



# *Never Stand Still*

*"If you don't step forward, you're always in the same place"*

## Person Industries Annual Report

Fiscal Year Ending June 30, 2019



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### Our Mission

To empower and assist individuals to achieve their vocational and personal goals



## To Our Stakeholders



Amanda Everett,  
Director

*Never Stand Still*, a comment that reminds us we are continuously moving towards bigger and better things. To stand still means to remain in one place... to freeze or become immobilized. This year's theme, "*Never Stand Still*" reminds us to continuously work towards our future goals by striving to achieve the bigger and the better. We possess a greater presence and a louder voice when we work towards

the same goals. Together, we impact our community by creating an environment where everyone can be respected, hopeful and purposeful. By never standing still, we make Person Industries a better place for our customers, stakeholders and staff. By moving and evolving, Person Industries positively impacts our community. *Never Stand Still* is the theme of not just this annual report but Person Industries. It takes individual commitment to create a collective strength to accomplish our mission and provide individualized services in an ever changing mental health environment.

I find myself writing to you for the first time, my very first annual report as Director. I became a part of this organization 5 years ago. In 2014, I came to Person Industries as the Assistant Director. In that position, I provided marketing and public relations services, while overseeing the Person County Recycling Center and our Safety & Health Program. On October 1, 2018 I was named Director of Person Industries following the retirement of Becky Clayton.

FY 2019 marked the tenth (10) year anniversary of Person County Recycling Center (PCRC). A noteworthy anniversary is an opportunity to pause and remember past accomplishments. In 2009, with support from Person County Commissioners, PI opened and began operating Person County Recycling Center, our local material recovery facility (MRF). In 2015, Person County purchased our current building for Person Industries and Person County Recycling Center to merge. This merger will allow for much needed renovations and also afford PI the opportunity to provide a wider range of vocational training opportunities, increase our service base and reduce service and transportation costs. The continuous support we have received over the last 10 years has been phenomenal and we are looking forward to what is to come by striving forward!

Continuing in FY 2019, PI is transitioning to electronic medical records. Electronic medical records provide PI with compliance to the Health Insurance Portability and Accountability Act (HIPAA). This format offers consistent organization of records and workflow, making it faster and easier for staff to use. As always, we have focused on staying in compliance with our funders and accrediting bodies: Cardinal Innovations and CARF International. We are working through our 8th CARF accreditation and all reviews from Cardinal are successful. We continue to focus on increasing our voice to network and educate our leaders of the challenges faced when providing services in a rural area. We cultivate relationships with representatives at all levels, making sure they understand the needs for the services we offer.

As PI moves into the future, together we will continue to seek opportunities to increase revenues and decrease expenses for a strong base of services. By *Never Standing Still*, PI is focused on our future. Thanks to the wonderful staff, employees, leadership and community supporters of PI. None of these accomplishments would have been possible without the cooperation and support we have had over the years.

A handwritten signature in black ink that reads "Amanda Everett".

Amanda Everett, Director



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



Heidi York,  
County Manager



Sybil Tate, Asst.  
County Manager

# Leadership and Staff

Serving July 1, 2018—June 30, 2019



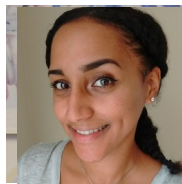
Diane Thompson  
Program  
Manager  
Retired  
12/31/18



Yvette Farmer,  
Business Officer



Lisa Jeffreys,  
Lead Program  
Manager



Katie LaBar,  
SE Program  
Manager



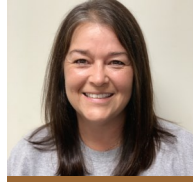
Diane Thompson  
Program  
Manager  
Retired  
12/31/18



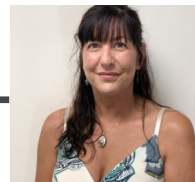
Gayle Maddry,  
Payroll Tech/  
Admin Support



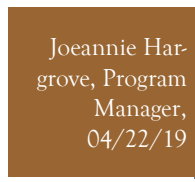
Wanda Rogers  
Administrative  
Consultant (PT)



Sarah Martin,  
Job Coach



Alisa Humphries,  
Field Supervisor



Joeannie Har-  
grove, Program  
Manager,  
04/22/19



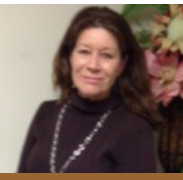
Kendra Puryear,  
Production Asst.



Cheryl Perry,  
Production Asst.



Tina Wilkerson,  
Job Coach



Gloria Drollinger,  
Job Coach

Never Stand Still

Annual Report

Person Industries

Fiscal Year Ending June 30, 2019

# Person Industries' Staff

Employee turnover presents unique challenges in the workplace and turnover in key positions even more so. In 2018, the journey ended for PI long time employee and Director Becky Clayton, as she retired after 25 years with Person Industries and 5 years at the leadership helm. Becky was succeeded by Amanda Everett who previously functioned as Assistant Director.

To fill the Assistant Director's post, PI moved outside the organization to select Melissa Day. Melissa came to PI with a wealth of experience in programming and human services.



# Service Demographics and Analysis

## Customers Served

Person Industries served 120 people during the 2019 Fiscal Year. This was a decrease of four from Fiscal Year 2018.

## Average Age

The average age of participants in Person Industries' programs of service for FY 2019 was 37 years, 3 months. This number has not varied much in the last several years, except in the WAT programs. WAT-VR average age decreased by two years, the WAT-Jobs Group age decreased sixteen years, and the WA-Internship age increased by ten years. These changes are a reflection of VR's approach to their referral base. VR now provides their own Jobs Group for those with some work experience, and no longer refers people that only need that service. However, the younger referral, or those with more significant employment barriers, come with less job experience and therefore have a need for simultaneous WA services. The WA Internship ages have increased, which is a reflection of a service that was once designed for students transitioning from high school proving to be beneficial to even older individuals who have limited work experience as well.

Program	Average Age
ADVP	40 years, 4 months
Innovations-Day Supports	38 years, 3months
Innovations-SE	45 years
Community Based Assessment-VR	37 years, 4 months
SE-VR	39 years
B3 Services-SE Maintenance (SE Individual)	36 years, 4 months
SE Long Term Support	28 years, 4 months
Transition-Person High School	None served
Un-sponsored	48 years, 1 month
Work Adjustment Training (WAT)-VR	42 years, 1 month
Work Adjustment Training-Jobs Group	34 years, 5 months
Work Adjustment Internship-VR	29 years, 8 months

	2017	2018	2019
<b>Clients Served</b>	132	124	120
<b>Average Age</b>	38 years, 8 mos	37 years, 10 mos	37 years, 3 mos
<b>Ethnicity</b>			
African American	75	67	70
White	56	55	47
Hispanic/Latino	1	1	2
American Indian	0	0	0
Other	0	0	0
<b>Gender</b>			
Male	77	74	70
Female	55	50	50
<b>Served by Program</b>			
ADVP	37	35	33
Innovations/Day Supports	22	21	20
Innovations-SE	2	2	2
Community Based Assessments (CBA) -VR	1	1	3
SE-VR	5	4	4
B3 Services-SE Maintenance (SE Individual)	23	28	32
SE Long Term Support	9	5	3
Un-sponsored	15	13	11
Work Adjustment Training-VR	28	20	21
Work Adjustment Training Jobs Group	Included in WAT	7	9
Work Adjustment Internship	1	4	3
<b>Total Served (Duplicated)</b>	143	140	141
<b>Total Served by Disability</b>			
Autism/Asperger's	10	9	11
Borderline Intellectual Functioning	6	2	1
Fragile X	1	1	1
Intellectual Disability-Unspecified	2	2	2
Intellectual Disability-Mild	38	41	37
Intellectual Disability-Moderate	33	35	31
Intellectual Disability-Profound	3	3	3
Intellectual Disability-Severe	14	12	10
Reading Disorder	1	0	0
Pervasive Developmental Disorder	3	5	3
Mental Health	75	68	78
Medical	75	73	104
Dual Diagnosis	33	31	39

# Never Standing Still—Employment Services



Katie LaBar  
Program Manager

## Community Employment & Work Adjustment

With a team that never stands still, in FY 2019 the Supported Employment and Work Adjustment team continued to move forward in the face of service adjustments, contract lulls, and legislation updates.

In September 2018, our in-house production area suffered a major layoff when a contract was lost, leaving the area without inspection work. Not only did this cause PI's on-call employees and Ameristaff workers in the area to lose their jobs, but it also eliminated the opportunity for Work Adjustment referrals to be involved in in-house training and job sampling. The lack of available work meant less opportunities for Work Adjustment referrals.

Work Adjustment & Evaluation	2017	2018	2019
Competitive Placement	13	12	4
Ready for Employment	7	1	11
Successful Closures	13	12	8
Supported Employment			
Competitive Placement	4	4	4
Successful Closures	4	5	4

With the new year came the news of some big shifts coming for Work Adjustment services. In January 2019, DHHS Division of Vocational Rehabilitation outlined an upcoming transition plan that would eventually see the elimination of in-house Work Adjustment Training. This would be done in favor of shifting services to integrated community settings over the course of a three year implementation. As VR makes these changes, they have begun to run pilot programs with other CRPS in the hopes of working out any issues before the new community-based changes go into affect. Person Industries continues to stay informed of updates and decisions regarding the transition plan as they are released.



Supported Employment individuals working at Eaton Corporation

In March of 2019, with work once again coming in, PI began a Jobs Club for Work Adjustment participants instructed by Katie LaBar. The 8-week class covered topics such as barriers to employment, organizing a successful job search, workplace conduct, and how to perform on an interview, including mock interviews. There was even a session on workplace hygiene and grooming. By the last day of class, every participant left with a resume and

cover letter and four class participants have since gone on to successful community employment!

Through the Supported Employment program, in FY 2019, we placed four participants in community jobs, 80% of our contracted goal of five placements. Also in FY 2019 we received a total of four SE referrals, and were able to serve and place 100% of them. All four of these participants went on to maintain their community jobs for at least 90 days.



Supported employee working grounds maintenance crew at Piedmont Community College

In the Work Adjustment program during FY 2019, we faced a few setbacks that affected the number of participants able to be served through Person Industries. With the contract loss that affected our in-house production, we went several months with limited opportunity to run in-house Work Adjustment Training, which resulted in fewer referrals for the service. When production work returned, it was less plentiful and not consistent—difficult conditions to run a beneficial, successful in-house service. During FY 2019, we provided more job coaching support for Work Adjustment Internships, as well as Community-Based Assessments. With limited job coach availability, one-on-one services like internships and CBAs are incorporated as availability allows and referrals are sent. In total, we were able to achieve 15 out of our contracted 22 major benefits for a rate of 68%. However, we did serve 100% of the participants who were referred to PI. We had eight Work Adjustment closures in FY 2019, 50% of our contracted 16.

While this year held its share of struggles, it also had its share of successes. Our team remains committed to providing quality community services, and we continue to better ourselves through education and training, never standing still in a pursuit to provide quality services. Legislations and state regulations will continue to change; and as they do, we will adapt with them.



Supported employee working at Eaton Corporation

# Never Standing Still—ADVP

## Adult Developmental Vocational Program (ADVP)



Diane Thompson  
Program Manager  
(Retired 12/31/18)

The ADVP program has continued to grow and offer new employment and learning opportunities in FY 2019.

With the retirement of Diane Thompson in December of 2018, Person Industries welcomed a new ADVP Program Manager this fiscal year. In April 2019, Joeannie Hargrove came aboard as the new Program Manager for ADVP services. Joeannie previously worked at Community Workforce Solutions in Henderson, N.C., where she provided Supported Employment services.



Joeannie Hargrove  
Program Manager  
(Hired 4/22/19)

During FY 2019, ADVP and Innovations consumers were introduced to new learning opportunities, with the addition of a Healthy Living Curriculum (see article below).

In an effort to continue providing quality services and employees, more ADVP consumers were given the opportunity to participate in job sampling. Some consumers tried shredding and ground maintenance jobs at Piedmont Community College and the Person County Recycling Center. Several ADVP consumers are employed at the recycling center sorting recyclables, and many continue to work in-house reclaiming screens and other contracts.

The ADVP program at Person Industries will continue to provide growth and new opportunities, and evolve in an effort to push forward and assist our consumers in never standing still. The ADVP program will continue to offer progressive services to keep consumers growing toward living a healthy life and being productive members of their communities.

## Healthy Living Program



During FY 2019, with the acquisition of a grant from Cardinal Innovations, Person Industries began a Healthy Living program to positively impact the wellness of our consumers. Through this program, PI offered three classes: Healthy Body, Healthy Mind, and Healthy Eating. From the titles, these classes seem clear cut, straight from a health class at school, but they are not what you would think—they are a lot more fun.

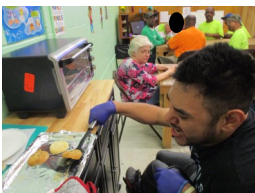


The Healthy Body class is not just about exercise or weight management, we learned how our bodies work and how to take good care of them. We learned how to make appointments and practiced calling the doctor's office to make them. We learned about taking medications and what we should know about the medications we are taking and communicating how they make us feel. We discussed being responsible and why making good choices is important. And finally, we role-played speaking up for ourselves in difficult situations and making sure our rights are protected.

The Healthy Mind class is not about how smart we are; a healthy mind comes from lifestyle balance. We had fun discovering our interests and trying new hobbies. We dabbled in photography, gardening, meditation, yoga, aerobics, crafts, and board games. We found that remembering to include the activities we enjoy, along with spending time with those who make us happy, is great for our minds.

The Healthy Eating curriculum is not about learning to diet. We learned about where the food we eat comes from and what it looks like before it lands on our dinner table. We talked about how to make good food choices and how it helps our body feel and work well. We explored how to use a microwave, a stove top, and an oven with opportunities to individually cook different recipes using each. And of course, our favorite part was eating the end results. During this class we also discussed and practiced good table manners, learned to order from a menu, and why it is important to leave a tip at restaurants for our server. Learning how to prepare some basic recipes as well as how to be more independent and confident when eating out was fun for all.

Working with individuals outside of their usual work routines has given staff a chance to see them become more comfortable with conversation, express their preferences, and enjoy becoming more independent. We witnessed sense of humors blossom and smiles become contagious as we learned about ourselves and each other. We are thankful for these learning opportunities and are excited about continuing this adventure in next quarter, where we have added work readiness and a greenhouse class to the lineup.





# Never Standing Still—Innovations



Kim Morgan  
Program Manager

## Innovations

Person Industries' Innovations Program did not stand still during FY 2019! Instead, we served 22 consumers by providing support for prevocational activities, implementing a new Healthy Living curriculum, and participating in community inclusion activities.

The Innovations work space has been re-arranged to accommodate a classroom area, which included a new interactive, touchscreen computer. We have also added many new activities that consumers can choose to participate in when they are not working. These include puzzles, iPads, musical instruments, craft materials, movement games, and basketball goals.

Many Innovations consumers have also had the opportunity to participate in community outings, including the Special Olympics, Town Hall meetings, movies, and outings to local parks.

The PI Innovations program will never stand still, but will continue to provide consumers with pre-vocational opportunities as well as chances to improve their bodies and minds in order to be their best selves.

## Program Accomplishments

22 individuals served.

100% received Service Support Assessments.

10 individuals involved in the community for vocational, social and/or leisure opportunities.

92% reimbursed for billing as submitted.

100% satisfied with services.

14 individuals achieved at least one of their goals.



# Never Standing Still In Recycling & Production



Director  
Safety and Corporate  
Compliance Officer  
Production Manager

## Recycling

The Person County Recycling Center (PCRC) Commodities pricing continued to fall during the year due to a series of factors, most notable being the decrease in demand from China, which

has long driven the recycling industry. Recycling is a way to preserve resources, natural or personal. The Person County Recycling Center (PCRC) did its share to make sure citizens were able to reduce, reuse or recycle their materials during FY 2019 and thus make lasting use of their resources. In the process, PCRC saw glimmers of hope that the recycling market would emerge from the decrease in needed materials experienced in 2019.

The year ended with an output in tonnage comparable to past years. PCRC processed 1472 tons of recycled productions Paper products such as cardboard and mixed paper saw a drop in pricing, due to the overwhelming supply within the United States. However, plastics recycling is in high demand, especially in Roxboro with the opening of natural HDPE recyclers Polywood, outdoor furniture manufacturer.

PCRC, in an effort to combat the struggling market, has implemented some strategies designed to rectify these losses. Cameras have been installed at the recycling center to decrease the amount of illegal dump-

ing and the Person County Sheriff's Office has agreed to a partnership in helping this cause. Our local sheriff deputies will contact individuals who are caught on our property participating in illegal dumping, stealing, or disobeying posted warnings. We hope these steps will help clean up our single stream material and property, allowing us to continue operating on a 24/7 schedule to benefit the residents of Person County. We look forward to a better year in FY 2020 as we work to see an increase in tonnage output and a stronger commodities market.

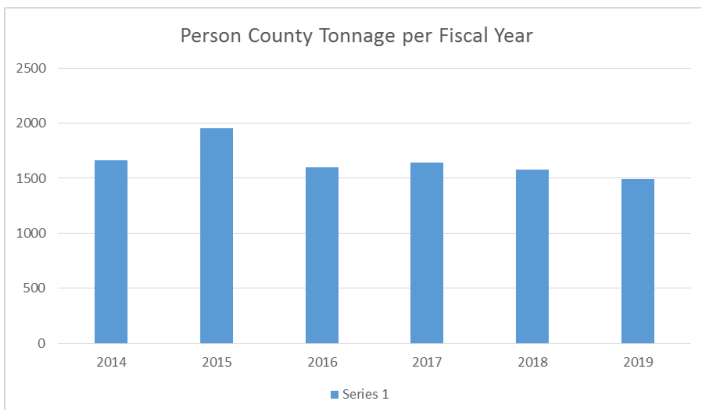


## Production

The goal for the Production Department at Person Industries for FY 2019 was to break the \$1,000,000 mark and we exceeded that by 20% as sales peaked at \$1,204,428.

As has been the case in previous years, PI's growth in its partnership with Eaton Corporation was the main reason for the increase in sales that we experienced from FY 18 to today. Eaton continues to involve PI in additional projects as they arise. PI maintains its high standards by consistent performance in productivity and quality. We hope this continues for FY 2020 and beyond.

We are looking forward to future plans and collaborations with industries and businesses to further our footprint on Person County. A new partnership on the horizon includes Polywood, outdoor furniture manufacturer, whose product is made of 80% recycled material (natural HDPE). Polywood is thoroughly interested in a partnership regarding job placements, recycling needs, as well as material processing. This partnership can provide the necessary machinery and the stability the local MRF needs to become sustainable in Person County.



## Client Incidents Reviewed

Person Industries has an active Client Rights Program that monitors all incidents. The Client Rights Committee conducts a review of all incidents reported and looks for trends so as to determine training needs and ensure that the rights of those served are upheld.

Incident Level			
Level	2018	2019	%
1	1	2	50%
2	2	2	50%
3	0	0	0%
	3	4	100%

During FY 2019, there were minimal 1-day suspensions. Both level 1 incidents were determined as impulsive in nature. Of the two level 2 incidents, 1 was the death of a consumer due to illness and the other due to an injury prior to arriving at work.

## Ethics

Ethical compliance has long been an asset for Person Industries and has continued during FY 19. There were no incidents of ethical violations.

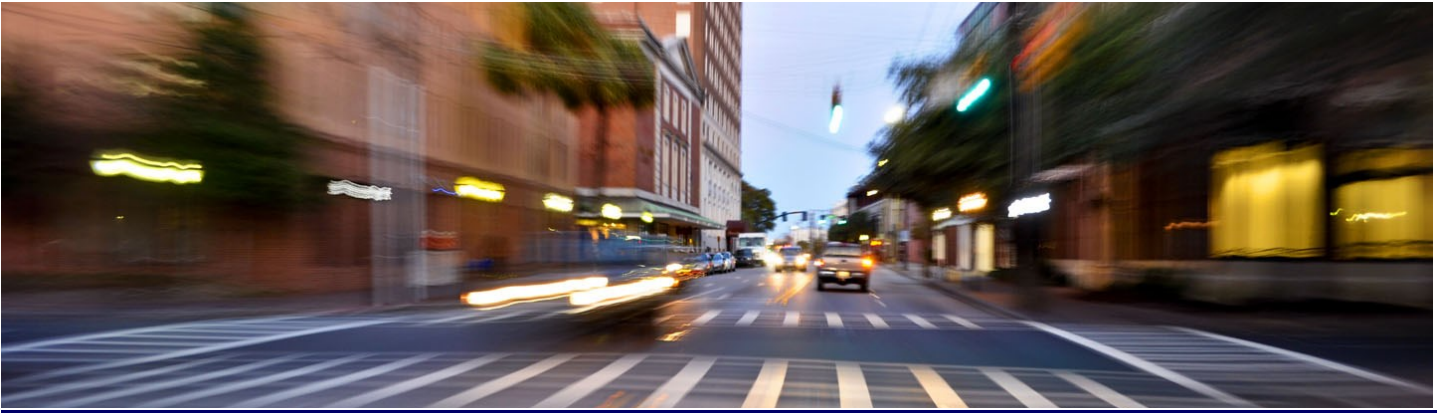
Resulting Action		
Type	2018	2019
Suspension (1)	1	2
Suspension (2)	1	0
Self-Injurious Behavior	0	0
Misc Incidents	0	1
Report suspicion of abuse, neglect or exploitation	0	0
Death due to terminal illness	1	1
	<b>3</b>	<b>4</b>

## Safety

Person Industries had a wonderful year in regards to safety with only 2 minor incidents. PCRC logged one accident during the 2018 calendar year and one at a community job site. One incident resulted in lost work days. PI received its 20th consecutive Gold Certificate of Safety Achievement at the Safety Awards Banquet, hosted by the NCDOL. Community Employment received its fifth and PCRC received its fourth. This award is issued to organizations and companies that promote safe working conditions and who have a substantial reduction in injuries and illnesses throughout the year.



OSHA Form 300 Accidents for Calendar Year		
Location	Accidents	
	2018	
PI Main	0	
PCRC	1	
Community Contracts	1	
Lost Work Days		
PI Main	0	
PCRC	0	
Community Contracts	0	
Type		
Needle stick/sharp injury	0	
Sprain	2	
Puncture	0	
Corporate Compliance (Ethical)		
	FY 2018	FY 2019
Violations	0	0



## Financial Summary

PI Main Financials	2018	2019*	PCRC Financials	2018	2019*
<b>Revenues</b>			<b>Revenues</b>		
<b>Intergovernmental Revenues</b>			Sales		
ROAP Transportation	\$19,297	\$19,270		\$60,290	\$48,633
Adult Vocational & Rehabilitation Program	\$228,005	\$237,525		\$107,755	\$158,357
Cardinal Grant	\$0	\$26,429		\$0	\$5,465
<b>Total Intergovernmental Revenues</b>	<b>\$247,302</b>	<b>\$283,224</b>		\$3,259	\$152
<b>Charge for Services</b>				\$181,490	\$183,625
Production Sales	\$1,995,821	\$1,204,428		<b>Total Revenues</b>	
Medicaid	\$454,136	\$436,4345		<b>\$352,794</b>	<b>\$396,232</b>
Transportation	\$17,541	\$15,807		<b>Expenses</b>	
Local Services	\$51,788	\$49,664		Personnel	\$347,231
<b>Total Charge for Services</b>	<b>\$2,519,286</b>	<b>\$1,706,333</b>		Operating	\$171,931
Interest Earnings	\$8,000	\$20,034		MRF Equipment Financing	\$0
Donations and Miscellaneous	\$7,449	\$7,005			\$0
<b>Total Revenues</b>	<b>\$2,782,037</b>	<b>\$2,016,596</b>			<b>Total Expenses</b>
<b>Expenditures</b>				<b>\$526,231</b>	<b>\$519,162</b>
<b>Human Services</b>				<b>Transfers in General Fund</b>	
Personnel Expenses	\$1,299,413	\$1,282,549		<b>\$265,307</b>	<b>\$225,677</b>
Operating Expenses	\$1,681,889	\$1,048,997			
Capital Outlay	\$0	\$0			
Debt Service	\$0	\$0			
<b>Total Expenditures</b>	<b>\$2,981,302</b>	<b>\$2,331,546</b>			
<b>Transfers in General Fund</b>	<b>\$243,315</b>	<b>\$201,430</b>			



life is like riding  
a **BICYCLE** ♡  
in order to keep  
your balance you  
must keep **MOVING**.

-albert einstein

\*The 2019 figures are preliminary, pre-audited

Person Industries

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