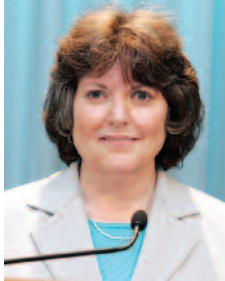


The Business of Independence



The Business of Independence



Dear Friends,

We are delighted to share with you Fedcap's 2007-2008 annual report, which offers a glimpse into our many achievements during the past year.

Since 1935, our work reflects our commitment to giving people with barriers to employment the tools they need to gain meaningful work and self-sufficiency. Simply put, we are in the business of independence.

Like the circle diagram illustrates, Fedcap is a multi-faceted organization. From rehabilitation and training to business services, each part of Fedcap is linked. Together, they form a solid foundation of support for our common mission.

Our programs work, as evidenced by some of our most notable achievements during the last fiscal year:

- More than 850 people with disabilities were served through Rehabilitation Services, Career Design School training, and at the Chelton Loft.
- Contracts with AbilityOne and NYSID created jobs for 764 consumers.
- Seventy-four graduates earned certification through our home health aide training course.
- Fedcap Home Care employed 400 aides, who provided 722,753 hours of care to nearly 1,000 patients.

We continue to evolve, expanding our programs and services to remain relevant in an ever-changing world. During the past year, new and growing partnerships in our business services divisions included:

- Office Services contracts to handle mailroom management for the IRS; mail and messenger services for the Port Authority of New York and New Jersey; and digital imaging at SUNY Downstate Medical Center.

- Building Services contracts through NYSID with The New York State Arts Council and the Department of Finance Bush Terminal.
- Fedcap Home Care contract expansion with Independence Care Systems, a special needs program for clients who have physical disabilities.

In continuing to serve people with disabilities and other barriers, we've launched two programs during the past year:

- Career Directions for Young Adults provides at-risk teenagers youth-specific rehabilitation, training, and job counseling.
- Fedcap's SIGNS project serves Fedcap employees and trainees who are deaf.

Meanwhile, our two largest annual events, the *Words about Work!*® poetry competition and Celebration of Work awards, continue to gain popularity. These joyful occasions help us honor our clients, inspire our contributors and partners, and remind us that our mission is a worthy one.

Our achievements are made possible through government and private business contracts, along with contributions from our generous donors, which together provided more than \$60 million in revenue in fiscal year 2007. These partnerships pay the salaries and wages for Fedcap employees, support our vocational training programs, and allow us to develop new and innovative initiatives.

Fedcap's success comes from our consumers' achievements, supported by the commitment and hard work of the entire Fedcap family—our participants, staff, partners, employers, and customers.

Please join us in our important mission by hiring our graduates, using our services, or making a tax-deductible gift to support our ongoing endeavors.

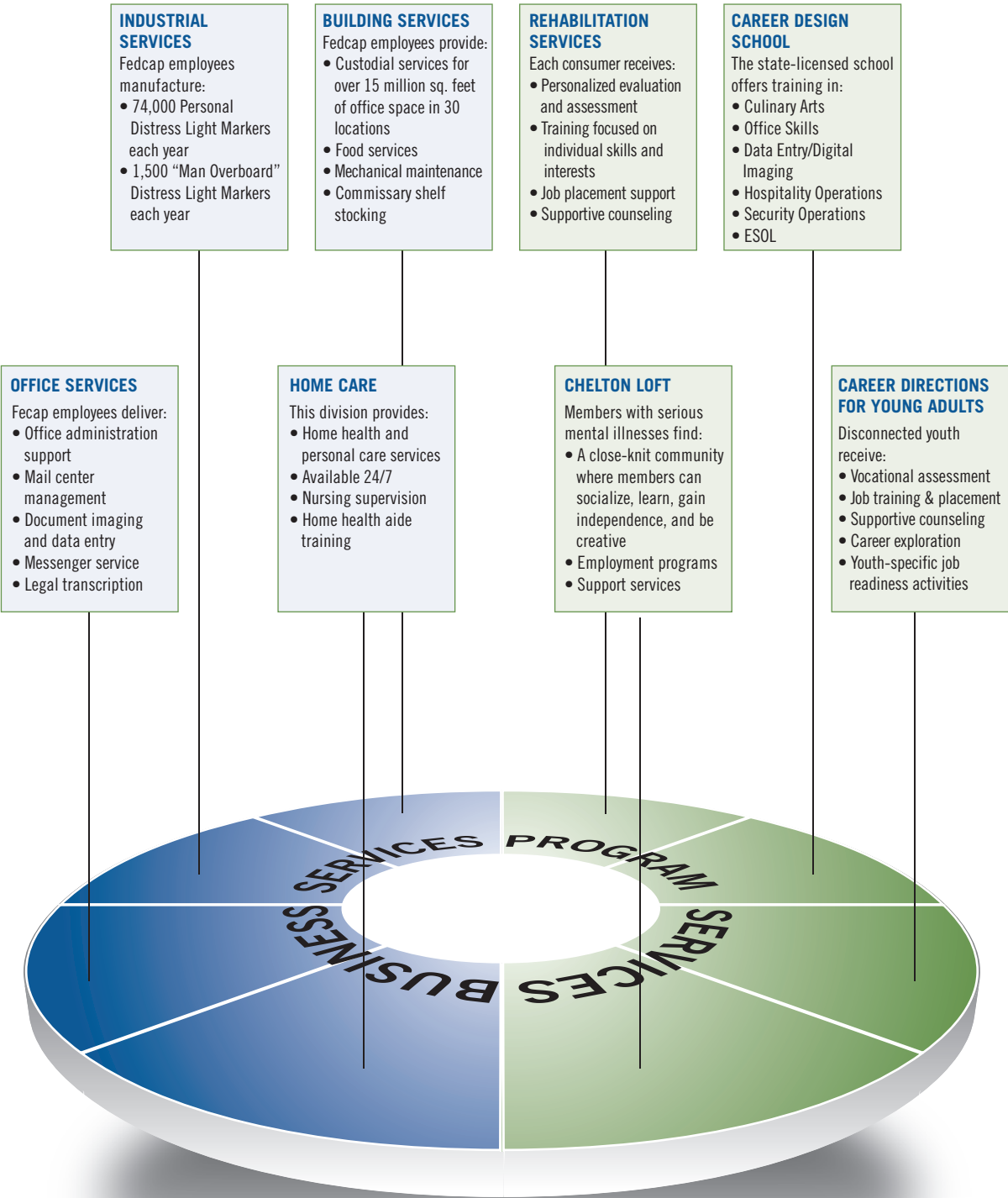
Together, we make the business of independence possible.

Cordially,

Susan Fonfa
Executive Director

Michael Brenner
President, Board of Directors

Fedcap at a Glance





Fedcap takes a personal approach, giving each consumer individual attention, appropriate training, and continued support





Founding a Dream

FEDCAP WAS FOUNDED more than 70 years ago by three men with physical disabilities who could not find work in the private sector because they were thought to be incapable of work. Michael Bertero, Ralph Rice, and Robert Boster shared a single vision: to create an organization to help people like themselves find work and independence.

From its humble beginnings, Fedcap has evolved into a multi-faceted organization recognized as a model for job training and placement for people with disabilities and others who live in the New York City metro area and face barriers in finding and keeping meaningful employment.

The organization's unique approach offers consumers options that support each individual's interests and skills. By recognizing that each consumer has goals and proficiencies, Fedcap personalizes the steps toward independence to ensure a successful transition from training to work.

Fedcap's ability to offer a variety of training and work options depends on solid and long-term partnerships between our many stakeholders:



- People with disabilities and other barriers to employment who seek training at Fedcap and are ready and eager to join the workforce and realize their dreams of independence.
- The many agencies that invest in Fedcap to help their own consumers learn important skills that will translate into meaningful employment. In return, Fedcap delivers—helping each person find a path toward success.
- State, local, and federal government customers that contract with Fedcap to manufacture products and provide services. The contracts employed 764 Fedcap graduates during the past year.
- Private businesses, both small and large, that turn to Fedcap for *Socially Responsible Outsourcing* solutions—whether they hire just one of our graduates or partner with Fedcap to provide large-scale solutions. Just this year, more than 130 Fedcap consumers found work through these partnerships.
- Individuals, companies, and foundations that contribute funding for new and existing programs to ensure the organization's training programs remain innovative and competitive.

2007–2008 HIGHLIGHTS

- Fedcap recognized Robert Kaplan and Larry Neals, Chelton Loft members and award-winning artists, at ArtWorks, a gallery opening in March at Fedcap's 14th Street headquarters.
- The eighth annual *Words about Work!* celebration and fundraiser, held in April, was hosted by Con Edison and featured WNBC Reporter Monica Morales as emcee and poet Sapphire as a judge.
- Fedcap custodians Sherrod McLeod, Neil Harry, Robert Turner, and Bernard Vaughn participated in NISH Grassroots Conferences in June 2007 and 2008 in Washington, D.C., to advocate for the modernization of the AbilityOne Program.
- The Metropolitan New York Chapter of the National Rehabilitation Association presented Fedcap Career Design School the "Rehabilitation Program of Distinction" award in June. Additionally, the Career Design School presented Robin Cerrati of Restaurant Associates the "Employer of Distinction Award."
- Three Fedcap graduates received awards from their employers for their success in the workplace during Fedcap's *Celebration of Work* in October. The honorees were Kenneth Berry, Porter, Restaurant Associates; Gregory Wilkins, Senior Office Services Clerk, Penguin Group USA; and Guy Schlichter, Flyer Distributor, Blimpie.
- Felicidad Rivera was named 2007 Home Care Worker of the Year by Fedcap and the New York City Chapter of The New York State Association of Health Care Providers in October.
- In October, Fedcap, along with the law firm Epstein, Becker & Green, P.C. and Pfizer, co-sponsored a legal seminar about anti-discrimination laws attended by more than 100 legal and human resources professionals.



Mission

Opportunities for Everyone

Fedcap's mission is to be a premier organization that empowers people with barriers to employment to move towards economic independence as valued members of the workforce. Fedcap achieves this goal by providing a personal and comprehensive range of vocational evaluation, training, and support services, as well as employment and placement programs.

Everyone in the Fedcap family—from leadership to support staff to consumers—believes all people should have an opportunity to reach their potential in the workplace.

Ability Matters

The founders of Fedcap knew—despite public opinion—that relevant and attainable employment options could help people with disabilities achieve independence and fully

Today, the face of Fedcap's fundraising is seen in the people who are now successfully employed, raising families, and living independently

participate in society. The organization's first employees received training and worked within Fedcap at jobs tailored to each person's interests and strengths. Whether clerical, manufacturing, or administrative, their achievements set the stage for what would become the focus of the organization in the decades ahead: providing meaningful and appropriate job training so people with disabilities can find sustainable jobs, in Fedcap businesses or in the private sector, and achieve independence.

In its early days, employees in Fedcap's Industrial Services Division manufactured products used in military and space exploration through contracts with the federal government and private businesses. Partnerships with educational and social services agencies led to growth in vocational training for office and business services. Fedcap readily responded to changing market demands by expanding opportunities to serve a growing number of consumers with diverse disabilities, skills, and interests.

As a result, Fedcap's programs now offer a rich array of options to individuals who face barriers to employment. Graduates have access to new and exciting employment choices both inside Fedcap and as employees of private corporations.

Innovation in Action

Since the organization's beginning, Fedcap training programs have always reflected current market demands, keeping pace with technological advances so consumers are ready to work. Just as early consumers received clerical training using manual typewriters and hand-stuffing envelopes, today's students learn office skills using the latest computer equipment and technology found in modern businesses.

In today's office services training programs, digital imaging training is woven into data entry and record-keeping coursework. Mailroom classes are equipped with high-speed sorting equipment to prepare graduates for today's automated office environment. In the custodial and maintenance training programs, students preparing for custodial jobs no longer use just mops and brooms, but learn how to safely work with industrial cleaning equipment and chemicals using "green" cleaning techniques. Similarly, graduates of the food service and hospitality training programs are ready to fill much-needed positions in the popular restaurant and tourism industries.

Fedcap's Home Care Division began as a companionship program pairing the newly retired with people who were elderly or infirm. As the need and demand for home health care has grown over the years, this division has grown into a sophisticated and highly respected business with a home health aide training program offering job opportunities in this competitive market.

Fedcap continues to add new training programs to give students more options in relevant and high-demand occupations.

The Power of Partnerships

Fedcap's success in preparing consumers for employment and its ability to remain innovative and competitive has always relied on supportive partners in both the government and the private sector.

Since the early years of the organization, contracts with the federal government have employed thousands of Fedcap workers in the Industrial Services Division. Today, government contracts at all levels—federal, state, and local—

continue to provide diverse job opportunities for Fedcap graduates. In fact, government customers entrust Fedcap employees with the care and service of some of the city's largest municipal buildings, some of the country's most historic monuments, and their back office operations.

At the same time, private businesses also play a key role in Fedcap's success. Throughout the history of the organization, Fedcap has partnered with corporations in various ways, starting with manufacturing—and later service—contracts that created jobs for Fedcap consumers. Other businesses, both small and large, employ Fedcap graduates directly. Still other corporate partners provide vital technology, while Fedcap supplies skilled labor.

Supporting Roles

Fedcap's growth, innovation, advocacy, and ability to fulfill its mission would have not been possible without seven decades of support from individual donors, corporate sponsors, and foundations.

During its early years, Fedcap's appeal letters, which numbered almost 1.7 million just three years after its founding, helped support capital campaigns and program development. Later, celebrities of the screen and stage like Herbert

Marshall and Ralph Bellamy served as fundraising chairpersons to raise money and awareness. By the mid-1960s, Carnegie Hall and Lincoln Center provided the stage for private and public benefit performances.

Today, the face of Fedcap's fundraising is seen in the people who are now successfully employed, raising families, and living independently, thanks to the programs at Fedcap. Donations from individuals, foundations, and corporations are instrumental to helping people with disabilities and other barriers achieve and maintain their independence—a concept that is as important today as it was 70 years ago.

Fedcap's *Words about Work!* annual poetry contest gives clients and employees a chance to share their own stories about what employment means to them and is supported by donors, partners, and community leaders. And the yearly *Celebration of Work* reception, which recognizes Fedcap graduates and their employers, gives Fedcap an opportunity to increase public awareness about the contributions its graduates make to the community and the important role of corporate partners in the organization's success.

SUPPORT FEDCAP

With increased cutbacks in federal seed money for research and program development, now, more than ever, Fedcap needs private support.

Fedcap works. Help us keep it going:

- Hire a Fedcap graduate.
- Use Fedcap to provide socially responsible outsourcing.
- Donate to help expand programs and start new ones.
- Attend a Fedcap event.
- Volunteer at Fedcap's Chelton Loft or Career Design School.
- Become an advocate for people with disabilities.

Learn more by visiting us online at www.fedcap.org or by calling (212) 727-4245.



TOP: Poet and author Sapphire (second from left) judged this year's competition and WNBC TV reporter Monica Morales (far right) acted as Emcee. BELOW: Words about Work! winners celebrate at the April event at Con Edison.



Fedcap Program Services

Rehabilitation Services: The Steps to Success

Long-term partnerships with federal and state agencies have helped Fedcap fulfill its mission of preparing people with disabilities to learn new skills and gain sustainable employment.

Through comprehensive and personalized rehabilitation programs, Fedcap consumers gain confidence, job preparation skills, and ongoing support—all key ingredients for a successful transition to independence.

Evaluation/Assessment

Most consumers are referred to Fedcap from the State Department of Education Office of Vocational and Educational Services for Individuals with Disabilities (VESID), while a small number find their way to the organization from the VA or other agencies. For most, the first step in the journey toward independence is an intensive evaluation, self-paced to accommodate a person's unique disability and learning style.

During the evaluation, Fedcap staff work one-on-one with consumers to help each person determine his or her career goals and interests, identify strengths and weaknesses, and discover what learning style works best for the individual. This approach ensures that once training begins, success will follow.

The process helps consumers and Fedcap staff set realistic and attainable goals through a series of aptitude testing, skills assessments, and career counseling and exploration. The evaluation period also helps to determine the best options for each person.

Some people will choose to attend other training or higher education programs, while others may be ready to find employment. For those consumers who stay in the Fedcap system, evaluators and counselors work side-by-side with each person to help them make informed decisions about the next step in their journey—training.

Rehabilitation Services and Career Design School: Training that Matters

Once the evaluation and assessment process is completed, Fedcap consumers are ready to move into one of the vocational training programs.

The organization's Rehabilitation Services department provides custodial, mail clerk/messenger, and home-based employment training specifically targeted to people with disabilities.

Fedcap's Career Design School, licensed by the New York State Department of Education, is open to people with disabilities and those who have other barriers to employment. The school offers a wide range of educational opportunities for people who are looking for vocational training that requires less than a four year college degree. Graduates gain technical expertise, academic knowledge, and customer service skills: the necessary tools for sustainable employment.

Regardless of the type of training program, small classroom settings allow Fedcap instructors to use adaptive and individualized teaching techniques to accommodate personal learning styles. Counselors or advisors monitor the progress of each student and help each person address and overcome any issues that might interfere with success.

Job placement workshops begin prior to graduation, and each student receives ongoing assistance in finding employment. The process works: More than 80% of Fedcap graduates go on to find meaningful jobs and financial stability.

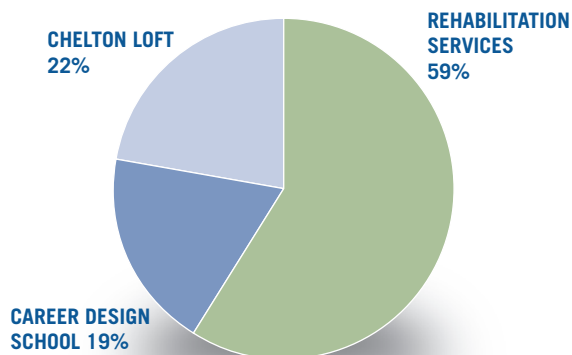
The scope of training opportunities reflects the organization's commitment to providing the right option for the right person. Instructional programs include:

CUSTODIAL TRAINING This five-month course teaches consumers the latest in cleaning techniques, using state-of-the-art equipment, and important safety skills. Training in different work environments helps students adapt to various workplace situations and learn soft skills, such as appropriate customer service and social interaction skills.

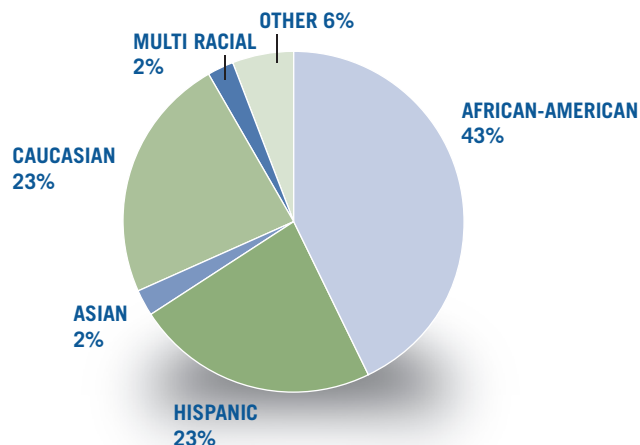
MAIL CLERK/MESSENGER TRAINING Students learn a variety of office skills during this six-month course, including customer service, mail handling and routing, collating, faxing, and operation of office machinery. The training occurs in a "real-world" classroom, where consumers process all of the internal mail and messenger services for Fedcap. City maps posted on classroom walls are used by instructors to teach students how to navigate around New York City, from using the subway system to accessing the high-rise buildings. The small classes, averaging from two to

Who We Serve

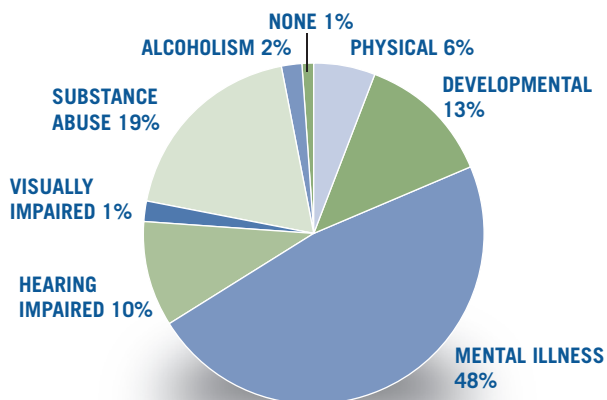
Number Enrolled



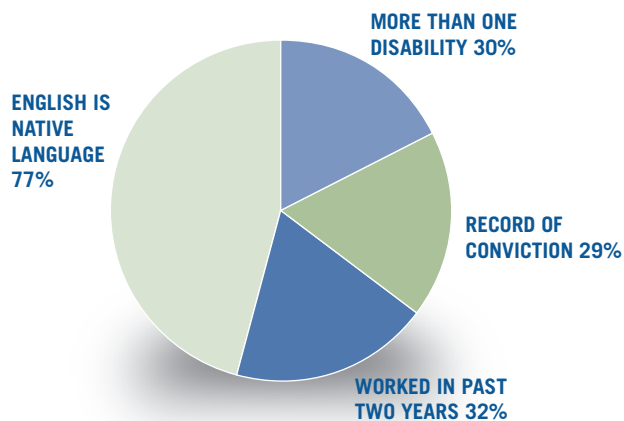
Ethnic Background



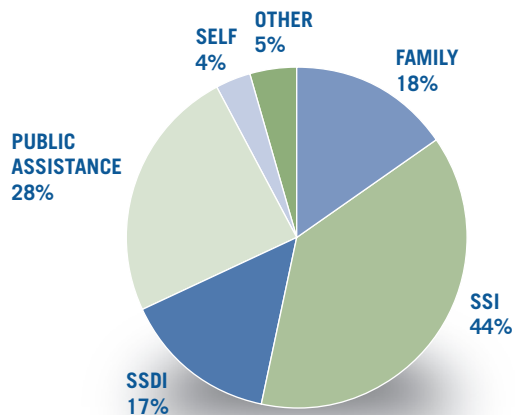
Disability



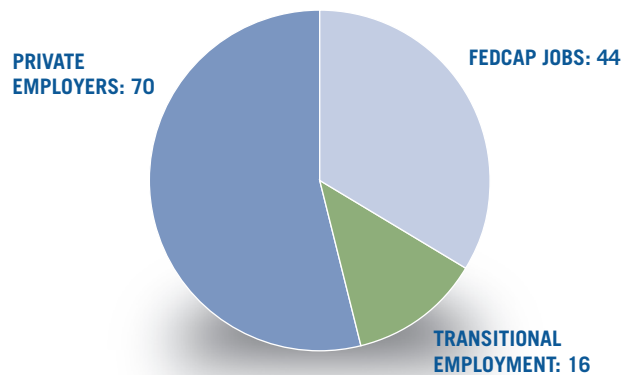
Additional Information



Means of Support



Placements



10 students, allow for highly personalized instruction and attention.

HOME-BASED EMPLOYMENT Consumers whose disabilities keep them from being able to work outside the home participate in this 40-day program. Classes are held at Fedcap, and students learn how to work independently while handling various types of industrial assembly projects.

For individuals with the most severe disabilities, the Fedcap **WORK CENTER** provides a supportive setting in which they can participate in productive activities and earn money. Consumers find satisfaction in both working and socializing with others.

CULINARY ARTS Like all of Fedcap's comprehensive instruction, students receive hands-on training, learning techniques in food services and culinary preparation by preparing meals for staff and consumers in a professional kitchen environment. Students learn how to cook dishes ranging from appetizers to desserts and are taught basic nutrition, food safety, management operation, and customer relations. After completing the 300-hour course, job developers help graduates find employment outside Fedcap at corporate cafeterias, restaurants, catering companies, and other areas of the hospitality industry.

OFFICE SKILLS This six-month course prepares students to work in today's modern office environment. They become proficient in Microsoft Office software, including Word and Excel, and learn records management and customer-service skills.

Support, encouragement, and focused attention are hallmarks of the Fedcap system

DATA ENTRY/DIGITAL IMAGING During the three-month program, students learn skills for entry-level positions in data entry and digital imaging, such as keyboarding and document management. Classrooms are outfitted with equipment and software programs that graduates are likely to find in the modern workplace.

HOSPITALITY OPERATIONS Students in this program prepare to begin a career in the hospitality industry. The three-month program includes classes in guest relations, housekeeping, security, and travel and tourism. The classrooms house a computerized hotel reservation system and a simulated front desk to give participants hands-on training in hotel management, reservation procedures, and front desk operations.

SECURITY OPERATIONS For those who want to work in the security field, this program teaches students the basic skills needed for an entry-level position. The two-week program includes an overview of the industry, the duties of a security guard, and techniques in handling emergencies, as well as monitoring and record-keeping skills. Graduates of the program meet New York State requirements for licensing as a security guard and receive help in finding employment.

ENGLISH FOR SPEAKERS OF OTHER LANGUAGES

Career Design School applicants whose first language is not English—often an obstacle to employment—are enrolled in this program to learn the necessary language skills to succeed in their chosen training program. Course graduates are then ready to begin instruction in another program.

Consumer Support

Support, encouragement, and focused attention are hallmarks of the Fedcap system. From the moment an individual enters the organization, he or she receives personalized guidance to achieve success and gain independence.

Each person, with the help of an assigned counselor or advisor, develops a plan that serves as a roadmap for success. Consumers and counselors review the plan regularly, marking important milestones toward individual goals and, when necessary, make changes to ensure the person will achieve his or her objectives.

INDIVIDUAL COUNSELING Throughout the evaluation and training process, Fedcap evaluators, counselors, and instructors give very personalized attention to each consumer. These dynamic relationships serve as the foundation for consumer success and ultimate independence.

JOB PLACEMENT For individuals who go on to find employment outside the Fedcap organization, job placement support starts before their training is complete and continues until the person finds work. Weekly job club meetings provide further support and instruction on how to create and update a résumé, as well as interview etiquette and technical and life skills. These sessions build on the foundation for independence in finding and keeping long-term employment, while serving as important lessons to ensure individual success.

COUNSELING Once a consumer obtains employment, Fedcap counselors remain in a supportive role, helping the person during the transition period. Graduates who find employment in the private sector have access to this support for up to three months after being employed, which further cements their future success. Consumers who find employment within the Fedcap organization receive continued support from field counselors throughout their tenure.

Career Directions for Young Adults—Helping Them Grow

One of Fedcap's newest programs, Career Directions for Young Adults, targets disconnected youth between the ages of 17 to 22, with and without disabilities, who need transitional assistance, career guidance, and skill development that will lead them to the world of work and independence.

Whether in school or out, participants benefit from learning the responsibilities associated with living mature, productive, and self-sufficient lives through education, career exploration, and vocational planning.

Fedcap is proud to recognize some of the private companies who turn to Fedcap to fill their staffing needs.

**AM New York
Aramark
Blimpie
CASO
Classic Security
CUNY
DynaServe Industries
Griffin Security
Holiday Inn
Intercontinental Placements
Océ Business Services
Morris Heights Health Center
Penguin Group USA
Professional Security
Restaurant Associates
Sodexo
Staten Island Hilton Hotel
Subway
TMC
UPS**

The program is modeled on Fedcap's results-driven, personalized four-point plan of success. Each participant receives youth-specific:

- Vocational assessment,
- Job training,
- Placement services, and
- Post-placement support.

Much like adult rehabilitation services, the first step in Career Directions is a comprehensive vocational assessment that directs each participant toward an achievable and desired career path.

Vocational training is aimed toward teens who have had limited success in traditional classroom-based learning environments. Fedcap's unique and powerful approach of real-life, on-the-job training gives students an opportunity for engagement and success in learning activities.

Career Directions participants can choose from several career tracks at Fedcap: Culinary Arts/Food Services; Data Entry/Document Management; Hospitality Operations; Office Skills; Security Operations; Custodial Services; and Mailroom and Messenger Operations.

As part of the program, the Power Hour Job Club includes activities that are planned by youth and geared toward members' needs and interests. These at-risk youth benefit from Fedcap's mission of personalized attention that leads to long-term stability, economic independence, and self-reliance.

Chelton Loft: A Place of Purpose

Individuals with serious mental illnesses find a close-knit community—complete with animals, plants, and warm friendships—within Chelton Loft. Members and staff work side by side in this empowering, nurturing environment, planning and sharing meals and organizing activities. Within this unique clubhouse model, each person takes on voluntary projects to improve and enhance their space and their lives.

Through a contract with the New York City Department of Mental Health and Hygiene, Chelton Loft is able to provide free services to New York residents over 18 who have been diagnosed with a serious mental illness. Members of the clubhouse make joint decisions on all aspects of running the Loft—from admittance to new projects to everyday activities. Members can assist in the Café Unit or the Administrative Unit to help with shopping, cleaning, taking care of the plants, birds, and fish that live at Chelton Loft, and the administrative functions of running the clubhouse.

Many members have a history of homelessness and, through comprehensive case-management services, receive assistance to find housing and community services. The Loft's Employment Program helps Loft members prepare for full-time or part-time employment. A Job Developer works with members who are ready to return to the workforce or are interested in working for the first time.

Creativity is an important and very visible aspect of the Loft. Members participate in filmmaking workshops and recreational activities, including parties and dances, outings, guest speakers, and music and visual art events.





If you work for or conduct any business with federal, city, or state agencies in New York City, there's a strong chance that Fedcap Office Services has provided administrative support along the way





Fedcap Business Services



WHEN PRIVATE BUSINESSES and government agencies turn to Fedcap for *Socially Responsible Outsourcing*, they discover an exceptionally capable workforce dedicated to quality results and customer care.

Fedcap businesses partner with the federal AbilityOne Program and New York State Industries for the Disabled (NYSID) to provide jobs for qualified graduates of Fedcap's training programs. These two organizations are dedicated to helping nonprofits like Fedcap create employment opportunities for people with disabilities through government contracting.

Building Services: Custodial and Building Maintenance with Purpose

After more than 30 years of providing comprehensive building services, including custodial and mechanical maintenance to government customers, Fedcap's Building Services employees have earned well-deserved respect for high-caliber work, delivered with first-class service.

Customer satisfaction is paramount at Fedcap Building Services, and the organization regularly receives letters of commendation from its partners about the quality of work provided by Fedcap employees.

This high level of service and consistent quality has helped the Building Services division expand its services to include:

- Custodial
- Janitorial
- Grounds maintenance
- Metal cleaning
- Integrated pest management
- Security
- Food services
- Mechanical maintenance
- Commissary shelf stocking

The 500 Building Services employees are led by 45 managers and supervisors, several of whom started as consumers and have earned the opportunity to move up in the organization's structure.

Today, Fedcap collaborates with a complex network of vendors and subcontractors, providing building services at

more than 30 locations throughout the New York City metropolitan area, including some of the busiest federal and state facilities such as The Statue of Liberty and Ellis Island National Monument, Long Island Railroad at Penn Station, 26 Federal Plaza, one of the largest federal buildings in the country, Fort Hamilton, and the New York City Transit Authority in Brooklyn.

Industrial Services: Mission Possible

Throughout its distinguished history, Fedcap employees have provided important services to the private sector and federal government through its Industrial Services program, helping with projects ranging from the Pershing Missile to Apollo 11. Over the years, Fedcap workers have found employment through contracts with companies like Bendix Aviation Corporation, Jerrold Electronics, Weston, Inc., and Western Electronics.

Industrial Services employees manage all aspects of job fulfillment, including intricate product assembly, packaging, and shipping by using individual workstations designed to match the person's specific needs and strengths.

Currently these employees are manufacturing:

- **PERSONAL DISTRESS LIGHT MARKERS** Fedcap has been producing these pocket-sized markers since 1974, assembling 74,000 this year. The markers are used by military personnel to alert others if they are shot down or separated from their units.
- **"MAN OVERBOARD" DISTRESS LIGHT MARKER** These floating water lights have been assembled by Fedcap industrial workers since 1996 as part of the U.S. government's Safety of Life at Sea (SOLAS) program. This year workers produced 1,500 light markers which are used to help in sea rescues.

Office Services: On the Job

Throughout New York City, Fedcap Office Services employees are on the job in federal, state, and city agencies, providing important support in office administration and mail and messenger service. Independent and dependable, these individuals epitomize Fedcap's success.

The organization's office services department began more than 25 years ago, through a contract with the Administrative

Support Services of the U.S. Environmental Protection Agency. Today, contracts with the New York State Industries for the Disabled (NYSID) and the federal AbilityOne Program help more than 80 Fedcap employees find sustainable work through 26 service contracts for 20 federal agencies.

Headquartered at Fedcap's 19th Street location, this effective, efficient, and creative workforce is skilled in a variety of administrative and clerical tasks, ranging from high-volume mailroom operations to scanning and data entry.

In addition to on-site work employing 45 people, Fedcap also has 40 employees in 15 other locations; some even work from home, performing legal transcription.

The fast-growing demand for document imaging has led to new contracts and opportunities for Fedcap employees, who handle almost six million pages a year.

If you work for or conduct any business with federal, city, or state agencies in New York City, there's a strong chance that Fedcap Office Services has provided administrative support along the way. Contracts include: digitizing pre-hospital care data from ambulance trips throughout the state; digitizing medical records at SUNY Downstate Medical Center; processing Metropolitan Transit Authority bus driver applications; and full-service mailroom operations at the New York City Fire Department, the Internal Revenue Service, and the Environmental Protection Agency.

Home Care: From Business to the Bedside

The need for certified home health aides has never been higher, and it will continue to rise as aging baby boomers enter their senior years.

Fedcap's Home Care division offers multiple solutions for those in need of home care services. The organization provides licensed home care to the elderly, people with disabilities, or people who are recovering from an illness. In addition, and in

The need for certified home health aides has never been higher, and it will continue to rise as aging baby boomers enter their senior years

keeping with its mission, Fedcap also provides certified training for those who want to become home health aides. This training program helps to not only provide meaningful work for graduates, but also addresses the continued shortage of skilled home care professionals.

Accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Fedcap's Home Care program is licensed by the State of New York Department of Health and serves all boroughs except Staten Island.

The agency's 24-hour, seven days a week Home Care services provide help with bathing, eating, and grooming; light housekeeping; help with walking; and cooking, shopping, and laundry assistance.

For more than 30 years, Fedcap has been training home health aides who complete the three-week course, totaling 97.5 hours of training. Fedcap also provides in-service education classes to keep employees up to date and fully certified.

As part of the Home Care business, specialized training programs are available for aides who want to assist people with hearing loss, mental illness, difficult domestic situations, developmental disabilities, and diverse cultural backgrounds.

CENTER OF EXCELLENCE

With almost 40 different contracts, Fedcap is one of the nation's largest and most successful preferred source building services contractors in the country under the AbilityOne Program. In fact, NISH, the nonprofit agency that administers the AbilityOne Program, has distinguished the Fedcap Building Services Division by designating it as a Center of Excellence (COE). Fedcap now mentors other rehabilitation organizations in adopting the program's core values and best practices.

Fedcap's Custodial Services program was chosen because of its reputation for effective, innovative business practices and customer loyalty. In partnership with NISH, Fedcap's COE vision is to successfully encourage federal customers to "Think AbilityOne First" when choosing contractors for outsourced services.

To date, 16 agencies have participated in Fedcap's COE program.

