

Quarterly Newsletter

A NOTE FROM NITA Chief Executive Officer Nita Hobbs

This quarter has been an exciting time for WVARF and the State Use Program! One of our major highlights was hosting the CRP Open House on September 25th at six locations statewide. This event brought together many legislators, community members, and advocates, fostering meaningful connections and raising awareness about the vital work of Community Rehabilitation Programs.

I delivered a presentation to the Joint Legislative Oversight Commission on Workforce Development, advocating for the State Use Program to regain its status as a preferred purchasing program. My efforts continue to amplify the program's importance and impact, and the presentation, was received well by the Commission.

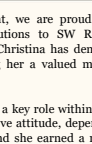
Looking ahead, preparations are underway for the State Use Day at the Capitol on Tuesday, February 25th. Exhibitor Registration Forms are now available, and we encourage all CRPs to participate in this exciting event.

WVARF is also committed to reinvesting in CRPs. We awarded our first mini grant to WVADE, which is creating compelling marketing videos highlighting the incredible work of CRPs in the State Use Program.

In partnership with WV Tourism and Job Squad Inc., WVARF has launched a new e-commerce site for WV State Parks, marking an exciting milestone. Looking forward, we are committed to expanding CRPs' role in producing WV State Parks merchandise as part of this initiative. Over the next quarter, we aim to explore additional e-commerce opportunities, further integrating CRPs into innovative business ventures that showcase their skills and contributions.

Together, we are building a stronger future for CRPs and the communities we serve!

Nita Hobbs



CRP Employee Spotlight: Christina Morris – A Journey of Dedication and Growth

In this edition of the CRP Employee Spotlight, we are proud to recognize Christina Morris for her exceptional contributions to SW Resources and Goodwill. With six years of dedicated service, Christina has demonstrated an unwavering commitment to excellence, making her a valued member of the team.

Christina's journey with SW Resources began in a key role within the janitorial department as a Daytime Supervisor. Her positive attitude, dependability, and exceptional work ethic quickly set her apart, and she earned a reputation for being well-liked by both her colleagues and the clients she served. Christina's ability to build strong relationships and deliver outstanding service has made her an invaluable asset at every building location she entered.

As her skills and leadership abilities continued to shine, Christina transitioned to the role of Lead Supervisor for the mobile crew, where she excelled in managing a diverse team. Her passion for ensuring high standards in service delivery was evident in every task her team completed.

Christina's ability to make personal connections with clients has not gone unnoticed. WVARF contract management has consistently received positive feedback during their visits to WVARF Contract locations. Clients appreciate her visits, noting how she goes above and beyond to care for each building and its employees. Her thoughtful attention to detail and the genuine care she takes in her work have left a lasting impact on all those who interact with her.

When the opportunity arose, Christina was promoted to the position of Operations Manager for Goodwill/SW Resources. This promotion is a testament to her growth, leadership, and dedication.

In addition to her hands-on experience, Christina further solidified her expertise by completing the OS1 training course at Michigan State University. This commitment to professional development further showcases her drive to continuously improve.

Please join us in congratulating Christina Morris on her well-deserved promotion to Operations Manager. We are excited to see the continued impact she will make in this new role.

Christina, thank you for your hard work, leadership, and unwavering dedication to excellence.

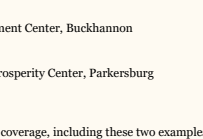
ISSA Show 2024

WVARF's Contract Managers Gary Wolfe, Misty Mayville and The Op Shops Executive Director, Eric Freeman attended the ISSA Show at the Mandalay Bay Convention Center, in November. ISSA has more than 10,500 members, including distributors, manufacturers, manufacturer representatives, building service contractors, in house service providers, and associated service members. ISSA is the leading trade association for the cleaning industry worldwide. The association is committed to helping its members change the way the world views cleaning by providing its members with the business tools they need to promote cleaning as an investment in human health, the environment, and an improved bottom line.

The show was 3 days and had over 600 vendors. The vendors displayed a variety of new equipment, one that was very interesting was the use of steam to clean grout, physical fitness equipment, and restrooms. WVARF will be moving forward with finding a supplier for the entire state at lower prices. For more information about the show or if you would like to attend next year you can go [here](#).

WV State Parks Laundry Update

Great things are continuing to happen with our newly forged relationship with the WV State Parks. Hancock County has entered into a temporary agreement to test run the laundry services of three of the state parks, with plans of permanent contracting for all the lodges and cabins in the majority of the WV State Parks! This hit a little delay due to the product supply and the dock-worker strike, as well as, internal personnel changes within WVSP, but we are on track for an early 2025 official rollout! Thank you for Michael Hagg for working hard to make this happen!



WVARF Statewide Open House Day Raises Community Awareness

The West Virginia Association of Rehabilitation Facilities (WVARF), in collaboration with the West Virginia Association of Disability Employers (WVADE), hosted a statewide open house day for its Community Rehabilitation Programs (CRPs) on September 25. The event was part of an ongoing Lunch & Learn Series aimed at educating the community about employment opportunities and programming for individuals with disabilities in West Virginia.

Six CRPs hosted legislators and community members to tour and learn about the various employment opportunities and programs available for individuals with disabilities. Additional CRPs that provide services and products for state agencies throughout the state were also showcased. Each location featured educational programming, games, door prizes, and free refreshments.

Events were held at:

- Buckhannon Upshur Work Adjustment Center, Buckhannon
- Developmental Center, Keyser
- Job Squad Inc., Charleston
- Goodwill Industries Parkersburg Prosperity Center, Parkersburg
- Integrated Resources, Maben
- Russell Nesbitt Services, Wheeling

Four out of six locations received news coverage, including these two examples:

- [Buckhannon Upshur Work Adjustment Center](#) in Buckhannon
- [Goodwill Prosperity Center](#) in Parkersburg

The success of this open house underscores the importance of community involvement and awareness in supporting employment opportunities for individuals with disabilities. WVARF, WVADE and the CRPs continue to make significant strides in promoting inclusive employment practices across the state.

WV State Parks Ecommerce Site

WVARF and Job Squad, Inc (JSI), have successfully launched the WV State Parks ecommerce online website! We are selling, warehousing, and fulfilling orders for a variety of items, similar to those that you'd find in a brick-and-mortar state park gift shop. Items include clothing, tumblers, stickers, bags, magnets, etc. The official launch was on Black Friday and was met with great success! We are already making plans for the Spring line of merchandise, which will start to include new individually branded state parks. The options and abilities of this site are endless, and we are so happy to partner with JSI and WV State Parks and WV Tourism to bring this vision to fruition! The next phase of this partnership will include having our CRPs actually source some of the merchandise that is being sold! The Op Shop, Seneca Designs, Gateway Industries, Integrated Resources, Bright Horizons, Developmental Center, Buckhannon-Upshur, and hopefully more, are already poised to start producing items for the online shop. We are so encouraged by this partnership and look forward for it to continue to help us all fulfill our missions. A special thanks goes out to JSI, all their dedicated employees who are led by leaders Phil Snodgrass, Zach Sandy and Travis Kline for their dedication to making this a success. They have taken a huge step in this new business venture and have poised themselves to warehouse and fulfill more than just the WV State Parks merchandise! We encourage you to check out the site and join in the hundreds that have already purchased merchandise that proudly displays our love for Almost Heaven West Virginia! The shop can be accessed by going to the website [here](#).



Contractual Developments

This Is Big News- Don't Be Left Behind

We have submitted the 10% price increase for janitorial and rest area services to the Governor's Committee for review. We are awaiting the scheduling of a Governor's Committee meeting to approve this request and pass it along to WV Purchasing. We will continue to communicate with you as this develops.

Stream Access with WVDNR is currently being drafted for calendar year 2025. Our longtime friend, Mark Scott, with WVDNR has announced his retirement at the end of December. We wish him well! His last act before he leaves it to get us the changes for the upcoming year. Communication will be forthcoming on any changes, as well as, the purchase orders.

Temporary Staffing Services is continuing to have your dedicated associates receive renewed contracts. We'd like to thank each and every one of your hardworking associates that help fill in and become a part of the WV State agency teams! WVARF met with Goodwill Industries of the Summit and are in talks to extend the services that we offer to include accounting and legal paraprofessionals! This is exciting and we will share more as it develops!

WVARF would like to welcome our new Commodities Contract Manager, Dathum Cummings. He was hired on and immediately began helping to make the WV State Parks ecommerce initiative a success! Thank you, Dathum, for all your hard work and we are so thankful to have you on our team!



State Use Commodities Spotlight

Highlighting new Commodities from Different State Use Programs

The strategic expansion of our commodities and service portfolio is imperative for sustained growth. Annually, WVARF meticulously evaluates new offerings from fellow State Use Programs nationwide to determine their viability within West Virginia. A notable product that we are looking to highlight is embroidered patches presented by UniqueSource.

Embroidered American flags and corrections patches are highly sought after for uniforms, gear, and official attire worn by correctional officers and staff. This business not only offers a potential for substantial earnings—estimated annual sales ranging from \$100,000 to \$200,000.

The production of embroidered patches requires a minimal physical space and relatively low investment. Each embroidery machine occupies just a 3x3-foot footprint, making it an ideal solution for small-scale operations. With an initial startup cost of approximately \$10,000 per machine, the business can be operational without the need for a large capital outlay.

Labor is preformed by individuals with disabilities from start to finish, these employees play a vital role in ensuring the smooth operation of the production process.

he embroidered American flag and corrections patch business offers an exciting opportunity for growth in the PA corrections industry. With low startup costs, minimal space requirements, and the ability to provide employment for individuals with disabilities, this model combines profitability with social impact. As demand for custom patches continues to rise, businesses in this sector have the potential to achieve significant success while also supporting the local workforce.

Coming Up!

STATE USE DAY AT THE CAPITOL
Tuesday, February 25th

QUARTERLY REPORT DEADLINE
Wednesday, January 15th

