

Qualified Rehabilitation Facility Program



Curtis from Garten Services

Curtis has been with Garten since 1992. He currently works on the sorting floor in Garten's facility on Industrial Way in Salem.

2012 Annual Report

Chief Financial Office

Department of Administrative Services

State of Oregon

155 Cottage St. NE

Salem, OR 97301



Introduction

Welcome to the 5th edition of the state of Oregon's Qualified Rehabilitation Facility (QRF) Annual Report.

The Oregon QRF Program was created under Oregon Revised Statute 279.835 – 279.855, signed into law by Governor Robert Straub in 1977.

This program requires public agencies in Oregon to use QRF products and services meeting their requirements and enables state and local government entities to directly award contracts for products or services to qualifying community rehabilitation programs without a competitive solicitation.

Highlights for the 2012 year are:

- QRF companies employed 4,610 persons with disabilities.

- Over 81% of the QRF program employees with disabilities reside in the Portland and Willamette Valley area, roughly corresponding the state's population density .
- 36 QRF organizations participated in the Program.
- 533 contracts for multiple products or services were available for use.
- State and local governments spent \$40,953,921 utilizing QRF contracts. That is a 5% increase over \$38,979,644 spent in 2011.
- Janitorial Services at the Port of Portland Airport represents the largest QRF contract, \$5.5 million.

The Department of Administrative Services compiled this report from QRF Annual Status Reports submitted by all QRF companies during the 2012 calendar year.

Table of Contents

Introduction	<i>Page 2</i>
QRF Spotlight	
<i>Garten Recycling Services</i>	<i>Page 3 - 4</i>
QRF Employee Spotlight	
<i>Richard from PHC</i>	<i>Page 5</i>
<i>Tina from Laurel Hill Center</i>	<i>Page 12</i>
Program statistics	
<i>Local and State spending</i>	<i>Page 6</i>
<i>Products and Services</i>	<i>Page 6</i>
<i>QRFs and Employees with Disabilities Historical data</i>	<i>Page 6</i>
<i>Services</i>	<i>Page 7</i>
<i>Products</i>	<i>Page 7</i>
2012 Suitability Determinations	<i>Page 8</i>
Artificial Turf Maintenance	
by WVRC	<i>Page 9</i>
QRF Products and Services	<i>Page 10-11</i>



Amie from Garten Services

Amie has worked for Garten for 16 years, first in packaging and assembly, then mail, and for the last five years in electronics recycling. She enjoys figuring out what tools are best for taking apart certain types of electronics, and helps train new people.

Facility Spotlight: Garten Recycling Services

Garten Services was founded in 1970 by Sally Gearhart to enable people with disabilities being released from state institutions to integrate the community.

Garten operates numerous business ventures in Oregon, primarily in the cities of Salem, Dallas and Eugene. DAS has determined Garten suitable in the QRF program for providing many services including:

- Laundry
- Full service mail
- Recycling
- Janitorial
- E-waste recycling
- Confidential records destruction

Karen

Employed since 1988, Karen has worked several different positions including shredding paper, operating the book cutter and sorting material to be recycled. Comingled recycling material is delivered to Garten from within the Marion and Polk counties area. The recycling material is dumped on the sort belt to allow sorting of the material. To the right, Karen along with others, sort the materials to be recycled.

All revenues from these business enterprises are dedicated to fulfilling Garten's nonprofit mission, to "provide employment opportunities for people with significant disabilities." The common thread in all of Garten's programs is the integration of people with disabilities into the community.

Garten currently serves more than 600 adults with disabilities a year, with many individuals with disabilities employed in Recycling Services. Numerous recycling services employees are featured in this annual report.



Brandon, James, and Feuy

Brandon, (center), James (right) and Feuy (left) are pictured working on the sorting belt.

Brandon started in 2008 in the custodial services, and has worked in a variety of positions. He now works on the sorting belt.

James started with Garten in 1973 and has had many job duties during his 40 years with Garten.

Feuy has worked as a non-disabled supervisor with Garten for over 20 years.

Garten Recycling Services (continued)

Bethany

Bethany started with Garten in 2006 just after finishing school; she has worked the sort floor most of the time she has been employed at Garten.

She has performed different jobs, such as micro shred and operating the book cutter and returned to the sorting floor until about a year ago, when she started working on the sorting belt. She gained skills, loves her job and has improved her productivity.



Clyde

Clyde has been with Garten since 1992 (21 years). He does a great job sorting paper by color and type.

Garland

Garland has worked in confidential document record destruction since 1995. He works five hours a day and shreds well over a thousand pounds of material every day. When people tour the Garten facility, he greets them with a smile and a friendly hand shake.



QRF Employee Spotlight Richard of Portland Habilitation Center

Richard just bought a house. Last year, he was able to buy a family car.

“Things are happening in my life that I never thought possible,” said Richard, landscape supervisor with Portland Habilitation Center Northwest. Considering Richard’s uphill battle to his current position, we can see what he means.

In December 1997, Richard’s life changed forever. While crossing a street in Gresham one night, he recalls hearing a horn and turning his head to find a TriMet MAX train bearing down on him. Unable to move in time to avoid the train, Richard was struck, landing face down on the tracks. By the time first responders arrived he had been dragged under the train and was barely alive. When he arrived at the hospital, surgeons were amazed to find him clinging to life. He had lost a thumb, broken several bones and was severely bruised on his entire body. Incredibly, he sustained no life-threatening internal injuries.

Richard was intent on taking full advantage of a new chance at life after a long recovery period. He solicited Vocational Rehab services and enrolled in parenting classes. He practiced personal skills that helped him focus and stay on track. He turned to PHC Northwest to help him find employment. During his time in the landscape training program he cultivated valuable employment skills. “It taught me responsibility, how to be on time, and how to be where I need to be,” explained Richard. “That last one was particularly difficult,” he chuckled.

Richard returned to PHC Northwest as a landscape supervisor after working elsewhere for 11 years. “I believe that PHC is a really special place because there I was taught how to be responsible, how to pay my bills on time. It’s what got me up at 5 a.m. and to start my day off right.” He now serves as a supervisor



Richard

at city sites in Gresham, Tigard, and Albertina Kerr facilities.

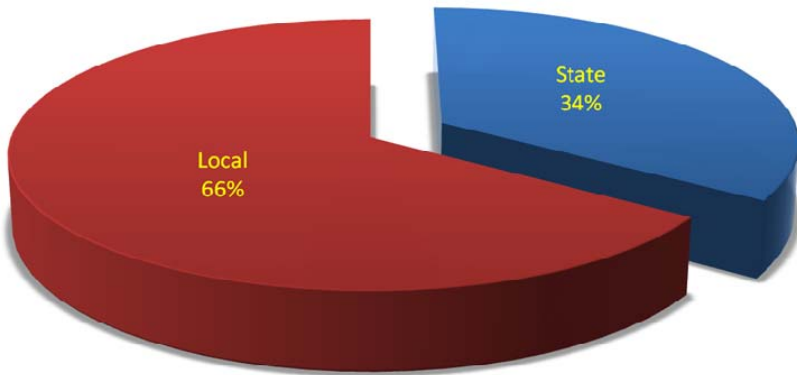
“Employees that come here can expect PHC to be challenging but rewarding,” said Richard. He shares this advice not just from experience but also because he is committed to helping employees learn and grow. He proudly recounts how he has helped develop leadership traits in several PHC landscaping employees, directing them down the path of long-term success. “This is not a job, this is a career,” stated Richard.

So what’s next for Richard? Perhaps a vacation somewhere in the tropics. He’s been there already and wishes to return. But first and foremost, he hopes to leave a legacy.

“When the end comes, I want people to remember me as a person who was always willing to help people and go the extra mile; someone willing to give back. I’m truly blessed to be here.”

Program Statistics

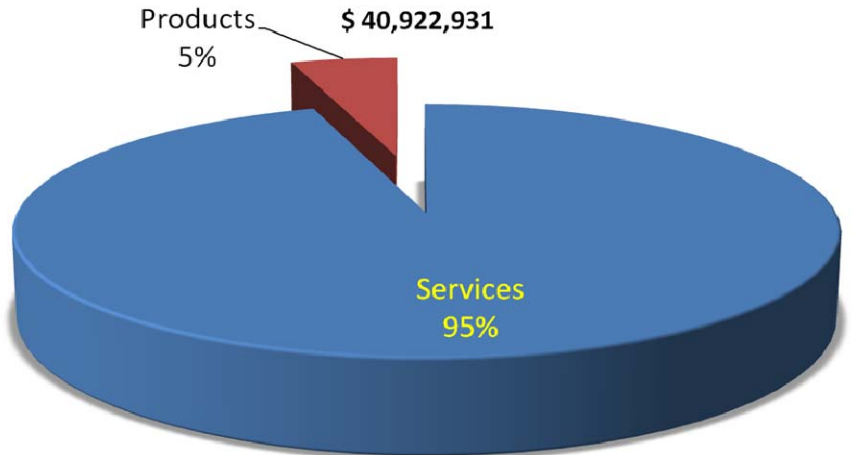
QRF Spend by Public Agencies
\$ 40,922,931



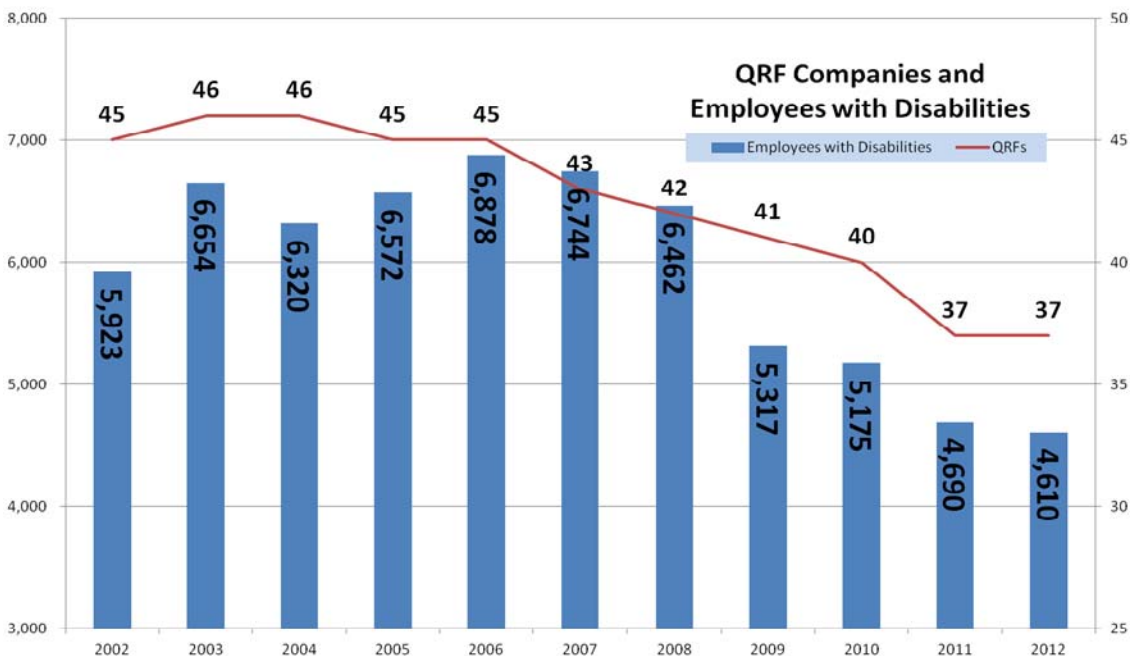
As defined in ORS 279.835(4):
“Public agency” or “public contracting agency” means any agency of the State of Oregon or any political subdivision thereof authorized by law to enter into public contracts and any public body created by intergovernmental agreement.

Many city, county and regional government entities participate in the QRF program, with spending through 271 contracts amounting to \$26,866,701 or around 66% of the spend through the program.

QRF Products and Services
\$ 40,922,931



Services continue to dominate QRF products and services, amounting to \$38,891,006 or around 95% of the government spend in the program.

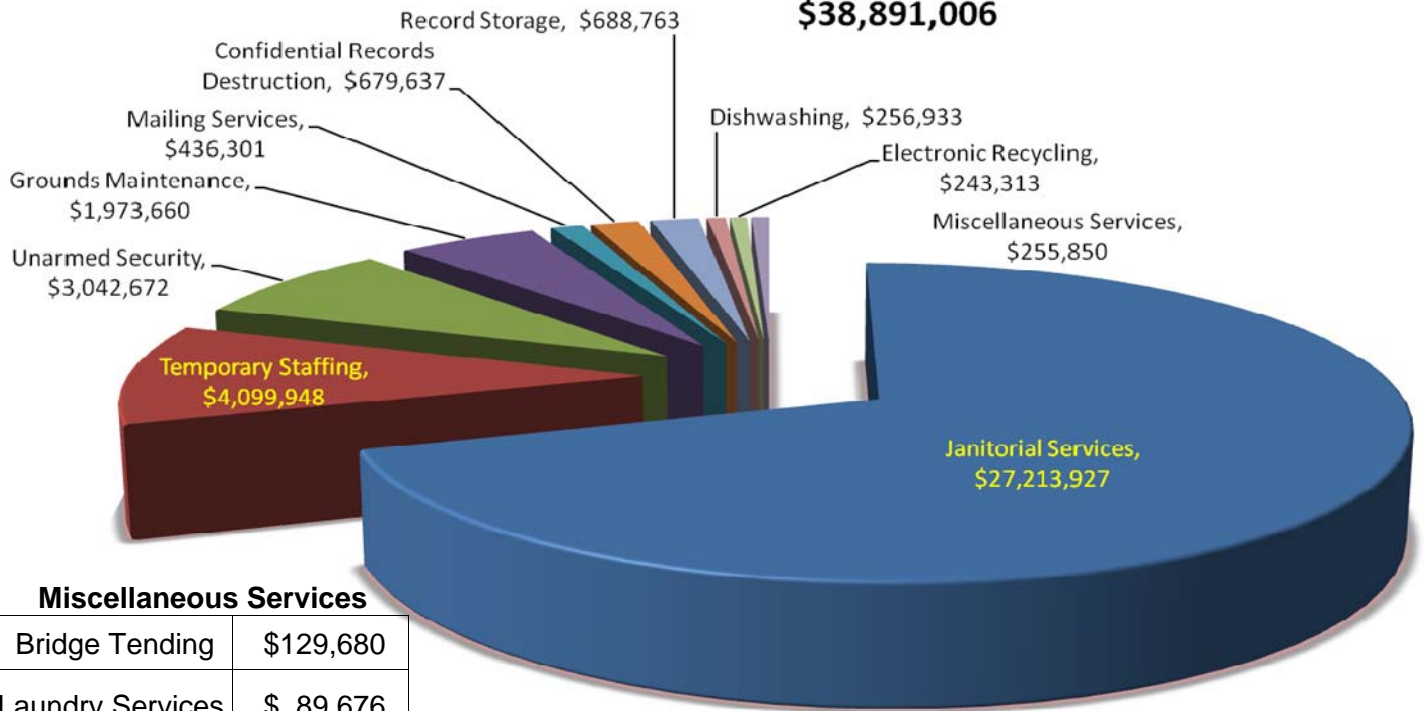


The graphic at left demonstrates the correlation of QRF employees with the number of QRF companies participating in the program.

QRF employees reported dropped significantly in 2009 due to improved clarification of the reporting requirement.

Program Statistics (page 2)

2012 QRF Services \$38,891,006

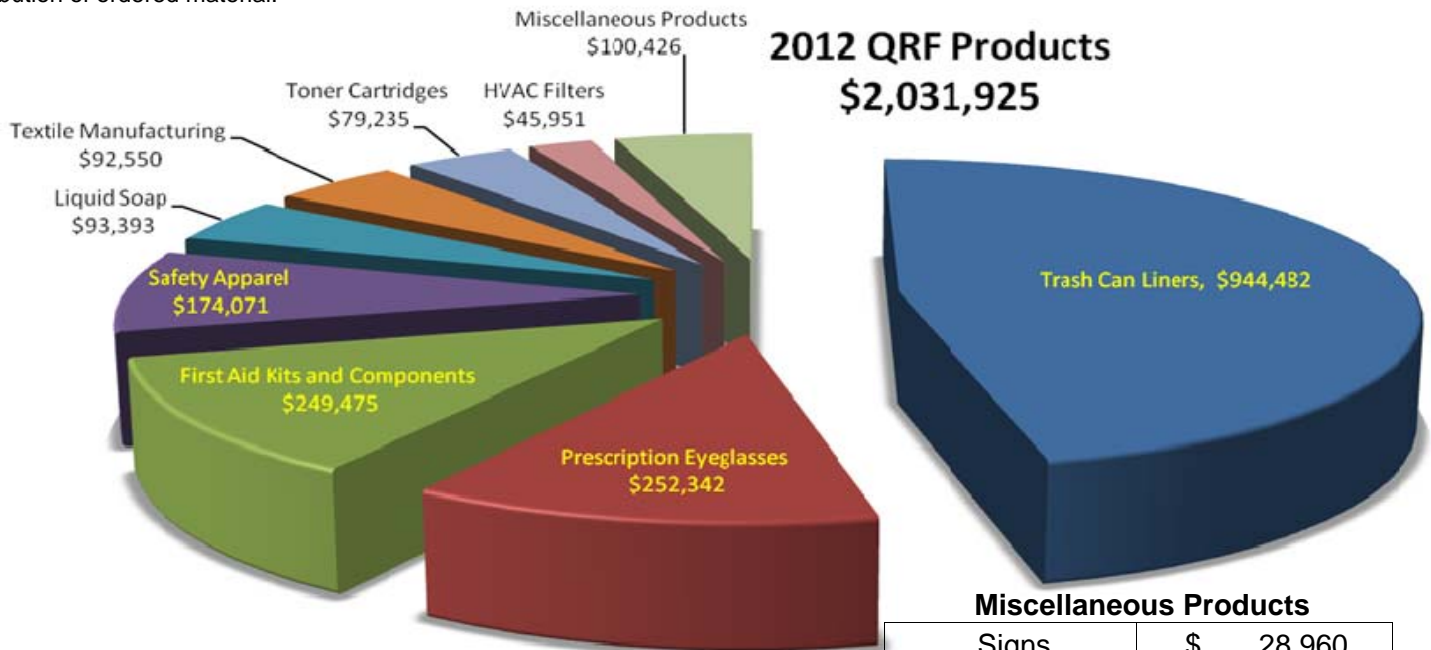


Miscellaneous Services

Bridge Tending	\$129,680
Laundry Services	\$ 89,676
Fulfillment *	\$ 33,248
Recycling Services	\$ 3,246

*Fulfillment is Warehousing and Distribution of ordered material.

2012 QRF Products \$2,031,925



Miscellaneous Products

Signs	\$ 28,960
Firewood	\$ 28,730
Gym Shorts	\$ 27,650
Drug Testing Kits	\$ 15,086

QRF Suitability Determinations

QRF providers must be determined suitable for providing products and services to public agencies in the program. Oregon Department of Administrative Services is required in ORS 279.845, to publish a “list of sources or potential sources of products produced by any qualified nonprofit agency for individuals with disabilities,” which appears on its website. **The suitability determination process** assures QRF products and services meet the requirements described in Oregon Administrative

Rule 125-055-0020. The requesting QRF must submit an informal business plan outlining a description of the product or service, the public agency need fulfilled by the QRF offering, and the description of how the QRF will address the policy of the state. Procurement professionals in public agencies may purchase QRF products and services without the need for any competitive solicitation process.

Many QRF products and services became suitable, or became a suitable provider during 2012:

Catholic Community Services merged with Mt. Angel Developmental Programs, an established QRF, and successfully requested suitability for **Janitorial Services, Drug Testing Kits and Hygiene Kits.**

Step Forward Activities acquired the capacity for providing **Dog Waste Retrieval Bags.** This product, as well as dispensers for dog waste bags was added to price agreement number 0466 and is available to all state agencies and Oregon Cooperative Procurement members.

TVW, Inc., formerly Tualatin Valley Workshop can now provide **Floor Care Services** in Clackamas, Clatsop, Columbia, Marion, Multnomah, Polk, Yamhill, and Washington counties.

Galt Foundation was found suitable for providing **Technology Systems Support Services** in Benton, Clackamas, Lane, Linn, Marion, Multnomah, Polk, Washington, and Yamhill counties. Technology Systems Support Services is defined as the setup and maintenance of computers and other integrated components for collecting, storing, processing and communicating information, including audio-visual equipment.

Goodwill Works is now suitable for **Paper and**

Cardboard Recycling Services in Lane County.

Portland Habilitation Center, Inc., which provides **Janitorial Services** in many northwestern Oregon counties, was additionally found suitable to provide **Janitorial Services** in Hood River, Wasco, and Umatilla counties.

Portland Habilitation Center can also now provide **Wood Floor Care and Refinishing,** the process of caring for wood surfaces and assuring adequate coating to beautify and protect the surface thereby extending its useful life. PHC may provide this service to public agencies through the QRF program in Multnomah, Washington, Clackamas, Umatilla, Wasco and Hood River counties.

Willamette Valley Rehabilitation Center (WVRC) has been found suitable for providing **Artificial Turf Maintenance Services,** defined as “activity to promote synthetic athletic field aesthetics, performance, safety and longevity.” Suitability was granted in Benton, Clackamas, Lane, Linn, Multnomah, Marion, Polk, Washington and Yamhill counties.

The QRFs providing these new products and services estimate the eventual employment of an additional 62 individuals with disabilities.

Willamette Valley Rehabilitation Center Artificial Turf Maintenance Service

When the Oregon State University Beavers play any sport on artificial turf, the athletes benefit from a unique new service provided by Willamette Valley Rehabilitation Center (WVRC). WVRC has obtained a “Sport Champ” artificial turf maintenance machine. This machine sucks the rubber infill and debris from a sports field, straightens the turf blades and replaces the infill, removing the debris in the process.



The notoriously wet weather in the Pacific Northwest makes artificial turf a solution to the muddy fields of years past; making a field more playable during inclement weather. Artificial turf has changed

significantly from the days of Astroturf, when it wasn't much more than a special type of carpet rolled out over a cement slab. Developments in artificial turf technology make maintenance of the turf a necessary element of the use of this versatile surface. The maintenance process removes debris, moss, and weeds while promoting playing surface longevity and improved hygiene for those using the facility.

“You can really tell the people doing the work care about their work. They are thorough and pay attention to detail.”

*Bill Calendar
OSU Facilities Manager*

Oregon State University has partnered with WVRC to fulfill this requirement on their sport fields. OSU has 330,000 square feet of artificial turf in numerous facilities across campus. Bill Calendar, OSU Facilities Manager had this to say, “They are doing a wonderful job...You can really tell the people doing the work care about their work. They are thorough and pay attention to detail.”

WVRC developed the capacity for this new service and was determined suitable to provide this service in 2012. Interestingly, people with disabilities provide all of the labor associated with this service. WVRC has the capacity to serve additional customers and has been found suitable to service artificial turf fields throughout the Willamette Valley. During each service call, two or three employees with disabilities are employed.

For more information about WVRC's artificial turf maintenance service, contact Rhonda Fisher, WVRC Contracts Manager, 541-258-8121, extension 226 or rfisher@wvrc.org.



Richard and Dan demonstrate the capabilities of the “Sport Champ” artificial turf maintenance machine.

QRF	Products and Services
Access Unlimited	Janitorial Services
Alternative Services	Grounds Maintenance Services • Janitorial Services
Bay Area Enterprises	Bridge Tending • Janitorial Services
Blind Enterprises of Oregon	Monogrammed Name Tapes
Catholic Community Services	Drug Testing Kits • Janitorial Services • Hygiene Kits
Coast Rehabilitation Services	Grounds Maintenance Services • Janitorial Services
Co-Opportunity, Inc.	Confidential Records Destruction • Grounds Maintenance Services • Janitorial Services
Cornerstone Associates	Bookbinding • Confidential Records Destruction • Grounds Maintenance Services • Janitorial Services • Mailing Services Native Plants
DePaul Industries	Hospitality • Order Fulfillment • Temporary Staffing Unarmed Security Guard
Diversified Abilities	Grounds Maintenance Services • Janitorial Services
Eastco Diversified Services	Auto Detailing • Janitorial Services • Order Fulfillment • Silk Screening
Galt Foundation	Temporary Staffing • Technology Support Services
Garten Services	Confidential Records Destruction • Full Mail Services • Recycling Grounds Maintenance Services • Janitorial Services • Laundry Services
Goodwill Works	Confidential Records Destruction • Grounds Maintenance Services Recycling Cardboard and Paper
Laurel Hill Center	Prescription Eyeglasses
Living Opportunities	Grounds Maintenance Services • Janitorial Services
Marie Mills Center	Confidential Records Destruction • Janitorial Services

QRF	Products and Services
Mid-Valley Rehabilitation	Confidential Records Destruction • Grounds Maintenance Services Janitorial Services • Liquid Soaps
New Day Enterprises	Gym Shorts • Janitorial Services
Opportunity Connections	Bulk Mailing • Grounds Maintenance Services • Janitorial Services
Opportunity Foundation of Central Oregon	Confidential Records Destruction • Janitorial Services Mailing Services • Wood Survey Products
Pathway Enterprises	Contract Dishwashing • Janitorial Services
Pearl Buck Center	Mailing Services • Janitorial Services • Name Plate/Sign Engraving
Portland Habilitation Center	Confidential Records Destruction • Document Imaging & Management Grounds Maintenance Services • Internal Pick-up and Delivery Service Janitorial Services • Laundry • Records Storage & Retrieval • Wood Floor Care and Refinishing Services • Order Fulfillment
Rockwest Training Company	First Aid Kits & Components • Textile Manufacturing • Silk Screening
The Shangri-La Corp	Contract Dishwashing • Firewood • Grounds Maintenance Services Janitorial Services • Heating & Air Conditioning Filters • Safety Vests • Wood Products • School Crossing Flags • Wood Products
Southern Oregon Aspire	Grounds Maintenance Services • Janitorial Services • Mail Fulfillment
Spruce Villa	Janitorial Services • Grounds Maintenance Services
Star of Hope Activity Center	Confidential Records Destruction
Step Forward Activities	Plastic Trash Bags • Dog Waste Retrieval Bags
Sunrise Enterprises of Roseburg	Grounds Maintenance Services • Janitorial Services • Recycling
TVW, Inc.	Janitorial Services • Order Fulfillment • Floor Care Services
Western Idaho Training Company	Janitorial Services
Willamette Valley Rehabilitation Center	Janitorial Services • Grounds Maintenance Services Artificial Turf Maintenance
Work Unlimited	Janitorial Services • Grounds Maintenance Services

QRF Employee Spotlight Tina from Laurel Hill Center



*Bob Putman with Tina
Laurel Hill Center/SWEEP Optical*

When Tina came to Laurel Hill Center in Eugene, she was severely depressed, homeless and without her kids. Now her family is reunited, enjoys stable housing and has a steady income.

Tina works as an optical technician at SWEEP Optical, Laurel Hill's optical laboratory and she aspires to be an optician. Bob Putnam, the lab manager for SWEEP Optical, credits Tina for being curious about the optical business, "Tina has learned more in one year than most people learn in five years."

Tina's belief in herself is apparent. "Since working here, I have goals for the first time in my life and have gained the self confidence to reach them. I am preparing for a career that I would never have thought possible. My family is proud of me for doing something technical and smart, and I am too."

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