



Person Industries Annual Report

Person Industries Financial Summary

Fiscal Year	2017	2018
Revenue		
Intergovernmental Revenues		
Adult vocational & rehabilitation program	\$301,826	\$228,005
ROAP Transportation	\$19,732	\$19,297
Total Intergovernmental Revenues	\$321,558	\$247,302
Charge for services		
Sales	\$1,875,129	\$1,995,821
Medicaid	\$501,312	\$454,136
Transportation	\$19,291	\$17,541
Local Services	\$38,296	\$51,788
Total charge for services	\$2,434,028	\$2,519,286
Interest Earnings	\$3069	\$8,000
Donations and Miscellaneous	\$2739	\$7,449
Total Revenues	\$2,761,394	\$2,782,037
Expenditures		
Human Services		
Personnel Expenses	\$1,344,790	\$1,299,413
Operating Expenses	\$1,554,100	\$1,681,889
Capital Outlay	\$0	\$0
Debt Service	\$0	\$0
Total Expenditures	\$2,898,890	\$2,981,302
Transfers in General Fund	\$299,831	\$243,315

***Our Mission**
To empower and assist
individuals to achieve their
vocational and personal goals*



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Roxboro, NC 27573
336-599-7571 (Phone)
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*Person Industries operates the Person County
Recycling Center and is a department of Person
County Government.*



Confidence In the Future...

"Every small positive change we make in ourselves repays us in confidence in the future."

Fiscal Year Ending June 30, 2018

Leadership and Staff



Person County Board of County Commissioners: L to R: Tracey Kendrick, Chair; Jimmy Clayton; Ray Jeffers; Gordon Powell; and Kyle Puryear



Heidi York, County Manager



Sybil Tate, Asst. County Manager



Becky Clayton, PI Director

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Customer Satisfaction Measured Customers Express Their Satisfaction

To gauge satisfaction, PI sends out satisfaction surveys to our stakeholders in the community, surveys our internal customers and then looks beyond the satisfaction survey at other indicators. Satisfaction can be measured through complaints, incidents, ethical violations and even safety and health.



Person Industries and Person County Recycling Center send out satisfaction surveys to all our stakeholders, including recycling customers, agencies, businesses and employers with whom we have done business during the year. Stakeholders rate us on a five point scale ranging from "poor" to "excellent." They rate us on things such as quality, timeliness, customer service, etc. For FY 2018, 30% of our stakeholders gave us feedback via a satisfaction survey.

From the business customer that buys and sells our recyclable materials to the customer that contracts with us for workers to the agencies that refer clients to us for services, PI was rated average to excellent among them all. In FY 2019, PI & PCRC must address providing quality services and timely and effective follow-up to concerns. Although the majority of surveys were very positive, both programs will continue to build confidence in the future by focusing on continuous improvement.

PI

"I think that Person Industries provides a valuable service to the people of our community. They should be commended for the important work that they do."

"Person Industries is a wonderful part of this community!"

PCRC

"Thank you for being there and helping the environment."

"Best and friendliest service anywhere!"

"Keep up the wonderful work."

OSHA Form 300 Accidents for Calendar Year 2018

Location	Accidents
PI Main	0
PCRC	1
Community Contracts	1
	Lost Work Days
PI Main	0
PCRC	7
Community Contracts	0
	Type of Accident
Unspecified	2

Corporate Compliance Reporting (FY 2018)

	2016	2017	2018
Violations	0	0	0

Client Incidents Reviewed

Level of Incidents			
Level	2016 # of Incidents	2017 # of Incidents	2018 # of Incidents
1	7	1	1
2	3	5	2
3	1	0	0
Type of Incidents			
Type	2017 #	2018 #	
Suspension (1)	1	1	
Suspension (2)	1	1	
Consumer Missing	0	0	
Death (due to terminal illness)	1	1	
Misc. Incidents	3	0	
Total Incidents	6	3	

Level 1 (Low) - Incident, restrictive intervention or medication error that requires no medical attention or police involvement.

Level 2 (Moderate) - Incidents that require restrictive intervention; injuries that require treatment by a medical professional; allegation of abuse, neglect of a client; medication error that threatens the client's health or safety; any suicide attempt; and death due to terminal illness or other natural or unknown cause.

Level 3 (High) - Any suicide attempt, restrictive intervention, abuse, neglect or medication error that results in death or serious injury, and any death due to suicide, violence/homicide or accident occurring within seven days of seclusion or restraint.

Confidence in the Future

Annual Report
Person Industries

Fiscal Year Ending June 30, 2018

Confident in the Future of Recycling

The concept of housing a Materials Recovery Facility (MRF) in Person County is to meet the recycling needs of Person County residents and business owners. The recycling center is constantly seeking new sources of revenue, preferably ones that will allow for a more diverse customer base and jobs for people with disabilities and others in the community. With the overall trend in society towards recycling, a MRF is a great solution to our needs and a great asset to this community.

Recycling & Employment



To further benefit the county and the MRF, PCRC made changes to the acceptable list of materials during fiscal year 2018. The list of commodities includes plastics, metals, paper, electronics, and small appliances, just to name a few. In addition to these, PCRC

also accepts cardboard, glass, oil filters, textiles, fluorescent lights, and wooden pallets.

Year	Tonnage
2016	1602
2017	1640
2018	1576

The Person County Recycling Center is one of a few MRFs giving people with disabilities vocational opportunities. During FY 2018, we employed over 25 people with disabilities at the MRF.

Also during FY 2018, many updates were made to the county-owned facility to meet ADA requirements, as well as safety enhancements. A sprinkler system and fire alarm were installed. New bathrooms and a paved parking lot/driving area are also a few of the enhancements you'll see when you visit Person County's Recycling Center. With the support from the residents of Person County, PCRC continues to have confidence in its future.



Household Hazardous Waste Day

PCRC joined with NC Cooperative Extension Service to host it's 3rd Household Hazardous Waste and Pesticide Collection Day on April 21, 2018. The event offered residents and farms a venue to properly dispose of old or unused household chemicals, pesticides and paints. Attendance increased 45% from the April 2016 event.



PCRC Financial Summary

Revenues	2017	2018
Sales	\$67,036	\$60,290
Fee/Disposal Taxes	\$124,644	\$107,755
Grant-NCDENR	\$2000	\$0
Donations	\$158	\$3259
Services-ADVP, Medicaid	\$190,781	\$181,490
Total Revenues	\$384,619	\$352,794
Expenses	2017	2018
Personnel	\$334,132	\$363,133
Operating	\$153,595	\$163,098
MRF Equipment Financing	\$0	\$0
Total Expenses	\$487,727	\$526,231
Transfers in General Fund	\$212,723	\$265,307

Letter to Stakeholders

Dear Friends –

This is my final annual report for Person Industries. I must admit, it is bittersweet. I am truly excited about my retirement, but Person Industries is more than just a job to me.

Person Industries was the center, the purpose, of my career. I was there through the “ebbs and flow” of mental health reform. Working as an advocate for people that need and depend on services, while the state’s focus is on cost and service reduction. This has led to repeatedly building and rebuilding sustainable service options for Person County citizens.

Person Industries is more than just a workplace. It is more than a building that houses service providers. It is where people with various strengths, abilities, and skills gather. A place to learn, grow, and share. Lessons include managing emotions, trying again, trying harder, and celebrating all victories, even the small ones. Learning to accept and forgive others. Learning to grow.

Growth is individualized, at one’s own pace and in one’s own direction. Google defines growth as “the process of increasing in value and importance”. This is what Person Industries is all about; encouraging individual growth. Inevitably, growth builds confidence. This is where I have left Person Industries. As a group of confident people who are ready to take their place in the community. Their place includes the workforce, civil groups, classes, as voters, athletes, and tax payers. Helen Keller said “alone we can do so little, together we can do so much”. I have every confidence that those receiving service support, those providing support, and PI leadership are all confident in the future growth of Person Industries and Person County.

It has been my privilege to serve Person Industries and Person County during my career.

Becky Clayton
Executive Director

Person Industries Awarded Three-Year CARF Accreditation



CARF International announced that Person Industries has been accredited for a period of three years for its service programs. This is the eighth accreditation that the international accrediting body, CARF, has awarded to PI.

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization’s substantial

conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors, during on-site visits, its commitment to offering programs and services that are measurable, accountable, and of the highest quality.

Person Industries is a Local Government organization with offices at 601 N. Madison Blvd and 741 Martin St., Roxboro, NC and has been providing services in the Person County area since 1985.

Kim Morgan,
Program
Manager



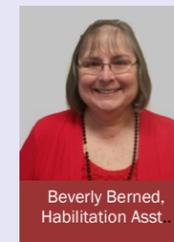
Diane
Thompson,
Program
Manager



Melissa
Currier,
Program
Manager



Robyn Pointer
Field Supervisor



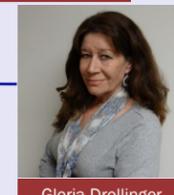
Beverly Berned,
Habilitation Asst.



Shelia Long,
Habilitation Asst.



Cheryl Perry,
Habilitation Asst.



Gloria Drollinger,
Job Coach



Michelle Morales,
Habilitation Asst.



Evelyn Moore,
Habilitation Asst.



Lisa Hobgood
Habilitation Asst.



Kendra Puryear,
Production Assistant



Employment Services – Remaining Confident in the Future

Fiscal year 2018 saw some exciting developments for the Supported Employment (SE) and Work Adjustment (WA) programs. With a committed staff who are invested in the success of our programs and all its participants, PI continues to grow both programs as we adjust to fluctuating regulations and changing legislations to provide ongoing quality services.

In July 2017, an SE program veteran was hired full-time at Eaton Corporation. He progressed from a program employee, to a full-time employee through Ameristaff, to a full-time Eaton employee with benefits. In the same month, we also saw the placement of a former ADVP consumer through our newly acquired contract at Carolina Pride.

In January 2018, PI received its 3-year CARF accreditation, which demonstrates a provider's commitment to enhance its performance, manage its risks, distinguish its service delivery, and recognizes its dedication to excellence.

Rounding out FY18, the SE and WA programs both saw a major change with the introduction of a new program manager. Katie LaBar came aboard as the new program manager for SE and WA, and Lisa Jeffreys moved into a new role as the Programming Services Manager, overseeing all PI programs.

Through the SE program, PI was able to reach 67% of our goal with four placements for the year, with 83% of these maintaining employment for at least 90 days. Although we came up short of our original goals, we were still able to work closely with valued program participants to help them achieve their vocational goals within the community and maintain them long term.

In WA services, PI achieved a completion rate of 82% for major benefits and we exceeded our goal of job retention, with a whopping 125% of our original projected outcome. During FY18, WA also began to expand its services to include internships, where we provide soft skills job coaching to four participants.

As PI welcomes new changes, our core objective of helping individuals achieve and maintain community employment continues unchanged. We remain confident in our future and continue to strive to collaborate with VR counselors, program participants, local businesses and organizations to grow both programs and help our consumers meet and exceed their vocational goals.



Confident in the Future of ADVP

ADVP services have continued to morph this year in response to staff turnover, contract demands, consumer interests, and exciting opportunities.

Person Industries experienced staff turnover in the ADVP Program Manager role this year. In August, Melissa Currier resigned as ADVP Program Manager to pursue a career in preschool education. In September, PI welcomed Diane Thompson into the position. Diane had worked at Orange Enterprises in Hillsborough providing a variety of services, including ADVP and SE. PI was excited to have her join our organization with all of her years of experience with the population.

During this year, the number of ADVP consumers was as low as it's ever been due to the loss of three consumers to failing health. New admissions have been challenging as PI attempts to maneuver through new procedures with Cardinal Innovations, while ensuring all the regulations around WIOA are met for younger people interested in ADVP services.

The ADVP participants currently have an opportunity to work in-house on recycling or on the Eaton contract. The contract with Eaton gives many an opportunity to provide quality control services for the company through pin gauging. There are also many ADVP consumers employed at the recycling center performing sorting duties.

In addition to work activities, PI has been busy developing a Healthy Living curriculum to offer ADVP and Innovations consumers that will encompass all things involved in being healthy (Healthy Body, Healthy Eating, and Healthy Mind). Students enrolled in these classes will learn everything from how to make doctor's appointments and keep up with them, to how to use the microwave and oven to make simple meals and snacks, to learning what large role leisure and exercise play in maintaining a healthy mind and outlook. PI is anxious to incorporate these classes into ADVP programming in the coming year.

There are many exciting things on the horizon for the ADVP program at Person Industries. We are putting much effort into building new activities for our consumers and strengthening the relationships we have with area businesses. This is why PI is confident in its future and the services we provide for our consumers.

Demographics

	2016	2017	2018
Client's Served	126	132	124
Average Age	39 yrs. 3 mos	38 yrs, 8 mos	37 yrs, 10 mos
Ethnicity			
African American	73	75	67
White	52	56	55
Hispanic/Latino	1	1	1
American Indian	0	0	0
Other	0	0	1
Gender			
Male	74	77	74
Female	52	55	50
Diagnosis			
Developmental Disabilities	108	111	110
Mental Health	66	75	68
Medical Conditions	71	75	73
Dual Diagnoses	37	33	31

Person Industries Innovations Maintains Confidence in the Future



Person Industries Innovations program showed confidence in the future by implementing a new curriculum as it served 23 consumers in FY 2018.

In addition to completing prevocational tasks, such as sorting and shredding materials and tearing books for recycling, Innovations consumers were offered the opportunity to attend classes to learn about healthy living. In these classes, participants will have the opportunity to learn how to eat healthy, as well as learn how to obtain and maintain a healthy mind and healthy body.

Innovations consumers also participated in many community outings, which included trips to the strawberry patch and to a local machine shop

The PI Innovations program will continue to maintain confidence in the future by helping our consumers learn prevocational skills to enhance self-esteem, providing them with information needed to live healthy lives, and helping them be productive members of the community in which they live.

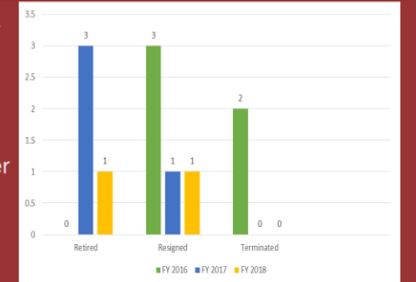


Service Offerings

Programs Offered	2016	2017	2018
ADVP	39	37	34
Innovations/Day Supports	23	22	21
Innovations/SE	2	2	2
Community Based Assessment-VR	2	1	1
SE-VR	8	5	4
B3 Services-SE Maintenance (SE Individual)	24	23	28
SE Long Term Support (LTF)	12	9	5
Un-sponsored	10	15	13
Work Adjustment Training-VR	20	28	20
Work Adjustment Training Jobs Group	Included in WAT	Included in WAT	7
Work First Functional Assessments	0	0	0
Internships	N/A	1	4
Total Served (Duplicated)	140	143	140

Person Industries Personnel Rates

Person Industries continues to experience some turnover, however turnover this year is less than previous years.



Confident in the Future of PI Production



Fiscal year 2018 saw another good year for the PI Production Department. The goal set for the department was \$1,805,000, but was exceeded by 9%, with total revenues reaching \$1,995,821. Much of this

continued growth can again be attributed to PI's ongoing partnership with Eaton Corporation. PI also holds a contract with Moving Screens Screen Printing and Embroidery. Developing new partnerships is the key to growth in any business, and PI continues confident in its future as it searches for additional contracts, all the while continuing to grow its relationship with Eaton Corporation.

