

ACCSES NJ



CNA SERVICES

*Unlocking Opportunities in New Jersey*

# CNA Services ANNUAL REPORT

*Providing the Dignity of a Job and a  
Paycheck for New Jersey Citizens with Disabilities*

## 2016

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# LETTER FROM THE COUNCIL CHAIR



**State of New Jersey**  
DEPARTMENT of HUMAN SERVICES  
Commodities and Services Council  
150 West State Street #120  
Trenton, NJ 08608  
Phone 609-392-1255, Fax 609-392-3236

April 2017

Elizabeth Connolly, Acting Commissioner  
Department of Human Services  
P O Box 700  
Trenton, NJ 08625-0700

Dear Acting Commissioner:

Enclosed please find the 2016 Annual Report of the State Use Program for Rehabilitation Facilities. The report was prepared for the Commodities and Services Council by ACCSES New Jersey/CNA Services.

In 2016, the CNA produced growth in sales and in jobs for people with disabilities. In total, 6,869 persons with disabilities were employed in CNA contracts, an increase of 106 from the previous year. These individuals worked 940,242 hours, with total wages of \$11,617,549, a slight increase from 2015, at an average hourly wage of \$12.36.

According to a statistically valid economic impact study conducted by an independent econometrics firm in 2012, the direct economic impact produced by the set-aside program from reduced entitlement spending and increased tax payments is \$4,745 per worker per year. The employment generated by the State Use Program in 2015 produced a direct economic benefit to government of \$32,593,405 in reduced entitlement spending and increased taxes. An additional economic benefit generated by the purchase of supplies from New Jersey businesses and the local spending of the wages produced is estimated at \$35,840,215, based upon a study done in New York State in 2011. The total positive economic impact of the program was \$68,433,620 on contract values of just over \$40 million.

The CNA continues to accelerate its marketing to the state, counties and municipalities. The Council sincerely thanks Governor Christie and his administration for their strong support in growing good jobs for our citizens with disabilities. The partnership we continue to receive from New Jersey officials and government purchasers will greatly aid us in continued job growth.

I know that I speak for the entire Council when I thank you, your directors and staff for your strong support and assistance. This program would not succeed without that help.

The year 2017 will present many new challenges, with accompanying opportunities. With your support, we feel that we can continue to grow the program and provide many additional job opportunities for New Jersey citizens with disabilities.

Sincerely,

*Roger Pearly*

Roger Pearly  
Chairperson, Commodities and Services Council



# LETTER FROM THE ACCSES NJ PRESIDENT & CEO

## CHAIRPERSON

Mark Boyd

## PAST CHAIRPERSON

Peggy Englebert

## TREASURER

Len Nicolosi

## SECRETARY

Kathy Walsh

## PRESIDENT & CEO

Mohsen Badran

## SERVICES

Advocacy

CARF Review

Conferences

Education

Legislative Information

Marketing

Peer to Peer Mentoring

Public Relations

State Use Set Aside

- CNA Services

Technical Assistance

Training

April 2017

Dear Commodities and Services Council Members:

ACCSES New Jersey is pleased to partner with the State of New Jersey and our business and rehabilitation communities to create employment opportunities for people with disabilities. The Association has been the administrator of the State Use Law for Rehabilitation Facilities through its CNA Services division for over thirty (30) years.

On behalf of the staff, members and affiliates of the Association for Choices in Community Supports and Employment Services (ACCSES New Jersey), I am pleased to present the 2016 Annual Report of the Set Aside Program for Rehabilitation Facilities. The achievements noted within the body of this report could not have occurred without the excellent working relationships we have with the Administration, the Division of Purchase and Property, the Division of Property Management and Construction, and the partnerships we have nurtured over the years with many others in the private and public sectors.

In the past year, despite the difficult economic environment and budgetary cutbacks, CNA Services produced growth in sales and in employment opportunities. Over 6,860 consumers with disabilities associated with thirty-four (34) CNA Certified affiliated agencies gained employment as a result of their participation in the program, working 940,242 hours, with total wages of \$11,617,549 and an average hourly wage of \$12.36.

This program provides the state a substantial economic benefit through reduced entitlements and increased tax payments by individuals who would not be employed otherwise. According to a statistically valid economic impact study conducted by an independent econometrics firm in 2012, the direct economic impact produced by the set-aside program from reduced entitlement spending and increased tax payments is \$4,745 per worker per year. The total direct impact of the program from reduced entitlements and increased taxes in 2016 was over \$32,500,000. In addition to the direct economic benefit there are supplies purchased from New Jersey Businesses during the course of contract activity as well as the local purchases made by employees of the program who are economically empowered through employment. The additional economic benefit produced by the set-aside program for 2016 was estimated at \$35,840,215, making total economic impact of the program in 2016 over \$68 million.

The Department of Human Services, the Department of Children and Families, the Department of Corrections, the Department of Labor and Workforce Development, the Department of Law and Public Safety, the Department of Military and Veterans Affairs, the Department of State, the Department of Health, the Department of Treasury, particularly the Division of the State Lottery, the Division of Purchase and Property, the Division of Property Management and Construction and Distribution and Support Services, our cooperative purchasing partners, and others all played key roles in the achievement of our success.

Strong support from Governor Christie and his administration was very helpful in achieving the significant increase in job opportunities for persons with severe disabilities in our State.

Our goals remain high for expanding the State Use Program for persons with disabilities throughout the State of New Jersey. We continue to vigorously:

- Expand good jobs for our citizens with disabilities working with New Jersey Community Rehabilitation Programs (CRPs) and the Commodities and Services Council
- Recommend new products and services with strong value-added features to the Commodities and Services Council (CSC)
- Negotiate contracts and foster a strong, synergistic working relationship with the Department of the Treasury, Division of Purchase & Property and other primary contractors
- Provide technical assistance, training and business guidance to all participating CRPs
- Market set-aside products and services to State, County and Municipal customers through the Cooperative Purchasing statute
- Monitor, enforce and report on quality standards and CSC rules.

We extend a heartfelt thank you to the Governor, every cabinet member, committee, council, legislator, and to each and every person who has supported, worked for, or sacrificed their time in promoting, the New Jersey State Use Program for persons with disabilities. We once again ask that all these entities and individuals strengthen their support for CNA and our mission to provide the dignity of a job and a paycheck for New Jersey citizens with severe disabilities.

We look forward to 2017 as a year of opportunity for new growth and the highest level of mission success.

Respectfully Submitted,



Mohsen Badran  
President & CEO



# WELCOME



**CNA Services**, a program of ACCSES, New Jersey (Association for Choices in Community Supports and Employment Services), is a non-profit organization providing leadership and support to affiliate programs, which serve and employ people with disabilities and other disadvantages statewide.

CNA Services' Mission is to market our affiliates' products and services to state, county and municipal government, school districts, and the private sector.

We fulfill the purpose of the Rehabilitation Facilities Set-Aside Act, to expand employment opportunities for adults with disabilities. By assuring a continuous market for our products and services, we generate productive employment for adults with disabilities, empowering them to achieve maximum personal independence and enhance their dignity and capacity for self support.

## The State Use Law

In 1981, the New Jersey Legislature passed a bill, the Rehabilitation Facilities Set-Aside Act (NJSA 30:6-20 to 6-33), enabling community rehabilitation programs (CRP's) to do business with government agencies without having to competitively bid. Signed by Governor Byrne in 1982, the law permits the set-aside of designated commodities and services to be sold to state, county and municipal government units, on a sole-provider basis, by a Central Non-Profit Agency (CNA).

In 1984, ACCSES New Jersey's predecessor organization (the New Jersey Association of Rehabilitation Facilities) was appointed by the Commissioner of Human Services as the State's Central Non-Profit Agency to administer the Set-Aside Program. Once set-aside, the item is removed from competitive bidding and is awarded to an approved CRP for as long as it continues to meet state specifications. The New Jersey Commodities and Services Council selects the items to be set-aside, approves fair-market prices, certifies participating facilities and oversees the operation of the Central Non-Profit Agency.

## Introduction

This report illustrates the impact the program has in providing more good jobs for our citizens with disabilities. Please note the commodities and services offered, as well as key performance measures, including: Sales Distribution, Six Year Sales Performance, and Six Year Employment for People with Disabilities. The report also includes employment Success Profiles. Key partners in this effort are: members of the Commodities & Services Council, CNA Affiliate Members and the Staff of ACCSES NJ/CNA Services.

On behalf of everyone associated with ACCSES New Jersey/CNA Services, many thanks for your continued interest and support!



# COMMODITIES AND SERVICES COUNCIL MEMBERS

**Roger W. Pearly, Chair**

MEMBER AT LARGE  
Independent Business Consultant

**Darrell E. Bethea**

MEMBER AT LARGE  
Sweet Heaven

**Kennedy O'Brien**

DIRECTOR  
BUREAU OF STATE USE INDUSTRIES  
DEPTCOR

**Joe Amoroso**

DIRECTOR  
NJ Division of Disability Services  
Trenton, NJ

**Elizabeth P. Dixon, Vice Chair**

MEMBER AT LARGE  
AT&T

**Daniel Kelly**

REPRESENTING ACCSES NJ  
PRESIDENT/CEO  
Community Quest, Inc.

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NEW JERSEY DEPARTMENT OF HUMAN SERVICES

**Alice Hunnicutt**

DIRECTOR  
NJ Division of Vocational Rehabilitation Services

**Maurice Griffin**

ACTING DIRECTOR  
NJ Division of Purchase and Property



## ACCSES New Jersey/CNA Services Staff

Mohsen Badran, *President & CEO*

Floyd Nesse, *Vice President*

Donna Leyva, *Accounting/Office Manager*

Kevin Regan, *Sales Manager*

James Manton, *TFM Contract Manager*

Georgette Januse, *Account Executive*

Dave Czerniakowski, *Account Executive*

Lori Natoli, *A/P Specialist*

Debra Obrocki, *A/R Specialist*

Irina Zaitseva, *Bookkeeper*

Walt Sodie, *Public Relations*

Kim Coligan, *Executive Assistant to the CEO*

Sal Coppola, *Marketing/Communications Director*

Joanne McKinley, *Business Development Manager*

John Ganley, *Senior Building Services Manager*

Garth Hutchinson, *Regional Building Services Manager*

John Faranda, *Regional Building Services Manager*

Chuck Kingsland, *Contract Administration*

Shannon Monsees, *Administrative Coordinator*

Sarah Lewis, *Order Entry Clerk*



## UNLOCKING OPPORTUNITIES



# STATE USE CERTIFIED REHABILITATION FACILITIES



Abilities of Northwest Jersey  
Washington, Warren County

Abilities Solutions  
Westville, Gloucester County



The Arc of Bergen/ Passaic Counties  
Hackensack, Bergen County

The Arc of Camden County  
Berlin, Camden County



The Arc of Mercer County  
Ewing, Mercer County

The Arc of Monmouth County-WOC  
Long Branch, Monmouth County

The Arc Ocean County  
Lakewood, Ocean County

The Arc of Salem County  
Salem, Salem County

The Arc of Somerset County  
Manville, Somerset County

The Arc of Sussex County  
Augusta, Sussex County

Bestwork Industries  
Cherry Hill, Camden County

Bright Star eSolutions  
Newark, Essex County

Care Plus NJ, Inc.  
Paramus, Bergen County

Career Opportunity Development, Inc.  
Egg Harbor, Atlantic County

Catholic Charities  
Newark, Essex County

Center for Educational Advancement  
Flemington, Hunterdon County

Easter Seals Society of New Jersey  
East Brunswick, Statewide Office

Edison Sheltered Workshop  
Edison, Middlesex County

Elwyn NJ – The Training School at Vineland  
Vineland, Cumberland County

Family Guidance Center  
Washington, Warren County

FEDCAP Rehabilitation Services  
West Orange, Essex County

Goodwill Industries (North Jersey)  
Harrison, Hudson County

Goodwill Industries (South Jersey)  
Maple Shade, Camden County

Hudson Community Enterprises  
Jersey City, Hudson County

Inspiritec  
Newark, Essex County

Jewish Vocational Service  
East Orange, Essex County

North Jersey Friendship House, Inc.  
Hackensack, Bergen County

OTC of Burlington County  
Mt. Holly, Burlington County

Inroads to Opportunities  
Roselle, Union County

PAFACOM, Inc.  
Vineland, Cumberland County

Spectrum Works  
Secaucus, Hudson County

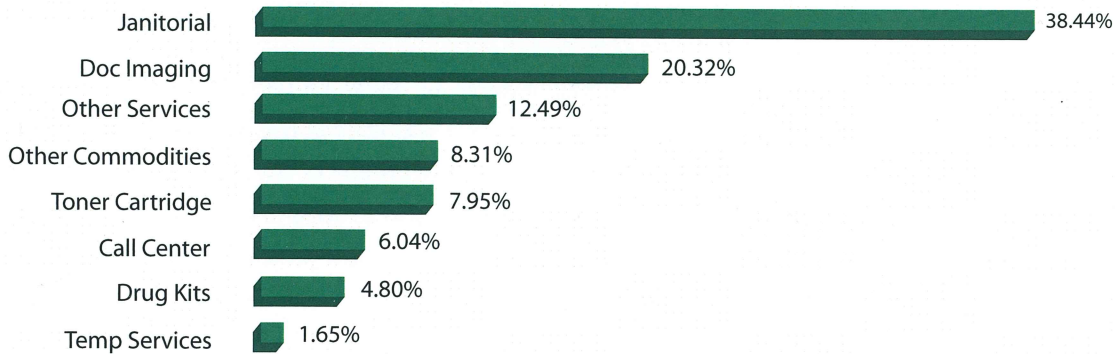
St John of God Community Serv.  
Westville Grove, Gloucester County

The Center for Vocational Rehabilitation  
Eatontown, Monmouth County

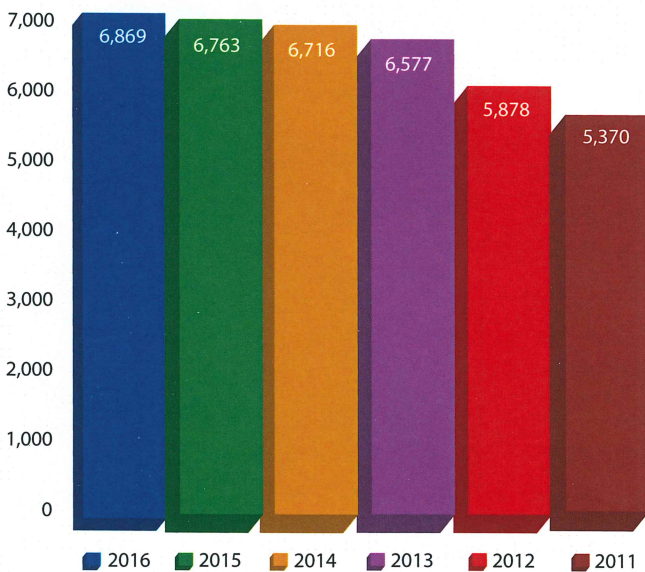


# 2016 PROGRAM RESULTS

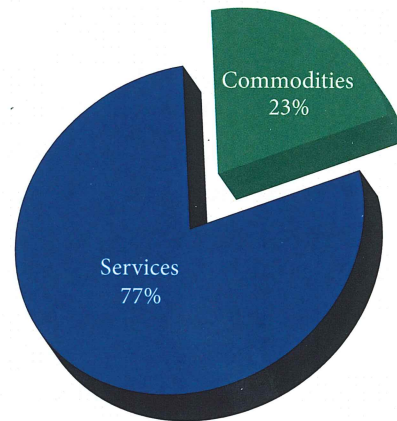
Sales Distribution by  
Commodities & Services (% of total)



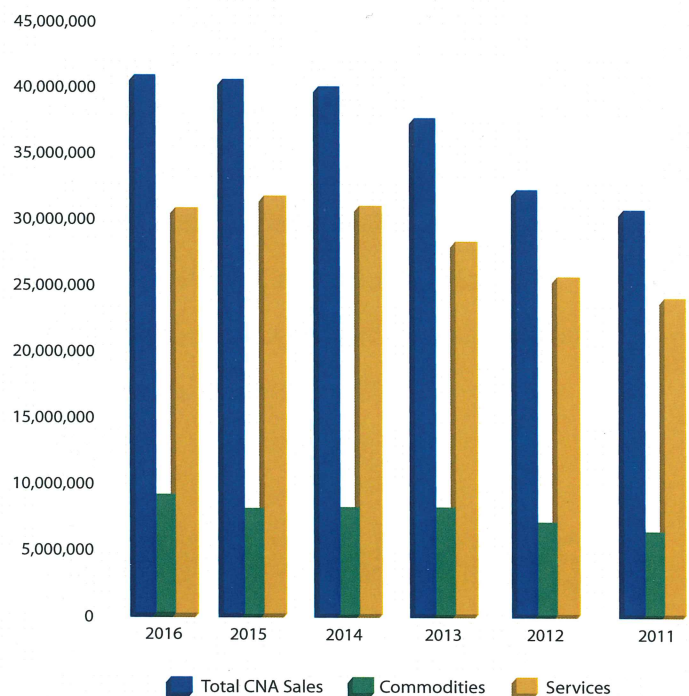
Six Year Comparison Chart Providing Jobs  
to People with Disabilities via the CNA Program



CNA Services 2016 Contract Distribution



Six Year CNA Services Contract Revenue



*Unlocking Opportunity  
for Those Who Need It!*



# SUCCESS STORIES

## Meet Lamar



In 2002, I was a nineteen-year-old college student at Shaw University in Raleigh North Carolina. While I was home in Jersey City between semesters, I was shot in the back and became paralyzed from the waist down, although I still maintained partial movement in my left leg. Since my injury, I wasn't able to complete my degree and had trouble finding a job to support my daughter. In 2008, I found a job as a switch board operator at a rehabilitation center in New Jersey, but in 2012 I was forced to take medical leave and eventually my position at the rehab center was filled by someone else. Again, I was in need of job. My counselor at DVR directed me towards InspiriTec because she knew that it was a company that looked to hire people with disabilities. After losing my previous job due to my disability, knowing that there was a company that would understand my medical needs and make accommodations was huge. I did not even notice that people had disabilities when I came into the office for the first time. You really cannot tell, and the people here work so hard to make it that way because none of us wants to be defined by our disabilities. We are all people with skills and aspirations.

Today, I work as a customer service representative at InspiriTec and use my friendly, well-mannered temperament to help professionals obtain their licenses. I'm also currently taking online classes at the University of Phoenix to complete my degree in business administration, which I hope to put to good use at InspiriTec.





# SUCCESS STORIES

## Meet Rasheed

Having been referred to CODI's Janitorial program through its Residential program, Rasheed is a shining example of the benefits this program offers to our clients.

Rasheed was raised in Philadelphia in a large family with several foster brothers and sisters. For many years he struggled with mental illness and often found himself self-medicating with various substances. Lacking the understanding of his illness and without a solid support system, he was frequently admitted to inpatient treatment; inevitably becoming a ward of the state.

Rasheed was eventually referred to CODI's Residential Program and started his road to recovery and stability. He began working in CODI's Janitorial Maintenance Program and quickly became a valuable asset to the team assigned to the state set aside programs throughout Atlantic County. His steady employment has contributed to his well-being and he now lives independently in his own apartment.

Rasheed is an excellent worker and is dedicated to performing every task he completes with perfection. He is constantly looking for additional duties and has also acted as an unofficial mentor to the newcomers. He has become our "go to guy" when an unexpected project needs to be completed quickly and efficiently. CODI maintains over 40 buildings throughout Atlantic County on a daily basis and relies on trustworthy and dedicated employees like Rasheed.

Rasheed is a "Rising Star" among our crew and we look forward to his continued personal and professional growth.





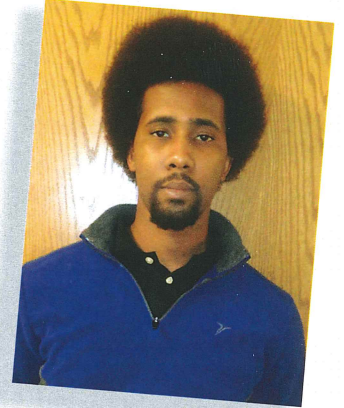
# SUCCESS STORIES

## Meet Kareem

Harbor House in Paterson, New Jersey has worked with Kareem Lazarus since he was 21 years young. Kareem approached Harbor House with a very discreet and genuinely curious request to assist him with employment and career-seeking services. At the time Kareem was attending Passaic Community College and worked one summer as a life guard. Kareem has been willing to step outside of his comfort zone which has allowed him to grow and thrive, as evidenced by his resolve to compete for various career opportunities. He has worked with Care Plus, in part as a supported work client at the FDR laundry facility in an integrated work environment. He had performed many tasks and was being trained as an apprentice to the Engineer.

Along this phase of his life journey, Kareem has had the confidence and courage to seek, accept and utilize guidance and inspiration from organizations and the individuals that encompass such teams as John Maisto and Melisha Osorio, who spotted his potential and genuine desire to grow professionally and contribute to the team. Kareem's personal growth and ongoing professional development is an inspiration to those that have the privilege to have daily contact with him

Kareem is presently employed as a part time employee with Care Plus Workforce Solutions, working in the Janitorial Department supervising clients. One of Kareem's attributes that does not want to disappoint that has placed trust in him. This allows him to perform and seek excellence in every opportunity presented to him.



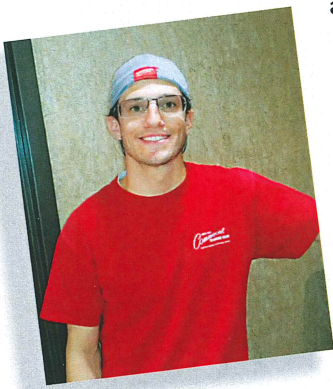
## Meet Vincent

Vincent made the most of the training programs he went through with ACCSES NJ/CNA Services and The Arc Mercer and went on to earn his ISSA Cleaning Industry Training Standard Professional Certification (CITS). He is among 61 Arc Mercer staff members and consumers to have earned this certification. The CITS demonstrates how Vincent committed himself to surpassing industry standards in providing cleaning services at a professional level, which he now does as an employee with Commercial Cleaning.

The building blocks of Vincent's professionalism were provided by ACCSES NJ/CNA and The Arc Mercer, whose partnership has allowed him and many others to learn the basics of a trade. Before being hired by Commercial Cleaning, Vincent underwent training in The Arc Mercer's janitorial program. James Carey, The Arc Mercer's Director of Operations, saw Vincent's diligence and dedication during his time with the Arc program at Quakerbridge Plaza. Mr. Carey described him as "a hard-working employee who walked to work every day and got right to the tasks assigned to him."

Vincent's eagerness to work, his punctuality and his focus on completing his daily tasks caught the attention of Commercial Cleaning's Supervisor Lillian Sierra, who suggested that they make Vincent part of their "Pilot Program." That was more than a year ago. Vincent continues to learn Commercial Cleaning's best practices in team cleaning and to provide quality service.

It is clear Vincent had a basic drive to succeed, but it was his experience with ACCSES NJ/CNA and The Arc Mercer that allowed him to advance as he did. The trainings offered by these two organizations have given numerous consumers the chance to discover a profession and develop the skills necessary to pursue a career. Participants like Vincent get training, graduate to a supervised work environment in the community and set out on a career path. A better outcome would be difficult to script.





# SUCCESS STORIES

## Meet Lenny

When CVR was awarded the Janitorial Contract for Manalapan Township, the search for people to fill the positions necessary was a struggle initially – a site not accessible via any mass transit route and working from a pool of individuals where someone who drives is rare. The facility was originally staffed with individuals from other sites (including Supervision) and we asked everyone to help us out and work some extra hours until we could get a permanent crew in place.

One such individual was Lenny Padilla. To this point, Lenny was a fairly new, part-time person working 7-8 hours a week. Lenny re-arranged his life for a while, getting up an hour and a half earlier than usual to make a bus to get himself to our corporate offices where we were shuttling our temporary crew to Manalapan.



From the beginning, it was obvious that Lenny was going to be a good fit in the operation. With the minimal amount of training he had up to this point, he was responsive to Supervisor directions and easily absorbed new tasks that he was assigned. He was attentive and patient with our new Customers requirements and willing to jump in to any situation that needed to be addressed.

Once a permanent Supervisor and Crew were in place, Lenny adapted to this next set of changes with ease. Within two weeks of the new Supervisor being on site, Lenny became his right-hand man, working a little harder to maintain the daily schedule while others were still in training and assisting with some of the training himself. When we needed to come in on weekends to get the new site up to par, Lenny was the first to volunteer.

When an opportunity arose to fill a vacancy for the Day Porter position at our MVC Eatontown location, Lenny was the ideal individual for consideration. Taking Lenny away from Manalapan was an easy decision, even knowing that he would be sorely missed from that crew. However, this opportunity was a good one for him – increased hours and hourly rate of pay and closer to home.

Being one of the busiest (and the largest) MVC locations in the state, the Day Porter is the frontline person who needs to interact with the entire MVC Staff, as well as perform the duties of the position while working around the flow of the public through the facility. Having someone who is personable, conscientious and adaptable to circumstances around them is an absolute must for this position.

When this new position was presented to Lenny, he did not hesitate one minute to accept the move.

Now, almost a year later, Lenny has once again shined. The Eatontown MVC site looks great, the Staff have nothing but high praise for him, as he is always attentive to their needs and will go out of his way to make sure everyone is happy and the facility always looks its best.





## Commodities Offered Under State Contract

Hand Soaps and Sanitizers  
Gloves-Examination and Industrial  
Industrial Wiping Rags and Disposable Towels  
Germicidal Wipes  
Goldshield Sanitizer  
Toiletries  
Secure Personal Care Products  
Attends Brand Adult Briefs  
Admission Kits  
Drug Screening Kits-Urine and Saliva

Toner Cartridges  
Advertising Specialties  
Screen Printing and Embroidery  
Safety Glasses and Goggles  
Safety Light Kits  
First Aid Kits  
Adult Wet Wipes  
MintX Trash Bags  
Ear Plugs  
HVAC Air Filters

## Services Offered Under State Contract

Grounds Maintenance  
Carpet Care  
Floor Care  
Janitorial Services  
Assembly and Fulfillment Services  
Mailing Services  
Building Trades Services

Temporary Employment Services  
Unarmed Security Services  
Document Scanning and Related Services  
Document Destruction Services  
Call Center Services  
Laundry Services  
Recycling



*It's More Than Just A Purchase  
It's Changing Lives For A Better New Jersey*

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