



OPEN! *for Business!*

NEW BUSINESS VENTURES BRING NEW OPPORTUNITIES

Beacon is always looking for new business ventures that hold the promise of more jobs for people with disabilities.

Beacon has actually been “open for business” since 1952. Over the years, we have tried our hand at lots and lots of different businesses – from book binding and printing to office cleaning and document destruction. We’ve made coasters and clothes, planters and bookcases. We’ve done warehousing, car washing, shrink wrapping, direct mail, landscaping and janitorial. We’ve also assembled or packaged just about every type of product.

You could say that for almost sixty years we have been open for business because we have been open to business.

Beacon currently provides sub-contract services to almost 2,000

local businesses a year. These jobs make it possible for us to train and employ over 600 people with severe disabilities each year. Because of the wide range of work we do, we can offer the greatest variety of training and work experiences to our clients.

The real key to our success is that we don’t sit pat and rely on the work we have at hand. We are always open for new business opportunities.

In this issue of the *Beacon Times*, we want to highlight three new ventures that we have recently launched. We believe they represent a sound business strategy as well as an entrepreneurial approach to adding jobs for people with disabilities in Tucson. The three are: A new call center, a fulfillment operation, and a recycling business.

To find all the details, simply “OPEN” to our center spread.

FEATURED IN THIS ISSUE:

D·R·E·A·M Big!

October 2011 is
**Disability &
Rehabilitation
Employment
Awareness
Month**



The complete story is on Page 3.

ALSO INSIDE:

“From the President”

**Estates, Wills, and
Special Needs Trusts
Seminar #5 Announced**

**In the News:
Newest Senior DTA opens**

“Getting Credit” with CARF

Value Village Happenings

Meeting Space Available

From the **PRESIDENT**

If it wasn't such bad news you might even be able to see the irony in it. In the last issue of the *Beacon Times* I told you about a new round of State budget cuts to the current rates paid to service providers for people with developmental disabilities. I explained that over the last two years, we have had two rounds of cuts already, amounting to a 15% loss (\$530,000) to our program. The new cut of 5% is set to go into effect this October.

October happens to be the *National Disability & Rehabilitation Employment Awareness Month*. It may be ironic, but it's not funny. This will mean another \$185,000 loss to Beacon in fees for services.

Over the summer we tried appealing to the Governor, our Legislators and AHCCCS – all with no luck. By the time our newsletter reaches you, the latest cut should already be in effect. So now what we have to do is live with it!

Throughout this issue of *Beacon Times*, you can read about a lot of different things we are trying to do to mitigate the losses from State budget

cuts. Whether it involves trying to increase donations, attract new shoppers to Value Village, add customers through one of our existing businesses, or trying all-new business ventures, we're looking at every possible way we can think of to stay "in the black."

If you keep reading, there is information about our new "Drive to Thrive." We are looking for generous donors to help us offset the latest round of fee cuts by sponsoring any number of budgeted needs for this upcoming year. For our long-term outlook, we are hosting another Estate Planning Seminar in November (see details below).

Our Value Village Thrift Store at Stone and Glenn is running a series of sales this fall to coincide with the University of Arizona Wildcats home and away football games. From trash to treasures, you can get an additional 25 – 50% off the regular low prices. We are also having another *Vintage Vehicles at the Village* Classic Car Show on Sunday, November 6th. We expect a variety of local car clubs to



STEVE KING, President/CEO

Our
GROWING
Family

display their cars. Why not bring the entire family to check out the classics while shopping for values?

Lastly, our cover story is about just three of the new business ventures we have branched out into. We are constantly looking for additional ways to support ourselves, as well as new ways to create more jobs for the thousands of Tucsonans with a disability but no job. Our recycling operation, a new contact center and our fulfillment business are three unique examples of our constant efforts to stay ahead of State budget cuts, a sagging economy, or just a changing marketplace. In future newsletters, we will be telling you about a few more we are looking to add to our family of businesses.

We can't avoid some of the constant challenges that come up, but we don't want to stop growing because of them. For all those who help us grow, we say... "Welcome to the family!"

Estates, Wills & Special Needs Trusts Seminar

Beacon will host another financial planning seminar on Thursday, November 3rd from 5 to 6:30pm at our main facility at Glenn & Oracle. This will be the fifth time Beacon has held this kind of event due to its popularity with parents and donors. Within the presentation there will be ample opportunity for questions for our well-qualified presenters, Steven Wagner JD, CPA and Dee O'Neill Attorney, Board Member and Beacon parent.



There is no cost to attend this seminar, but you must first RSVP with Beacon's Patrick McCarthy by calling him at (520) 622-4874 extension 166, or by sending an email to pmccarthy@thebeacongroup.org

the “Drive to Thrive”

Facing another 5% rate cut from the State of Arizona, Beacon is launching the “Drive to Thrive” campaign this Fall to try to make up the additional \$185,000 we will lose in fees for services.

We have put together a list of budgeted “needs” for this next year. If Beacon can find sponsors for items like these (see partial list below), we can maintain our infrastructure, supply our staff and clients with the tools they need to do their work, and enable us to engage in new business ventures.

Some of the budgeted items are:

- (2) Delivery Carts \$200 ea
- (3) Automated External Defibrillators \$1,500 ea
- (1) Flag Pole \$1,900
- (1) Forklift \$11,000
- (5) Client Work Tables \$200 ea
- (200) Shredding Bins \$93 ea
- (3) Laptop Computers \$600 ea
- (3) Weeders/Edgers \$110 ea
- (3) Pallet Jacks \$200 ea
- (1) Value Village Thrift Store Truck Signage \$1,100

If you are willing to sponsor something to help Beacon offset the upcoming round of cuts, please visit us online at www.theBeaconGroup.org or contact Patrick McCarthy (520) 622-4874 extension 166, for more information and the complete “needs list” for the campaign.



Beacon is joining with eight other local agencies to share resources, information and ideas on placing more people with disabilities in meaningful jobs. October is **Disability & Rehabilitation Employment Awareness Month (DREAM)** and we are combining forces to ask the media to help us raise public and business awareness of this great, but mostly underappreciated resource... Willing and able workers who happen to have a disability.

Our coalition will kick off this important effort with a 9:30am **Press Conference on Thursday, October 6th**, here at Beacon, followed by a Job Fair with twenty local businesses and hundreds of local people with disabilities who are looking for work.

Ron Barber, District Director for Rep. Gabby Giffords and former State Director for the *Arizona Division of*

Developmental Disabilities (DDD), is serving as Chairman for “Building a DREAM” here in Tucson.

We have set a goal of finding jobs for 100 people during the month. The effort will conclude with the “Building Bridges Awards” luncheon at La Paloma Resort on October 25th, where an outstanding client, business and agency will be recognized for their efforts to promote employment for the 35,000 unemployed people with disabilities in Tucson.

Besides Beacon Group, the other participating coalition agencies include: *Linkages, Community Partnership for Southern Arizona (CPSA), DKA, Goodwill, Easter Seals/Blake Foundation, Rehabilitation Services Administration (RSA), Arizona DES/Division of Developmental Disabilities (DDD), and Direct Center for Independence.*



The Jim Click Automotive Team has long been a champion of hiring people with disabilities.

Beacon Calling

Beacon has just launched a new service called *Beacon Connects Contact Center*. Our contact call center will handle both incoming as well as outgoing calls for local and, hopefully, national businesses. From sales calls and collections, customer service, surveys and confirming appointments, we will be able to handle a wide range of business contact needs.

SUITED FOR OUR NEEDS

Nationwide, many facilities similar to Beacon, are establishing contact center operations. It is a growth business that offers many advantages for organizations like ours looking for new ways to provide employment opportunities for people with disabilities. These centers can offer good-paying jobs that don't require many unique accommodations for people with physical or psychological

challenges. Oftentimes the work can be performed at home, and customers don't know or care if the person on the other end of the line happens to have a disability.

STATE OF THE ART

Beacon's training agents will have the latest technology and will be able to represent a business just like it's their own business. They will be trained to give the highest in customer service while documenting the pertinent data needed for a business owner.

The new contact center is located at the main Beacon facility at Oracle and Glenn in Tucson. As our business grows, we hope to establish a separate dedicated facility to operate the *Beacon Connects Contact Center*. We also anticipate the business growing to provide good jobs for perhaps hundreds of people with disabilities.



Loraine Durazo is the new Business Sales Development Manager for Beacon Connects. She brings a wealth of call center, customer service, marketing and advertising experience with her.

BEACON CONNECTS CONTACT CENTER

LEARN MORE...

We've helped thousands of local businesses in a lot of different ways for many decades. If you are a business owner and would like to learn more about Beacon Connects Contact Center, we're confident we can dial-up a great plan for your business, too!

CONTACT

Loraine Durazo
Sales Development Mgr, Beacon Connects
(520) 917-1778
ldurazo@theBeaconGroup.org

Fulfilling Work

Taking orders doesn't have to be a drudgery. Actually, it can be a great business. It's called fulfillment work, and Beacon does it quite well!

PICK, PACK, and POST!

When a business has an inventory of products for sale, "fulfillment" starts when orders come in and the items must be shipped out. It means, however, that a business must have available warehouse space and personnel to be able to maintain inventory control and perform packing and shipping on a daily basis. In other words, "Pick, pack and post."

EXPERIENCE COUNTS

For many years, Beacon has had staff and clients who have been packaging, storing and shipping orders of products we had already assembled. With our 15,000 square feet of warehouse space and computerized inventory tracking capabilities, fulfillment is a natural fit for Beacon's capabilities (see *Customer Success Story*, right).

LEARN MORE...

We are currently expanding to offer fulfillment as a "stand alone" business. Whether it's a value-added service for existing assembly customers, or helping new business customers meet their fulfillment needs, Beacon is ready to help!

CONTACT

Greg Natvig, Vice President
Business Operations, Beacon Group
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gnatvig@theBeaconGroup.org





Beacon Group's Denise Beauchamp and Louis Benavidez fill an order for Hammock Bliss.

CUSTOMER SUCCESS STORY: HAMMOCK BLISS

Beacon customer Hammock Bliss' success story illustrates how expanding a current business line has opened up many opportunities.

Dov Frazer of Sydney, Australia, has owned Hammock Bliss for eleven years. Originally, he used another local company to help him warehouse, pack and ship his line of twenty different products worldwide. When that company suddenly dropped his contract, Dov needed a new service – and fast! Someone suggested he call Beacon.

Dov contacted us and within hours we had his entire inventory stored in our warehouse and were ready to fulfill orders for him. That seamless transition was the start of a beautiful new business arrangement.

While some orders are for just a single lightweight, portable, nylon hammock, other orders are for hundreds. Dov makes sure we have enough inventory on hand; we store it and keep track of it. When the orders come in, our staff fills the order, runs a quality check on the order, and then labels and ships it anywhere in the world.

"Working with Beacon has been like a dream come true," says Dov. "Doing my fulfillment with Beacon has been a wonderful experience and I hope to continue working with Beacon for many years to come."

Green is Good

Beacon has already demonstrated how we can grow a new business from the ground up. Our paper shredding business, *Beacon Secure*, is only 5 years old and already serves over 1,800 business customers and close to that many individual customers a year. ...And we're still growing!

A NATURAL FIT

As part of our secure document shredding contracts with various local hospitals, Beacon had begun collecting their recyclable plastic bottles and cans in separate bins during our routine pick-ups. Once all the items to be recycled are back at our facility, our clients carefully separate the pieces by type so that the materials can be sold to a local recycler for final processing.

It was a natural progression for us to grow the recycling part of the business into an expanded, stand-

alone operation. We have recently added customers just to handle their recycling. We make scheduled pickups of their plastic cans, newspapers, magazines and cardboard waste.

MANY ADVANTAGES

Recycling jobs are a good fit for the clients at Beacon: The pay is good, and they get to work somewhat more independently. Plus many of the clients truly enjoy the interaction with the public. Along with these advantages, there is a better chance for advancement and better chance for placement in regular employment.

Not only does an expanded recycling business help Beacon's bottom line, it is another good training vehicle for our clients. And, of course, it helps keep Tucson looking good, too!



LEARN MORE...

If your business would like to learn more about Beacon Secure's recycling services, call us today!

CONTACT

Dick Gribble
Sales Manager, Beacon Secure
(520) 622-4874 ext 197
dgribble@theBeaconGroup.org

FOR THE PUBLIC

Unfortunately, we cannot accept walk-in recycling business like we do for paper shredding. For individuals who have boxes of paper to be confidentially shredded, you can just drive up to our main facility at 308 W. Glenn Street between 7:30am and 3:00pm (Monday-Friday only) and we will shred up to 150 pounds for \$25!



Beacon Opens New Program for Seniors

Beacon's new *Senior Day Treatment for Adults* (DTA) program for elderly clients officially opened on October 3rd. Our DTA programs provide specialized sensory-motor, behavioral and communication training along with regular social and recreational interaction.

The new Senior DTA program will serve those Beacon clients with the greatest mobility, health and hygiene needs due to their advancing age.



New Senior DTA Program Manager, Beth Bryant, assisting clients.

Getting Credit



In mid-August, Beacon Group was surveyed by CARF, the Rehabilitation Accreditation Commission. Three surveyors from different areas of the country spent three days applying a rigorous set of internationally recognized organization and program standards to our operations in both Tucson and Phoenix. The results were very positive and we anticipate receiving official notification of a three-year accreditation in the near future. A three-year accreditation is the maximum granted by CARF and would represent Beacon Group's 11th consecutive three-year accreditation.

This outcome is obviously extremely important and something all Beacon Group staff members can be very proud of. However, we view CARF accreditation as more than just a certificate on the wall; it is evidence that our organization strives to improve efficiency, fiscal stability, and service delivery, creating a foundation for continuous improvement and consumer satisfaction.

Not all community rehabilitation programs in the country are accredited by CARF, but over 6 million persons are currently served by CARF-accredited programs throughout the United States. Beacon Group serves over 1,100 of those 6 million individuals and prepares for accreditation by living and breathing CARF standards on a daily basis through our internal policies and procedures and by incorporating them as an integral part of the day-to-day activities of our various programs and services.

We at Beacon Group feel that CARF accreditation and the on-going process of conformance with CARF standards helps our organization to meet the daily challenges we face serving our clients. As a result of being a CARF-accredited organization, Beacon Group can offer many benefits, including:

- ✓ Assurance to clients and families seeking services that Beacon Group has demonstrated conformance to internationally accepted standards.
- ✓ Person-focused standards that emphasize an integrated and individualized approach to services and outcomes.
- ✓ Accountability to funding sources, referral agencies, and the community at large.
- ✓ Management techniques that are efficient, cost-effective, and based on outcomes and consumer satisfaction.
- ✓ Evidence to federal, state, and local governments of our commitment to quality of programs and services that receive government funding.
- ✓ Guidance for responsible management and professional growth of personnel.

These benefits ultimately help us to maintain a healthy bottom line, ensuring good client care and long-term organizational survival.



WILDCAT

Savings

GAME DAY

EACH DAY OF

U of A HOME

GAMES

50%

OFF EVERYTHING* IN THE STORE!

SEPTEMBER 3rd, 17th, 24th
OCTOBER 20th
NOVEMBER 5th, 26th

EACH DAY OF

U of A AWAY

GAMES

25%

OFF EVERYTHING* IN THE STORE!

SEPTEMBER 10th
OCTOBER 1st, 8th, 29th
NOVEMBER 12th, 19th



Beacon's

VALUE VILLAGE

THRIFT STORE

Creating Opportunities for People with Disabilities



2700 N. STONE AVE (near Glenn)

*VALID ONLY ON DATES LISTED ABOVE. SOME EXCLUSIONS APPLY. SEE STORE MANAGER FOR DETAILS.

There are lots of exciting things happening at Beacon's Value Village this fall! In addition to the *Wildcat Game Day Specials* (left), we will bring back a bigger and better *Vintage Vehicles at the Village* on Sunday, November 6th. This free event will feature vehicles from local clubs. Cars, trucks and motorcycles will be displayed both outdoors and inside our warehouse space from 10am until 1:00pm. Bring the family!



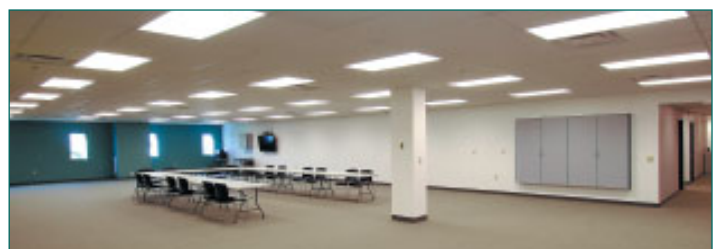
Inside the store there will be Managers' Specials and the popular "Wheel of Value" where you can get from 10 to 50% off non-sale items. Come "Spin and Win!" Plus, enjoy free popcorn and lemonade.

Also this Fall, we'll have great Halloween costumes and tons of decorations for all the holidays. Remember to shop early to grab the good stuff!

Beacon has meeting space available for nonprofit organizations and community groups looking for a place to hold a meeting, seminar or event. Our large multi-purpose room (pictured) can hold up to a hundred people, and two smaller 20-person rooms are all available for free. We want more people in Tucson to visit our facility and get a chance to see some of the work we do.

If you are interested in reserving our meeting space, please call Patrick McCarthy at (520) 622-4874 ext 166.

Meeting Space Available at Beacon



Gifts and MEMORIALS

Beacon gratefully acknowledges the following gifts for the following individuals.

IN MEMORY OF...

PATTI WYLIE

- Linda Loomis
- Henry & Phyllis Koffler
- Mark & Ellen Wylie
- Rogers & Carol Coke
- Sandra McCullar
- William & Anne Weiher

MARY ADDISON

- Donald & Robin Laidlaw

HELYN BELTON

- Michael & Anna Belton

DONNA SIVILLI

- Donald & Caroline McMahan

IN HONOR OF...

PATTI WYLIE

- Edward Finn
- William & Mary Lou Frey

SAM WYLIE

- William & Anne Weiher

JENNIFER O'NEILL

- Rosendo Garcia

RYAN CHEEK

- Doreen Tripp

TONY COCIO

- Beatrice Cocio

Gifts through August 31, 2011

Gifts and memorials honoring family, friends and Beacon clients may be made online at www.theBeaconGroup.org or by US Mail. Please include your contact information as well as the party you want notified of your gift.

For more information, please contact Patrick McCarthy at (520) 622-4874 ext 166

Donations made to Beacon Group qualify for the Arizona Tax Credit.

Donors can receive a tax credit up to \$200 for individuals and \$400 for couples. The credit is automatic; you don't need a special form. The acknowledgement you receive from Beacon for your gift is all that is needed to verify your tax credit. You may also still deduct your gift on your federal tax return as well.

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Beacon Group, Inc.

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Tucson, AZ 85705
(520) 622-4874

Tetra Services - Phoenix

2222 North 24th Street
Phoenix, AZ 85008
(602) 685-9703

Value Village Thrift Store

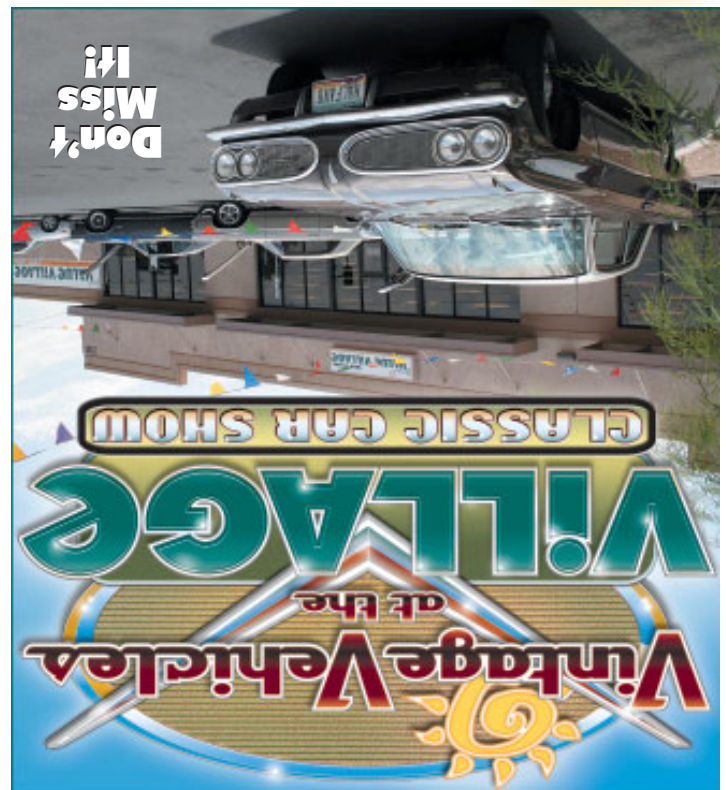
2700 North Stone Avenue
Tucson, AZ 85705
(520) 792-1454



The Beacon Group is proud to be accredited by the Commission on Accreditation of Rehabilitation Facilities.

www.theBeaconGroup.org

NEXT SHOW: Sunday, Nov 6th, 2011 • 10am
Look for more details inside and at www.BeaconValueVillage.org



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