

Rebuilding Together



Person Industries Annual Report

Fiscal Year Ending June 30, 2022



Leadership and Staff

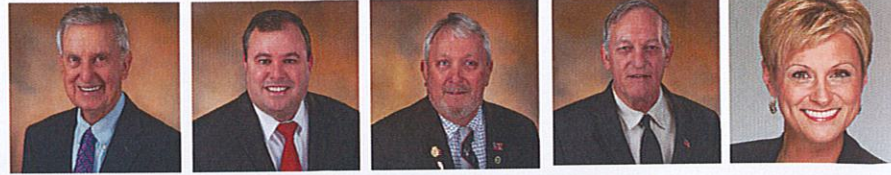


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Person County Board of County Commissioners

Gordon Powell, Chair
 Kyle Puryear, Vice-Chair
 Derrick Sims
 Charlie Palmer
 PJ Gentry



Heidi York,
County Manager



Katherine Cathey
Assistant
County Manager



Amanda Everett,
Director (E)



Yuvette Farmer,
Business Officer
(N)



Gayle Maddry,
Payroll Tech (N)



Wanda Rogers,
Administrative
Consultant (PT)

Custodians

SE Van Drivers



Tina Wikerson,
SE Program
Coordinator (E)



Sarah Martin,
Job Coach (N)



Cheryl Perry
Field Supervisor (N)



Jessica Harris,
Hab Asst. (N)



Vacant,
Job Coach (N)



Shelia Long,
Hab Asst. (N)



Evelyn Moore,
Hab Asst. (N)

Our Mission

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

Hello Friends—

Person Industries and the Person County Recycling Center have become the center, the purpose, and the focus of my career. I embrace the challenges we have faced and the changes that are being made as we *Rebuild Together* after an unknown 2 years due to the global COVID-19 pandemic.

Let's talk about commitment and versatility: Person Industries is more than just a workplace, it's more than just a location that houses service providers. It is a place of strength, growth, adaptability, and confidence. Strength in devotion, growth in times of fear, adapting to new processes, and confidence that when trials are faced, they are never faced alone. *Rebuilding Together* is what keeps this organization thriving. *Rebuilding* sustainable service options is what keeps our mission at the forefront for Person County citizens. The majority of our consumers were away from our services anywhere between 1-2 years. Due to their versatility and training, they walked back through our doors as if no time had passed. Each individual picked up where they had left off and have been thriving ever since. The commitment of our staff has been a breath of fresh air. In a troubling economy and an employees' world, our staff have remained dedicated to the value of our organization and carry out our purpose.



RETIREMENTS: YUVETTE FARMER (30 YEARS), and GLORIA DROLLINGER (12 YEARS)

During Fiscal Year 2022, we have been able to return to approximately 80% of normal operations in regards to training, events, and how we provide assistance to those in need of our program. Staff Training Days have been held off campus to provide different learning spaces, Consumer events have resumed with modified exceptions (masks, distancing if needed, etc.), and our presence in the community is growing! Not only

have we been able to continue our Community Contracts (cleaning, shredding), we have expanded our production footprint locally with Wesbell Technologies and Thin-Line (Busy Buddy Horse Halters).

We survived the absorption of Cardinal Innovations by Vaya Health and have worked to *rebuild* relationships with our new managed care organization. With the support of the county commissioners, we are working together to possibly *build* an expansion and update aging machinery at the Person County Recycling Center (this plan will continue for the next couple years). We are working towards becoming fully staffed with qualified professionals and direct support specialists. FY'22 has not been without its difficulties, but having the opportunity to *rebuild together* is a unique occasion to strengthen our ever growing partnership.

With FY'23 on the horizon, we look forward to the steps of reinstating a sense of "normalcy". As our consumers continue to return to their jobs (in-house and community placements), we are excited to offer the supports and training that is needed for our patrons to reach their full potential. *Rebuilding Together* as we faced the challenges of the past is what brightens our day. We continue to develop a program that promotes empowerment, both vocationally and personally.

Amanda Everett

Amanda Everett, Executive Director

STAFF TRAINING DAY AT MAYO EDUCATION CENTER

CHRISTMAS SWEATER FOR STAFF 2021



Lisa Jeffreys,
Lead Program
Manager (E)



Michael Stephens,
Assistant Director (E)
Corporate Compliance Officer



Rhonda Gentry,
Production
Supervisor (N)



Robyn Pointer,
Production
Coordinator (N)

Truck Drivers

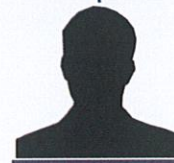
PI Production
Employees



Greg Carver,
Prod Asst. (N)



John Dickerson,
Prod Asst. (N)



Vacant
Prod Asst. (N)



Vacant
ADVP Program
Manager PT
(N)



Vacant
Prod Asst. (N)



Vacant
Prod Asst. (N)



Gloria Drollinger,
Job Coach (N)

Kim Morgan, Inno
vations Program
Manager (E)



Lisa Hobgood,
Hab Asst. (N)



Michelle Morales,
Hab Asst. (N)

Person Industries Annual Report

EMPLOYMENT SERVICES

Our focus this year really hasn't been any different than years past however; it's been very pleasing to begin "rebuilding together."

Person Industries Employment Services department started FY22 off with being short staffed with a vacant position for Program Manager. Nonetheless, the department trudged on and met the challenge of continuing to provide excellent vocational services to the individuals that we serve. This includes providing services to individuals in Long Term Supported Employment, and VR referrals for Supported Employment and Work Adjustment.

The Program Manager position was posted and interviews began. The position was filled internally in October with a long-term job coach. Person Industries also celebrated the well-deserved retirement of a job coach. This left two job coach vacancies. The department continued to pull together and work diligently as a team to continue to provide services. Positions were posted and interviews began. FY22 ended with great applicants and excitement to fill these positions and to continue rebuilding together.

During FY22, the Employment Services department was able to assist eleven individuals in finding meaningful community employment who had been unable to find and keep work on their own. With job placement, one new employee was admitted to Long Term Supported Employment. Due to state regulations, the department worked to implement new standards for providing Work Adjustment Training and transitioned to Community Based Work Adjustment Training and was able to serve two individuals in that program. With rebuilding, we expect to be able to increase the number of individuals served in this program. Person Industries and VR continues their excellent partnership that allows continued growth for the future.

Employment Services had a Midyear Review for VR fiscal year 2022 on May 9, 2022. At that time, Person Industries requested an increase in our VR sponsored Supported Employment Major Benefits from 5 to 6 and from 4 to 8 for successful closure. All requests were approved. In FY 22, the department assisted 4 individuals with securing employment that resulted in Major Benefits and 6 individuals that resulted in successful VR closures. The Supported Employment program had a great year with rebuilding. We continue to work with VR as both agencies continue to restructure Work Adjustment services and continue to serve individuals that benefit from that program.

We, at Person Industries, have worked hard to rebuild together and to continue to provide quality services to the individuals that we serve.

INNOVATIONS SERVICES

FY 2022...we are getting back on track! We continue to have safety precautions in place to guard against the spread of germs, and staff and clients utilize masks, plexiglass barriers at work tables, and hand sanitizer to assist with keeping everyone healthy.

The majority of our consumers are back at work at PI, PCRC, and community job sites. Some were able to return to the jobs they held before covid, and some started new positions and have adjusted well to their new routines and duties.

Our staff and consumers are excited to be able to participate in community inclusion events once again. We enjoyed weekly movies at Palace Pointe and are looking forward to adding bowling and bocce to our calendar of events. We were once again able to take a delegation of athletes to participate in the Special Olympic Spring Games held at Person High School. Our athletes competed in softball throw, races, and long jumping.

Progress has been made on program and individual goals, and our clients have quickly settled back into their work and social routines. We all look forward to rebuilding and working together to make Person Industries and Person County Recycling Center better than ever.



ADVP SERVICES

FY 2022 presented many obstacles but the ADVP program persevered! Staff focused on rebuilding our programs and consumer rapport as consumers gradually re-entered services after being sequestered for over two years. We were excited to start the year off with 17 active ADVP consumers (8 at Person Industries and 9 at Person County Recycling Center).

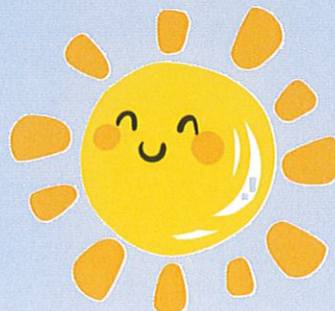
Everyone was so happy to be back in services again, back into a work routine and with their coworkers and supports, so it has been more important than ever to keep things going. To keep everyone as safe as possible, we continued to implement our COVID practices of distancing, plexiglass barriers, masks, temperature checks, and hand sanitation stations. For those who remained sequestered at home, staff provided contacts to offer support to consumers as well as their families.

This year our staff have pulled together to fill-in wherever they were needed and even presented new work experiences to consumers as many were trained to cover vacated community contract positions. A crew also went to the recycling center in the mornings to help table sort the recyclables. Just as COVID slowed industry production across the world, it also definitely had an impact on our in-house production. In-house work, such as confidential shredding, book salvage, and some aspects of the ThinLine production, were vital to keeping everyone busy and happy. Though it has been challenging, the new experiences during the lean times and the teamwork that has developed will make us all stronger as we continue to rebuild our team and services.

In FY2022, Person Industries was finally able to hold a Halloween party and a Christmas party. There was dancing for the first time since the pandemic, snacks, and candy bags to take home! This was such a morale builder for consumers and staff alike. Everyone has been so eager to return to a state of normalcy. We sponsored career counseling training through VR for our consumers at PI in January and had 19 in attendance. Then, there was an additional training scheduled in April for the group home residents preparing to return. Thankfully, by the end of FY22, all but three ADVP consumers have now returned to services. We continue to have several staffing vacancies that we are eager to fill. Once filled we will be able to return to full programming activities, including all sorts of community outings. We can hardly wait!

On the heels of the pandemic and getting everyone re-established into programming we received another obstacle. In January of 2022, there was a Memorandum of Understanding (MOU) instated by the NC Dept of Health and Human Services to sunset the option of ADVP services over the next five years and to be replaced solely with Competitive Integrated Employment (CIE). Although Person Industries currently supports many consumers in competitive employment, it is concerning that this MOU does not offer alternate services for those who are not interested in CIE or who do not have the supports available to safely and successfully participate in CIE. Our staff continue to support our families and consumers who thoughtfully choose ADVP services. We advocate for their right to have various service options and to decide for themselves what service best fits the needs of their loved ones. Person Industries continues to be an active voice as MOU discussions evolve and alternate IDD service options are defined.

Looking forward, no matter the climate of change, we are excited to get back to full programming and about developing a meaningful, interactive programming schedule to promote growth and fulfillment both vocationally and personally. As we look at rebuilding from the challenges we've faced this past year, we are excited about building an even stronger and brighter 2023.



PRODUCTION UPDATES

Production in FY22 remained stable and welcomed a new customer.

Despite the ravaging effects of the pandemic all around, Person Industries was able to maintain the work it provides to area industries and its own employees. The longstanding partnership with Eaton Automotive gradually increased in production following the previous fiscal year's slump in work orders. Robyn Pointer, Production Coordinator at Eaton, not only supervises PI employees onsite at Eaton, but also works incessantly to find work for employees on the PI work floor. There was regular work received for our consumers and employees.

As was noted, Eaton's was a gradual increase in production. For two months toward the end of 2021 many Eaton onsite workers were laid off. It was during this time, however, that PI acquired a new customer, Wesbell Investment Recovery. Wesbell, a part of Canadian parent Wesbell Communications, offers asset recovery of equipment to a range of industries in telecommunication, tech, private networks, and public utilities. Fortunately, many of our onsite Eaton workers, in addition to others, were able to assist with the startup of the new partnership, which remains and has thrived.

ThinLine Global, for whom PI employees assemble and pack Busy Buddy horse relaxation tools and other accessories, remains a vital part of PI Production. PI employees fulfilled very regular orders for inventory; and the product list continues to grow as the customer seeks to have new items made.

Person Industries hopes to add new customers in FY23. Our fingers are crossed that the economic woes of the last two years are near their end and work and industry will come roaring to life for all.

wesbell
INVESTMENT RECOVERY

THINLINE®



Recycling in FY 2022

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.



 <p>PLASTIC Bottles, tubs, jugs and jars <i>*no pumps</i></p>	 <p>METAL Aluminum and steel cans</p>	 <p>PAPER Mixed paper and cartons</p>
 <p>CARDBOARD <i>*Flatten cardboard</i></p>	 <p>GLASS Bottles and jars</p>	 <p>SCRAP METAL <i>*Keep separate from your commingled recycling</i></p>

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 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.

PCRC continues to *Rebuild Together* after the pandemic caused many changes in operations and safety for consumers and staff alike. We updated our commodities list of materials to hopefully help Person County

residents understand the ease of recycling and encourage additional participation. Our list includes plastics, metals, paper, cardboard, glass, electronics, and small appliances just to name a few. In addition to these, PCRC also accepts wooden pallets, oil filters and certain liquids (at our designated liquid station), and fluorescent bulbs.

Did you know that the Person County Recycling Center is one of the few MRF programs across the state giving individuals with disabilities vocational and employment opportunities? During FY 2022, we employed 20 people with disabilities at the MRF and continue to offer employment and training each and every day.

Recycling presentations and tours are now available again since social distancing and many precautions have been lifted. We are looking forward to our upcoming Household Hazardous Waste event in September, communication presentations, and welcoming citizens to the facility to educate and spread the word about the positive effects that recycling has on the environment, not just here in Person County, but around the world.

We are looking forward to growing and adding confidence and streamlining of services, as well as opportunities for training and including education from recycling machine repairs to behavior management. Our staff at PCRC are always ready and willing to get their hands dirty, no matter the need and for that dedication, we are thankful and grateful.

PCRC Financial Summary

Revenues	*2021	*2022
Sales	\$36,705	\$54,788
Fee/Disposal Taxes	\$155,832	\$101,549
Grant-NCDENR	\$0	\$0
Grant—Polywood	\$0	\$0
Donations	\$158	\$161
Services-ADVP,	\$89,821	\$63,642
Total Revenues	\$282,516	\$220,140
Expenses	2021	2022
Personnel	\$296,405	\$338,065
Operating	\$258,735	\$240,303
Total Expenses	\$555,140	\$575,368
Transfers in Gen-	\$354,535	\$347,839

Year	Tonnage
2020	1273
2021	1113
2022	1051



Demographics

	2020	2021	2022
Clients Served	108	69	87
Average Age	40 yrs. 3 mos	30 yrs. 9 mos	35 years
Ethnicity			
African American	62	45	50
White	45	24	37
Hispanic/Latino	1	0	0
American Indian	0	0	0
Other	0	0	0
Gender			
Male	73	48	27
Female	35	21	60
Diagnosis			
Mental Health	63	32	39
Developmental Disabilities	93	60	94
Medical Conditions	107	34	54
Dual Diagnoses	33	13	20

Service Offerings

Programs Offered	2020	2021	2022
ADVP	30	14	25
Innovations/Day Supports	19	6	9
Innovations/SE	2	1	2
Community Based Assessment—VR	3	1	1
SE—VR	0	9	12
B3 Services—SE Maintenance (SE Individual)	41	16	17
SE Long Term Support (LTF)	3	1	1
Un-sponsored	14	12	11
Work Adjustment Training—VR	18	16	11
Work Adjustment Training Jobs Group	0	0	n/a
Internship	0	0	0
Total Served (Duplicated)	130	111	89

SATISFACTION OF SERVICES PROVIDED

Determined by Satisfaction Survey/Outcome Assessments for FY '22

Objective	Program	Data Source	Projected	Achieved
The number of participants reporting being satisfied with community opportunities	Organizational Employment Services (ADVP)	Satisfaction Survey:	28	21 of 24 88%
Maximize participant/guardian satisfaction with services (number reported being satisfied with services)	Community Integration (COI) Innovations Services	Satisfaction Survey	20	11
Increase Satisfaction Survey response rate.	Community Integration (COI) Innovations	Satisfaction Survey	20	11
Maximize the # of consumers that indicate they are satisfied with support from PI staff/services	Community Employment Services (CES)(SE)	Satisfaction Survey: Question #3	90%	100% 17 of 17
Increase Satisfaction Survey response rates	Community Employment Services (CES)(SE)	Set-Works	100%	100% 17 of 17
Maximize the number of consumers that indicate they are satisfied with their services.	Employee Development Services (EDS)(WA)	Satisfaction Survey: Question #1	90%	100% 3 of 3
Increase Satisfaction Survey response rate.	Employee Development Services (EDS) (WA)	SET-Works	90%	100% 3 of 3

Client Incidents Reviewed

Level of Incidents			
Level	2020 # of Incidents	2021 # of Incidents	2022 # of Incidents
1	4	1	7
2	0	2	2
3	0	0	0
Type of Incidents			
Type	202 #	2022 #	
Suspension (1)	0	0	
Suspension (2)	0	0	
Death (due to terminal illness)	1	0	
Self-Injurious Behavior	0	0	
Misc. Incidents	2	9	
Total Incidents	3	9	

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 2022)

Formal Complaints	0
Total	0

OSHA Form 300 Accidents for Calendar Year 2022

Location	Accidents
PI Main	1
PCRC	0
Community Contracts	0
Lost Work Days	
PI Main	3
PCRC	0
Community Contracts	0
Type of Accident	
Minor Cut/Bruise	0
Sprain	0
Other	1

Corporate Compliance Reporting (FY 2022)

	2020	2021	2022
Violations	0	0	0



Person Industries Financial Summary

Fiscal Year	2021	*2022
Revenue		
Intergovernmental Revenues		
ROAP Transportation	\$0	\$22,008
Adult Vocational & Rehabilitation Programs	\$250,963	\$179,956
Total Intergovernmental Revenues	\$250,963	\$201,964
Program Generated		
Production Sales	\$403,442	\$134,146
Medicaid	\$285,426	\$238,044
Transportation	\$7,166	\$12,260
Local Services	\$52,784	\$54,970
Total Program Generated	\$999,781	\$439,420
Interest Earnings	\$130	\$953
Donations and Miscellaneous	\$3,526	\$2019
Total Revenues	\$1,003,437	\$644,365
Expenditures		
Human Services		
Personnel Expenses	\$1,161,892	\$1,109,525
Operating Expenses	\$332,424	\$122,274
Capital Outlay	\$0	\$0
Debt Service	\$0	\$0
Total Expenditures	\$1,494,316	\$1,231,799
Transfers in General Fund	\$240,658	\$266,961

Part-Time Supports



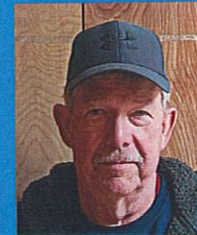
Wayne Poteat



Veronica Harris



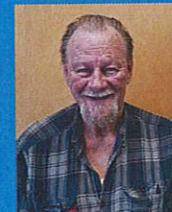
William Powell



Wayne Wilkerson



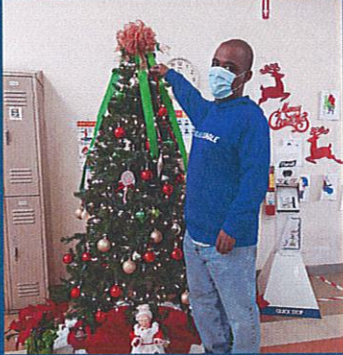
Richard Grier



Roger Powell

Lee Anderson

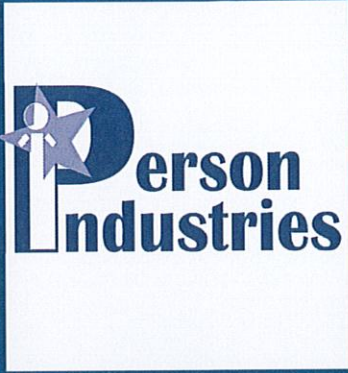
It takes a great deal of behind the scenes support to make PI and PCRC run. For that, PI employs an outstanding support team of custodians, truck, van and forklift drivers who are willing to work long hours in extreme weather conditions.



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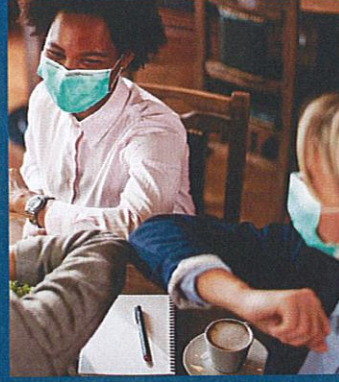
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www.personcountync.gov



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