

# *A Brighter Day*

*“We can't just HOPE for a Brighter Day, we have to  
WORK for a Brighter Day” ~Dolly Parton*

## Person Industries Annual Report


Fiscal Year Ending June 30, 2023



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## *Our Mission*

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

## To Our Stakeholders



*Amanda  
Everett,  
Executive  
Director*

Dear Patrons of Person Industries and the Person County Recycling Center:

As we continue to navigate through these unprecedented times, I am filled with great optimism and gratitude for the resilience and dedication displayed by each member of my staff and our community. Despite the challenges we have faced, I am confident that brighter days lie ahead and I wanted to take a moment to express my heartfelt appreciation for your unwavering support.

The past 3 years have tested us in ways we never imagined, but it has also shown us the strength of our collective spirit. Together, we have adapted to new ways of working, embraced change, and found innovative solutions to overcome many obstacles. We've had a commitment towards shared goals and that alone has been nothing short of inspiring. I am truly grateful for the continued trust and partnership to lead this organization and continue to provide these valuable services to the citizens of Person County.

As we look to the future, I am excited about the opportunities that lie ahead. We are poised to build



upon our successes, support our strengths, and pursue new avenues for growth and development.

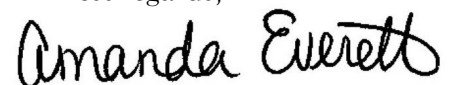
FY'23 brought with it not only returning to a sense of normalcy but the approval of a long time dream. Since the birth of the Person County Recycling Center in 2009, the goal has been to merge the Madison Boulevard location over to Martin Street where we could continue to provide, expand, and streamline services to adults with disabilities who are in need in our community. For my entire tenure as Director (5 years), I have been working on this project, on the heels of plans set before me by retired directors Wanda Rogers and Becky Clayton. Thanks to the supportive Person County Board of Commissioners, our County Manager, and other key constituents, our long-held dream is finally coming to fruition. Beginning in July 2023, plans will be created to expand, merge, and update equipment at the Person County Recycling Center. Final completion of the project is set for May 2025 and we look forward to you joining us on this amazing ride.

I have been confident that we would emerge from this period stronger, more resilient, and better equipped to tackle whatever comes our way. The support from our community, elected officials, managers, as well as family and friends of Person Industries has been nothing short of mind-blowing. In the coming months and years, we will continue to focus on delivering value, fostering collaboration, and driving positive changes within our organization and beyond. Together, we will chart a course towards a brighter, more prosperous future for all.

Thank you for your unwavering support and commitment. I look forward to the journey ahead and to achieving great things TOGETHER!

Be sure to smile—because our future is beautiful and bright.

Best regards,



Amanda Everett, Director



Person County  
Board of County Commissioners

Gordon Powell, Chair  
Derrick Sims, Vice-Chair  
Kyle Puryear  
Charlie Palmer  
Jason Thomas



Katherine Cathey  
County Manager



Brian Hart  
Asst. County Mgr.



Amanda  
Everett  
Director (E)

# Leadership and Staff



Gayle Maddry  
Business Officer (N)



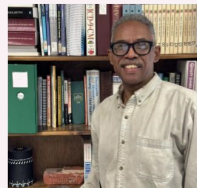
Rhonda Gentry  
Production  
Supervisor (N)



VACANT  
Accounting &  
Admin Support (N)



Wanda Rogers  
Administrative  
Consultant (PT)



Greg Carver  
Prod Asst. (N)



John Dickerson  
Prod Asst. (N)



Tina Wilkerson  
SE Program  
Coordinator (E)



Sarah Martin  
Community  
Employment  
Specialist (N)



Cheryl Perry  
Field Supervisor (N)

Custodians



Yvette Farmer  
Pay-Roll (PT)



Cory Hawkins  
Prod Asst. (N)



Chris Canale  
Community  
Employment  
Specialist (N)



Will Seidel  
Community  
Employment  
Specialist (N)

## Our Mission

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

# Person Industries' Staff and Employees

Total Full Time Staff: 24

Employees: 140

Part-Time Staff: 2

PI Main: 70

PI Main: 14

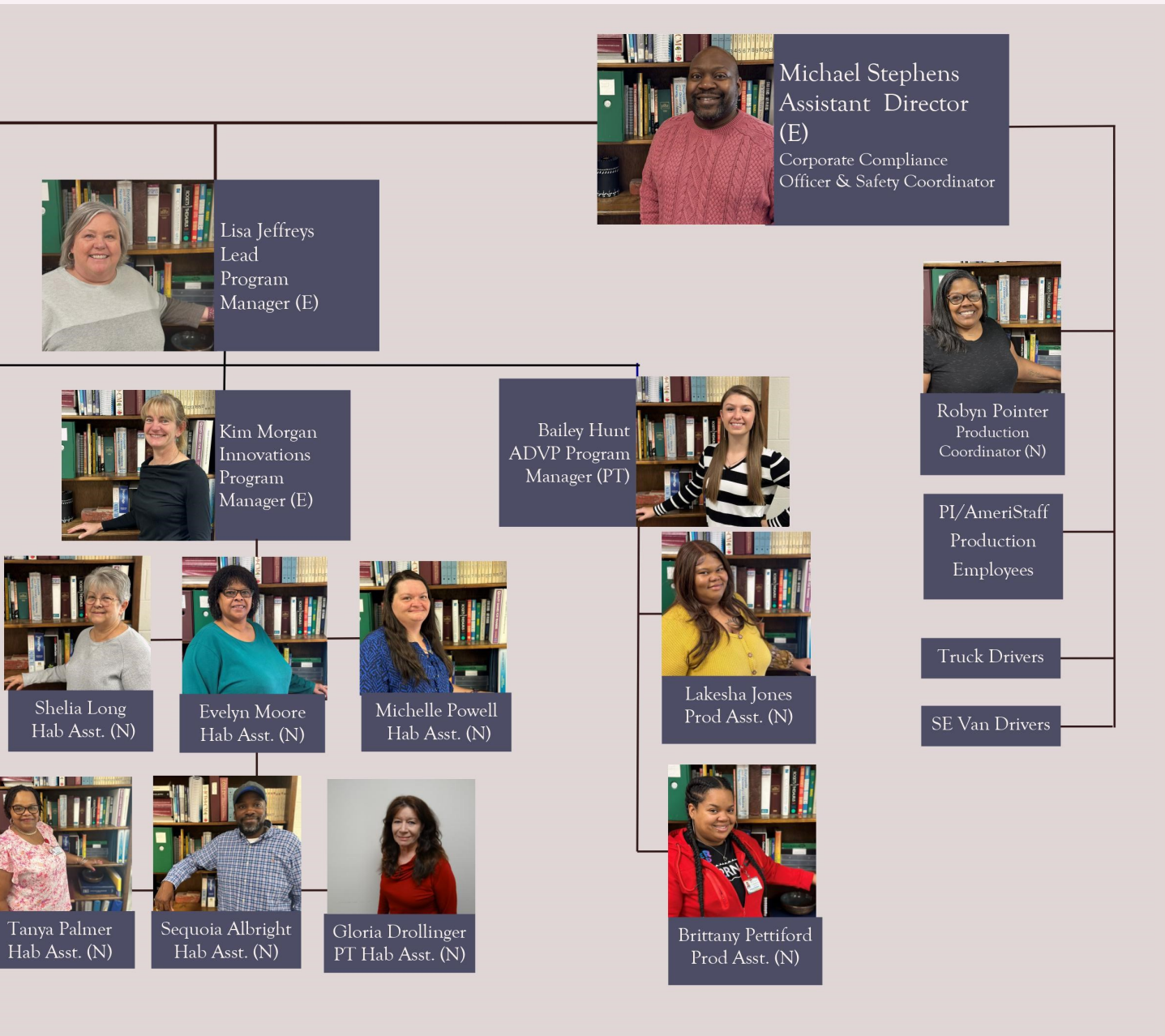
PCRC: 20

PCRC: 9

Eaton: 40

Eaton: 1

Community: 10



# Service Demographics and Analysis

## Customers Served

Person Industries served 94 people during the 2023 Fiscal Year. This was an increase of 1 from FY 2022.

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

Total Served by Disability	2023
Autism/Asperger's	13
Borderline Intellectual Functioning	1
Fragile X	1
Intellectual Disability-Unspecified	1
Intellectual Disability-Mild	37
Intellectual Disability-Moderate	28
Intellectual Disability-Profound	1
Intellectual Disability-Severe	9
Reading Disorder	0
Pervasive Developmental Disorder	0
Mental Health	0
Medical	0

	2021	2022	2023
<b>Clients Served</b>	69	87	80
<b>Average Age</b>	30.9	35	31.4
<b>Ethnicity</b>			
African American	45	50	50
White	24	37	30
Hispanic/Latino	0	0	0
American Indian	0	0	0
Other	0	0	0
<b>Gender</b>			
Male	21	27	24
Female	48	60	56
<b>Served by Program</b>			
ADVP	14	25	24
Innovations/Day Supports	4	13	14
Innovations-SE	1	2	2
Community Based Assessments	1	1	0
SE-VR	9	12	11
B3 Services-SE Maintenance	16	17	17
SE Long Term Support	1	1	2
Un-sponsored	12	11	5
Work Adjustment Training-VR	16	11	7
Work Adjustment Internship	0	0	0
<b>Total Served (Duplicated)</b>	111	93	94

# Bright Days Ahead –Employment Services



Tina Wilkerson  
Program  
Coordinator

## Supportive Employment & Work Adjustment

Our focus this year really hasn't been any different than years past; however, FY23 has definitely been "A Brighter Day" for Person Industries and for the Employment Services Department.

Fiscal year 2023 brought on several big changes as we looked to "A Brighter Day". In July 2022 the Employment Services department moved to the Person County Recycling Center with a vision to have additional staff on site at any given time in order to provide support to our consumers, and to the patrons that recycle. This has proved to be a great move at the perfect time. Our department continues to provide services in the community, with our home base being at Person County Recycling Center.

In addition to relocating our department, we encountered personnel changes with hiring and training two new Job Coaches. The Job Coach position was also officially changed to Community Employment Specialist. These two individuals continue training in their jobs as we all continue to encounter change, growth, and "A Brighter Day". I think we can all agree that being a Community Employment Specialist is a very unique job. It is challenging, yet rewarding. The move to the Recycling Center and successfully filling two Community Employment Specialist positions, all have definitely contributed to "A Brighter Day" for Person Industries, Person County Recycling Center and the Employment Services Department.

ment.

Through the SE program, we were able to reach 133% of our goal with placing eight individuals in competitive jobs. These individuals were referred to Supported Employment by Vocational Rehabilitation. With successful job placements, four new individuals are receiving Long Term Supported Employment to assist them with maintaining their jobs. Throughout the year, we work closely with valued program participants that work in the community and help them achieve their vocational goals, and maintain their community employment.

In Work Adjustment services, although we have experienced a significant decrease in referrals, we were able to work with seven individuals and assisted two of the seven with gaining successful and satisfying employment. Person Industries and VR continues their excellent partnership that has allowed continued growth into the future. We remain confident in the future for this service and continue to move forward with collaboration with VR counselors, program participants, local businesses and organizations to grow all the services offered through Person Industries and the Employment Services Department.



## Bright Days Ahead –ADVP

The ADVP program has flourished during FY 2023! We are starting off this year with 23 active consumers (14 at Person Industries and 9 at the Person County Recycling Center). Our team of staff has also expanded with three new full-time staff full of bright ideas and the passion to help develop this program into an even stronger one. ADVP is definitely looking at a brighter day!

With COVID restrictions behind us, ADVP has been able to advance and bring consumers back to the program. Everyone is excited to be back in services and getting back in the routine here. We have been able to restart our Healthy Living Courses including community outings! PI employees completed the “Healthy Mind” course led by one of our new staff, Lakesha Jones. This course included an exploration of healthy hobbies and coping skills, such as photography and videography, aerobics, arts, relaxation and stress management, social skills, working as a team, music appreciation, board and card games, and more! Our Program Manager, Bailey Hunt, was also able to squeeze in some music therapy groups in between classes for our employees. In addition, consumers were scheduled in a rotation of outings to Palace Point for the Summer Movie Series and activities provided by the Person County Library. We also had two large group outings to see plays at the Kirby Theatre. All the consumers looked forward to the enrichment provided in the courses and outings and thoroughly enjoyed the opportunities!

We took the time to celebrate our wonderful staff this year during Direct Support Professionals week. Management prepared a week full of surprises that included food, games, prizes, guided relaxation, and personalized gifts. ADVP is very lucky to have such a bright and inspired group of staff to help cultivate this program! They will definitely help guide us toward a

brighter day!

Our community contracts are thriving now that consumers are back working! We had 16 individuals from ADVP working in the community in FY 2023 and we hope to keep growing in



Bailey Hunt  
Program Manager

our community options. ADVP consumers are back working the three contracted church cleaning crews, cleaning PMH grounds, and working at Wesbell. In-house work, such as confidential shredding, book salvage, and ThinLine production have continued and provided consistent work for ADVP. We have also had sporadic work from Polywood and Eaton to diversify the in-house work.

In FY 2023, Person Industries was able to hold an Employee Excellence Event at least once each quarter! The Employee Advisory Committee has started back up and our employees’ input on programming has been implemented. We had a Halloween party, Christmas party, Valentines/heart health event, summer tie-dye event, and a PI Special Olympics. We celebrated birthdays each quarter, learned about various cultural events of the quarter, provided a space for creative expression, and celebrated the great work that our consumers do every day! In addition, staff have been able to lead small group activities in the afternoons.

ADVP had a great victory this year after an obstacle was thrown at us in FY 2022. In January of 2022, there was a Memorandum of Understanding (MOU) instated by the NC Dept of Health and Human Services to begin the process of ending ADVP services over the next five years and to be replaced solely with Competitive Integrated Employment (CIE). This MOU did not offer alternate services



*(ADVP services continued)*

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 banded together, advocated for our consumers, attended town hall meetings, and reached out to our local legislative leaders to support bills to retain ADVP services. The Senate voted 44 in favor and 0 opposed with 1 member not voting and the House voted 113 in favor and 2 opposed on these bills. These votes show strong support from the legislature for the services and support that is provided to people with I/DD and to their families in ADVP programs like ours. Thanks to the continued support of our community and our staff's diligence, bills were passed in both the house and the senate to retain ADVP services for those whom CIE would not be an option! Person Industries will continue to be an active voice in advocating for the needs of our consumers.

Looking forward, ADVP can see the light of a brighter day shining! With the immense amount of growth in the last year we believe ADVP can only go up from here. This program has recovered from many obstacles and will continue to persevere in the next year. We will be back to full programming and will continue to develop a meaningful, interactive programming schedule to promote growth and fulfillment both vocationally and personally. ADVP plans to focus on how we can support our employees transition to community work groups and expand the options available for our consumers. We look forward to the opportunities to come in the next year with this brighter day!



## Bright Days Ahead – Innovations



**Lisa Jeffreys**  
Lead Program  
Manager

In the Innovations department, 2023 was a year for brighter beginnings by reconnecting. Reconnecting with prevocational programming and activities, reconnecting with friends and reconnecting with our community. Staff focused on assisting

consumers who were finally able to return to adjust to their regular rou-

tines and being actively involved in choosing what their days would look like. We were excited to start the year off with 14 active Innovations consumers. Within the year we had one additional Innovations consumer return to services after being out since Covid and also had a consumer from the ADVP program receive an Innovation waiver slot and was added to the Innovations department. We continue to see those returning to services so happy to be back within their work routine and with their coworkers and supports. The Innovations program currently still has four consumers who have not returned since the Covid shut down.

In FY2023, Person Industries returned to having holiday and quarterly excellence activities as well as our well-loved

employee banquet. We had several direct service positions that had been vacant that we were able to fill this year with well qualified and enthusiastic staff. Because of that we were able to schedule several community inclusion activities throughout the summer months as well as restart Healthy Living Classes, which the consumers all look forward to.

Moving ahead into 2024 we see nothing but brighter days in so many different ways. We are excited about our movement back to being fully staffed and being able to offer full programming. We are expecting the return of at least two additional Innovations consumers in the beginning of 2024 as Medicaid Appendix K flexibilities end at the end of February. We have been fortunate this year to be able to hire Bailey Hunt as our new ADVP Program Manager. Bailey, who brings a wealth of knowledge, enthusiasm, and ideas to our agency. We are planning for our Person Industries and Person Recycling Center merger to be able to offer all work opportunities to all people. There are so many positive and exciting things happening for our agency and those we serve! We have persevered through the trying times and are finally able to see the light at the end of the tunnel. Bring on 2024! “Our future’s so bright we gotta wear shades”.

## Production Updates

Production in FY 2023 between PI and its community partners was consistent and stable.

Wesbell production activity increased year-over-year as needs there expanded and PI was able to provide ready support. At Wesbell, PI employees primarily work to unbox packaged material, but duties expanded to include three additional tasks over the year, incorporating two teams at one point. The relationship between Wesbell and PI continues to thrive, and our workforce there continues to evolve with additional staff and more enthusiastic workers.

PI production assembling the Busy Buddy product line of equine accessories by ThinLine Global remained active. The Busy Buddy is a drug-free relaxation tool used with horses to prevent fretting, biting, or other behaviors during grooming or standing. PI employees manually convert raw materials into a finished product, label bags, and pack each unit. PI is proud to be the sole producer of this item for ThinLine Global.

Finally, production remained strong with our longest-standing partner, Eaton Corporation. Our employees onsite at Eaton remain a vital part of overall production processes. The PI production coordinator working at Eaton sends other work to PI to be completed by PI employees who do other inspection and disassembly tasks.

As always, PI production continues to seek new partnerships with area businesses and industries. These partnerships enhance the Person County community, enrich the PI brand, and provide meaningful employment to PI consumers.



**Michael Stephens**  
Asst. Director & Safety  
Coordinator

## 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	FY'22	FY '23
1	7	10
2	2	4
3	0	0
BIP	0	0

### Resulting Action

Type	2022	2023
Suspension (1)	0	0
Suspension (2)	0	0
Self-Injurious Behavior	0	0
Misc Incidents	0	0
Report suspicion of abuse, neglect or exploitation	0	0
Death due to terminal illness	0	1

## Corporate Compliance and Ethics

Ethical compliance has long been an asset for Person Industries and has continued during FY 23. There were no incidents of ethical violations.

	FY'21	FY'22	FY'23
Violations	0	0	0

## Safety

Person Industries had a wonderful year in regards to safety. PI, PCRC, and Community Contracts all received Certificates of Safety Achievement at the Safety Awards Banquet, hosted by the NCDOL. 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 '23

LOCATION	2023
PI Main	1
PCRC	2
Community Contracts	2
LOST DAYS AT WORK	
PI Main	0
PCRC	0
Community Contracts	0
TYPE OF ACCIDENT	
Injury	5
Skin Disorder, Respiratory	0
Other (needle stick)	0

## Brighter Days Ahead for Recycling

In recent years, recycling has emerged as a crucial component in the global effort to combat environmental degradation and resource depletion. While the recycling industry has faced its share of challenges, there are many reasons to be optimistic about the future of recycling. With innovative technologies, increasing public awareness, and growing responsibilities, brighter days are indeed ahead for recycling.

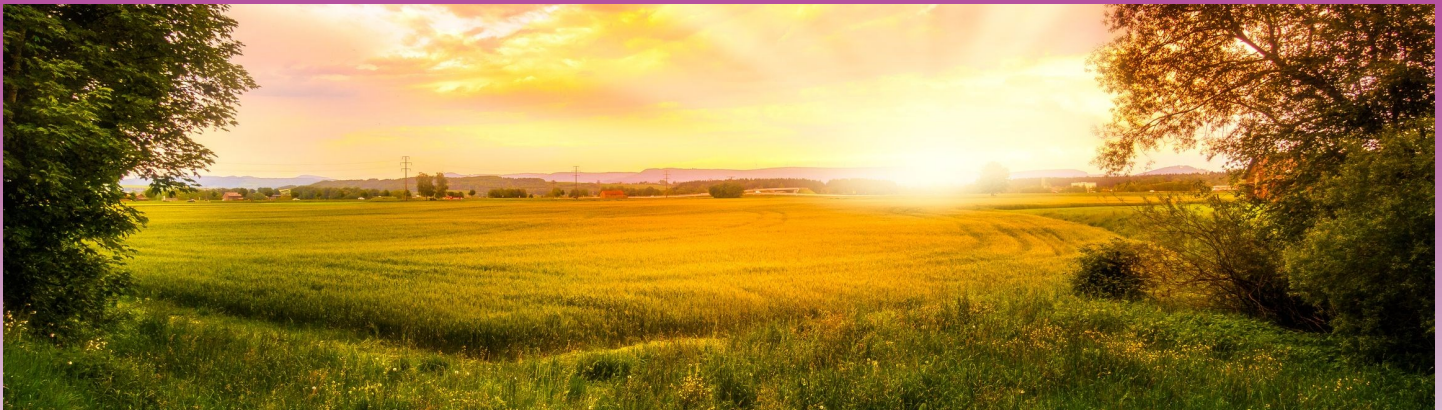
A great reason for this optimism is the increasing awareness and participation of the public in recycling efforts. People are becoming more conscious of their environmental impact and are actively seeking out ways to reduce waste and recycle responsibly. We have seen a great reduction in contamination over the last year or so and we believe that is due in part to implementing educational programs and initiatives that promote correct recycling and encourage sustainable practices.

Of course, despite positive developments, challenges remain—recycling policies are inconsistent and there is a HUGE need for greater customer and citizen education. However, with the right collaboration and committee, these challenges can be overcome.

The future of the Person County Recycling Center is bright! We are helping to create a healthier planet for future generations. We look forward to what 2023/2024 has in store for us!



Amanda Everett  
Director



## Financial Summary

PI Main Financials			PCRC Financials		
	2022	2023		2022	2023
<b>Revenues</b>			<b>Revenues</b>		
<b>Intergovernmental Revenues</b>			Sales		
ROAP Transportation	22,008.00	20,709.00		54,788.37	42,516.89
Adult Vocational & Rehabilitation Program	87,306.93	87,400.00		Fee/Disposal Taxes	126,548.62
<b>Total Intergovernmental Revenues</b>				Grant-NCDENR	0
<b>Charge for Services</b>				Donations	161.26
Production Sales	134,145.71	225,718.56		Services-ADVP, Medicaid	63,642.26
Medicaid	164,670.12	268,412.40		<b>Total Revenues</b>	<b>262,552.72</b>
Transportation	12,260.00	13,389.00			<b>367,430.60</b>
Local Services	54,969.91	55,004.28		<b>Expenses</b>	
<b>Total Charge for Services</b>				Personnel	338,465.87
Interest Earnings	952.53	14,579.92		Operating	258,975.13
Donations and Miscellaneous	2,019.15	7,167.02		<b>Total Expenses</b>	<b>597,441.00</b>
<b>Total Revenues</b>	<b>684,571.35</b>	<b>909,959.60</b>		<b>Transfers in General Fund</b>	<b>347,839.00</b>
<b>Expenditures</b>					<b>325,766.00</b>
<b>Human Services</b>					
Personnel Expenses	1,109,524.98	1,284,593.04			
Operating Expenses	120,757.71	159,185.47			
<b>Total Expenditures</b>	<b>1,230,282.69</b>	<b>1,443,778.51</b>			
<b>Transfers in General Fund</b>	<b>266,961.00</b>	<b>361,712.00</b>			



**Person Industries**

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<https://www.personcountync.gov/government/departments-i-z/person-industries>