



# 32ND ANNUAL

# AWARDS CEREMONY

October 2, 2024



CELEBRATING  
**67**  
YEARS  
1957-2024  
ServiceSource | DE



The mission of ServiceSource is to facilitate services, resources and partnerships to support people with disabilities and others we serve, along with their families, their caregivers and community members, in order to build more inclusive communities.



## Opportunity Center, Inc.

A ServiceSource Affiliate

# Leading the Way

## Welcome

On behalf of Opportunity Center Incorporated (OCI) and the entire ServiceSource organization, we would like to welcome you to our 32nd Annual Awards Ceremony. We are here today to honor the exemplary performance of program participants who are paving the way for future trainees to obtain employment in the community, and the many individuals and businesses that provide the opportunities for them to be successful. We are here as well to honor those individuals whose daily endeavors illustrate their capacities to be the best that they can be.

As we celebrate our 67th year of service to the Delaware community and recollect our rich history, we continue our focus on the positive impact individuals with disabilities have on our community and the value of a workforce that includes their skills and talents. In the truest sense of the phrase, we remain committed to improving the quality of life for people with disabilities.

As we continue pursuing our mission of building more inclusive communities, we are grateful to our corporate sponsors for their financial support, which enables us to fortify and expand programs. And we thank our partners in the business, government, charitable giving, and rehabilitation communities for providing opportunities to develop pathways for success to help people with disabilities become contributing members of their community. In that regard, today we honor **Tom and Carla Guzzi, Owners of Bing's Bakery**, with our 2024 Community Partner of the Year Award. The Guzzi's have aligned their business with two of our key initiatives: the Riverfront Community Center and the FrameWORK for Success school-to-work transition program.

On an individual level, we highlight two people who have achieved outstanding success: **Frank Krumenacker**, our 2024 Community Placement Employee of the Year, who is a valued employee with **Aramark at the University of Delaware Pencader Dining Hall**; and **Ethan Aubrey**, our 2024 AbilityOne Employee of the Year, who is an indispensable member of the team at **Fort Indiantown Gap Garrison Dining Facility**.

At OCI we seek to empower individuals with disabilities to achieve success. To that end, we are also honored to recognize eleven individuals with Service Excellence Awards for their accomplishments. They demonstrate the pride they take in their achievements and the contributions they make in strengthening our communities.

We hope you enjoy the afternoon, and we look forward to working with all of you in the future.



**Michele Mirabella**  
*Executive Director*  
*Opportunity Center Incorporated*  
*A ServiceSource Affiliate*



**Joanne Finnigan**  
*ServiceSource Board of Directors*



## 32nd Annual Award Ceremony – Events

**Welcome** ..... **Julian H. (Pete) Booker** — *Emcee*

**Presentation of Service Excellence Awards** ..... **Julian H. (Pete) Booker**

**Luncheon Served**

**Program Begins** ..... **Julian H. (Pete) Booker**

**2024 Year in Review and Looking Forward** ..... **Michele Mirabella**  
*Executive Director*  
*Opportunity Center Inc.*  
*A ServiceSource Affiliate*

**Community Partner of the Year Award** ..... **Felicia Taiwo**  
*Program Manager, Riverfront Community Center*  
*Opportunity Center Inc.*  
*A ServiceSource Affiliate*

**Richard Katz**  
*Program Manager, FrameWORK for Success*  
*Opportunity Center Inc*  
*A ServiceSource Affiliate*

**Tom and Carla Guzzi**  
**Owners, Bing’s Bakery**  
*Accepting: Carla Guzzi, Owner*  
*Norma Alexander, Manager*

**Community Placement Employee of the Year Award** ..... **Julian H. (Pete) Booker**  
**Frank Krumenacker**  
*Pencader Dining Facility*  
*University of Delaware*

**Government Contract Employee of the Year Award** ..... **Julian H. (Pete) Booker**  
**Ethan Aubrey**  
*Garrison Dining Facility*  
*Fort Indiantown Gap, Pennsylvania*

## Special Thanks to Our Program Sponsors

- |   |                                 |
|---|---------------------------------|
| <b>Artisans’ Bank</b>                             | <b>DuPont</b>                   |
| <b>Bank of America</b>                            | <b>Jessie Ball duPont Fund</b>  |
| <b>Crystal Trust</b>                              | <b>Marvin Family Foundation</b> |
| <b>Crestlea Foundation</b>                        | <b>TD Bank</b>                  |
| <b>Delaware Financial Literacy Education Fund</b> | <b>United Way of Delaware</b>   |



# Leading the Way

## Service Excellence Award Recipients

OCI is pleased to present Service Excellence Awards to the following individuals who exhibit exemplary employment or program performance.



Joseph Boyce  
FrameWORK for Success/  
Goodwill of Delaware



Mark Boyer  
Riverfront Community  
Center



Andre Brown  
Dover Day Program



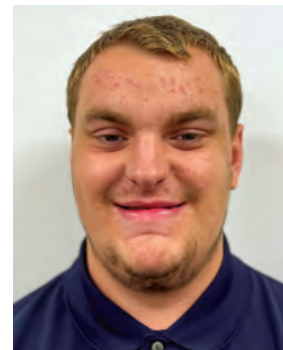
Nina Chavis  
FrameWORK for Success/  
Bing's Bakery



Eddie Hazeldine  
FrameWORK for Success/  
FMC Corporation



Jacob Kroll  
FrameWORK for Success/  
Lowe's



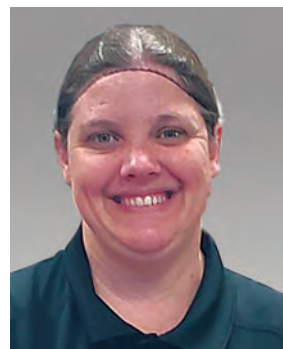
William Marcum  
FrameWORK for Success/  
Amazon



Jeffrey O'Connell  
Carvel State Office Building



Shareese Watson  
FrameWORK for Success/  
FMC Corporation



Haley Zimmerman  
Fort Indiantown Gap  
Dining Facility



Steven Zvorsky  
Fort Indiantown Gap Eastern  
Army National Guard Aviation  
Training Site



## Community Partner of the Year

### Tom and Carla Guzzi Bing's Bakery



Bing's Bakery owners, Tom and Carla Guzzi, have a multi-dimensional connection with OCI.

On a community level, over the past 5 years Bing's Bakery has been a steadfast patron and advocate of the OCI Riverfront Community Center. Tom and Carla appreciate the program's focus on maximizing community access and inclusion for individuals with disabilities. Program Manager Felicia Taiwo says, "Their support takes the form of preparing and delivering delectable baked goods that have added joy to our holiday and special occasion celebrations at the Center, making festive times even more special." The Guzzis are also enthusiastic patrons of a Center program that empowers individuals with disabilities to plan and participate in weekly community-based, small group activities. The Guzzi's support of the program has a personal dimension. Their son, Jonathan, is a daily participant in the Riverfront program.

On a business level, Bing's Bakery serves as a site for vocational evaluation and work assessment opportunities for students transitioning from school to work through OCI's FrameWORK for Success program. Program Manager Rich Katz emphasizes the value of the bakery staff's pragmatic appraisals in credibly directing a student's job search as well as identifying skills, strengths, and weaknesses. "Carla works hand-in-hand with store manager, Norma Alexander, to provide a realistic assessment of each student in a very supportive, caring, work environment. I can't overstate how valuable their thorough reviews are in directing job search success for our students." In addition, the bakery currently employs a FrameWORK graduate at its Main Street location in Newark.

OCI is just one of a myriad of community organizations benefiting from the unswerving generosity of Delaware's longest running bakery. Since 2005, when Tom and Carla Guzzi purchased Bing's Bakery, their quality baked goods have been cheerfully donated in support of many charitable causes. They collaborate with "Supporting Kids" providing up to 12 birthday cakes each month to children grieving the loss of a loved one; they contribute to the Food Bank of Delaware; they teach cake decorating; and they support local community ministries, *Reach Church* and *Two Roads Ministry*, which help men build a life of recovery.

Bing's Bakery has been operating continuously since 1871 when it was originally called Fader's Bakery." In 1946, the Bing's purchased the bakery and changed the name accordingly. In 2005, head baker, Tom Guzzi, and wife, Carla, bought the business and decided to maintain its name and tagline: ***Serving quality to Delaware for over 145 years!***

This award recognizes Tom and Carla for their commitment to community partnerships, and most importantly, their dedication to providing exceptional support for adults with disabilities and promoting individuals' inclusion in their communities. We are proud to present Bing's Bakery with our 2024 Community Partner of the Year Award.





# Leading the Way

## Community Placement Employee of the Year



### Frank Krumenacker

Frank joined Aramark as a Food Service Worker at the University of Delaware Pencader Dining Hall in August 2018. From the outset, Frank was recognized by students and Aramark staff as an amazingly focused, efficient worker who diligently stays on-task. This dedication led to him being christened with the affectionate nickname “Frank the Tank” because it seems he never stops working and is always at full bore.

Frank entered the OCI FrameWORK for Success school-to-work transition program in September 2017, after graduating from Delcastle Technical High School. During that year, he demonstrated the traits he would later be admired for at Pencader. On all assessments and volunteer assignments as well as on the job at Waggies by Maggie, he was self-motivated and committed to quality performance and maximum productivity. He was open to change, accepted feedback thoughtfully, and communicated effectively with supervisors and coworkers. Upon completion of the program Frank received the Outstanding FrameWORK Student Award.

Rich Katz, FrameWORK Program Manager, recalls, “When Frank first started at Pencader, I had a great deal of interaction with him. We helped him learn the job, which didn’t take him long. Then we stepped back and watched him perform, and then we got out of Frank’s way.” FrameWORK Employment Consultant Carmine Silveroli added, “After six years, Frank doesn’t need much support on the job today, just the occasional ‘good job’ suffices.”

Frank holds down a 25-hour per week, night shift assignment. Daily duties include maintaining the cleanliness of the self-service food and drinks stations, cleaning dining tables after student use, restocking the condiments station, refilling the silverware stations, and general utility assignments. Aramark management consider him an essential member of the Pencader team. Being a team player is also an element in a second aspect of Frank’s life. For the past ten years, he has actively participated in Special Olympics softball and flag football.

Frank has been described by FrameWORK staff and Aramark management as someone who always reports on time and ready to work. He has a great attitude and is respectful of others. His dedication, teamwork, motivation, and willingness to learn and grow are commendable and make him worthy of recognition as the 2024 recipient of the OCI Community Placement of the Year Award.



## AbilityOne Employee of the Year



### Ethan Aubrey

Ethan began work for OCI at the Fort Indiantown Gap Garrison Dining Facility in 2020 and has proven to be an outstanding employee. His passion for learning all aspects of food preparation and set-up and his daily commitment to improve on his skills are the foundation of his work ethic and key assets that led to his recent promotion to Cook 2.

“Ethan came to us with a passion to cook and a drive to excel,” recalls Dining Facility Program Manager Gary Gregory. “It registered early with me that he was willing to learn and accept the challenges he would face on the job. I wasn’t proven wrong. He has become a truly versatile employee who constantly looks for new and novel tasks to support his professional growth as a cook.”

“From early on Ethan evidenced the ambition, he really wanted to learn in the kitchen,” recalls Executive Chef Matt Kern. “He made significant gains in how to navigate the work environment and respond to planned and unplanned situations that occur. He is quick to take responsibility for his actions and once given feedback,

he does not repeat the same mistake again. Over the past four years, I’ve watched him repeatedly turn the littlest mistakes into the biggest successes.”

Ethan’s duties include preparation, set up, and tear down of the salad bar; following recipes to prepare meals; serving hot food on the line; and various clean-up duties. Additionally, he has advanced his skill set by learning to read and convert recipes to cook the right quantities.

All the character traits noted above make Ethan an asset to our organization and someone worthy of recognition. As an essential member of a military dining facility team that prepares and serves up to one thousand meals daily, he is very worthy of being named OCI’s 2024 AbilityOne Employee of the Year.



# Looking Back

