

Person Industries Annual Report



"Finding Our Way Back"

Fiscal Year Ending June 30, 2021



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Leadership and Staff



Person County Board of County Commissioners

Ray Jeffers, Chair
 Gordon Powell, Vice-Chair
 Jimmy Clayton
 Kyle Puryear
 Derrick Sims



Heidi York,
 County Manager



Katherine Cathey
 Assistant
 County Manager



Amanda
 Everett,
 Director (E)



Lisa Jeffers
 Lead Program
 Manager



Yvette Farmer,
 Business Officer (N)



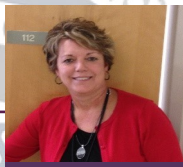
Katie LaBar,
 SE Program
 Manager (E)



Kim Morgan
 Innovations
 Program Manager
 (E)



Gayle Maddry,
 Payroll Tech (N)



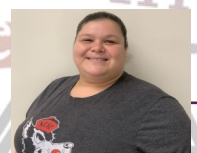
Wanda Rogers,
 Administrative
 Consultant (PT)



Sarah Martin,
 Job Coach (N)



Cheryl Perry
 Field Supervisor (N)



Jessica Harris,
 Hab Asst. (N)



Lisa H.
 Hab A

Custodians

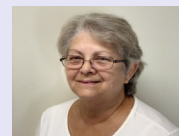
SE Van Drivers

Finding Our Way Back

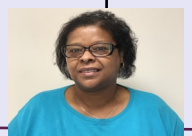
Annual Report
 Person Industries
 Fiscal Year Ending June 30, 2021



Tina Wilkerson,
 Job Coach (N)



Shelia Long,
 Hab Asst. (N)



Evelyn Moore,
 Hab Asst. (N)

Dear Friends –

FINDING OUR WAY BACK is the theme of this year’s Annual Report for FY 2021. This appropriate theme was selected to reflect the detoured path that the COVID-19 pandemic lead us down. As we navigate back to a new normal, we face challenges and obstacles that cause us to contemplate and understand that things may never be the same. But one thing will always remain and that is Person Industries’ mission: “To empower and assist individuals in achieving their vocational and personal goals.” This mission has remained the same for many years, but our approach has changed and must continue to evolve as we move towards finding our way and continuing to advocate for people with disabilities in a COVID-stricken world.

We have many avenues to travel as we look ahead. There will be straight stretches, forks in the road, as well as some times in reverse; but one thing is certain—we are keeping our eye on the future and the success of Person Industries and the Person County Recycling Center. Great adventures are on the horizon as we find our way back to normal operations. We will begin our Feasibility Study for the merger of our two locations as well as continue to pursue revenue streams that will make Person Industries more financially stable. We are continuing our education outreach for the community by simplifying our recycling structure and increasing our communication output as feasible as possible (Facebook, website updates, posted signs at PCRC).

Person Industries staff are finding their way by making their imprint on the community and spreading awareness of our services in a post-pandemic world. Avenues used to accomplish this are serving on committees, leadership trainings, participating in Commissioner meetings, local activities, attending banquets and supporting local causes. The quality of our services depends on community partnerships. Opportunities can grow when the community understands our services, what we are capable of, and are willing to employ people with disabilities.

As we find our way back, I would like to thank Person County

Leadership, our consumers, community partners, funders, and families for your unwavering support during an uncertain time. Our success is largely due to your dedication and willingness. We look forward to you joining us on this journey to success for our organization and every person we serve.

Amanda Everett
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 ninth accreditation that the international accrediting body has awarded to PI.



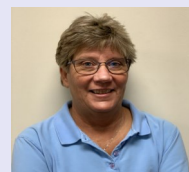
This 3-year accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization’s substantial conformance to the CARF standards. An organization receiving a 3-year accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors 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.

We would like to thank all our staff and employees for their hard work and dedication during this time.



Michael Stephens,
Assistant Director (E)
Corporate Compliance Officer



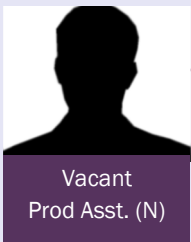
Rhonda Gentry,
Production
Supervisor (N)



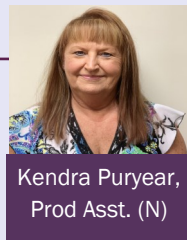
Robyn Pointer,
Production
Coordinator (N)



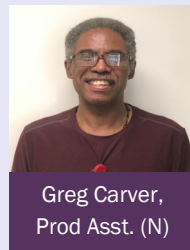
Vacant
ADVP Program
Manager PT
(N)



Vacant
Prod Asst. (N)



Kendra Puryear,
Prod Asst. (N)



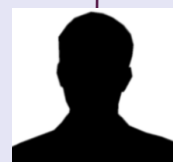
Greg Carver,
Prod Asst. (N)



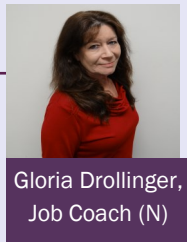
John Dickerson,
Prod Asst. (N)

Truck Drivers

**PI/AmeriStaff
Production
Employees**



Vacant
Prod Asst. (N)



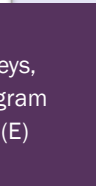
Gloria Drollinger,
Job Coach (N)



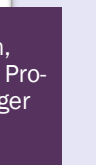
**Jobgood,
Asst. (N)**



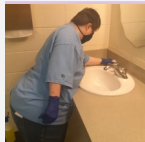
Michelle Morales,
Hab Asst. (N)



**Program
(E)**



**Pro-
ger**



Employment Services in 2021 (Supported Employment and Work Adjustment)

The trials we have been through this past year personify “finding our way back”. COVID-19, coming out a county-wide cyber incident, as well as stay-at-home orders and incentives, have all had a large impact on employment services this year. We at Person Industries are used to addressing barriers and exploring ways to overcome them, and this year was no exception. As COVID-19 has wreaked havoc in the world, we all strive to find our way back to life that doesn’t focus around fear and seclusion.

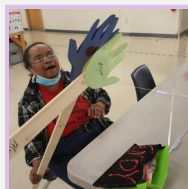
During FY21, we were able to assist ten individuals in finding and maintaining meaningful community employment. We have developed new processes of referral and intake, adjusting to VR Counselors working from home with no face-to-face contact. We shifted personnel from a community contract after SE layoffs to participate in more full-time community job search and job maintenance services to help individuals find new jobs and retain the jobs they have.

In July we provided services with VR sponsorship to assist eight employees with returning to work following a four month layoff due to COVID. Staff spent time training on the company’s COVID response as well as training employees on the COVID protocol in order to return to work and retain employment. Training consisted of, but was not limited to temperature checks, wearing masks, hand sanitizing, and social distancing. With much effort, all eight employees that were called back to work made a smooth transition with the support and efforts of all involved.

In August the department lost a Field Supervisor and met the challenge of hiring and training for this position. With team effort, the community contracts continued to be covered so that program employees’ jobs were retained. As program individuals returned to work, employees were transitioned back to their jobs.

PI began January of 2021 with preparing for the CARF survey. This survey was like no other, held virtually for the first time. With a lot of preparation and a team effort, PI was awarded the maximum accreditation of three years. This is an accomplishment that PI is extremely proud of,

This past year has been difficult for everyone, and PI is no exception. However, we have worked hard to find our way back to active engagement with people, meeting people where they are and assisting them with obtaining and maintaining community employment.



ADVP Services in 2021

FY 2021 began on a rocky note—computer and internet access was slowly returning due to a county-wide cyber incident, and COVID-19 was still running rampant. All PI inhouse services were suspended due to the Governor’s Stay-At-Home order. However, PI staff continued to work diligently to maintain the community contracts normally in place to provide supervised community work opportunities for our consumers. PI staff were also working the sort line to keep recycling services running for the county. ADVP services consisted of wellness checks and drive-by contacts to maintain connection, to lift spirits, and to offer support to the consumers and their families as needed. During this time we had several staff positions vacated, including two ADVP production assistants, which we chose not to rehire at the time due to low incoming revenue.

Once the Stay-At-Home order was lifted, it was finally time to find our way back to some form of normalcy and personal connection. PI reopened inhouse services on October 14th. We had fourteen excited ADVP consumers return to services on that day greeted by welcome back banners, elbow bumps, and smiles. Six consumers returned to programming at the recycling center and eight returned to PI Main. They soon learned that things had changed since they left in March of 2020. All participants were trained around the new COVID protocols that had been put into place such as Plexiglass dividers, social distancing, mask wearing, temperature checks, and hand sanitation. Their supervisor had retired during the pandemic, so their classroom teacher began to oversee the program area. The Healthy Living classes they enjoyed were incorporated into the program area and were kept more stationary due to the distancing requirements. One of our main production contracts discontinued production of the parts that our consumers inspected, which resulted to little to no work inhouse. Still, with all of these changes, our consumers adjusted well and were happy to be back into a routine and reconnected to meaningful day activity and coworkers who they enjoy spending time with. As the year progressed, three others were added to the ADVP active list bringing ADVP services to a 59% utilization rate for FY21.

Very different than ever before, PI had its CARF review virtually in February 2021. Tours, chart reviews, and interviews were all conducted online, resulting in another three-year accreditation with minimal recommendations.

It has been a difficult year, but in all of this opportunities to work on community contracts and at the recycling center were opened up to ADVP consumers, and they all took advantage of the opportunity. All ten consumers served at PI Main participated in new community experiences, which had not been done prior to COVID. This is awesome!

It’s true, COVID has changed things, some in good ways, some in not so good ways. Still, whatever may come, PI has found its way back to a meaningful, connected life—together.



Demographics

	2019	2020	2021
Clients Served	120	108	69
Average Age	37 yrs. 3 mos	40 yrs. 3 mos	30 yrs. 9 mos
Ethnicity			
African American	70	62	45
White	47	45	24
Hispanic/Latino	2	1	0
American Indian	0	0	0
Other	0	0	0
Gender			
Male	70	73	48
Female	50	35	21
Diagnosis			
Mental Health	78	63	32
Developmental Disabilities	99	93	60
Medical Conditions	104	107	34
Dual Diagnoses	39	33	13

Innovations Program in 2021



FY 2021. . . a new normal! As we continue to live with COVID-19 and its variants, we are continuing to practice social distancing, wearing masks, and sanitizing our hands frequently during the day. Plexiglass barriers remain in place, and we are continuing daily temperature checks. Our facility re-opened to consumers in October 2020, and approximately one-third of the Innovations consumers have chosen to return to Person Industries at this time.

Consumers seemed as happy to return to work as staff was to see them! The transition back to work went smoothly, and staff were once again assisting our consumers with duties such as book tearing, recycling, shredding paper, and working in the community.

Not all activities are available to our consumers at this time—community outings are still limited. However, we are striving to provide those who have returned with as normal a schedule as we can. We have enjoyed our annual stew fundraiser, socially distanced Halloween and Christmas parties in 2020, and even a private movie showing and picnic in the Spring of 2021.

Most program and individual goals were not met, as consumers have had limited time to work on goals this fiscal year. However, now that our consumers have returned to Person Industries, we will continue to work together as we Find Our Way Back through FY 2022.



Service Offerings

Programs Offered	2019	2020	2021
ADVP	33	30	
Innovations/Day Supports	20	19	
Innovations/SE	2	2	
Community Based Assessment—VR	3	3	
SE—VR	4	0	
B3 Services—SE Maintenance (SE Individual)	32	41	
SE Long Term Support (LTF)	3	3	
Un-sponsored	11	14	
Work Adjustment Training—VR	21	18	
Work Adjustment Training Jobs Group	9	0	
Internship	3	0	0
Total Served (Duplicated)	141	111	

Production Slowly Finds Its Way Back With New Partnership



Production in FY21 began on a positive note despite the previous slowdown in the economy and the effects due to the coronavirus. PI was contacted by an equine accessory company and past customer of Person Industries. The company had created a new line of products called the Busy Buddy, which is a "pacifier" used to calm horses as they are cared for or groomed. PI began fulfilling orders immediately in September of 2020 and continue to do so.

PI also continued a longstanding partnership with a local automotive company despite a continuation of well-below normal work orders. Still, PI consumers were able to complete inspection, sorting, and other material handling projects and a large dunnage order, new to the PI work floor.

Also, new brochures were created and mailed to area and regional companies, introducing PI, its history in Person County, and its services, especially to those businesses and industries unaware of PI's availability to them.

PI looks to add new customers in FY22. Hopefully, the downturn in the economy and COVID-19 issues will dissolve so that production levels can return to pre-FY20 levels.



Recycling in FY 2021

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 our individuals 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.

The Person County Recycling Center (PCRC) did its fair share to make sure citizens were able to reduce, reuse, or recycle their materials during FY 2021 and thus make lasting use of their resources. As we found our way back from a struggling recycling market, PCRC saw rising rates within different commodities and hopes that positive changes will continue to emerge from a pandemic that effected so many aspects of life.

To continue recycling efforts during the pandemic, we implemented necessary strategies, making our health and safety a top priority. We were able to open the gates up to overnight hours, excluding Saturday nights and Sundays. This limitation has helped reduce the amount of contaminated material that is left during odd night hours and prevents our staff from working throughout the weekend to keep up with material that is sometimes spread across our property. Due to the nature of COVID-19 and the unknown possibilities of contamination on surfaces and the spread of the virus, we have continued our customer drop off without a staffed individual to assist in unloading material. PCRC took all necessary precautions to keep staff and employees safe, and we will continue to do so. The support and willingness of our PCRC staff and a few members from the PI team worked months of overtime sorting material to keep the recycling center going while busting at the seams.

We have continued our education campaign to inform as many Person County residents of acceptable material and bringing recycling back to the basics with a simple reminder: Stick With These 6! Updated information and hours of operations can always be found on the Person County Website (Person Industries/Recycling) and our Facebook page at Person Industries & PCRC.

Year	Tonnage
2019	1472
2020	1273
2021	1113

STICK WITH THESE 6!
Please empty and rinse

EVERYTHING isn't recyclable. However, these six items are recyclable at the Person County Recycling Center. Keep recyclables loose and free! Return clean, dry plastic bags, wraps and packaging to your grocery store.

KEEP THESE OUT!

- ⊗ Aerosol cans
- ⊗ All batteries (car, lithium, etc.)
- ⊗ Ceramic items
- ⊗ Clothing or textiles
- ⊗ Diapers
- ⊗ Disposable cups (plastic and paper)
- ⊗ Food-tainted items
- ⊗ Hazardous waste
- ⊗ Household glass (windows, mirrors, glass dishware and Pyrex)
- ⊗ Medical waste
- ⊗ Plastic bags/wrap
- ⊗ Scrap wood
- ⊗ Styrofoam/peanuts
- ⊗ Tanglers (cords, hoses, wires, etc.)
- ⊗ Toys

DON'T TANGLE OR CONTAMINATE RECYCLE RIGHT FOR A GREENER STATE

RECYCLE ALL TOGETHER Empty and rinse

PLASTIC
Bottles, tubs, jugs and jars
No pumps

METAL
All cans

PAPER
Paper and cardboard
Flatten cardboard

ALSO ACCEPTED In separate containers

- Glass bottles and jars
- Electronics
- Pallets
- Scrap metal
- Shredded paper
- Tires

KEEP THESE OUT!

- ⊗ Aerosol cans
- ⊗ All batteries (car, lithium, etc.)
- ⊗ Ceramic items
- ⊗ Clothing or textiles
- ⊗ Diapers
- ⊗ Disposable cups (plastic and paper)
- ⊗ Food-tainted items
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- ⊗ Medical waste
- ⊗ Plastic bags/wrap
- ⊗ Scrap wood
- ⊗ Styrofoam/peanuts
- ⊗ Tanglers (cords, hoses, wires, etc.)
- ⊗ Toys

PCRC Financial Summary

Revenues	2020	*2021
Sales	\$30,828	\$36,705
Fee/Disposal Taxes	\$134,808	\$155,832
Grant-NCDENR	\$5,960	\$0
Grant—Polywood	\$7,282	\$0
Donations	\$180	\$158
Services-ADVP, Medicaid	\$148,411	\$89,821
Total Revenues	\$327,469	\$282,516
Expenses	2020	2021
Personnel	\$360,710	\$296,405
Operating	\$215,152	\$258,735
Total Expenses	\$575,862	\$555,140
Transfers in General Fund	\$136,887	\$354,535

*The 2021 figures reflect the audited figures.

PI/PCRC 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 2021, 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 the pandemic (many people continue to work from home and there is limited contact with customers at the recycling center).

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

"Your services are a great help to all we do!"

"Your services provided are excellent and thank you for providing employment to all individuals."

"Customer service is fantastic. Proud of the work they do. Thank you!"

"Keep up the good work!"

PCRC

"Thank you for all you do!!! You are so very appreciated!!!"

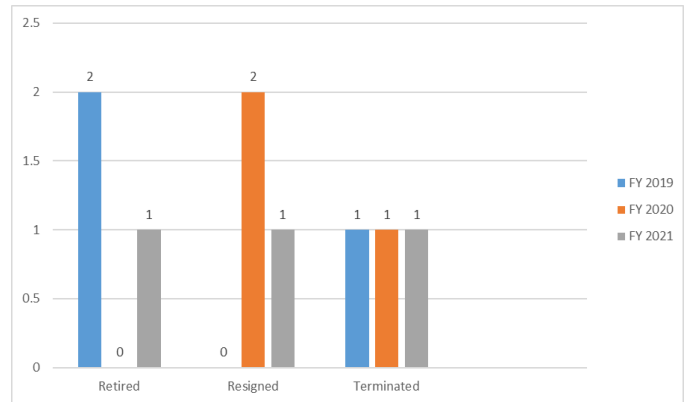
"Great place. This County needs PI and recycling."

"Very helpful. Happy with recycling efforts."

"Good job overall."

Person Industries Personnel Turnover Rates

For the several years now, Person Industries has experienced a high percentage of turnover in personnel. This fiscal year's turnover rate has been consistent with the last couple of years, with the loss of three staff, one per category. See chart below for comparison of the last three fiscal years.



OSHA Form 300 Accidents for Calendar Year 2021

Location	Accidents
PI Main	0
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	0

Corporate Compliance Reporting (FY 2021)

	2019	2020	2021
Violations	0	0	0

Client Incidents Reviewed

Level of Incidents

Level	2019 # of Incidents	2020 # of Incidents	2021 # of Incidents
1	2	4	1
2	2	0	2
3	0	0	0

Type of Incidents

Type	2020 #	2021 #
Suspension (1)	2	0
Suspension (2)	0	0
Death (due to terminal illness)	0	1
Self-Injurious Behavior	1	0
Misc. Incidents	1	2
Total Incidents	4	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.

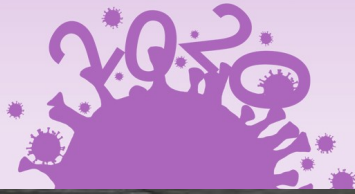
Level 3 (High) - Any suicide attempt, restrictive intervention, abuse, neglect or medication error that results in death or serious injury, and any death due to suicide, violence/homicide or accident occurring within seven **days of seclusion or restraint.**

Complaint Data (FY 2021)

Formal Complaints Total **1**



2021



Person Industries Financial Summary

Fiscal Year	2020	*2021
Revenue		
Intergovernmental Revenues		
ROAP Transportation	\$33,257	\$0
Adult Vocational & Rehabilitation Programs	\$166,549	\$250,963
Cardinal Grant	\$0	\$0
Total Intergovernmental Revenues	\$199,806	\$250,963
Program Generated		
Production Sales	\$904,348	\$403,442
Medicaid	\$426,249	\$285,426
Transportation	\$11,304	\$7,166
Local Services	\$49,324	\$52,784
Total Program Generated	\$1,391,225	\$999,781
Interest Earnings	\$12,7603	\$130
Donations and Miscellaneous	\$4,803	\$3,526
Total Revenues	\$1,608,594	\$1,003,437
Expenditures		
Human Services		
Personnel Expenses	\$1,251,175	\$1,161,892
Operating Expenses	\$738,722	\$332,424
Capital Outlay	\$0	\$0
Debt Service	\$0	\$0
Total Expenditures	\$1,989,897	\$1,494,316
Transfers in General Fund	\$222,945	\$240,658

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

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

*The 2021 figures reflect the audited figures.