

33rd Annual Service Excellence Awards

October 8, 2025 • Deerfield Country Club • Newark, Delaware



Opportunity Center, Inc.
A ServiceSource Affiliate

33rd Annual Service Excellence Awards

*Improving Lives, Strengthening Communities—
an Afternoon to Celebrate Excellence*

Today's Agenda

Welcome

Julian H. (Pete) Booker
Emcee

Presentation of Service Excellence Awards

Julian H. (Pete) Booker

Lunch Served

2025 Year in Review and Looking Ahead

Michele Mirabella
Executive Director

Community Partner of the Year Award:

Amazon

Accepting: Michael Oglesby and Gianna Gibbs

Richard Katz

Program Manager, FrameWORK for
Success, Opportunity Center, Inc.

Community Placement Employee of the Year:

Daniel Berbick

Fulfillment Associate, Amazon

Julian H. (Pete) Booker

AbilityOne Employee of the Year:

Gloria Henry

Food Service Worker, Dover Air Force Base

Julian H. (Pete) Booker

2025 Service Excellence Awardees



Kossi Agbove
U.S. Army Garrison Fort Detrick



Alexis Delong
FrameWORK for Success



Brendon Ebwelle
Dover Air Force Base



Liam Gordon
Delaware Psychiatric Center



Avonte Harris
Carvel State Building



Shane Kenvin
Wawa



Ethan Melton
Amazon



James Oliver
Dover Day Program



Vehaavenah Phillips
Internal Revenue Service



Richard Potter
Riverfront Day Program



Machi Riggins
Chase Center



Coltin Sligh
DuPont Country Club



O'Shea Smith
Boggs Federal Building



Dylan Torres
Fort Indiantown Gap



Josephine Wolfe
Fort Indiantown Gap

Community Placement Employee of the Year

Daniel Berbick

Fulfillment Associate, Amazon

Daniel embodies the true meaning of transformation—not only in job performance, but in personal growth, confidence, and leadership.

He entered the FrameWORK for Success program quiet and unsure of himself, but staff saw potential. Placed in lead roles on the Bowers Street work floor, Daniel quickly learned every job and eventually ran the operation with minimal support.

Next, he took on a physically demanding and unfamiliar role on the third shift at FedEx. With coaching and encouragement Daniel rose to the challenge, gained independence, earned his learner's permit and became one of FedEx's top performers. Seeking greater opportunity, he moved to Amazon in 2023.

Diagnosed with a mild intellectual disability, Daniel once struggled to advocate for himself. Now, he navigates complex environments with confidence and maturity, works full-time, drives his own car, and is committed to personal wellness. His journey is a testament to what's possible when potential meets support—and when an individual chooses to keep moving forward.



AbilityOne Employee of the Year

Gloria Henry

Food Service Worker, Dover Air Force Base

From the moment she clocks in, Gloria Henry embodies commitment. Known for her steadfast reliability and tireless work ethic, Gloria consistently goes above and beyond in her role, earning the trust and admiration of her colleagues.

She voluntarily joined the OCI Safety Team, taking on responsibilities beyond her regular scope. Her proactive approach has streamlined operations and strengthened team continuity. Whether advocating for safety, mentoring peers or maintaining a spotless kitchen, Gloria brings excellence to every task.

Her energy is infectious. Gloria's cheerful demeanor fosters a collaborative, high-spirited environment where coworkers feel supported and motivated. She welcomes feedback, seeks out supervisor input, and integrates suggestions with pride and professionalism.

Gloria's blend of dependability, positivity and initiative sets a high standard for food-service excellence at Dover Air Force Base. Her values—duty, respect and selfless service—shine through in everything she does.

It is with great enthusiasm that we honor Gloria as our Employee of the Year, confident she will continue to inspire and lead by example.



Community Partner of the Year

Amazon

Amazon is one of the world's largest and most influential companies, touching nearly every aspect of commerce, technology, and logistics. With over a million employees globally, Amazon is known for its scale, innovation, and an intense pace.



But what is not more commonly known, Amazon has always been committed to being an inclusive and accessible employer for persons with disabilities. The company has been recognized as a "Best Place to Work for Disability Inclusion" for several years, earning top scores on the Disability Equality Index (DEI) based on culture, leadership, access, and employment practices. Amazon's strong commitment to inclusion through partnerships with nonprofit disability organizations creates more accessible opportunities for persons with disabilities in varying positions and provides Amazon with qualified I team members.

Through collaboration with organizations such as OCI, Amazon has supported initiatives that focus on workplace accessibility, and potential for long term career development.

Our partnership with Amazon has flourished across four Delaware locations, where individuals supported by OCI have found not just jobs, but belonging. From fulfillment roles to safety team participation, Amazon has opened doors and welcomed our community with respect and purpose.

This award honors more than a partnership—it celebrates a shared mission. Amazon's team members have embraced our candidates not just as workers, but as colleagues and contributors. Their support has helped transform lives, and for that, we are deeply grateful.

2025 Sponsors





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