



BCI staff members are always ready to lend a hand in the community

# Overcoming Challenges at Berkeley Citizens, Inc.

## Home Telecom helps BCI find cost-efficient communications solutions

**B**erkeley Citizens, Inc. (BCI) is a nonprofit human service organization whose goal is to provide individuals with lifelong developmental disabilities the opportunity to develop and maintain productive, self-fulfilling lifestyles. BCI is funded through the South Carolina Department of Disabilities and Special Needs, Trident United Way, grant programs, and donations from private companies and individuals. It manages a variety of residential options for roughly 100 people and an adult day workshop which provides life skills training to 180 adults with intellectual and developmental disabilities. Additionally, BCI provides service coordination to over 600 individuals living in Berkeley County and offers early intervention services to over 70 families of children with developmental disabilities.

**It's imperative for BCI to make every dollar count, and Home Telecom enables us to do that."**

— ALICE SHOOK, EXECUTIVE DIRECTOR, BERKELEY CITIZENS, INC.

BCI has been serving residents of Berkeley County since 1980 and has been a customer of Home Telecom since 1995, relying on us for the communications services the organization needs. Sharon Merryman, Home Telecom Business Sales Representative, has worked with BCI for the past 11 years. She notes, "BCI has a total of 140 phone lines with us for its business offices and residences in Berkeley County. In the business offices, it uses our Centrex service that provides efficient

features including three-digit dialing, call forwarding, and the ability to pick up phone lines at another desk and see whether a co-worker is on the phone. BCI also has a newly upgraded Internet plan from Home Telecom as well as TV service in the residences."

Alice Shook, Executive Director of BCI, appreciates the work Merryman has done to keep communications costs down. "She's eliminated unnecessary phone lines and equipment as well as reduced our long distance charges. As a private nonprofit organization that experiences funding cuts, it's imperative for BCI to make every dollar count, and Home Telecom enables us to do that."

Shook adds, "Home Telecom is also a local business that's very community oriented and supportive of organizations including BCI. For example, Home Telecom has generously donated to our respite program for families who need additional support in their home while caring for a family member with a disability. We're grateful for their continued interest. We are humbled and inspired by the support of Home Telecom and other local businesses and citizens of the county." More information about BCI can be found at [www.BerkeleyCitizens.org](http://www.BerkeleyCitizens.org).

**For cost-efficient communications solutions for your business, call a Home Telecom Business Sales Representative today at 888-571-5775.**

### WHO'S MINDING YOUR BUSINESS?

**DON WARFIELD**  
Installer/Repair Supervisor

As Installer/Repair Supervisor for Home Telecom on Daniel Island, Don Warfield stays active. His duties include getting orders completed on schedule, maintaining supplies, handling problems, and assisting other departments. He says, "A typical day for me includes looking over orders and making sure we have the necessary supplies and equipment we need to work them, checking and approving work reports, and working the orders through to completion."

Prior to his current position, Warfield worked for Home Telecom as an Installer/Repairman. Earlier in his career, Warfield served as an Interior Communication Electrician in the Navy, worked for AT&T for 28 years, and worked for Daniel Island Media.

Describing his favorite part of the job, Warfield says, "I like the freedom of making decisions and the ability to change things for the benefit of customers."

