



Peckham CSR Kristina Stuer, speaks with Robert Chamberlin, President and CEO of NISH and Mitch Tomlinson, Peckham President & CEO.

On November 10, Peckham hosted more than 200 guests during the celebration of the renovations to its Riverside facility in Lansing, MI. The 60,000 square foot facility, houses Peckham's Business Services.

Peckham's Business Services is the primary contractor for the Department of State's National Passport Information Center (NPIC), where nearly 300 customer service representatives provide passport information to the American public. NPIC is a major part of the Department's "face" to the public. The customer service representatives assist passport customers in providing passport information, status on passport applications in process, and scheduling emergency appointments at passport agencies.

"This renovation enabled Peckham to meet the increasing need of this line of business, which provides good paying, technology based jobs for persons with disabilities. The remodel also

Peckham Completes Riverside Facility

provides a respectful and completely accessible workspace for people with disabilities. Peckham is able to train people with disabilities for competitive careers in a growing customer service, call center service arena," said Matt June, Director of Business Services.

The ceremony included remarks from state and national dignitaries including:

- John Robinson, Director of the Office of Civil Rights and Chief Diversity Officer for the Department of State
- Florence Fultz, Managing Director of Passport Services for the U.S. Department of State
- Robert Chamberlin, President and CEO, NISH

The highlight of the ceremony included an inspirational speech from NPIC Customer Service Representative, Kristina Stuer. Stuer shared her story of trying to land a meaningful job and her early misconceptions of Peckham.

"I assumed as many do that working here would mean doing menial labor with a bunch of other people in chairs who were whining and complaining about their lives. I learned very quickly how wrong I was," she said. "From day one on the job I knew that Peckham was where I belonged. I was graced with a job that required intelligence, allowed me to work with the public and most importantly showed me that regardless of my disability, I can do anything I want to if I'm willing to work for it."

The facility used universal design and sustainability principles to create a respectful and accessible

space for people of any ability. The building emphasizes LEED concepts and focuses on sustainability. Other features include a fitness center, restrooms with accessible showers, a light well to create plenty of natural lighting, glass interiors and a new cafeteria with wireless internet.

The Riverside facility will also have room for additional growth. Peckham Business Services currently include call center, mailroom, shipping and receiving, document management, storage and destruction, computer security, clerical support and other office services in Battle Creek, Michigan and Coralville, Iowa.



Letters

Thank you for the opportunity to participate in today's Open House for your newly remodeled Riverside facility.

Congratulations! It is exciting that this new space will accommodate the Department of State's National Passport Information Center. I know the employees and staff will appreciate working here. Peckham provides such wonderful opportunities for people with disabilities and this is another example of the excellent work you do.

I have enjoyed visiting your facilities and seeing your operation in action. Keep up the great work!

Sincerely,
Senator Debbie Stabenow

Peckham Hosts Annual Meeting

Peckham celebrated its accomplishments and successes, sharing highlights from the past year at its annual meeting. The meeting included a board recognition for former president, Michael Flowers and retiring board member, Jo Gager (pictured right).



More than 150 guests, clients and staff gathered to honor five Peckham workers for their commitment and accomplishments. Peckham Workers of the Year include:



Community Employee of the Year, David Miller; David had challenges with community employment due to his lifelong struggle with mental health issues. With support, he was able to understand and address his barriers. He obtained a position working independently as a contracted custodian in a Military recruiting office. David's persistence in overcoming his barriers is an inspiration to many.

Worker of the Year Custodial, Terry Bush; Terry accepted a challenging position as Lead Worker at the Grand Tower. He willingly took on the responsibility for a new contract, a new crew, and new schedules. Terry has taken on every task and goal with enthusiasm. He attends Peckham computer classes, and budgeted to purchase his own laptop. Terry is encouraging and supportive of his peers, and urges them to take advantage of their opportunities.



Worker of the Year Lansing, Paul Miller, Paul serves actively in the community, and is a strong advocate for persons with disabilities. During last year's election, he attended the City of Lansing Council meeting to discuss his views on keeping public transportation. His advocacy efforts helped prepare him for his new position with Michigan Disabilities Rights Coalition, as an Inclusion Specialist. Paul

has achieved his goal of obtaining community employment, and remains active on Peckham's Advocacy team.

Worker of the Year Charlotte, Alisa Rivera; Alisa was initially enrolled in the Immediate Employment Assistance Resource Network, a HUD-funded program specific to Peckham Charlotte that serves the homeless of Eaton County. While continuing to overcome many barriers, she worked hard to improve her work speed while creating a quality product. She met the requirements and transferred into the Entry Level Skills program. She has grown to become a strong team leader with a strong desire to see others succeed.



Worker of the Year Battle Creek, Aaron Shoemaker; Aaron Shoemaker exudes a "can-do" attitude that has propelled his success as a customer service agent at the Defense Logistics Agency (DLA). He has distinguished himself through his dedication and willingness to do whatever is asked. Despite significant physical challenges, he has never allowed cerebral palsy to prevent him from seeking employment and serving as a committed and enthusiastic employee.

Footprints Alpha Gem Award, Niterria Roland; Niterria Roland first started at Footprints in early February. Since that time, she has worked hard to improve her attendance and grades at school. She has gone from failing, to an above average student, earning A's and B's. While at Footprints, she worked her way through all levels in 4.5 months, faster than average. Since graduation, Niterria continues to do well and is maintaining the relationship with her 4-H mentor. Her smile and her grades continue to climb.



Community Employer of the Year, Amy's Catering; When Peckham approached Amy with the idea of placing members of the Transitional Work Program, Amy's response was straight forward, "I want to give people a second chance." For more than two years Amy's Catering has provided many employment opportunities. They are dedicated to helping others and often help employees with stressful life situations. Peckham honors Amy's Catering for giving clients a chance to succeed.

Celebrating Abilities during NDEAM

Peckham recognized nearly 2,000 employees with disabilities and other barriers to employment during National Disability Employment Awareness Month (NDEAM) in October.

A client achievement celebration, series of advertisements in the Lansing State Journal, two community billboards and proclamations by elected officials and internal and external awareness efforts helped educate area residents about the abilities of workers with disabilities.

In 2009, Peckham workers with disabilities:

- Shipped 12 million items
- Answered 2 million calls
- Cleaned 7 million square feet
- Sewed 3 million garments



Peckham digital billboard celebrating NDEAM near Frandor, in Lansing, MI.

Peckham Hosts Speaker Series Featuring Kyle Maynard

On October 15 and 16, Peckham Community Partnership Foundation hosted its Annual Speaker Series, with nationally known motivational speaker, Kyle Maynard. Maynard, accomplished athlete and author, shared his story of overcoming obstacles and achieving goals despite his disability, with nearly 600 Peckham employees and local community residents.



"Peckham was excited to present this educational opportunity to the community in celebration of National Disability Employment Awareness Month," said Scott Derthick, Vice President of Human Resources. "Kyle has an amazing story of triumph and overcoming obstacles despite circumstances. His story inspired and encouraged everyone who attended."



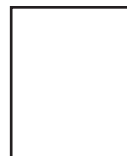
Maynard, who was born with a congenital amputation that has left him with shortened limbs, is among the most nationally renowned athletes with a disability. He is an ESPY Award Winner and recipient of the President's Award for Sports Humanitarian Hall of Fame.



Be sure to look for more information regarding Peckham's Spring Speaker Series featuring Lee Woodruff, author and NY Times best seller, and wife of ABC Journalist Bob Woodruff.



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Mailing Address

STORIES THAT IMPACT OUR COMMUNITY NOVEMBER 2009

IN THIS ISSUE:

Riverside Opening

Peckham hosts open house in celebration of its renovation completion to its 60,000 square foot business center facility.

UPCOMING EVENTS

Peckham Annual Holiday Party
Dec. 13, 2009
2 p.m. to 5:30 p.m.
Lansing Center

OFFICERS

Mitchell Tomlinson, President & Chief Executive Officer; Karen Jury, Senior Vice President & Director of Marketing; Greta Wu, Senior Vice President of Human Services; Manouc Maali, Senior Vice President of Finance; Jo Sinha, Corporate Vice President; Scott Derthick, Vice President of Human Resources

BOARD OF DIRECTORS

Stanley Kogut, President; Tony Fedewa, Vice President; J. Sue Kelly, Secretary/Treasurer; Chris Bergstrom, Diane Dodge, Michael Flowers, Harold Halstead, Jerry Johnson, Curt Munson, Charlotte Koger, Heather Shawa-DeCook, Deborah Winfrey-Keene

MISSION

Peckham, Inc., a nonprofit community rehabilitation organization, is a unique business and human services agency that values quality, diversity and performance. Our mission is to provide a wide range of opportunities to maximize human potential for persons striving for independence and self-sufficiency. We embrace collaboration, effective resource management and innovative approaches to achieve world-class excellence.

Art from the Heart Holiday Card Sale!

Peckham's Art from the Heart program is selling holiday cards for the 2009 Holiday season. The program is selling 5x7, 12-pack cards, with 4 images (see right) for \$15.

The inside reads: "Wishing you a joyous holiday season and Happy New Year." If you would like to purchase holiday cards from the Art from the Heart program please contact Sue McGuire, Art Program Developer, at 517.316.4192 or smcguire@peckham.com.

The Art from the Heart program provides professional, individualized instruction in the visual arts to artists with disabilities.

Art from the Heart is funded by the Peckham Community Partnership Foundation. The Foundation helps fund Peckham, Inc., services and programs where little other funding exists, filling critical gaps that can make a difference in the lives of those striving for independence.



Measuring Fourth Quarter Outcomes

A total of 5,001 individuals were served during the third quarter through Peckham's 36 programs.

All programs combined obtained an overall average of 103.16 percent of goals for the quarter using a client-driven outcome measurement system.

A total of 364 client satisfaction surveys earned an average rating of 4.35 on a scale of 1 to 5. Surveys provide an additional measurement tool for satisfaction and input.

During the quarter, 507 competitive community placements were obtained.

Peckham Partners with Americorps

As part of a three-year grant, and partnership through the Cerebral Palsy Research Foundation and the AbilityOne program, Peckham was chosen as one of six nationwide community rehabilitation programs (CRP) to host and facilitate AmeriCorps Financial Support Services (FSS) through the national AmeriCorps program. AmeriCorps has 30 members serving in five other cities throughout the country, in Boston, MA; Denver, CO; Pensacola, FL; Seattle, WA; and Wichita, KS.

AmeriCorps FSS provides financial support to approximately 2,000 low-income workers, many with disabilities. The goal is to assist individuals and families move toward financial self-sufficiency with tax prep assistance, disability benefit supports and financial education.

"The relationship between the AmeriCorps FSS and Peckham is exciting. Many times access to appropriate money management assistance, especially for those who are involved with complex government assistance programs, is limited which may hamper individuals with disabilities who are striving to become financially self-sufficient," said Jody Voils, AmeriCorps Program Manager.

"We are fortunate that the goal of helping those we serve achieve a greater degree of financial independence is a major focus of Peckham. We hope that by working with organizations such as Peckham, we will have a real impact on people's lives by providing on site assistance to

individuals who need it the most," she said.

Five AmeriCorps representatives and one AmeriCorps VISTA (Volunteers in Service to America) are stationed at Peckham's main facility, where they provide financial literacy classes and educational resource fairs to clients as well as other qualifying individuals within the community. Representatives work one-on-one on money management, budgeting and tax education, with emphasis on using the Turbo Tax program.

"We know the population we serve often lacks the financial education and resources needed to achieve greater financial independence. Peckham uses a holistic approach to empower individuals to save and invest in education as ways to become more self-sufficient," says Stacey Locke, Peckham AmeriCorps/VISTA Site Supervisor.

In addition to financial services, AmeriCorps/VISTA has a strong volunteer component, and is looking for individuals to volunteer during its National Days of Service held on Martin Luther King Jr. Day and Youth Services Day in the Spring of 2010. If you would like to volunteer, please contact Stacey Locke at 517.316.4413 or slocke@peckham.org.



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