



nish

Creating Employment
Opportunities
For People With
Significant Disabilities

2011 Workability International Conference 23-26 May, 2011

**Held in conjunction with the NISH National
Training and Achievement Conference**



Epcot Spaceship Earth

***Extraordinary Actions,
Extraordinary Results***

**Hilton Bonnet Creek Resort
Orlando, Florida
[www.regonline.com/2011 conferences](http://www.regonline.com/2011_conferences)**

THE PRESIDENT'S MESSAGE

"The chance to partner with NISH in presenting the Workability International Annual Conference is an unprecedented opportunity for Workability International Members from around the world to experience the diversity that this wonderful sector has to offer. I strongly encourage you to allow yourself to open your minds and broaden your horizons. We all have so much to learn from each other and where better to do it this year than in Orlando, Florida."

Patrick Maher,
President, Workability International

THE 2011 WORKABILITY INTERNATIONAL CONFERENCE

The Workability International Conference will be held in conjunction with NISH's 2011 Annual Training & Achievement Conference. This joint event will be held in Orlando, FL at the Hilton Bonnet Creek Hotel on 23-26 May, 2011, and will boast more than 60 training sessions, as well as very special events just for Workability International members.

Workability International is proud to partner with NISH to host the 2011 Annual Workability International Conference. The conference theme, Extraordinary Actions, Extraordinary Results builds upon the foundation laid at NISH's last two annual conferences that emphasized innovation and leveraging ideas that grow business and employ people with disabilities. This year, the conference theme moves beyond innovation and creating new ideas to the execution of the ideas. Many of the conference sessions will focus on the strategies being implemented and results achieved by rehabilitation organizations. Rehabilitation organization executives will share information on their approaches and practices, and Workability International members will be among the presenters. In addition, many professional speakers will share their expertise through the conference.

ABOUT THE NISH CONFERENCE

The NISH National Training and Achievement Conference is the most prominent training event dedicated to members of the AbilityOne Program. The AbilityOne Program is the largest source of employment for people who are blind or have other significant disabilities in the United States. More than 1,300 AbilityOne nonprofit executives and Federal customers

attend the NISH National Conference each year to share best practices, network with peers, receive onsite training, and recognize accomplishments for people with disabilities and their organizations.

The conference format is designed to maximize the time we have together. Specific detail about each event and training session will be made available at the conference. Below is a general overview of what you can expect.

Conference Opening Session

The conference kicks off on 23 May, at 2:00 p.m. for two hours of keynotes and entertainment, including Dean Kamen, renowned inventor of the Segway PT and the iBot, an all-terrain, mobile-powered wheelchair, and Dan Clark, an award-winning athlete and best-selling author of "Chicken Soup for the Soul." This spectacular event sets the stage for the rest of the conference. You don't want to miss this.

Big Idea Exchange (BIE)

The Big Idea Exchange is a forum at the NISH Conference where nonprofit agencies can share their best practices as well as network with their peers. Back by popular demand, NISH will host its third BIE in Orlando. The BIE will be held immediately following the conclusion of the conference opening session on Monday, 23 May, from 4:30 p.m. – 6:30 p.m. There is no cost to participate or host a table. Workability International members are invited to submit an idea to share with conference attendees, engage with others and evaluate new opportunities. There is no better way to get information out about your organization than participating in the BIE. To find out more information, contact arodriguez@nish.org. We hope that you will participate.

Conference Sessions

On 24 and 25 May, there are more than 60 conference sessions offered in seven concurrent tracks. We are pleased that Workability International members who expressed interest in presenting at the conference will be speaking at some of the sessions. Workability members can attend any of the sessions offered. Please Note: Sessions that have an international focus are marked by a double astericks (**) on the Schedule-at-a-Glance on pages 8 and 9.

General Lunches and Breaks

The conference provides the best opportunity to network with other conference attendees. We hope you will use this time to connect with NISH conference attendees from all over the United States.

Register today
www.regonline.com/2011Conferences

Awards Banquet

The official climax to the NISH conference is the formal National Achievement Awards Banquet on Wednesday, 25 May, where we all can honor and celebrate our annual award winners. Rated as the most uplifting, inspiring and emotional part of the conference, we encourage you and your guests to join the festivities and recognize these great individuals and organizations for their great work.

WORKABILITY INTERNATIONAL EVENTS

In addition to the venues already discussed, there are also some events open to Workability International members only. Located at some very unique and prominent venues, like the Disney Institute and the Universal Resort, the Workability events will provide you with an unforgettable and rewarding experience.

Workability International Breakfasts

Each day there will be a private breakfast for Workability members providing the opportunity to connect with your friends from throughout the world, plan your day, and address any Workability International specific issues.

Universal Resort Dinner

On Tuesday, 24 May, members and their guests will travel to the Universal Resort. Formed through a joint partnership between NBC Universal and the Blackstone Group, Universal Orlando Resort is the 2nd largest theme park resort in Orlando, Florida. Universal is also the home of the wildly popular Harry Potter exhibit. Members can visit any of the attractions throughout the parks before gathering for an informal group dinner at one of the resort's restaurants.

Annual Meeting

The Workability International annual general meeting will be held on Wednesday morning, 25 May. We will also have a training session showcasing some of the Workability International members. This training session will be unique as it highlights some of the organizations who have not previously presented at the conference.

Disney Institute Training

Perhaps, we saved the best for last. On 26 May, we are proud to be able to offer Workability International one of the most extraordinary training events available anywhere in the United States. Disney is internationally known for their creativity, innovation, leadership, customer service and quality. Staff from the Disney Institute will provide a half day of training on creativity, leadership and performance quality focusing on how they achieve their high success. In the afternoon, members will be given an incredible opportunity to see "Disney behind the scenes." This tour will include seeing one or more businesses that support the Disney parks, visiting the underground system that supports their internal infrastructure, and exploring one of the parks. This is a rare and unique experience that few executives in the U.S. have been invited to see.

This will be the Workability International conference you will talk about for years!



Award Banquet

CONFERENCE SPEAKERS

Monday, 23 May, Keynote Speaker: Dean Kamen

Dean Kamen is an inventor, entrepreneur and tireless advocate for science and technology. Kamen is best known for inventing the product that eventually became known as the Segway PT, an electric, self-balancing human transporter.

In 2000, Mr. Kamen was awarded the National Medal of Technology. Presented by President Clinton, this award was in recognition for inventions that have advanced medical care worldwide, and for innovative and imaginative leadership in awakening America to the excitement of science and technology. He was also awarded the Lemelson-MIT Prize in 2002, and was inducted into the National Inventors Hall of Fame in 2005.

Monday, 23 May, Keynote: Dan Clark

Dan Clark is the CEO of a multi-million dollar corporation, an award-winning athlete, entertainer and New York Times Best Selling Author. Mr. Clark suffered a paralyzing injury that cut short his football career. Sixteen doctors told him he would not recover, but recover he did!

Today, Mr. Clark is the primary contributing author to the "Chicken Soup for the Soul" book series and author of twenty of his own best selling books, including "Puppies for Sale" which was made into a film at Paramount Studios starring the late Jack Lemmon.

Wednesday, 25 May, Awards Banquet Emcee: Geri Jewell

Geri Jewell is an actress born with cerebral palsy and was the first person with a disability to have a regular role on a U.S. prime time series. She is best known for her role as Cousin Geri on the NBC sitcom, "The Facts of Life".

Ms. Jewell has appeared on many of the U.S. cable comedy shows, including Evening at the Improv on A&E, and Stand Up Spotlight on VHI. She has opened for Paul Anka, Robert Goulet, and Judy Collins. She has been featured on Entertainment Tonight, E Hollywood True Story, and ABC's 20/20.

REGISTRATION

Register by 22 April, 2011

WORKABILITY CONFERENCE FEES

Workability International and Workability Americas (Non-U.S. based) members \$875
(includes all conference events, Universal dinner and Disney Institute training)

Workability America's (U.S. Based) members \$675
(includes all conference events, Universal dinner and Disney Institute training)

Guests \$325
(includes BIE, Universal Dinner and NISH Awards Banquet)

HOW TO REGISTER

You may register online at
www.regonline.com/2011conferences

ONLINE

To access our convenient, online registration system, please visit www.regonline.com/2011conferences. It's fast, easy, and available 24/7. In addition, you may register multiple people in one group, add attendees to your group, or cancel or substitute registrations at any time. Online payment is only by credit card. We accept VISA, MasterCard, American Express, or Discover. If paying by check, please follow the By Mail instructions to submit payment. *Please note: We prefer payment by credit card. In the event that payment by check is necessary, checks must be in U.S. dollars.*

BY MAIL

Each attendee must register individually—one form per registrant using the General Registration form. However, guests or spouses can be added to the primary attendee's registration form. Also, you can make copies of the form to submit multiple registrations from your organization. Mail the completed registration form with your payment to:

NISH Conference Registration
P.O. Box 791236
Baltimore, MD 21279-1236
USA

TRAVEL AND TRANSPORTATION

Register and Book your flight today:

UNITED AIRLINE DISCOUNT

NISH has contracted with UNITED AIRLINES to provide discounts from 7 to 10% for International flights from; Europe, Asia, Latin America, Australia, Puerto Rico, U.S. Virgin Islands, Caribbean and Mexico.

For your convenience, meeting attendees can book their travel, Monday through Friday from 8:00 a.m. to 10:00 p.m. U.S. Eastern Time, through the United toll-free reservation line (00-1-800-521-4041), united.com or through your preferred travel professional. Reference: Meeting ID / Tour Code: **590AX** when making flight arrangements.

AIRPORT

Orlando International Airport – Orlando International Airport (MCO) is located 20 miles (approximately 30 minutes) from the Hilton Bonnet Creek Resort. Cab fare is approximately \$50.

OTHER TRANSPORTATION

Super Shuttle – SuperShuttle provides shared-ride airport shuttle service. Only cars are at the Orlando airport versus vans. The fare is \$56.00 for Business Class from the Orlando airport to the Hilton Bonnet Creek Resort. For reservations, contact them directly at 00-1-800-Blue Van (00-1-800-258-3826) or online at www.supershuttle.com.

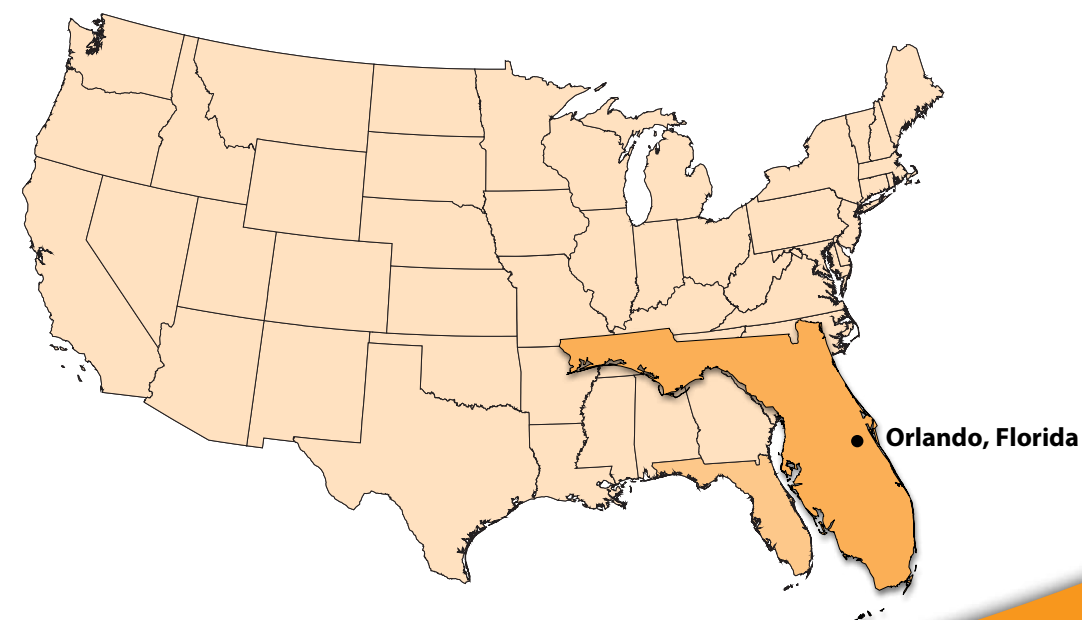
Mears Transportation Service – Mears is an Orlando based transportation company offering sedans, taxis, vans and bus services. For pricing and reservations, contact them directly at 00-1-407-423-5566 or www.mearstransportation.com.

ABOUT ORLANDO

Welcome to Orlando, one of the United States' most recognized and renowned cities! Orlando is a major industrial and hi-tech center. The city is nationally recognized for its innovation in digital media, agricultural technology, aviation, aerospace, and software design and has the 7th largest research park in the country. Orlando also boasts some amazing tourist attractions that bring more than 48 million tourists to town each year. Check out what Orlando has to offer:

Sites/ Attractions and Activities

- Epcot® at Walt Disney World® Resort
- Downtown Disney® featuring Disney Marketplace, Pleasure Island, Cirque du Soleil®, La Nouba™, Orlando Harley-Davidson®, Bibbidi Bobbidi Boutique and more.
- Citywalk® featuring Emeril's® Restaurant Orlando
- Pointe Orlando featuring Tommy Bahama®, The Capital Grille® and The Oceanaire®.
- The Mall at the Millenia featuring Neiman Marcus, Gucci, Dior, Jimmy Choo and more.
- Universal Studios® and Islands of Adventure
- SeaWorld®, Discovery Cove®, and Aquatica® Kennedy Space Center®
- Orlando Performing Arts Center
- Orlando Museum of Art
- Charles Hosmer Morse Museum of American Art
- Orlando Ballet
- Orlando Philharmonic Orchestra
- Orlando Shakespeare Festival
- Orlando Science Center
- Harry P. Leu Gardens



Hilton Bonnet Creek Hotel



Hilton Orlando Bonnet Creek

Nestled within 482 acres, the Hilton Orlando Bonnet Creek is a full-service Orlando resort that is just minutes away from the Disney Theme Parks, Water Parks and Downtown Disney®. The hotel has over 1,000 guest rooms, including 36 premier suites and features a world-class convention center with outstanding meeting space and conference facilities.

The Hilton Bonnet Creek provides around the clock concierge service, onsite dry cleaning, a Hertz rental-car desk, 24-hour business center, complimentary internet access in the hotel lobby, and free fitness center access. For your entertainment, the hotel offers a 3-acre Florida-style river pool, award winning restaurants, shops, a championship golf club, and a world-renowned spa.

The hotel also offers complimentary transportation to and from the Walt Disney World® Theme Parks, including Magic Kingdom® Park, Epcot®, Disney's Hollywood Studios™, Disney's Animal Kingdom® Theme Park and the Downtown Disney® Area.

HOTEL INFORMATION

Hilton Bonnet Creek Hotel

14100 Bonnet Creek Resort Lane

Orlando, FL 32821

Phone: 00-1-407-597-3600 or 00-1-800-445-8667 and specify Hilton Bonnet Creek Resort

www.hiltonbonnetcreek.com

The Hilton Bonnet Creek Resort is a non-smoking hotel and smoking is not permitted in any areas of the hotel to include guest rooms, suites, public areas, restaurants, and meeting/banquet rooms. Pets are not allowed; however service animals are permitted for persons with disabilities.

Check-In: 3:00 p.m. Check-Out: 11:00 a.m.

Make your hotel reservations for the conference today. [CLICK HERE](#) to reserve your room online or call the international reservation numbers below:

U.K.	0870 5 90 90 90
Japan	03-6863-7700
Germany	00 800 888 44 888
China	800 820 4466

GENERAL REGISTRATION FORM

MAIL REGISTRATION FORM

PAYMENT BY CHECK ONLY

HOTEL ROOM DEADLINE

Please make your hotel room reservations by **April 22, 2011**. The hotel reserves the right to accept reservations at the NISH special room rate after April 22 on a space-available basis.

Each conference attendee must register individually when submitting by mail. We cannot accept multiple registrations on a single registration form. You may make copies of the form for other individuals to register for the conference. Guests or spouses may be included on an individual's registration form.

PAYMENT INSTRUCTIONS

1. Make check payable to:
NISH Conference
2. List participants on the check stub or attach a list to the completed registration form.
3. Enclose your check with the registration form. *Please Note: Checks must be received in U.S. Dollars.*
4. Mail the completed registration form with your payment to:

NISH Conference Registration
P.O. Box 791236
Baltimore, MD 21279-1236
USA

For security reasons, we do not accept payment by credit card if you are submitting your registration by mail. To pay by credit card, please register online at

www.regonline.com/2011conferences.

AFFILIATION

Your affiliation with the Workability International Conference (Please check one):

- Workability International Member
- Workability Americas Member
- Other

Register Online

It's fast, easy and available 24/7

Visit www.regonline.com/2011conferences to complete your registration online and pay by credit card.

For Workability International Conference Attendees

COSTS

The registration fee includes all conference events, Universal Dinner and Disney Institute training for the primary registrant.

- Workability America's (U.S. Based) members \$675
- Workability America's (Non-U.S. based) & Workability International members \$875

Guest registration fee includes access to the BIE, Universal Dinner and Awards Banquet.

- Workability America's (U.S. based) guests \$325
- Workability America's (Non-U.S. based) & Workability International guests \$325

Total Enclosed \$ _____

Guest(s)

Guest Name (as desired on badge): _____

Guest Name (as desired on badge): _____

Avoid processing delays! Please print legibly and provide all information requested.
All fields are required to complete registration.

First Name _____ Last Name _____

Preferred Badge Name _____ Title _____

Organization _____

Address _____

City _____ State _____ Country _____ Zip _____

Phone _____ Fax _____

E-mail _____

Special Needs (*wheelchair, scooter, roll-in shower, etc.*) _____

PHOTO RELEASE

Your registration provides permission for your images, captured during regular conference activities and meetings through video, photo and digital cameras, to be used solely for the AbilityOne Program and NISH/NIB/The Committee for Purchase From People Who Are Blind or Severely Disabled purposes and publications. You agree to waive any rights of compensation or ownership and you hereby release the AbilityOne Program, its directors, officers, agents, employees, customers and representatives from all claims on account of such use.

If you do not wish to grant permission for the photo release above, you understand that it is your responsibility to provide notice of that fact to NISH at the conference registration desk.

For more information or questions about this registration form, please email cchaply@nish.org.

MONDAY, 23 MAY	
7:30 a.m. - 9:30 a.m.	Goodwill Breakfast
8:00 a.m. - 10:30 a.m.	New to the AbilityOne Program: What Every New CRP Needs to Know
8:00 a.m. - 1:30 p.m.	Financial Executives Forum
9:30 a.m. - 10:30 a.m.	Business Development Focus Group on Training Needs
10:30 a.m. - 11:30 a.m.	Business Development Focus Group on Financial Assistance Needs
12:00 p.m. - 1:45 p.m.	NCWC Annual Meeting
2:00 p.m. - 4:30 p.m.	Opening Session
4:30 - 6:30 p.m.	CRPs Connecting: Big Ideas Exchange
4:30 - 6:30 p.m.	Dinner on your own

2011 CONFERENCE SESSIONS

TUESDAY, 24 MAY

TRACKS	AbilityOne	AbilityOne Business Development	CRP Business Strategy	Operations for Services & Products	Leadership	Government Affairs	Quality
7:00 - 8:45 a.m. Special Breakfasts	<ul style="list-style-type: none"> Welcome to AbilityOne for Newcomers* General Breakfast NCWC Workability International** 						
9:00 - 10:30 a.m.	NISH Strategy Execution Update*	Funding, Budgets, & Market Pricing for New Opportunities	Assessing and Building Your Capability and Capacity	NISH Front Office Automation	High Reliability Organizations, Part 1	Public Policy Update from Around the World**	Quality Tools Showcase: Quality Management Systems, ISO9000 & Lean, Part 1
10:30 - 10:45 a.m.	Break						
10:45 a.m. - 12:15 p.m.	Assessing Readiness for Employment	Business Development Update, Part 1*	Business Growth: "How To" Success Stories**	Supporting the Government through Key Initiatives • Sustainability & Green • CRP to CRP Purchasing	High Reliability Organizations, Part 2	Overview of the 112th Congress - Maximizing Grassroots Advocacy	Quality Tools Showcase: Quality Management Systems, ISO9000 & Lean, Part 2
12:15 - 1:30 p.m.	Regional Lunches: South, Pacific West, and North Central General Lunch						
1:30 - 2:45 p.m.	Department of Labor Update	Business Development Update, Part 2*	Business Growth Strategies, Part 1 • Creative Collaborations & Partnerships**	What Customers Want: Lessons from CRPs & Federal Customers	Creating High Quality Jobs for People with Disabilities	Creating Self Advocacy Groups	The Value of Line of Business Certifications
2:45 - 3:00 p.m.	Break						
3:00 - 4:30 p.m.	Committee for Purchase Update*	Building Your Business Development Tool Kit	Business Growth Strategies, Part 2 • Mergers, Acquisitions & Planned Expansion **	Legal Aspects for Products & Services	Risk Management	Establishing a Speaker's Bureau of People with Disabilities	Managing Customer Relationships
4:45 - 6:00 p.m. Roundtables	<ul style="list-style-type: none"> NISH Roundtable: Serving People with Significant Disabilities Legal Issues Update 	Meet the Business Development Team		Army Manufacturing & Development		<ul style="list-style-type: none"> Meet the Voices: Speaker Bureau Success Stories 	

WEDNESDAY, 25 MAY

TRACKS	AbilityOne	AbilityOne Business Development	CRP Business Strategy	Operations for Services & Products	Leadership	Workforce Development	Federal
7:00 - 7:45 a.m. Breakfasts	<ul style="list-style-type: none"> Products Workability International** General Breakfast 						
8:00 - 10:30 a.m.	Acquisition Keynote; and Procurement & Small Business Leaders' Panel*		<ul style="list-style-type: none"> Workability International: Employment Model Showcase** Workability International Annual Membership Meeting** 		Nonprofit Best Practices for Community Rehabilitation Programs		
10:30 - 11:00 a.m.	Break						
11:00 a.m. - 12:15 p.m.	Committee for Purchase CEO Forums Update	Contact Center Update	Managing Partner Relationships and Subcontracting Primer	DLA Hardware Update	Social Enterprise Strategies: Implications for CRPs	Key Initiatives of NISH's Institute for Economic Empowerment, Part 1	Doing Business with the AbilityOne Program
12:15 - 1:30 p.m.	Regional Lunches: East, South Central, and Northwest General Lunch						
1:30 - 2:45 p.m.	B1 Process	Prime Contractor Program Overview	Smart Business Growth, Part 1	Current Environment of the DLA Clothing & Textiles Procurement	Social Return on Investment	Key Initiatives of NISH's Institute for Economic Empowerment, Part 2	Trends in Procurement, Part 1*
2:45 - 3:00 p.m.	Break						
3:00 - 4:30 p.m.	Sources Sought Best Practices	New Opportunities Showcase: Total Facilities Management & Hospitality	Smart Business Growth, Part 2 (Includes CRP Panel)**	Food Manufacturing	Sustaining Social Impact	Assistive Technology	Trends in Procurement, Part 2*
5:30 - 6:30 p.m.	Award Winner Reception (By Invitation Only)						
6:00 - 6:45 p.m.	Awards Banquet Reception/Cash Bar						
7:00 - 9:30 p.m.	Awards Banquet						

THURSDAY, 26 MAY

8:00 a.m. - 9:00 a.m.	Breakfasts
9:00 a.m. - 5:00 p.m.	Disney Institute Training

*Sessions recommended for Federal attendees **Sessions including international focus and speakers