



FRIENDSHIP

Industries, Inc.



We Work

Through our businesses of Contract Packaging
Government Contracting
Secure Document Services
FulFillment & Mail Management....

we fulfill our mission to develop and maintain employment and training opportunities for persons with disabilities in integrated work environments.

CARF Accredited Rehabilitation Programs
United Way Member Agency
National Association of Information Destruction Accredited
NISH/Ability One Work Provider



SourceAmerica

Accreditation and Association Information



CARF, the Commission for Accreditation for Rehabilitation Facilities, provides assessment and accreditation to Rehabilitation Facilities for their rehabilitation-related programs. By being CARF-accredited, Friendship Industries demonstrates its programs and services meet internationally recognized industry standards.

In 2001, Friendship Industries became the first rehabilitation facility in the Central Shenandoah Planning District to earn a CARF accreditation for its four programs of situational work assessment, work adjustment, extended employment, and supported employment/job placement programs. Friendship earned a three-year certification, the highest accreditation that CARF awards. Friendship Industries has continued to earn 3-year accreditations in every certification period since 2001. Our most current evaluation is June, 2013.



The AbilityOne Program is a Federal initiative to help people who are blind or have other significant disabilities find employment by working within a national network of over 600 Nonprofit Agencies that sell products and services to the U.S. government. To carry out its mission, the AbilityOne committee works through the National Industries for the Severely Handicapped (NISH) to obtain Federal contracts. As a NISH affiliate, Friendship Industries became the exclusive AbilityOne vendor for Escape & Evasion kits for the U.S. Air Force.



United Way quality standards ensure each funded agency is maintaining appropriate program results, administration, board participation and membership and finances. Since 1977, Friendship has been a United Way member agency. Funding from United Way donations supports Friendship's transportation program to offset this very expensive yet mission-relevant program.



NAID (National Association for Information Destruction) Certification is Friendship's proof of secure and reliable document destruction services. This voluntary program requires a biennial audit. The biennial audit includes careful scrutiny of security, hiring practices, equipment, and responsible final disposal of all destroyed materials. Furthermore, under the AAA Certification Program, Friendship is also subject to unannounced audits



Commercial Services of Friendship Industries

Friendship Industries provides quality commercial products and services with a professional staff. We have large-scale capacity to shrink-wrap, bulk pack, and ship from our location. Our facility is secure and follows ISO principles. We have built a solid reputation on providing a needed service with excellent quality at a good value.

- **Friendship Contract Packaging Services:**

Contract packaging is the original commercial operation of Friendship Industries. We pack or assemble bulky, small run, or labor-intensive items. A part of the packaging business is re-packaging and/or kitting items - taking bulk packed goods and placing them in smaller, retail-ready packaging. This business makes products attractive and ready for the end-user. We work in both refrigerated and non-refrigerated warehouse space.

- **Friendship Secure Document Services**

Friendship Industries is the only locally owned NAID certified document shredding business in the area. We provide secure document bins to companies who contract with us to pick up and shred the documents. We recycle the shredded paper bales so we do not affect local landfills.

- **Federal Government Contractor:**

Friendship began production on its first Federal Government contract in April 2008. Using our packaging and kitting expertise, we procure the necessary components, and then assemble and ship Air Force flight crew Escape and Evasion kits to military bases all over the world for the Department of Defense.

- **Friendship Mail Management:**

We provide mail list acquisition and maintenance services, as well as sorting, hand assembly, bar coding, and printing of mailing materials. As well, we hand-assemble difficult and/or creative mail pieces.

- **Friendship Fulfillment:**

Friendship picks and fills orders for a myriad of customers. In Fulfillment, we store and inventory, pick, and ship items on a daily basis. We provide this outsourcing service to customers like catalog companies.

Employment Programs and Services

Friendship offers work rehabilitation, work training, job placement, and transportation. Friendship receives employee referrals from state agencies such as the Department of Aging and Rehabilitative Services (DARS), and the local Community Services Board (CSB). Additional referrals can come through local high school systems or from family or friends.

- **Work Assessment and Work Adjustment Training Program**

During Work Assessment, employee candidates receive an evaluation of their skills, abilities and behaviors. Friendship staff creates a written rehabilitation plan with input from the person served, along with their parent/caregiver, and any professional agent with whom they work. While Work Assessment provides evaluation, Work Adjustment provides training. Friendship helps the person with a disability adjust to a work environment within our supportive environment. Each participant learns work skills and behaviors while also developing their highest personal productivity possible. Successful completion of this transitional training program leads to employment internally or to employment in the community.

- **Internal Employment Programs**

Extended Employment Program: People who choose internal employment move into Friendship's Extended Employment. In this program, each person agrees to work toward quantifiable, measurable, and customized objectives during a specified period. The individual can remain in Friendship's employment program as long as they need to build on their proficiencies.

Prevocational Medicaid Waiver Program: A select group of employees is offered this employment option. Based on assessments and goals, they need a highly structured training program. This program cultivates basic skills such as attention span, refining or maintaining motor skills and basic work skills (like telling time). The level of staff involvement in this environment is similar to having a personal guidance counselor.

- **External Employment Programs**

Traditional Placement: After training, the participant has developed or honed successful work behaviors and skills. Friendship finds that person a competitive job in the community with limited supports.

Supported Employment: After training, the participant in this program needs extensive assistance in locating, acquiring, and maintaining successful employment. Friendships staff helps train/orient the program participant on-site. Meetings during this period are frequent and can be lengthy. The goal is for the contact and support to fade until the employee is virtually self-sufficient, requiring only intermittent support services or interventions.

- **Transportation Program**

Friendship offers trainees and employees living in the County transportation to and from Friendship. Friendship has four vans that travel over 400 miles each day. Funds from United Way and Rockingham County help support this important program. Persons served pay a nominal daily fee.

FRIENDSHIP *Industries, Inc.*



801 Friendship Drive, Harrisonburg, VA
540.434.9586 www.friendship-industries.com

FACT SHEET

Overview

- **Mission Statement:** Friendship Industries develops and maintains employment and training opportunities for persons with disabilities in integrated work environments.
- Friendship Industries is a business with a social mission. Friendship IS a not-for-profit but this is a tax-status not a defining characteristic. We are a social enterprise (a nonprofit business with a social mission), generating between 85-95% of our revenue through our commercial operations.
- Our employees (our mission) benefit from our business-model mindset. Through Friendship's business enterprises of contract packaging, government contracting, and document destruction services, persons with disabilities are able to develop work skills with the goal of employment.
- Employment options are within Friendship in our integrated work environments or employment in the community.

Personnel Information

- *President and CEO - George Homan since 2011, employed since 1975.
- *Chief Operating Officer - Tom Hook since 2011, employed since 1992.
- *Chief Financial Officer - Amanda Simmons since 2011
- *22 staff members
- *170 employees with disabilities served last year

Facility Information

- *40,000 square foot manufacturing facility opened in July of 2000.
- *Building is located in the North Pointe Corporate Center at 801 Friendship Drive in Harrisonburg, Virginia.
- *Facility includes a manufacturing production floor, learning center, community meeting room and employee break room with an outdoor patio.

Budget Information

- *Annual operating budget started at \$20,000 in 1964 with 8 employees and has grown to over \$5 million budget.
- *Friendship contributes over \$3.6 million to the community, which consists of wages, taxes, contract services, job training and employment services.
- *As a not-for-profit social enterprise, Friendship generates 85-95 percent of its budget from commercial operations.
- *Friendship is a United Way member agency and, as such, receives donations to support our work transportation program.
- *Friendship received donations and grants to support our mission-based costs.

Contact: Sandra Quigg, Community Resource Director, 540.434.4451

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Friendship Industries, Inc. Leadership

George W. Homan, II
President/CEO

Mr. Homan joined Friendship Industries in 1975. He has been involved in every aspect of Friendship Industries and its growth. As President/CEO, Mr. Homan oversees the daily operations, including the Rehabilitative programs, of Friendship. With his understanding of the industry, Friendship has created many new programs to benefit the persons served, including pioneering the supported employment model in our area. Mr. Homan's community involvement has benefited not only Friendship Industries but also countless other non-profits. In April 2013, Mr. Homan was awarded the Lifelong Public Servant Award from JMU.

Direct line 540.434.9102 georgehoman@friendship-industries.com

Thomas A. L. Hook
Chief Operations Officer

Mr. Hook started at Friendship Industries in 1992. With his extensive business acumen in the for-profit arena including sales, Mr. Hook has been successful in establishing new business opportunities for Friendship. Mr. Hook's enterprising guidance has helped create businesses such as mail management services, government contracting, refrigerated and retail-ready contract packaging and, secure document destruction services. Under Mr. Hook's leadership, Friendship commercial operations provide at least 93% of Friendship Industries' revenue each year.

Direct line 540.434.9142 tomhook@friendship-industries.com

Amanda Simmons
Chief Financial Officer

Ms. Simmons joined Friendship Industries in 2011, in the newly created position of Chief Financial Officer. She came to Friendship after serving as Finance Director at the Samaritan Center for Counseling and Pastoral Care. Prior to that, Ms. Simmons assisted firms with their nonprofit audits. With her strong experience in not-for-profit accounting, Ms. Simmons has had a huge positive influence on the growth and direction of Friendship Industries.

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