

# Person Industries Annual Report



*"And Then There Was 2020. . ."*

Fiscal Year Ending June 30, 2020

## Table of Contents

Leadership and Staff	2
Letter to Stakeholders—And Then There Was 2020. . .	3
Services Provided in 2020	4
Employment Services	4
ADVP	4
Innovations	5
Production in 2020	
Community Contracts	5
Demographics	5
Service Offerings	5
Recycling During 2020	6
PCRC Financial Summary	6
Customers Express Their Satisfaction	6
Person County Experiences Cyber Incident	7
Personnel Turnover Rates	7
Recordable Accidents	7
Corporate Compliance Reporting	7
Client Incidents Reviewed	7
Financial Summary	8

## Leadership and Staff



### Person County Board of County Commissioners

Ray Jeffers, Chair  
David Newell, Vice-Chair  
Jimmy Clayton  
Gordon Powell  
Kyle Puryear



Heidi York,  
County Manager

Vacant  
Assistant  
County Manager



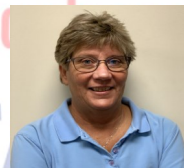
Amanda  
Everett,  
Director (E)



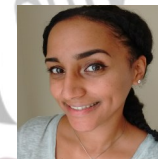
Melissa Day,  
Assistant Director (E)  
(employment ended 10/24)



Yvette Farmer,  
Business Officer (N)



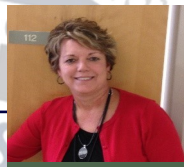
Rhonda Gentry,  
Production  
Supervisor (N)



Katie LaBar,  
SE Program  
Manager (E)



Gayle Maddry,  
Payroll Tech (N)



Wanda Rogers,  
Administrative  
Consultant (PT)



Greg Carver,  
Prod Asst. (N)



John Dickerson,  
Prod Asst. (N)



Alisa Humphries,  
Field Supervisor (N)



Sarah Martin,  
Job Coach (N)



Lisa Hobbs,  
Hab Ass.

Custodians

SE Van Drivers



Christina Satterfield,  
Prod Asst. (N)



Tina Wilkerson,  
Job Coach (N)



Michelle M.,  
Hab Ass.

*And Then There Was 2020. . .*

Annual Report  
Person Industries  
Fiscal Year Ending June 30, 2020

# Letter to Stakeholders

And Then There Was 2020. . .

FY 2020 will be remembered as the year of COVID-19. As January 1, 2020 rolled around, we had high hopes and great expectations for the new decade ahead. We started the year with a new Assistant Director, Michael Stephens, and he was excited to bring his expertise to the table and get the ball rolling within our production department and staff team development. A beloved long-time employee, Becky Clayton, returned from retirement to fill a temporary need in the very position that started her human services career. We would begin preparations for our 9th CARF accreditation and we would continue working on community partnerships and recycling education outreach. All of those plans came to a screeching halt when the country began to shut down in the middle of March. A very rapidly spreading virus was taking over, which left many individuals with questions, misinformation and fear.

The well-being of our consumers and staff is, and always will be, our top priority. To that end, COVID-19 restrictions and guidelines caused us to send our employees home while the virus continued to spread and the level of impact was such an unknown. On Friday, March 20, 2020, our consumers went home without an answer as to when life may return back to some sense of normalcy and when Person Industries would be able to begin operations again, as we have over the last 35 years. Over the remaining months of the fiscal year, we worked closely with local and state administrations to monitor

the coronavirus, taking all necessary precautions to provide our staff with a safe and healthy work environment. With each Department of Health & Human Services (NCDHHS) update, we hoped for changes and minimized restrictions that would allow our organization to return to our typical daily tasks, but each month came with greater limitations and extended times apart. We continued to set return dates each month with hopes of better times to come, but were met with more cases of the virus and a greater need for protection and wellbeing.

Person Industries has a history of making a way, no matter what we face. Our focus has always been the people we serve. Although the paperwork, the documentation, the licensures, and the accreditations are all important; they are all meaningless without the people we serve. I am grateful to our staff for stepping up and supporting our consumers in ways that could never be foreseen. I am looking forward to a time of regularity, a time of hustle and bustle on the work floor, and loud conversations. I am looking forward to being together again, hopefully soon!

*Amanda Everett*  
Executive Director



Michael Stephens,  
Assistant Director (E)  
Corporate Compliance Officer  
(start date 12/2/2019)



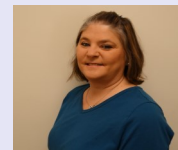
Lisa Jeffreys,  
Lead Program  
Manager (E)



JoAnnie  
Hargrove,  
ADVP Program  
Manager (E)  
employment ended  
12/6/19



Becky Clayton,  
ADVP Program  
Manager PT  
(N)



Cheryl Perry,  
Prod Asst. (N)

Truck Drivers

PI/AmeriStaff  
Production  
Employees



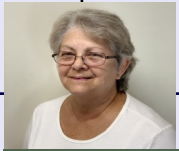
Robyn Pointer,  
Production  
Coordinator (N)



Kim Morgan,  
Innovations Pro-  
gram Manager  
(E)



[Name obscured],  
st. (N)



Shelia Long,  
Hab Asst. (N)



Evelyn Moore,  
Hab Asst. (N)



Kendra Puryear,  
Prod Asst. (N)



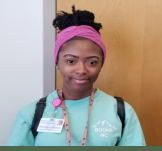
[Name obscured],  
st. (N)



Jessica Harris,  
Hab Asst. (N)



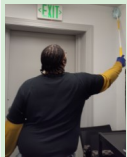
Latasha Parrish,  
PT Hab Asst. (N)



Mahogany  
Williams,  
PT Hab Asst. (N)



Gloria Drollinger,  
Job Coach (N)



## Employment Services in 2020 (Supported Employment and Work Adjustment)

Reflecting on FY 2020 in Employment Services, only one word comes to mind—Rollercoaster! The Supported Employment (SE) and Work Adjustment (WA) team had some great achievements and, along with the rest of the world, faced significant challenges when slammed with the COVID-19 pandemic. In spite of the adversity, we continued to push on.

In October 2019, PI was contacted by a local farmer to inquire about a work opportunity for our consumers. Our job coaches sprang into action and were able to quickly round up a crew of interested WA participants. Over several weeks, our staff worked closely with the crew and the site staff at the farm to help build work skills and fostered a new relationship with a community employer.

We carried on business as usual until March of 2020, when COVID-19 shut the world down. With a directive from the governor, NC businesses shut down, and our services halted. For SE and WA, the pandemic was paralyzing. Many businesses suspended hiring and many consumers were fearful of going out into the community.

Person County office buildings closed to the public, preventing PI from meeting with potential referrals. Our partnering with VR counselors moved to a work-from-home model, and new cases were halted, which slowed referrals almost to a stop. PI's contracted Eaton employees were laid off and many of PI's contracts were suspended. With no consumers to cover contracts, staff pulled together to provide coverage where it was needed to keep the remaining contracts going.

In May 2020, Person County was hit with a cyber attack that seemed to wipe out any traction we had managed to rebuild in the wake of the initial COVID-19 shutdown. However, the Employment Services team continued to provide services in an effort to serve our consumers to the best of our ability. There were no SE placements or closures; however PI was able to successfully complete all 3 Community-Based Assessments that were referred from VR. The WA program achieved 93% of contracted Major Benefits and 83% of contracted closures. With no in-house production area, job coaches performed WA services at a variety of other sites, including, PCRC, a local farm, and P&A. These sites were able to provide meaningful work opportunities for PI's VR referrals.

FY 2020 held many challenges, particularly in its final months. As a team, Employment Services remains invested in continuing to provide persons served with the best quality services possible, whether that be in the face of short-staffing, pandemics, or cyber attacks. As hiccups arise, we continue to persevere and find new ways to forge ahead.



## ADVP Services in 2020

FY 2020 began with exciting additions to the Healthy Living curriculum. Each ADVP consumer has taken at least one class since they began, with many participating in each class several times. There is always something new and different to experience in these interactive classes, with enrollment and activities changing with the seasons. This year, both Greenhouse and Work Readiness classes were added to the line-up.

Work remains sporadic at PI, so filling the day with fun and educational activities is a must. Small groups participated in a variety of activities during the day to keep them active and engaged. Activities ranged from shooting basketball, to practicing sewing skills, to participating in karaoke, to playing BINGO, to learning to use new apps on the iPad, to spending time listening to music.

On the work front, a new company named Polywood opened in Person County and showed real interest in the recycling center. In November 2019, many ADVP consumers were able to go on an outing to attend the ribbon cutting and take a tour of the new facility.

And then there was 2020. January began without a hitch. Career Counseling was scheduled with all program participants in attendance, and a new round of Healthy Living classes began. February was business as usual, and everyone was getting back into a steady routine of community outings and work exploration opportunities. In March of 2020, the threat of COVID-19 virus transmission changed everything. Beginning March 16th, PCGH residents were sequestered into their homes for protection from the virus; and on March 20th, all in-house services were closed due to the NC Stay-At-Home order. Staff participated in countless webinars and Zoom meetings to stay abreast of the new and ever-changing developments and guidelines. Managers studied CDC guidelines and developed policies and procedures to keep everyone healthy and safe. Case support services were approved to be provided by telephone, and consisted of wellness checks to educate, monitor, and encourage the consumers' physical, mental, and emotional wellbeing during these scary times. Time-sensitive Person-Centered Plans and documentation were approved and signed electronically or by the Program Manager with verbal consent.

On June 1, 2020 staff returned to work with a notification that the Person County network had been shut down by a cyber incident. Our documentation moved from electronic records and databases back to paper charts and forms to provide documentation. Some data was lost in all of the transition, but most could be regenerated and replaced.

What a year this has been! It has been one like PI has never experienced before, and honestly hope to never experience again. At the close of FY 2020, we look forward to brighter days. For in-house services to resume once NC reopens, to be able to come to work without temperature checks, and to be able to share moments close to one another again, things that we so blindly took for granted.



# Demographics

	2018	2019	2020
<b>Clients Served</b>	124	120	108
<b>Average Age</b>	37 yrs. 10 mos	37 yrs. 3 mos	40 yrs. 3 mos
<b>Ethnicity</b>			
African American	67	70	62
White	55	47	45
Hispanic/Latino	1	2	1
American Indian	0	0	0
Other	0	1	0
<b>Gender</b>			
Male	74	70	73
Female	50	50	35
<b>Diagnosis</b>			
Mental Health	68	78	63
Developmental Disabilities	110	99	93
Medical Conditions	73	104	107
Dual Diagnoses	31	39	33

## Innovations Program in 2020



FY 2020 started out normally, but what a year it turned out to be! The emergence and spread of COVID-19 changed almost every aspect of our lives. PI closed to all consumers on March 20th, and remained closed throughout the rest of the fiscal year.

The Innovations staff and consumers adapted to many changes. Staff became used to wearing

masks, social distancing, frequent hand washing, and using lots of hand sanitizer. Staff learned how to use Zoom to attend meetings virtually. Staff called consumers regularly to reassure and encourage them, and educated them on staying healthy, offering ideas on activities they could do while at home. Program Managers also learned how to utilize retainer payments.

Consumers had to adjust to a disruption in their weekly schedules. They were accustomed to coming to work and did not like staying at home. Staff took over the workload at PI, PCRC, and in the community. Staff sorted recyclables, shredded, cleaned businesses and churches, and did grounds maintenance.

Most of Innovations' program goals were put on hold as the world experienced the pandemic. We were unable to participate in community events, such as Town Hall meetings, Special Olympics, and other recreational activities. With the program closed, consumer goals were not met.

However, PI looks forward to being together again soon, resuming activities and working towards programming goals in FY 2021.



# Service Offerings

Programs Offered	2018	2019	2020
ADVP	35	33	30
Innovations/Day Supports	21	20	19
Innovations/SE	2	2	2
Community Based Assessment—VR	1	3	3
SE—VR	4	4	0
B3 Services—SE Maintenance (SE Individual)	28	32	41
SE Long Term Support (LTF)	5	3	3
Un-sponsored	13	11	14
Work Adjustment Training—VR	20	21	18
Work Adjustment Training Jobs Group	7	9	0
Internship	4	3	0
<b>Total Served (Duplicated)</b>	<b>140</b>	<b>141</b>	<b>111</b>

## Production Slows Drastically in FY 2020



Production at the outset of FY 2020 was strong. Person Industries maintained its longstand-

ing partnership with Eaton Corporation, with our employees staffed at both the Eaton site and at PI's main location. Employees managed a steady workload through September 2019, but circumstances beyond our control brought a reduction in work for Eaton, and therefore, a reduction in work for Person Industries' employees as well.

Work remained sluggish into 2020, and by February, with job cuts and factory closures at play, work levels at Person Industries dropped quickly and became sporadic. Then, the increase in the coronavirus infections and the massive effects on the U.S. economy only exacerbated the situation. Fortunately, Person Industries continued receiving work, albeit minimal, until employees were furloughed due to the pandemic.

As always, the production department continues to seek new partnerships with area businesses and industries. These partnerships enhance the Person County community, empower the Person Industries brand, and provide meaningful employment to persons served.



# Recycling in FY 2020

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 2020 and thus make lasting use of their resources. In the process, PCRC continued to see struggles within the recycling market, hoping that positive changes would emerge from a continuous drop in commodities experienced over the last few of years.

And then there was 2020! What else can you say when you mention the year 2020 and the effect it had on every business, organization, personal citizen, and governing body? To continue recycling efforts during the pandemic, there were strategies to follow with SAFETY being our top priority. On March 23, 2020, PCRC closed its gates for the first time ever, outside of scheduled holidays. Due to the nature of COVID-19 and the unknown possibilities of contamination on surfaces, PCRC took all necessary precautions to keep staff and employees safe, closing for two weeks. During this time and on through the end of the fiscal year (June 30, 2020), staff from Person Industries gathered together to help keep the recycling center running as efficiently as possible. From sorting, to baling, to digging through piles of single stream, staff experienced many different roles during the COVID outbreak. Their support and willingness to work wherever needed was the dedication desired and demanded during a difficult time. It was a great time to be an essential employee.

A positive during this time of trial was our #milkjugsmeanjobs campaign with Polywood. Our advertising partnership offered citizens of Person County the chance to win a piece of Polywood furniture. Every milk jug brought to the recycling center was an entry into a quarterly drawing. Polywood has currently given away three pieces of furniture and PCRC is excited that this campaign will continue into FY 2021. Polywood makes outdoor and indoor furniture from recycled plastics, mainly milk jugs.

Year	Tonnage
2018	1576
2019	1472
2020	1273



Due to the nature of COVID-19, the Person County Recycling Center will close its gates on Monday, March 23, 2020, with a tentative reopen date of Monday, April 6, 2020. This closure is to prevent the spread of the virus and keep our employees safe. We appreciate your cooperation during this difficult and uncertain time.

Person County Recycling Center  
741 Martin Street, Roxboro  
336-597-4437



To further control contamination and illegal dumping during this time, the following are the **TEMPORARY OPERATING/ OPEN GATE HOURS**

of the Person County Recycling Center:

- 4/6/2020-4/9/2020  
Open 7:30 am – 4:00 pm

Closed for Holiday 4/10/2020-4/12/2020

- Beginning Monday, 4/13/2020  
Monday – Thursday, 7:30 am – 4:00 pm  
Friday, 7:30 am – Saturday, 4:00 pm

Person County Recycling Center  
741 Martin Street, Roxboro  
336-597-4437



## Customers Express Their Satisfaction

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 fiscal year. Stakeholders rate us on a five (5) point scale ranging from “poor” to “excellent.” They rate us on things such as quality, timeliness, customer service, etc. For FY 2020, 45% of our stakeholders gave us feedback via a satisfaction survey. Although the response rate has continued to drop the last several years, this year the rate is exceptionally low due to the pandemic and the cyber incident (see page 7).

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. Although the majority of surveys were very positive, both programs will continue to move forward by focusing on continuous improvement.

### PI

“Great service! Just keep up good quality.”

“Great customer service.”

“Service and work always excellent.”

### PCRC

“This is an essential service and I appreciate everyone working.”

“Love this place.”

“Thank you! Such a better community recycling system than where we previously lived. Keep up the good work.”

## PCRC Financial Summary

Revenues	2019	*2020
Sales	\$48,633	\$30,828
Fee/Disposal Taxes	\$158,357	\$134,808
Grant-NCDENR	\$5,465	\$5,960
Grant—Polywood	\$0	\$7,282
Donations	\$152	\$180
Services-ADVP, Medicaid	\$183,625	\$148,411
<b>Total Revenues</b>	<b>\$396,232</b>	<b>\$327,469</b>
<b>Expenses</b>	<b>2019</b>	<b>2020</b>
Personnel	\$347,231	\$360,710
Operating	\$171,931	\$215,152
<b>Total Expenses</b>	<b>\$519,162</b>	<b>\$575,862</b>
<b>Transfers in General Fund</b>	<b>\$225,677</b>	<b>\$136,887</b>

\*The 2020 figures are preliminary, pre-audited figures.

# Person County Experiences a Cyber Incident

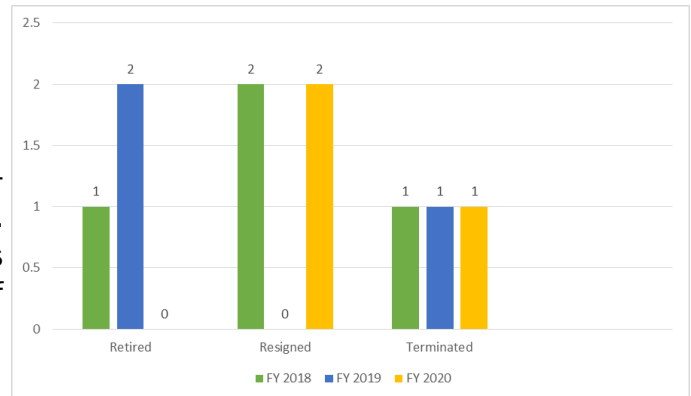


In addition to the devastation of COVID-19 pandemic, on Sunday, May 31, 2020, Person Industries staff receive the following message from the Director: "Person County's network has been compromised. Over the weekend, IT identified a ransomware attack and along with the state task force, have been working day and night to resolve this issue. When you enter your work area or office, leave your computer in the state in which you find it. If it is off, leave it off. If it is on, leave it on, but DO NOT attempt to access anything—no email, no internet. The phone system functionality is reduced. You will not be able to receive incoming calls, however you may be able to make outgoing calls. All devices are to be treated as infected unless identified otherwise by IT. Alternate means of conducting business will be put into place by each department. More information will be released as it becomes available through IT and Emergency Management".

Despite this unprecedented event in Person County, the IT department worked tirelessly to assure that County departments were able to continue operations as close to normal as possible, restoring network functions a little at a time, all the while keeping departments updated with weekly briefings. Person Industries greatly appreciates the ongoing support it receives from the Person County IT department.

## Person Industries Personnel Turnover Rates

Person Industries continues to experience a higher than usual percentage of turnover in personnel. The majority of the turnover this fiscal year has been resignations. See chart for comparison of the last three fiscal years.



## OSHA Form 300 Accidents for Calendar Year 2020

Location	Accidents
PI Main	1
PCRC	0
Community Contracts	0
Lost Work Days	
PI Main	0
PCRC	0
Community Contracts	0
Type of Accident	
Minor Cut/Bruise	0
Sprain	0
Other	1

## Corporate Compliance Reporting (FY 2020)

	2018	2019	2020
Violations	0	0	0

## Client Incidents Reviewed

### Level of Incidents

Level	2018 # of Incidents	2019 # of Incidents	2020 # of Incidents
1	1	2	4
2	2	2	0
3	0	0	0

### Type of Incidents

Type	2019 #	2020 #
Suspension (1)	2	2
Suspension (2)	0	0
Death (due to terminal illness)	1	0
Self-Injurious Behavior	0	1
Misc. Incidents	1	1
<b>Total Incidents</b>	<b>4</b>	<b>4</b>

**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.

### Complaint Data (FY 2020)

Formal Complaints	0
Informal Complaints	0
<b>Total</b>	<b>0</b>



## Person Industries Financial Summary

Fiscal Year	2019	*2020
<b>Revenue</b>		
<b>Intergovernmental Revenues</b>		
ROAP Transportation	\$19,270	\$33,257
Adult Vocational & Rehabilitation Programs	\$237,525	\$166,549
Cardinal Grant	\$26,429	\$0
<b>Total Intergovernmental Revenues</b>	<b>\$283,224</b>	<b>\$199,806</b>
<b>Program Generated</b>		
Production Sales	\$1,204,428	\$904,348
Medicaid	\$436,435	\$426,249
Transportation	\$15,807	\$11,304
Local Services	\$49,664	\$49,324
<b>Total Program Generated</b>	<b>\$1,706,334</b>	<b>\$1,391,225</b>
Interest Earnings	\$20,034	\$12,760
Donations and Miscellaneous	\$7,005	\$4,803
<b>Total Revenues</b>	<b>\$2,016,597</b>	<b>\$1,608,594</b>
<b>Expenditures</b>		
<b>Human Services</b>		
Personnel Expenses	\$1,282,549	\$1,251,175
Operating Expenses	\$1,048,997	\$738,722
Capital Outlay	\$0	\$0
Debt Service	\$0	\$0
<b>Total Expenditures</b>	<b>\$2,331,546</b>	<b>\$1,989,897</b>
Transfers in General Fund	\$201,430	\$222,945

\*The 2020 figures are preliminary, pre-audited figures.

### Our Mission

To empower and assist individuals in achieving their vocational and personal goals



601 N. Madison Blvd  
 Roxboro, NC 27573  
 336-599-7571 (Phone)  
 336-597-2834 (Fax)  
[www.personcountync.gov](http://www.personcountync.gov)

Person Industries operates the Person County Recycling Center and is a department of Person County Government.