper project is housed at Center for the Blind and Visually Impaired, in Chester, PA.

2018 total sales:

66,500 cases... or 5,320,000 rolls... or 6,437,200,000 sheets of toilet paper!!!

That’s enough paper to wrap around the world more than 13 times.

2.5 MILLION pounds of raw materials were required to make that much product.

Last year, there were 320 shipments delivered to state customers via our distribution partners.

MAILROOM

Keystone Vocational Services launched a massive initiative in April of 2017 with the Federal Government. Since the beginning of this federal contract we have seen a tremendous amount of growth, which in turn has provided our employees with opportunities that some would say has been life-changing. Keystone accepted this opportunity through National Industries for the Blind (NIB), and has not missed a beat in providing Mailroom and Courier Services to a branch of the Government. While this is a serious undertaking, we cannot discount the enjoyment we have recognized along the way.

With an initiative so large, the Human Resources team set out finding qualified applicants that could undergo, and successfully complete, a federal background investigation. Finding the amount of candidates needed required the team to push out job announcements far and wide. Due to those efforts, we have been able to relocate new employees from across the country! Our relocation miles total a whopping 4,377 miles. We have relocated people from Pittsburgh, Erie, and Chester. We relocated an employee and his dog guide from Pearl River, LA and another employee and her guide dog from Long Beach, CA. Keystone has not stopped there either – we continue to recruit

and interview qualified applicants from everywhere including Florida and North Carolina!

Staffing this size of a contract was no easy feat, but with dedicated effort from across the team we have been able to hire and train 32 new employees. Building a new team could have been difficult, but with the help of the 11 staff members who stayed on from the previous company that had this contract, we have seen great success at the individual, team and contract level. The management team constantly boasts about their team and the effort put forth every day in so many various functions.

We cannot recognize the success without also recognizing our partners. The Courier Services have just been taken over by the Montgomery County Association for the Blind (MCAB), and we expect that relationship to be long lasting and very busy!

Over the past year, we have processed over 12 million items and folders. That means our staff stays on the move to work on over 49,000 items a day!

To say we have an awesome team on this contract is an understatement. It has been a privilege to join this team, and witness the growth of a strong, dynamic, versatile workforce such as this.



In June, a group of Keystone mailroom employees went skydiving at Skydive Pennsylvania.

EMPLOYEE SPOTLIGHT

LATASHA - MAILROOM

In November of 2017, Latasha moved from California to work at Keystone. After almost 2 years of living and working here in Hermitage, we wanted to share some of her story and what it has been like after moving over 2000 miles from home.

Tell us about yourself/your background?

I had a really difficult time finding employment in California due to my visual impairment. I knew that if I didn't get a job that I would be on SSI, which isn't enough to really live off of and the likelihood that I would be facing homelessness and generally not being able to take care of myself. I found out about Keystone while I was in Florida at the NFB (National Federation of the Blind) Job Fair. After I had returned home from the NFB event, Keystone reached out to me to let me know that there was a job opportunity in Hermitage, PA, and that they would like to relocate me to the area for employment. Although I miss my family back in California, I have a home, I am comfortable and I am happy here in Hermitage. I get to see my family on holidays and I take time to spend time with them.

What are your job responsibilities?

When I first started with Keystone, I started in the folder room at the Hermitage location, processing folders that needed to be recycled. Now that transportation is available, I have been working in the Boyers location and I am able to help where there is the greatest need in the Mailroom. I have participated in at least a dozen different mailroom functions.

What Challenges do you have in your job/life that Keystone has helped with?

Keystone has helped me with every step of the process in becoming an employee. The position I applied for has an extensive hiring process including background check, drug testing, fingerprinting, clearances, etc. I worked with HR back and forth every day via calls and emails and they were able to help me complete the SF86 (127 page questionnaire for national security positions). When I arrived, I got to tour the facility, meet people, get an idea of what I

would be doing and what was going on. They helped make the process for me so much easier and so much more comfortable. I am not just another statistic. I am not just another blind person at home on disability that is struggling to afford anything because you just can't live off of the kind of money that SSI has to offer. I have a future that I can provide myself. It's an empowering and wonderful feeling. If I am learning a new task, the services department helps me not only learn the steps, but also provides me with what is needed to do the job.

What do you enjoy most about your job?

I love to learn new things and have different job functions each day! I enjoy being independent and having the ability to provide for myself. I feel that some my coworkers and managers feel that I am able to do the jobs in the Mailroom where some others may doubt that a person with a visual impairment would be able to get the job done. I like that the people here are friendly and approachable, and that they see me as a person before they see my blindness. The people here see that I have my own dreams, hopes and aspirations – they have a more holistic view of me and who I am.



KVS Employee Latasha and her service dog Acton.



PARTNERSHIPS

They say that a key to success is often “who you know.” This is definitely the case when we’re talking about Keystone Blind’s successful partnership with local coffee connoisseur O’Neill Coffee Company. In 2012, Keystone partnered with O’Neill Coffee to begin offering decaffeinated coffee to UniqueSource customers as part of the Pennsylvania State Use Program. Since then, Keystone has sold nearly 5,000 packages of this area’s finest decaffeinated blend to correctional facilities, institutions, and government offices across the Commonwealth.

This partnership allows Keystone to carry out our mission of employment as our disabled employees participate in the packaging process. While O’Neill Coffee roasts and grinds the coffee at their plant in West Middlesex, Keystone’s employees then help prepare 8.75 ounce packages of our KEY brand product for sale to our customers. Partnerships with community members like O’Neill Coffee are helping Keystone to be successful. If you’d like to purchase KEY Decaf blend for your own needs, please come see us at the State Street facility.



Boxes of Key Coffee is ready to be shipped out.

PHOTO ID



Dianna, Keystone employee at the Clarion Photo ID site in front of the photo ID backdrop

Keystone’s network of agencies operate a total of 7 photo license centers across the Commonwealth of Pennsylvania. Locations include Mercer, Meadville, Seneca, Clarion, Tionesta, Bensalem and Fairless Hills. Photo Technicians not only take pictures, but they are also able to facilitate Organ Donor sign-up and provide Voter services that can assist with voter registration/renewal.

With Pennsylvania’s recent adoption of REAL ID technology, photo identification services have been in a state of transition, but our Photo Technicians are here to provide you with great customer service and are willing to assist with your questions.

Licenses and Photo ID’s processed in 2018:

- KBA’s 5 centers: 57,818
- CBD’s 2 centers: 89,638



3056 East State Street, Hermitage, PA 16148

NON-PROFIT ORG.
U.S. POSTAGE PAID
SHARON, PA
PERMIT #82



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or news from each agency**

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CBVI - "CenterfortheBlind"

BCAB - "BeaverCoBlind"

MCAB - "MontgomeryCoBlind"

**Donate
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We offer a secure online donation
on each of our agency websites.

To make an online donation, click on
the "Donate" button in the top right
corner of the website.

We accept American Express, Diners
Club, Discover, Mastercard, and Visa.

Please remember us in your estate planning.