

A Partnership That Works

The Indiana State Use Program

Changing Lives for a Better Indiana



State Use Program
Empowerment Through Employment

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Indiana State Use Program Presentation

- Program Overview
- Central Coordinating Agency (CCA) Role
- Products and Services Available

Program Overview - Indiana State Use Program Key Facts

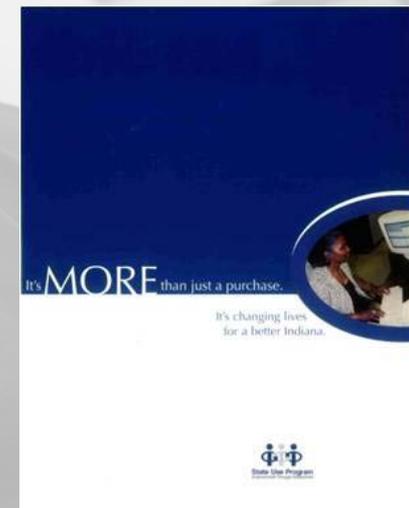
- ❑ Created in 1976 by the Indiana legislature to create jobs and training opportunities for Hoosiers with disabilities
- ❑ Indiana State Use Committee provides program oversight
- ❑ State Use law provides for purchasing through the program without competitive bidding provided we meet your specifications, provide on time delivery and offer a fair market price
- ❑ In 2009 the program created jobs for more than 1,800 Hoosiers with disabilities who earned close to 2 million dollars in wages

Program Overview - Economic Benefits

A few years back, the Indiana State Use Committee commissioned a third party, Crowe Chizek, to study the impact of the State Use Program in Indiana.

- ❑ The Findings
 - Improving lives for Hoosiers with disabilities
 - Creating a positive economic impact in Indiana

- ❑ Each \$10,000 earned through the program results in a savings of approximately \$11,000 for the state



Program Overview - State Use Work Centers

- Where the work is being fulfilled for State Use Program products and services
- Must meet the following criteria:
 - Comply with Indiana laws governing nonprofit corporations
 - Be certified by the wage and hour division of the US Department of Labor
 - Be registered to do business with the State of Indiana
 - Meet standards for rehabilitation facilities mandated by FSSA
- Only the Committee can approve work centers to participate in the program

CCA Role - Partnership with State Use Work Centers

- ❑ Designated by the Committee to carry out the daily functions of the program
- ❑ Represent 35 plus work centers participating in the program
- ❑ “Middle man” between customers and the approved work centers that are actually providing jobs to people with disabilities

CCA Role - Customer Service

- ❑ Our goal is to make purchasing through the program as easy as possible
- ❑ One point of contact for:
 - Order processing
 - Troubleshooting
 - Technical assistance
 - Problem resolution
- ❑ Annual Customer Service Survey
 - 43% response rate
 - More than 93% of respondents indicated they are satisfied with their overall experience with the State Use Program
 - More than 94% of respondents said State Use products and services either meet or exceed their quality expectations and are delivered on time

CCA Role - Partnership with IDOA

- ❑ Focus on cost efficiencies and savings for new and existing contracts
- ❑ Creating new products and services that are relevant and competitive while providing meaningful jobs for people with disabilities
- ❑ Goal to meet monthly with IDOA
- ❑ Attend and present the program at streamlining trainings
- ❑ Mike DuValle represents IDOA on the Indiana State Use Committee

Products and Services Available

- More than 30 products and services available
- New contracts:
 - Budget and Regular grade towels and washcloths (**QPA #11461**)
 - Class 2 & 3 Safety Vests and other high visibility apparel (**QPA #11462**)
 - File Storage Boxes (**QPA #11662**)
- Other products and services available
 - Work gloves
 - Shredding, mailing, janitorial and call center services
- Recent projects resulting in agency savings
 - DOH
 - DNR
- Working together to create new ideas and innovations that result in agency savings and jobs for people with disabilities

- ❑ The State Use Program can be a win–win for all involved – purchasing through the program provides the opportunity to save time and resources while receiving quality products and services at fair prices that create jobs and taxpaying citizens in communities across Indiana.
- ❑ Thank you for your time and continued support of the State Use Program!
- ❑ Visit our website at www.smartpartnersalliance.org