



The National Association for the Employment of People who are Blind

National Conference and Expo

Gaylord National Harbor

Tuesday, October 8, 2013

201 Waterfront St.

National Harbor, MD

Dial-in number: 1-877-860-3058

Pass Code: 925356

NAEPB Board Meeting Agenda

National Harbor 4

10:00am – 11:30am - Meeting

11:30am – 11:45am - Break

- | | |
|--|------------|
| 1. Call to Order | Mitchell |
| 2. Roll Call | Moneymaker |
| 3. Minutes for Approval | Moneymaker |
| a) August 12, 2013 | |
| 4. Treasurer's Report | Adams |
| a) Balance Sheet, September 30, 2013 | |
| b) Income Statement, ending September 30, 2013 | |
| c) FY 2014 Budget | |
| 5. Consent Calendar Reports | Mitchell |
| a) NAEPB Commercial Subcommittee Call (Gilliam) | |
| b) NIB BSC Monthly Update 28 August 2013 Final (Gilliam) | |
| c) October 29, 2013 NAEPB BSC Committee Call Agenda (Gilliam) | |
| d) NAEPB Board Report - Strategic Planning - October 13 (D'Amico) | |
| e) Services Committee report October 13 (Steiner) | |
| f) Report on NAEPB Public Policy and Communications Committee (Hopf) | |
| g) NAEPB Operations Report 2013-10-03 (Kerlin) | |
| 6. Government Relations Update/PPF Update | Hopf |
| 7. Reciprocation Efforts | Gilliam |
| 8. 2014 Board and Membership Planning Retreat | Mitchell |
| 9. NAEPB Name Change | Hopf |
| 10. NIB Update | Lynch |
| 11. New Business | All |

Break to Start Business Meeting



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Dial-in number: 1-877-860-3058

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NAEPB Business Meeting Agenda

National Harbor 4

11:45am – 12:30pm

<u>Item</u>	<u>Member</u>
1. Call to Order	Mitchell
2. Roll Call	Moneymaker
3. Minutes for Approval a) May 14, 2013 Business Meeting	Moneymaker
4. Other Business	Mitchell
5. Adjourn Membership Meeting	Mitchell

Reconvene NAEPB Board of Directors Meeting

6. Other Business	Mitchell
7. Adjourn Board Meeting	Mitchell

NIB BSC PROGRAM MONTHLY UPDATE

28 August 2013

SUBJECT #1: MICC Policy Letter

LEAD: Tommy Thomas

STATUS: BG Vollmecke reviewed the analysis of the downturn in Army BSC sales submitted by NIB on 16 August. He took our MICC memo recommendations under review and plans “to make some changes”. He stated in his response, “I am totally committed to the BSC business model and ensuring it remains viable in these tough times.” We will continue to coordinate with BG Vollmecke to ensure a new memo contains the major points we identified to eliminate any confusion surrounding the authorized use of BSCs for both AbilityOne and Commercial products. **Target date:** October

SUBJECT #2: AbilityOne Commission Letter of Support

LEAD: Mike Gilliam

STATUS: Kim Zeich committed to move the draft letter to Tina Ballard for decision on 7 August. Anticipate a letter or response in September. **Target date: September**

SUBJECT #3: BSC land lease payment requests (Fort Sam Houston, Fort Bliss, Kirtland AFB and Randolph AFB---and now Luke AFB) for both new and existing facilities

LEAD: Tommy Thomas

STATUS: MG Carter, SAF/A-7 informed NIB she is having a briefing developed to address this issue. Once complete, she will host a meeting with AF leadership and Scottie Knott/John Qua to discuss the issue and way forward. Meeting has not been scheduled (TBD). **Target date is September.**

SUBJECT #4: AbilityOne Commission and Office of Federal Procurement Policy (OFPP) support to position BSCs on the same playing field with the Federal Strategic Sourcing Initiative (FSSI) players

LEAD: Mike Stine

STATUS: This topic has been on hold based on the consensus of BSC Operators in May, due to the reporting requirement. Closed.

SUBJECT #5: Air Force GPC Policy Revision

LEAD: Tommy Thomas

STATUS: The Air Force accepted the proposed changes to Air Force Instruction 64-117 (Air Force Government Wide Purchase Card Program) developed jointly by Tommy Thomas and Ken Barnett. We anticipate those changes appearing in the updated publication when it is staffed and released in early FY 2014. **Target date: Action complete pending publication of AFI 64-117.**

SUBJECT #6: BSC Schedules

LEAD: Tommy Thomas

STATUS: We have indications GSA may in fact not re-open Schedule 75 and are seeking clarification from GSA. The way forward, if different, will be influenced by the GSA decision.
Target Date: September

SUBJECT: #7 Requirements for BSC PL Addition Package

LEAD: Mike Stine

STATUS: NIB is developing a Standard Operating Procedure (SOP) with detailed requirements for developing a timely and complete BSC PL package submission. This document will be distributed to all operating agencies in September. **Target Date: September.**

NAEPB BSC CONFERENCE CALL AGENDA

TUESDAY, OCTOBER 29, 2013 (2:30 – 3:30 EST)

(877-860-3058, PASS CODE 925356)

GOAL: To clearly and directly raise ALL issues facing the BSC's in an effort to focus our energies on the challenges at hand and develop concise action plans to address them.

➤ **Logistics & Agenda Review**

Mike Gilliam

➤ **"Action Item" Update**

- **Tommy Thomas (Item #1) BSC Lease Update**
- **Tommy Thomas (Item #2) Air Force Support**
- **Mike Gilliam (Item #3) MICC Letter of Support**
- **Johnette Lee (Item #4) Army GPC Procedures (AFARS)**
- **John Qua (Item #5) Shay Assad/Commission Pricing Letter**
- **Mike Gilliam (Item #6) Commission Letter of Support**
- **Mike Gilliam (Item #7) Commission Website Rewrite**
- **Mike Gilliam (Item #8) Agency Credit Card Fee Pooling**
- **Tommy Thomas (Item #9) NIB GSA Schedule Sharing**

➤ **Hot Issues/New Initiatives**

All Operators

➤ **Next Meeting**

Mike Gilliam

NAEPB BOARD OF DIRECTORS MEETING
October 8, 2013
STRATEGIC PLANNING REPORT

In January of this year at the Annual Board of Directors Meeting and NAEPB Retreat, we created the 2013/2014 Strategic Plan. Included in that plan are five strategic thrusts covering Program Stewardship, Employment Growth, Customer Satisfaction, Membership Engagement and Sales Growth. Each area had a number of action items assigned to each committee and metrics were determined by the committee chairs.

In July, I forwarded these action items to each committee for updates and status. Those results have been distributed. I would hope that by the 2014 Retreat, we will have a more complete update and a full report to review. In this report you can see that a number of issues have been addressed, with either follow-up actions, full completion or still pending.

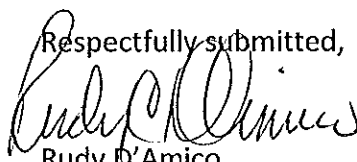
It is obvious that all the committees are busy and that many of the action items continue to be discussed and debated.

Several years ago a sub-committee of Strategic Planning had been formed called Future Trends. Their objective was to anticipate challenges that might affect our agencies and the program. After speaking with the last Chair of this committee, it was determined that the group had not met formally and it was decided to bring the question of its continuance up at the 2014 Retreat.

After reviewing the 2014 Strategic Plan, attending a number of sessions regarding the "Ability One" state of affairs and conversations with our Chair, the next chapter in our strategic planning process may need to be modified. Perhaps, rather than a comprehensive plan as created last year, we should look to our Committees to continue the direction set by the current Plan, and focus the 2014 Retreat on the immediate needs regarding 2 or 3 of our most challenging issues. These may include:

1. Assisting NIB in addressing the need for more assistance and support by the Ability One Commission.
2. Engaging the Ability One Commission with NAEPB concerns and potential solutions.
3. Establishing recommendations for better compliancy throughout the federal system.
4. Commercial business potential.

I encourage your input on this, and will be discussing the options with our Chair and Board members between now and our retreat.

Respectfully submitted,

Rudy D'Amico
Chair



2014 NAEPB Strategic Plan

To represent the collective interest of its member organizations to enable them to maximize employment opportunities for people who are blind.

Strategic Thrusts

Program Stewardship
(Strengthen the AbilityOne Program and Prepare for the Future)

- Anticipate/address factors that will impact Agencies (SP)
- Help Agencies build strategic planning capabilities (SP)
- Establish proactive public policy strategy (advocating Program to legislators & addressing threats) (PP, BSC)
- Develop and execute strategic communications plan (advocating Program to all key stakeholders) (COMM, BSC)
- Conduct Cost-Benefit Study on Program (PP)
- Establish and implement Governance and ethics standards for NPA's (ETHICS & PRACTICES)
- Establish pricing methodology that strategically positions the BSC's (BSC)
- Strengthen relationship with blindness Community - (PP)

METRICS: # AbilityOne Champions

Employment Growth & Employee Satisfaction
(Grow and Diversify Employment)

- "Mandatory" support and enforcement - (OPERATIONS, PP)
- Leverage NPA's combined capabilities in new business opportunities - (SERVICES, OPERATIONS)
- Develop business models that can be easily replicated - (SERVICES, OPERATIONS)
- Establish alliances with consumer groups, state agencies, etc. (PP)
- Embrace and support the Quality Work Environment initiative (NAEPB/NIB)
- Develop/implement "LEAN" new product introduction process (OPERATIONS)
- Pursue business diversification/job growth via commercial market opportunities (OPERATIONS)
- Identify new business opportunities and different ways of approaching them - (OPERATIONS)
- Broaden "choice" in career opportunities

METRICS: # Blind Employees, Total AO Sales, Total Sales, Total Blind Managers, ETS Capture, QWE-Participating Agencies

Customer Satisfaction & Operational Excellence
(Be Supplier Of Choice)

- Establish "consistency in excellence" across all Agencies (BSC's, SERVICES, OPERATIONS)
- Publicize/recognize agencies' outstanding customer service - (ALL)
- Establish customer recognition and contact program (PP)
- Establish customer service measurement and tracking (OPERATIONS)
- Identify Agencies in need of "customer satisfaction" assistance (quality, delivery) (OPERATIONS)
- Identify "best practices" in customer service delivery and measurement (OPERATIONS)
- Optimize Customer Satisfaction across all NAEPB Agencies

METRICS: Customer Satisfaction, On-Time Delivery, Quality Delivered,

Membership Engagement and Value
(Engage Members and Provide Value)

- Drive member engagement in NAEPB by eliminating barriers - MEMBERSHIP
- Strengthen partnership/communication/ coordination with NIB (PP)
- Expand membership to all organizations serving people who are blind - MEMBERSHIP
- Revamp organizational structure to better fit needs (NAEPB BOARD)
- Define NAEPB legislative needs and associated funding methodologies (NAEPB BOARD)
- Coordinate with NIB to devise "information center" of products and services; core competencies and relationships (SERVICES, OPERATIONS)
- Continue to identify best practices across all NPA's and all disciplines (BSC, OPERATIONS, SERVICES)
- Encourage larger, stronger agencies to mentor smaller, resource-challenged agencies -

(NAEPB BOARD or New Subcommittee?)
• Identify opportunities where joint "pooling" approaches will generate member benefits (OPERATIONS, SERVICES)
METRICS: # Member Agencies, Comm. Partic.

Sales & Business Growth
(Grow and Strengthen)

- Have federal agencies establish goals (NIB)
- Acquire "umbrella" GSA Schedule for all NIB agencies (NIB)
- Leverage Federal Acquisition Regulations to better position BSC's (BSC)

METRICS: Federal agency purchase goals BSC Sales, BSC Employment

2014 NAEPB STRATEGIC PLAN
STRATEGIC THRUSTS
Progress Report on 4C Communication Plan
Submitted 7-15-13

Public Policy Committee

Gidget Hopf, Chair

- A. Establish proactive public policy strategy (advocating program to legislators and addressing threats).

_____ Ongoing- Working closely with NIB's Public Policy Team, there have been several joint meetings with the NIB Board Committee on Public Policy. The Spring Public Policy Forum was very successful with more visits on the Hill than prior year. Currently the Grass Roots Forum is in the planning stage and agencies are expected to have legislative visits to their facilities throughout the month of August

- B. Conduct Cost Benefit Study on Program.

___ Pending-Meanwhile a survey of agencies has been conducted to determine the impact of cuts associated with sequestration. This information is being communicated to elected officials. The survey results were presented by Kevin Lynch to the Ability One Commission on July 11, 2013.

- C. Strengthen relationship with blindness community.

Pending

- D. "Mandatory" support and endorsement.

At its July 11th 2013 meeting, which I attended the chair of the Commission was very vocal about the Commission needing to find ways to enforce the mandatory purchasing of Ability One Products to help mitigate the situation. It will behoove us to follow up with Mr. Poleo to ensure that action is taken.

Establish alliances with consumer groups, state agencies, etc.

Pending

E. Establish customer recognition and contact program.

Pending

F. Strengthen partnership/communication/coordination with NIB.

NAEPB and NIB continue to recognize agencies that are highlighted on the cover of Opportunity Magazine by sending a framed photograph of the cover to the Agency. This has been very well received.

Several Tool Kits have been devised to assist agencies in their communication activities.

NIB continues to communicate directly to the Communication Professionals within the affiliates

Public Policy Metrics:

Increase participation in Public Policy Forum was the goal. Here are results for 2013.

--31 agencies participated;

--94 agency employees total;

--125 appointments held on Capitol Hill; and

--34 of those appointments were with Senators or Representatives directly, compared to 13 in 2012.

While less agencies participated due to financial constraints, the number of visits was increased.

In addition participation by agency employees who are blind was increased with strong participation by the Public Policy Ambassadors.

agh/7/15/13

2014 NAEPB STRATEGIC PLAN
STRATEGIC THRUSTS

7-15-13

BSC Committee

Mike Gilliam, Chair

- A. Establish proactive public policy strategy (advocating program to legislators and addressing threats).

Doing this in conjunction with NIB. Have scheduled multiple
on-site BSC visits with key legislators. Rick Webster has
coordinated overall effort, including message package.

- B. Develop and execute strategic communications plan (advocating program to all key stakeholders).

Have contacted legislators, Army and Air Force higher ups, DOD,
Ability One Commission --- and they have educated Commission reps.

- C. Establish pricing methodology that strategically positions the BSC's.

Coordinating with Commission and DOD to identify adequate "price
competitiveness" audit procedure that would validate as such.

- D. Establish "consistency in excellence" across all agencies.

NIB (Wanda McCleod) continues to audit all BSC's not only on
ETS Compliance, but also score each on the agreed-upon
Store Accreditation Survey/Scorecard.

E. Continue to identify best practices across all NPA's and all disciplines.

BSC Operators' Group meets regularly to identify and share
"best practices".

F. Leverage Federal Acquisition regulations to better position BSC's.

Have gotten Army HQ to rewrite policy and include new wording
in AFAR. Coordinating with AF on the same.

BSC Committee metrics:

1. Total BSC Sales (Ability One & Commercial)
2. Total Blind Employment
3. Both 1&2 targets ~~-5% year-over-year growth~~
Change to Flat year-over-year
(based on current loss/reduction
actual results)

2014 NAEPB STRATEGIC PLAN
STRATEGIC THRUSTS

7-15-13

Ethics & Practices Committee

Billy Sparkman, Chair

A. Establish and implement Governance and ethics standards.

Completed

Ethics & Practices Committee Metrics:



DRAFT
Services Committee Report
October 10, 2013

NIB Services Department Activities – John Qua

John opened by acknowledging the very difficult year for the program brought about by a perfect storm of shrinking government budgets, sequestration, uncertain future budgets, and overseas drawdown of forces. Given the difficult environment, it is more important than ever to keep communications lines open. He pledged to do all we can to help offset and minimize the current pain.

We have created 32 AbilityOne BWYs and 16 Commercial BWYs this fiscal year giving us a total of 48 towards our FY 13 goal of 72. Services sales are up 8 to 10% this FY through April and hours are up 17% through the second quarter. But much more remains to be done this fiscal year. Our pipeline of projects remains thin with a total of 23 projects and 93 BWYs. But we continue to press relationships, both in the government and commercially to grow opportunities.

We continue to work commercial business opportunities with consultants Ruth O'Brien and Dale Cottongim in the tele-services and supply chain business lines.

The revised GSA Schedule mod has been uploaded and we expect to see government agencies taking advantage of this quick procurement solution. We received our first modified schedule opportunity (Request for Quote) via EBuy and proposed on this small 508 Assurance Services opportunity. We are currently awaiting the award decision. We have implemented marketing for the modified NIB GSA Schedule by highlighting NIB as a GSA Consolidated Schedule holder in magazines ads and handouts for conferences, such as the upcoming NCMA Conference, to raise government awareness. John believes budget monies will come available for opportunities in the fourth quarter. This is a busy time for contracting officers and the NIB Schedule will make it easier for them to reach us for a quick solution. Our strategy will be to use GSA schedule awards as a bridge to a future Procurement List addition.

A consultant, FMP, was engaged to provide a report/tool kit for the tele-services business line that identifies skill set requirements, personnel assessments, basic customer service training and hiring best practices for use in establishing a visible pipeline a la CMS. FMP is finalizing their report which we will share upon completion.

In the 508 business line we are picking up traction and gaining recognition in the business space. As a reminder, the next 508 Users Group call scheduled for 19 June will feature a guest speaker from the Access Board who will describe the refresh and compliance/regulatory changes we need to be aware of.

In the CMS business line, Shay Assad was able to secure an additional \$20M in appropriation funding to continue our efforts. DPAP intends to spend approximately \$12M to keep the existing teams in place for another 2 years and roughly \$8M will be used to expand a pilot for cost contracting closeout effort currently in work with DCMA. The exact split of the monies is yet to be determined.

John mentioned the upcoming NIB/NAEPB 75th Anniversary Conference being held at National Harbor in October. There will be some excellent VIP speakers and a day of breakout sessions. While the subjects of the breakout sessions are not yet firm we did submit an excellent suggestion for a panel by Cindy Watson, WSIFB. Cindy suggested we have a panel of NPAs discuss what they did differently and what worked for them to create success in the Services arena. John will let everyone know when the sessions are firmed up.

Dennis commented that it is clear the NIB team is working hard and it is appreciated particularly since some of the initiatives/tasks are difficult.

With the difficult environment we are in John committed to keep the NPAs informed of any notifications of furloughs and asked that the NPAs keep NIB abreast as well.

Conversation took place regarding the environment and John discussed the advantages of services contracts during these challenging times. But to be successful, we must continue to be responsive to our customers and be value added solution providers.

Strategic Initiatives Working Group: Steve Fredwell/Ron Ashby

Steve opened by asking that everyone keep Oklahoma City in their prayers and thoughts with the devastating results of the tornado.

The group has held three meetings thus far with the most recent yesterday. Time lines have been set and the discussions have been how to request funds to create a grant to assist with the growth of services within NIB and NPAs. Plans are to have a document ready for John and Dennis' review by the end of July.

Colleges were found by the group to be an under-addressed potential client. The group is excited to seek out possibilities with this and other tasks underway. The next 60 days will allow them to better flush these items out.

Steve noted that when the tide turns in the environment we should be ready to ride the wave... which is the intent of this group effort.

Tele-services ISG: Jassen Tawill/Robert Harris

Jassen and team are busy rebuilding momentum in this ISG and notes it is important the group continue to work on the strategic areas identified by the Services Committee: people/pipeline, business development and technology.

Meetings continue to be once a month and attendance has been good with 25-30 attendees. 77 additional folks have expressed interest. NPAs will be asked to take the lead and participate for these meetings. The difficulty is getting NPA staff to remain engaged and active.

The TWG hopes to have a face to face meeting at the upcoming conference. Details to follow.

Contract Management Support ISG: Shelly Sanders/John Farrar

CMS ISG and the CMS Program team at NIB are organizing a 1 day CMS supervisor meeting to be held at NIB scheduled for July 18th. An agenda is being developed that will focus on improving operations and metrics, sharing best practices, lessons learned, and training. It is the objective of the CMS ISG and the Program team to have all CMS locations operating as smoothly and knowledgeably as our most experienced sites.

The CMS ISG sub committee met May 23. In addition to discussing supervisor meeting attendance and participation, we discussed the upcoming option year renewal. We also discussed the collection of information needed from sites in preparation for negotiating the 2nd generation IDIQ contract. Further, we discussed Cost Plus contract closeout practices as this is expected to be included in the scope of work in FY 14.

The project to obtain direct access to multiple DFAS systems via the DISA network by our off-site CMS teams was submitted since our last meeting. NIB CMS and IT teams continue to work with DISA and DFAS personnel to gain access.

Supply Chain Management Tim Adams/John Farrar

Tim Adams reached out via NIB This Week to encourage participation in this ISG and several members were gained.

Tim explained that the goal will be a broad based look at Supply Chain Management (SCM) with a focus on the broad spectrum of SCM, including any facet spanning end to end commercial commodity management.

Initial focus areas, per the Services Committee, will be in technology, personnel and marketing. They have been defined as:

- *Area 1 Technology;*
 - i. Investigate a broad spectrum of various supply chain management technologies from low budget-low cost to full feature systems. Create a listing of various types of WMS systems including features, price, compatibility, types of users, etc....
 - ii. Include White Papers, from various sources that talk about differing aspects of SCM systems, decisions that need to be made (pick flow, location desirability, FIFO vs. LIFO, warehouse layout,
 - iii. Gather sample SOW's from sources such as FED-BIZ-OPS that are critiqued by one of our team members to identify feasibility and SWOT analysis.
- *Area 2 Personnel:*
 - i. Job Descriptions that exist from other agencies, job descriptions from the NET, contacting other agencies for a listing of what they think are critical personnel for the success of these types of operations.
- *Area 3 Marketing*
 - i. Identifying which NIB affiliates are currently performing SCM functions. Identify and list their strengths. Frankly, I am not a marketing person, so I need a little help from the group in identifying how we will approach this category.

Action items were assigned and the next conference call is on June 18th.

Closing Comments:

Dennis wrapped up by thanking the NIB team and the ISG Chairs for the large amount of activity going on. There is a lot of positive momentum in services.

John agreed and stated that we must continue to position ourselves for significant job growth.

The next meeting date will be determined and shared when the minutes are complete and distributed.

Report on NAEPB Public Policy and Communications Committee
Submitted by, A. Gidget Hopf, Chair
Dan Boucher, Vice Chair

10-3-13

The NAEPB and NIB Board Public Policy committees met jointly by conference call on September 5th and received an update on a variety of issues including:

Report on Grassroots Forum

Cultivation of Congressional Supporters

Federal Budget Update Sec. 503 Final Rule Update

WIA Reauthorization Update

Advocates for Leadership and Employment Update

We will report on these at the upcoming meeting, along with discussion of the Government shutdown and its impact on our agencies, and the Ability One Commission's task force on the Suitability issue.

We will also hear a report on Communications efforts.

We continue to have good representation on the Hill from our public relations firm, McBee Strategic and they will also be on hand to keep us informed.

Operations Report
Jim Kerlin, NAEPB - VP Operations
10-03-2013

AbilityOne Standing Sub-Committees

- Shelly Taylor, NAEPB Operations AVP, will report separately on the status of the standing AbilityOne sub-committee activities including Office Products, Jan-San, TAG, MR and Medical Products.

Commercial Business Diversification Sub-Committee

- The Commercial Diversification Committee, led by Mike Gilliam, held a conference call in Sept.
- Topics covered included sharing of commercial business development experiences and strategic relationships, and new business.

ETS

- Continuing to act as the NAEPB representative to the IPT task force assigned to support this effort.
- The IPT team is comprised of members from NIB, GSA and the AB1 Commission. Progress slower than hoped, but, steady progress is being made at reducing ETS among the A-list Office Supplies commodity. The status of these efforts are regularly updated in NIB This Week.

PRICING STRATEGY

- Members of the Price Strategy Committee included John Thomson, Bill Price, Shelly Taylor, John Mitchell David Wells and I, as NAEPB agency representatives. Scottie Knott, Chuck Fromke, and formerly Steve Hieneke were representing from NIB.
- The goal was to develop a defensible strategy for defending the "Fair Market Price" statute language.
- We considered the entire value stream (Supplier- NPA –NIB-Distribution-Customer) and relevant margins.
- White papers were submitted to the AbilityOne Commission staff in late September. The white papers included recommendations on:
 - Market basket analysis and capping of distribution channel mark-ups for AbilityOne products.
 - Statistical analysis of government and commercial market prices.
 - Wholesale cost history analysis when available via Haystack Gold reports with statistical market analysis validation.



Harley-Davidson

September 23rd 2011



wiscraft Inc.
...Vision Beyond Sight

The Wiscraft Cause

VISION (Our Goal):

“Wiscraft will enrich the lives of people who are blind through the power of work valued by customers and the community.”

MISSION (HOW we will reach our Vision):

“Grow by becoming a valued partner to customers, suppliers and the community while operating as a fiscally responsible enterprise.”



wiscraft Inc.
...Vision Beyond Sight

History

- 2011 - Began machining replacement parts for DoD
- 2010 - Began paying Federal Minimum Wage or higher
- 2009 - Started Communication Center – “White Collar “Jobs
- 2008 - Transitioned to hourly wages
- 2008 - Started Second Shift
- 2006 - Named Top Ten Small Business
- 2005 - WI MOTY- Excellence in the Face of Adversity
- 2002 - Received ISO 9001:2000 certification
- 1987 - Started Supplying to Wisconsin
- 1985 - First Wisconsin agency to privatize
- 1958 - Opened machine shop
- 1944 - Basket weaving ended
- 1922 - Began assembly for Briggs
- 1903 - Established as a state agency



wiscraft Inc.
...Vision Beyond Sight

Core Competencies

- **Assembly**
- **Packaging & Kitting**
- **Machining**
- **Communication Center**
- **Government Products**

Revenue

\$5M

Employees

30 Blind / 40 Total

86% Blind Direct Labor

Facilities

35,000 Sq. Ft. – Main

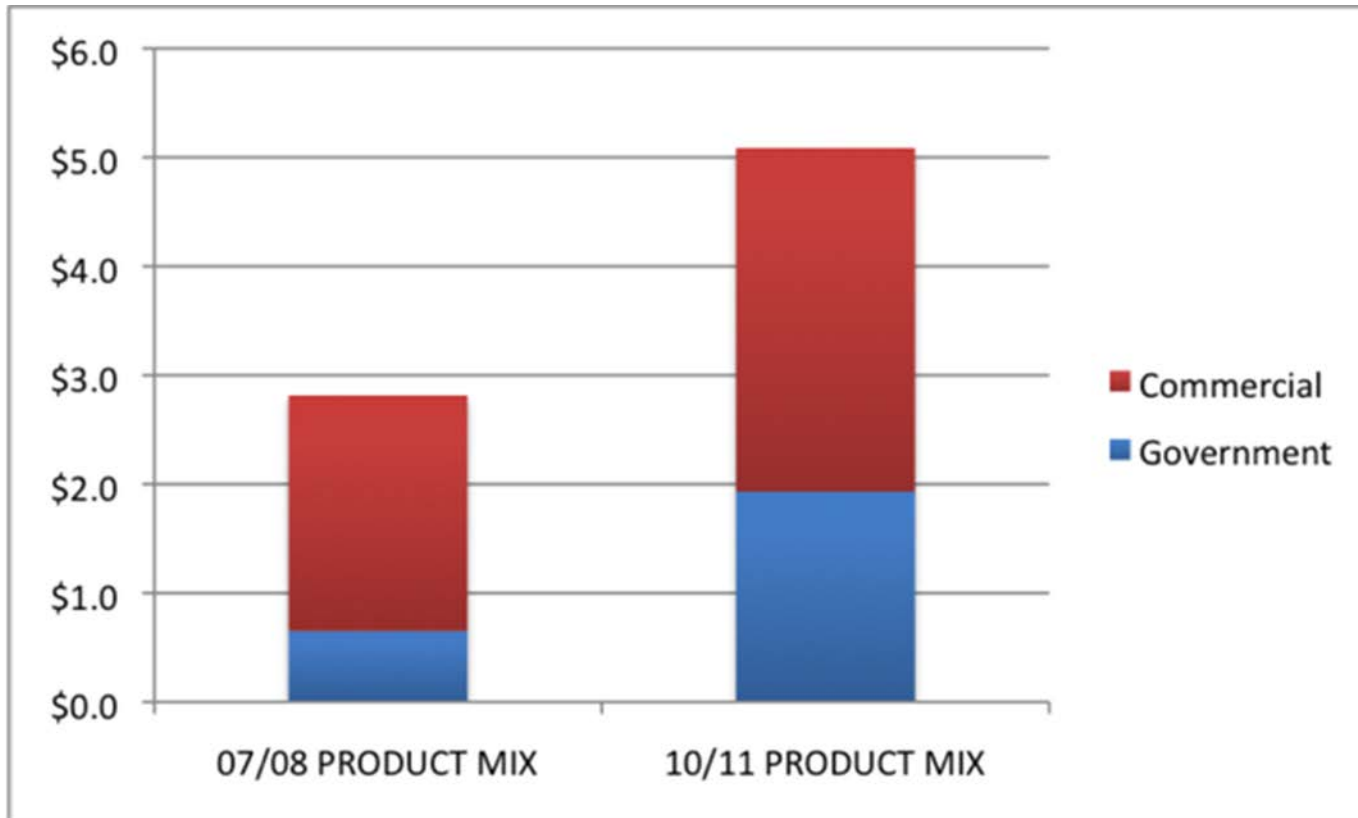
5,000 Sq. Ft. – Annex

40,000 Sq. Ft. – Total



wiscraft Inc.
...Vision Beyond Sight

Growth & Diversification



wiscraft Inc.
...Vision Beyond Sight

Markets Served



INDUSTRIAL



RESIDENTIAL



DEFENSE

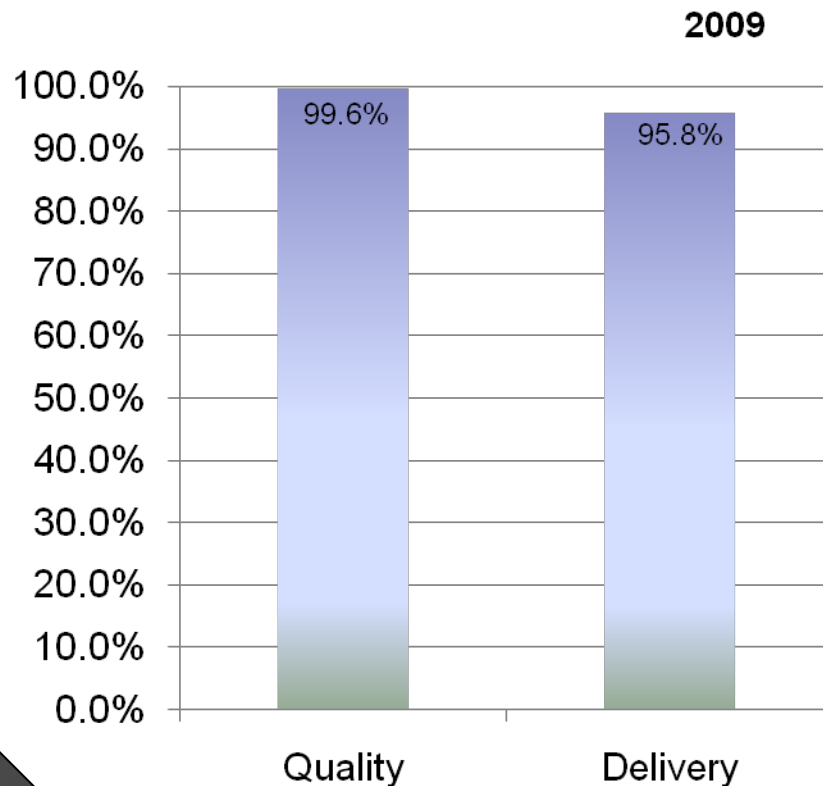


COMMERCIAL



wiscraft Inc.
...Vision Beyond Sight

Quality



ISO 9001:2008 Certified



erisys Registrars

ISO 9001:2000 Certified



wiscraft Inc.
...Vision Beyond Sight

Satisfied Customers



IN ADDITION: Associated Industries for the Blind, Morris Material Handling, RB Wagner, InPro, General Services Administration (GSA), Information Technology Professionals (ITP), and many more....

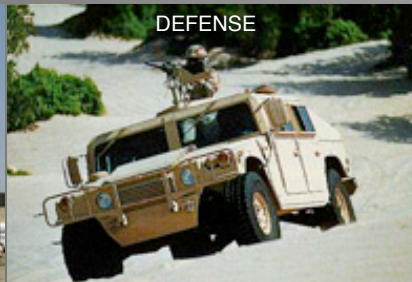


wiscraft Inc.
...Vision Beyond Sight



Wiscraft Inc.

...Vision Beyond Sight



Assembly & Packaging

- Bench Assembly
- Kitting & Packaging
- End-to-end Fulfillment Services

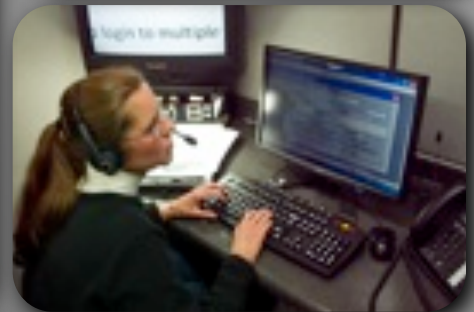
Machining

- CNC Milling & Turning
- ID Keyway or Spline Broaching
- Laser Non-Metallic Cut & Etch
- Manual Machining

Communication Center

- Inbound (ACD) Call Services
- Order Processing/Fulfillment
- Lead Generation/Qualification
- Surveys

(Contact Wiscraft for more information on services)



Quality

- ISO 9001 certified since 2002

Wiscraft, Inc. is a 501 (c) (3) not-for-profit company founded in 1903 with the mission of providing employment opportunities to people who are visually impaired and legally blind. With the national average of unemployment for people who are legally blind at 70%, we are passionate about achieving our Vision that, "Wiscraft will enrich the lives of people who are blind by providing employment opportunities through commercially successful work valued by customers and the community".

Thank you for considering Wiscraft for your service needs. We look forward to being a part of your continued success.

Sincerely,

The Wiscraft Team

5316 W. State Street, Milwaukee, WI 53208 - (414) 778-5800 - sales@wiscraft.com

Assembly & Packaging Solutions



from



wiscraft Inc.

...Vision Beyond Sight



INDUSTRIAL



RESIDENTIAL



DEFENSE



COMMERCIAL

Services Offered

Wiscraft provides a comprehensive suite of light to medium industrial assembly and packaging services

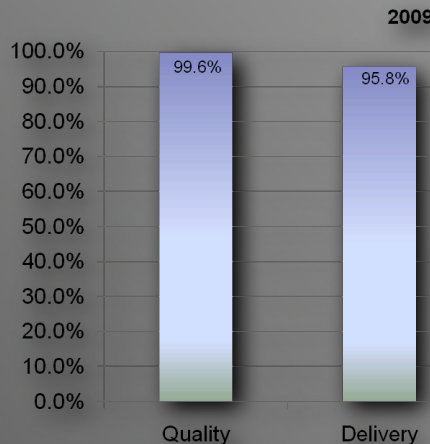
- Bench Assemblies
- Kitting and Bagging
- Packaging and Labeling
- Product/Package Reclamation
- End-to-end Fulfillment Services

Quality

- ISO 9001 certified since 2002



"A supplier with a diversified market strategy is more stable."



SATISFIED CUSTOMERS



Pentair

AbilityOne



Wiscraft, Inc. is a 501 (c) (3) not-for-profit company founded in 1903 with the mission of providing employment opportunities to people who are visually impaired and legally blind. With the national average of unemployment for people who are legally blind at 70%, we are passionate about achieving our Vision that, "Wiscraft will enrich the lives of people who are blind by providing employment opportunities through commercially successful work valued by customers and the community".

Thank you for considering Wiscraft for your assembly & packaging needs. We look forward to being a part of your continued success.

Sincerely,

The Assembly & Packaging Team

5316 W. State Street, Milwaukee, WI 53208 - (414) 778-5800 - sales@wiscraft.com

Communication Center Solutions

from



wiscraft Inc.

...Vision Beyond Sight

Incoming Call Services

- Customer Service
- Order Processing & Fulfillment
- Information Hotline Services
- Answering Services
- Help Desk Services
- Any incoming call requiring Automatic Call Distribution (ACD)

Outgoing Call Services

- Post Sale Customer Service
- List and Database Development
- Database Verification
- Lead Generations/Qualification
- Price Quoting
- Product Marketing
- Surveys

Why choose Wiscraft?

A Local Alternative: Wiscraft provides the same services as our overseas competitors while supporting the local economy. Your customers won't be left wondering if their call was transferred halfway around the globe.

Low Turnover: National turnover rates in the Call Center industry are as high as 40% annually, while call centers employing the blind maintain turnover rates in the single digits. This results in a highly skilled workforce that ensures confidence in service quality.

Unparalleled Quality & Service: Wiscraft tailors its services to your exact business needs. We offer flexible pricing structures, custom Automatic Call Distribution (ACD) services, and extensive training here or at your facility to ensure our agents are a seamless extension of your organization. We are the call services partner you've been looking for.

Employment for the Blind: Nationally, 70% of working aged individuals who are blind are unemployed. Using Wiscraft Communication Center Solutions provides sustainable employment for individuals who are blind while providing you with the services you need.

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Thank you for considering Wiscraft for your Communication Center needs. We look forward to being a part of your continued success.

Sincerely,

The Wiscraft Communication Center Team

5316 W. State Street, Milwaukee, WI 53208 - (414) 778-5800 - sales@wiscraft.com

Machining Solutions

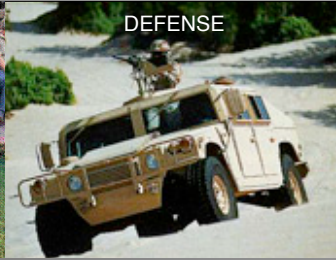


from



wiscraft Inc.

...Vision Beyond Sight



Capabilities

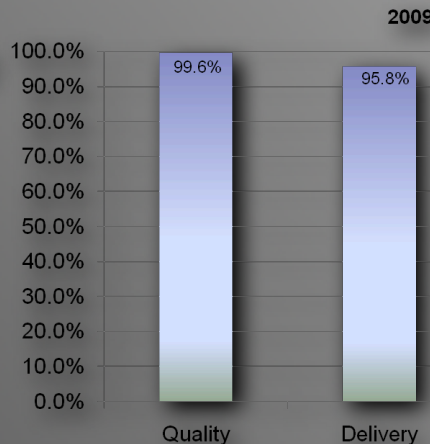
- CNC Milling
- CNC Turning
- High Speed CNC Drill and Tap
- ID Keyway or Spline Broaching
- Sawing
- Laser Non-Metallic Cut and Etching
- Manual Machining

Quality

- ISO 9001 certified since 2002
- Programmable CMM Accurate to .0005 ”
- SPC (Statistical Process Control) capable



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SATISFIED CUSTOMERS



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Thank you for considering Wiscraft for your machining needs. We look forward to being a part of your continued success.

Sincerely,

The Wiscraft Machine Shop Team

5316 W. State Street, Milwaukee, WI 53208 - (414) 778-5800 - sales@wiscraft.com