

# AbilityOne Program Success Story

## Sara Boivin Shines as Mail Clerk at the Department of Energy

By Jennifer Kuper, contributing feature writer

At the Department of Energy's (DOE) Office of Environmental Management (EM) in Washington, D.C., Sara Boivin is distinguished for her upbeat attitude, excellent work ethic and kindheartedness. Each day, Boivin performs her job duties as a mail clerk with excellence and compassion, sorting and delivering mail, keeping the copy room stocked and organized, and maintaining a personnel roster.

"She always has a positive, can-do attitude. She enjoys her job and it shows," said Donna Williams, project manager of mail, distribution and copy center operations, and Boivin's supervisor. "She is a dedicated, hard-working employee; she rarely misses a day of work; she knows everyone's name and greets each person with a smile." It's no surprise that one of Boivin's favorite aspects of the job is interacting with colleagues and customers.

When the work is done, Boivin extends the same loving heart to her pets at home – three Blenheim Cavalier King Charles Spaniels – who she often talks about with her colleagues.

Boivin previously worked as a copy center clerk for SOC Enterprises, another NISH-affiliated nonprofit agency in the Washington, D.C. area. She joined the Didlake team in July 1998 when the Manassas-based NPA began work on the EM contract. Her supervisor at the time, Betty Williams, said, "Sara has a wonderful personality and everyone loves her." Betty Williams, currently the director of operations for secure contracts, also noted that she often depended on Boivin to help with training new team members.

Boivin proudly notes that she has learned how to do her job well, including learning software such as Microsoft Excel, as well as



remembering names, faces and office locations. "I've been told I have a great memory," she said.

Boivin is among four Didlake AbilityOne employees who work at the EM contact center. This separate division handles the document scanning needs of DOE's EM staff. On a daily basis, Didlake employees may handle five to 50 jobs ranging from one to 1,000 pages. They prepare necessary forms, record and enter appropriate data into an electronic Environmental Management Correspondence Tracking System, and maintain the EM organizational paper-copy record management filing system. They also perform records management files maintenance, retrieval, disposal, destruction and staging in accordance with DOE applicable rules and regulations. This AbilityOne contract employs an additional two mail clerks at the DOE's offices in Germantown, Md.

In addition to the contact center, Didlake is responsible for DOE's mailroom, copy center and distribution

support services at headquarters, as well as mailroom and custodial services in Germantown, Md. In total, Didlake's AbilityOne contracts at DOE provide 42 full-time equivalent jobs.

For Boivin and her colleagues with disabilities, these AbilityOne contracts provide an invaluable opportunity to gain greater independence and quality of life. "[Didlake and the AbilityOne Program] give me a chance to be productive, and to help out and contribute to my family," Boivin said. "I also enjoy having spending money."

"Sara has grown in her job responsibilities and is always looking to do more and do better each and every day," said Donna Williams. "She has become an asset for our government customer; she makes a valuable contribution to the team – DOE and Didlake – each and every day."

In addition to spending time with her dogs, Boivin enjoys listening to music and watching TV. She aspires to live independently one day.