Rosemary Olms, HR Specialist at the JW Marriott Starr Pass Resort & Spa was looking for a few good employees. Actually, she was looking for a lot of them. With 600 employees at the Resort, she always has spots to fill. And even in a recession with high unemployment, it is getting harder and harder to find young people really ready to take entry-level positions and work their way up in the hospitality industry — a common complaint in a lot of businesses today. So, when Rosemary got a call inviting her to a job fair for people with disabilities, she thought it couldn’t hurt to try a new approach.

The JW Marriott Starr Pass Resort & Spa was one of the twenty-two businesses that had a table at the DREAM Job Fair at Beacon last October. Rosemary was as surprised as all of us when almost 500 people with disabilities showed up just looking for the chance to work. Instead of being uneasy with applicants’ disabilities, she was very impressed with the enthusiasm and positive attitudes she saw. Rosemary says, “This is what JW Marriott is all about. This is what we’re looking for.”

Beacon client Quintin Cordova was at that job fair, too. He visited with Rosemary at the Marriott table, and he, too, was saying to himself “This is what I’m looking for.” It was a match waiting to be made. Quintin and his Beacon Program Manager, Wayne Bell, submitted an on-line job application for a dishwasher position at the JW Marriott. When the JW Marriott called Quintin to come in for an interview, they did not know he had been there at the job fair, or even that he had a disability. They hired Quintin as a dishwasher in January.

Quintin is a member of the Hualapai Indian Tribe in Northern Arizona. Unfortunately, he grew up in a household where alcohol and substance abuse were common — as was violence. By age ten he was involved in all three. By his late teens it led to institutionalization and therapy. In 2007, Quintin was referred to a “structural community setting” here in Tucson. In the fall of 2010, Vocational Rehabilitation referred Quintin to Beacon for

Client Spotlight continues on Page 3
From time to time, we get notes back from our Beacon Times readers about how much they enjoy getting our newsletter. Many of those come in with a donation to support our programs, which make them doubly appreciated!

The staff and I also hear from members of the general public every now and then. More than not, they write or call to compliment Beacon on one of our Community Worksite crews that they have seen helping keep Tucson beautiful by doing clean-up and landscaping on road medians or on other public areas. They are gratified to see people with severe disabilities working hard to help support themselves and save taxpayers money, while also improving the place where we live and work.

Many of the outside worksites, called enclaves, where Beacon clients train and work for local businesses or government entities, are highly visible to the public. Our courthouse janitorial and landscaping crews, the car-washing crews at Jim Click and Royal Automotive, and the City of Tucson landscaping crews, all have generated unsolicited compliments from their regular employees as well as the general public. The goodwill and increased acceptance that these clients are generating through their hard work and positive attitudes, is helping pave the way for many more opportunities for people with disabilities in the future.

I, especially, like hearing from these enclave employers and supervisors, about how well our people are doing both at their jobs and as unofficial “ambassadors” for Beacon. On May 21st, our new car-washing crew started cleaning vehicles for the Tucson Police Department. Just three days later, we got a letter from Joe Merrill, the Administrative Sergeant for TPD Operations Division South. “I want to express our deep gratitude to your organization for the marvelous job they have done cleaning our fleet vehicles,” wrote Sergeant Merrill. “Responding to calls for service citywide in immaculately clean patrol vehicles goes a long way.”

Another example would be from another fairly new enclave at Trico in Marana. Ron Herbert, who helped establish our enclave at Abrams Airborne years ago, is now the Manager, Safety and Systems Reliability, at Trico. He sent us a copy of a presentation he made to Trico’s Board of Directors. “Trico employees received Beacon with open arms and the crew continues to prove that it was a sound decision to bring them on board,” Ron told the Board. He tells us, “The Board Members were very supportive of our relationship with Beacon.”

I also like seeing newsletters or bulletins from our Community Worksites that internally highlight or recognize our Beacon crews for their work. I’ve seen examples of these the last few years from Raytheon, TEP, Southwest Gas, Abrams Airborne, eegee’s, Sports Park/PIMA County, CARF, City of Tucson and Jim Click Automotive.

It’s always good to hear when people think you’re doing a good job!
“employment services” to see if he could do some kind of work. He had never had a single job. His low reading level, lack of experience and history of anti-social behavior did not bode well for success. But Quintin’s past also didn’t indicate how much he wanted to work and to finally be successful at something. His record at Beacon as part of the car-washing crew at Jim Click Automotive was very positive and gave Wayne confidence in Quintin’s chances.

Quintin showed up early on his first day of work at the Marriott. He had already read all the employee materials — including the rule that employees were usually not to come in early. So the first thing Quintin did was go see the people he had met during his interview to make sure it was alright for him to be there early. Even more surprising was that Quintin had taken a taxi to work from across town to make sure he wouldn’t be late for the first day of the first job he had ever had. That’s the attitude the JW Marriott was looking for. Rosemary wanted more like Quintin.

Rosemary asked Wayne if he could set up a tour of Beacon for her and some of the department heads from the JW Marriott. Quintin had impressed so many people at work that she believed she could convince others to hire clients from Beacon. She was right. They all wanted to work through Beacon to find new employees like Quintin. Wayne already had someone in mind.

Nicholas Cruz had lived with his family in Tucson since moving from San Antonio in 2005. Unlike Quintin, he has had lots of jobs in his life. Back in Texas, Nick had worked for T.J. Maxx, Ross, the Omni Hotel and Six Flags Fiesta Texas among others. Once in Arizona, Nick got work through the CPES program at places like Contemporary Closet and Raytheon. After being referred through Vocational Rehabilitation to Beacon, Nick became another client of Wayne Bell. Wayne felt Nick’s experience and natural enthusiasm would be a perfect fit for the JW Marriott.

Nick was born with Rubenstein Syndrome, which typically includes physical delays and mild mental retardation. Although Nick is challenged, he has never let that stop him from being a good worker and a very positive person. Everywhere he has worked he has become a favorite of customers as well as co-workers. Wayne was right; Nick’s pleasant enthusiasm is just what the JW Marriott was looking for.

Nick was hired by the JW Marriott on April 1st of this year. He works in Housekeeping. He is responsible for cleaning, supplying and maintaining a lot of common area and restrooms at the Resort. His supervisor, Melanie Hastedt, says that “Nick always has a smile on his face and is extremely friendly with the guests. He’s already received official recognition (called a High Note) in our staff bulletin called the Daily Rehearsal.”

Nicholas and Quintin are great ambassadors for the JW Marriott Starr Pass Resort & Spa and for Beacon. The JW Marriott has just hired two more Beacon clients who will start soon. The Beacon-Marriott partnership promises to be a big success. The reason is simple: It’s all about service. We’re serving the guests; we’re serving people with disabilities; we’re serving local business hiring needs; and we’re serving Tucson with a unique example of teamwork, respect for all people and the right attitude. It’s just what people are looking for!
Beacon hosted an amazing event here at our facility on Saturday, April 14th. **CONNECTING TUCSON: Special Needs Resource & Transition Fair** was the first event like this ever held in Tucson. Seventy-five local nonprofits and government agencies that serve people with disabilities were on hand to offer information and program support to the nearly six hundred individuals who attended. For six hours they got to meet each other, ask questions, gather materials, make important contacts, and find the programs and services they need.
Thanks to the organizations on the planning committee (listed at left), our generous sponsors, and the seventy-five participating provider agencies and non-profits, the first-ever Connecting Tucson was a smashing success!

And yes, we have already started planning for next year’s event. Watch for the date and details to be posted online in the coming weeks at www.ConnectingTucson.org

And a very SPECIAL THANK YOU to our First Annual Event Sponsors!
Beacon Connects held an official ribbon cutting ceremony celebrating the opening of the Contact Center on May 3rd, here at Beacon. This festive event announced to the community that Beacon Connects is open for business. Over 50 people attended the event and represented a variety of businesses and community leaders. During the event we let everyone know about our Contact Center services, and offered tours to see our operations first hand.

Beacon Connects is a full service contact center. In today’s competitive business environment, Customer Care is a necessary part of any company’s operations that can’t be overlooked. Beacon Connects Contact Center offers any type of business the advantage to build company image, reduce operational costs and bring the benefits of state-of-the-art technology to enhance their customer service. Beacon Connects can offer their customers quality Inbound and Outbound services in the areas of sales/marketing, customer satisfaction surveys, answering services, appointment verification, live chat and product/order fulfillment services.

Discover the Beacon Connects advantage of reliability, professional service and proven results. Find us at www.BeaconConnects.com, or call Valerie Pullara at 622-4874 ext 131.

**Parker-Hannifin** is the world’s leading diversified manufacturer of motion and control technologies and systems, providing precision-engineered solutions for a wide variety of commercial, mobile, industrial and aerospace markets. Beacon is proud to have a crew of two performing janitorial duties there three times per week.

**Tucson Police Department** is now utilizing Beacon’s newest venture, our mobile car washing unit which employs two clients along with a job coach (*pictured at left*). The crew goes to five separate police sub-stations, washing a total of 300-400 police cars per week.

**Arizona Department of Transportation** recently awarded the responsibility of additional janitorial duties at Tucson ADOT facilities to Beacon. We now service all 25 locations throughout the city.

**Craigwood DVD** now has two Beacon clients and a job coach who will travel to Walgreen’s 44 stores in the greater Tucson area — including Green Valley and Nogales — to re-stock and inventory their DVD/CD kiosks weekly.

**Trico**
Beacon now has three separate work crews at Trico: One performs meter reading (*pictured at left*) and works alongside a Trico employee; another employs two clients supervised by a job coach who perform warehouse cleaning, grounds clean-up, vehicle washing, etc.; and a third enclave is a janitorial crew that performs specified cleaning duties nightly from Monday through Friday with two staff, two clients and a job coach.

**Community Worksites**

- **Parker-Hannifin**: Beacon is proud to have a crew of two performing janitorial duties there three times per week.
- **Tucson Police Department**: Our mobile car washing unit employs two clients along with a job coach. The crew washes 300-400 police cars per week.
- **Arizona Department of Transportation**: Awards the responsibility of janitorial duties to Beacon.
- **Craigwood DVD**: Two clients and a job coach re-stock and inventory DVD/CD kiosks weekly.
- **Trico**: Three separate crews perform various tasks.

**Beacon adds new Community Worksites**

- **Parker-Hannifin**: A crew of two performs janitorial duties.
- **Tucson Police Department**: A mobile car washing unit with two clients and a job coach.
- **Arizona Department of Transportation**: Services 25 locations.
- **Craigwood DVD**: Two clients and a job coach re-stock and inventory kiosks.
- **Trico**: Three work crews perform various tasks.

**New Call Center Opens!**
Various Valuable Ventures at the Village: – Value Village Heats Up for Summer!

Sizzling Summer Sales

As the summer heat starts to kick in, Value Village kicks off its summer sales event with a FREE giveaway every week. That’s right, every week this summer Value Village will be giving away something FREE! There will be a different promotion every week along with our Daily Sale Specials, so be sure to check back often. In addition, there will be free lemonade and free popcorn for our weekend customers. Now, that’s HOT!

“JANE” Goes High-Tech

Do you remember the days when you’d receive a call from “Jane” saying that Value Village would soon have a truck in your area and asking if you might have any items to donate? Well, “Jane” is still around, only now she is calling from Beacon’s all-new Contact Center. And, “Jane” can now be either a man or a woman, and most likely will be someone with a disability. Our current-day “Janes” are Customer Service Reps from the Beacon Connects Contact Center using the latest computerized internet-based software. “Jane” can now reach many more potential donors much more efficiently.

Car Show a Smash!

Last year we started “Vintage Vehicles at the Village”— a Classic Car Show at Value Village to help reach new customers. This year we teamed up with seven other neighboring merchants at Stone and Glenn to present the “1st Annual Vintage Vehicles on Stone.” It was a huge event with a tremendous variety of classic cars on display up and down the street!

Speaking of cars... If you’re thinking of getting rid of your car, why not donate it to Beacon’s Value Village? Tax-deductible donations of any kind are always welcomed. Simply call 622-JANE to make arrangements for our crew to pick up your unwanted items, free of charge, at your home or office!
Beacon gratefully acknowledges the following gifts for the following individuals.

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- Arnold & Kathleen Snover

Gifs and memorials honoring family, friends and Beacon clients may be made online at www.BeaconGroup.org or by U.S. 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.

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