

Person Industries



2014

*Embracing the
Journey*

Annual Report



**Fiscal Year
Ending
June 30, 2014**



A Message To Our Stakeholders

Person Industries Annual Report

Fiscal Year Ending
June 30, 2014



Our Mission

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



Becky Clayton
Executive Director

In January 2015 Person Industries will celebrate 30 years of providing services in Person County. There have been many twists and turns over the past 30 years—Relocation from the remote Bushy Fork School to the heart of Roxboro. Then moving through state reform from OPC-MHC to becoming a department of Person County Local Govern-

ment. It seems the journey of Person Industries involves constant change. Our services and approaches have also changed continually to meet the requirements of the community, our funders, partners in industry but most importantly the people we serve.

I became a part of this journey 21 years ago. In 1993, I came to Person Industries as a Program Manager. In that position, I ensured program compliance, oversaw ADVP and what was then known as CAP-MR/DD services. Then, as our interests turned to recycling, I was very involved in the venture from its conception. Person County Recycling Center opened on June 29, 2009 with me as the site manager. In 2011, I became the Assistant Director and then in March 2014, following the retirement of Wanda Rogers, I was named the Director of Person Industries.

This fiscal year started with many changes. Person County, with great persistence, purchased a building for Person Industries and Person County Recycling Center to merge. This merger will follow much needed renovations but will afford PI the opportunity to provide a wider range of vocational training opportunities, increase our service base and reduce service and transportation costs.

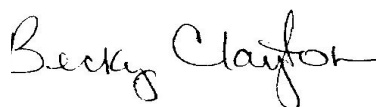
As always, Person Industries has focused on staying in compliance with our funders: Cardinal Innovations and

Vocational Rehabilitation (VR). This has been a challenge with VR rolling out their new software system, BEAM. PI has also focused on increasing our political voice by co-hosting local town hall meetings to network and educate our leaders on the challenges of providing services in rural areas. As a result, we have cultivated relationships with our local, state and federal representatives to make sure they understand the needs for the services we offer.

Thanks to improvements in the economy, PI Production Sales were higher than anticipated. With this positive trend, we see ourselves moving closer to stabilization in services and contracts and to financial growth.

For 2015, Person Industries is preparing for the retirement of our long time Business Officer Veronica Wilkerson. We are also in the process of preparing for our three-year CARF Accreditation Review in February. Plus, we are anxiously awaiting details about the building renovations needed to make the merger a reality.

In my new seat at Person Industries, I quickly learned that the journey is not always scenic, the pace is not always comfortable, but the destination is clear. We must focus on making the changes needed to meet the needs of our community, funders, partners and most especially, those we serve. I've learned that PI needs to expect changes and forward movement. In fact, we need to create many of those changes and embrace the journey.



Becky Clayton, Executive Director

Table of Contents

To Our Stakeholders—Embracing the Journey	2
The Facts	4
Our Programs—One Year of the Journey	5
Employment Services—5	
NC Innovations Waiver—11	
Financial Summary—Seeing Black	6
Production Revenue Turns Black	6
Service Demographics	7
Leadership and Staff	8
Staff Ending the Journey	9
Protecting the Rights of Those We Serve	10
Client Incidents Reviewed	10
Our Programs (Continued)	11
Plan, Review, Survey	13
OSHA Form 300	13
Corporate Compliance Report	13
Satisfaction Surveys	13
Reduce, Reuse, Recycle	14
Supporting the Journey	15

<p>In 2015, Person Industries will celebrate 30 years of serving citizens with disabilities in Person County.</p>	<p style="text-align: center;">Our Mission</p> <p style="text-align: center;">To empower and assist individuals in achieving their personal and vocational goals</p>	<p>In 2007, Person Industries was listed as one of the top 10 employers in Person County by <i>Where We Live Magazine</i>. Currently, Person Industries employs a total of 120 employees and 27 staff members.</p>
<p>Person Industries received the “Organization of the Year” Award from the North Carolina Rehabilitation Association in 1988 and 2000.</p>	<p>Person Industries opened Bee-Line Designs, a custom embroidery and screen-printing business, in 2002. In the 2015 Fiscal Year, Bee-Line will add new vinyl transfers to its list of offerings.</p>	<p>In 1998, Person Industries received the Governor’s Award for Outstanding Volunteerism for our community outreach volunteer program.</p>
<p>January 28, 2005 was declared Person Industries Day by the City of Roxboro and the County of Person as the program celebrated 20 years of serving people with disabilities in Person County.</p>	<p>The Person County Recycling Center (PCRC) has received 4 safety awards in five years of operation from the NC Department of Labor.</p>	<p>Person Industries was established in November 1984 and opened to the public in January 1985 under the management of Orange-Person-Chatham Mental Health Center, now known as OPC LME.</p>
<p>Person Industries opened the Person County Recycling Center (PCRC) on June 29, 2009. PCRC is a materials recovery facility (MRF) and one of only a few operated with people with disabilities.</p>	<p style="text-align: center;">Our Vision</p> <p style="text-align: center;">To provide quality services designed for the needs and desires of the individual while promoting inclusion, choice and full participation in the community</p>	<p>In 2010, Person Industries was awarded the Inclusive Community Program Award by the Arc of North Carolina.</p>
<p>Person Industries is accredited by CARF, an international accrediting commission for rehabilitation facilities. Since 1997, Person Industries has been accredited every three years and will undergo its 7th review in 2015.</p>	<p>Person Industries (Main Facility) has received a 15th consecutive Safety Award from the NC Department of labor.</p>	<p>Person Industries publishes a monthly newsletter entitled “PI Events” that has been in circulation since May 1997.</p>
<p>In 2009, the Person County Recycling Center, in its first year of operation, was awarded the Outstanding County Program Award by the NC Association of County Commissioners.</p>	<p>In 2013, PI Employee Advisory Committee implemented the Workplace Excellence Awards to recognize employees who excel in the areas of citizenship, work ethics, safety and health. The awards are presented quarterly.</p>	<p>In July 2005, Person Industries became a department of Person County Government.</p>

Our Programs — One Year of the Journey

When people with disabilities come to Person Industries, more is involved than just “going to work”, which is a common misconception. Individuals must be assessed and placed in a program that is designed to meet their disability needs. PI offers several programs for consumers with disabilities ranging from profound to minor. Please enjoy highlights of our programs for 2014.

Employment Services (Evaluation, Work Adjustment & Supported Employment)

Keeping up with changes has become the norm instead of a periodic challenge in the Employment Services Programs. During the year, Employment Services contended with many challenges that affected services.

- ◆ Vocational Rehabilitation (VR), the primary referral agency for both Supported Employment and Work Adjustment services, implemented a new electronic records referral, billing and payment system called BEAM. The new system required that everyone, PI Staff users and VR personnel alike, learn to navigate in order to provide day to day services for our consumers.
- ◆ In October of 2013, a government shutdown halted all services to consumers for a 16 day period. The 16 day delay, or hold on services, greatly impacted time sensitive job opportunities.
- ◆ Technology, while good in many ways, presented access issues for job seekers. Not having access to computers and online applications makes it more difficult for people with disabilities or adverse backgrounds to find employment since it limits opportunities to talk to employers directly and build the working



Continued on page 11

PI Main	2013	2014
Revenue		
Intergovernmental Revenues		
ROAP Transportation	\$24,577	\$24,441
Total Intergovernmental	\$24,577	\$24,441
Program Generated		
Sales (All Sales)	\$808,960	\$795,922
IPRS and Voc Rehab	\$541,738	\$305,999
Medicaid	\$421,183	\$539,848
Transportation	\$16,354	\$16,774
Local Services	\$34,534	\$28,444
Work First Referrals	\$921	\$1,842
Total Program Generated	\$1,848,267	\$1,713,270
Investment Earnings	\$521	\$4
Donations and Miscellaneous	\$14,120	\$11,366
Total Revenues	\$1,862,908	\$1,724,640
Expenditures		
Human Services		
Personnel Expenses	\$1,920,717	\$1,546,682
Operating Expenses	\$206,088	\$502,913
Capital Outlay	\$43,241	\$0
Debt Service	\$0	\$0
Total Expenditures	\$2,170,046	\$2,049,595
Transfers in General Fund	\$307,138	\$304,283
PCRC		
Revenues		
Sales	\$190,825	\$127,877
Fee/Disposal taxes	\$65,995	\$110,275
Grant-NCDENR	\$8,744	\$4,510
Donations	\$2,065	\$1,016
Program Generated	\$182,736	\$124,421
Total Revenues	\$452,377	\$368,099
Expenses		
Personnel	\$367,565	\$313,465
Operating	\$156,360	\$261,929
Capital Outlay	\$11,867	\$0
MRF equipment financing	\$98,668	\$98,669
Total Expenditures	\$634,460	\$647,063
Transfers in General Fund	\$182,083	\$130,238

Financial Summary

Seeing Black

PI entered the 2014 Fiscal Year needing a good solid financial year and at the very least, to end in the black. With good budgeting and a little austerity from both directors, PI's wish was granted and the program ended in the black.

Staff and employees stretched and pulled to get the most use from our resources. Our most valuable resource, our employees, worked very hard to deliver quality services and then follow through with solid billing practices so as to obtain 100% of payments from funders. The Production Department exceeded budgetary expectations for the year and greatly contributed to a positive bottom line. (See below.)

Production Revenue Turns to Black

The goal for the Production Department, entering 2014, was to gross 525,000.00 in revenues. That expectation, however, was exceeded by nearly 33% with total revenues equaling \$782,226.

This development was due, in no small part, to PI's ongoing and ever-growing relation-



Continued on page 15

Service Demographics

	2012	2013	2014
Client's Served (Unduplicated)	165	140	125
Average Age	28.33	38.58	37.67
Ethnicity			
African American	97	84	75
White	66	55	49
Hispanic/Latino	1	1	1
American Indian	1	0	0
Other	0	0	0
Gender			
Female	65	57	49
Male	100	83	76
Served by Program			
ADVP	42	39	41
Innovations/Day Supports	20	22	20
Innovations - SE	0	0	**2
Community Based Assessment – VR	2	2	1
Evaluation – VR	21	7	13
SE - VR	20	15	8
SE Group - IPRS	27	29	1
B3 Services – SE Maintenance (SE Individual)	0	0	21
SE Long Term Support	24	27	13
Transition – Person High School	11	6	2
Un-sponsored	2	2	1
Work Adjustment Job Coaching	0	7	7
Work Adjustment Training – VR	11	0	9
Work Adjustment Training Jobs Group	11	4	0
Work First Functional Assessments	1	2	1
Total Served (Duplicated)	194	162	140
Total Served by Disability			
Clinical Disorders	84	46	63
I/DD	110	110	112
Medical Conditions	95	87	111
Dual Diagnosis (Individuals with a Clinical and Developmental Disability)	33	32	34

**This is the first year that Innovations-SE was listed as a program. The individuals in that program were previously captured in CAP-Medicaid and SE Long Term Support.

People Served

Person Industries served 125 people during the 2014 Fiscal Year which is a decrease of 10%. In February 2013, Cardinal Innovations developed a new waiver service (B3 Services) for SE individuals receiving Medicaid. As a result of this new service offering and eligibility criteria, many individuals served in SE-Group and Long Term Support Services were transferred to B3 Services, thus reducing the totals in SE Group and Long Term Support.

2014 marks the 5th consecutive year of decline in total (unduplicated) persons served. Changes in referral patterns coupled with in-house staffing issues have contributed to this decline.

“In February 2013, Cardinal Innovations developed a new waiver service (B3 Services) for SE individuals receiving Medicaid. i.e., many individuals served in SE-Group and Long Term Support Services were transferred to B3 Services, thus reducing the totals in SE Group and Long Term Support.”

Person County Board of County Commissioners

Jimmy Clayton, Chair
Frances Blalock
Ray Jeffers
David Newell
Kyle Puryear



Heidi York,
County Manager



Sybil Tate, Asst.
County Manager



Becky Clayton,
Director

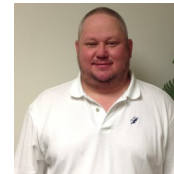
Leadership & Staff



Veronica Wilkerson,
Business, Safety &
Ethical Compliance
Officer



Lisa Jeffreys,
Program
Manager



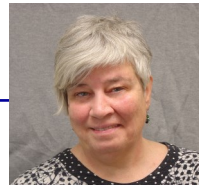
Jody Suitt,
Production
Manager



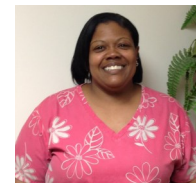
Carolyn Wal-
ters, Admin
Support Spec



Christie Henderson,
Field Supervisor



Judith Casseday
Evaluator (PT)



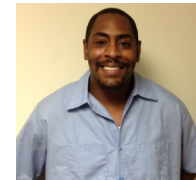
Robyn Cousin
Field Supv



Yvette Farmer,
Payroll Tech



Annie Gibson,
Field Supv



Jamaal Christian
Prod Asst



Sarah Reid,
Job Coach



Tina Wilkerson,
Job Coach



Carlton Batten
Job Coach (PT)

Our Mission

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

Staff—Ending the Journey

Employee turnover presents unique challenges in the workplace and turnover in key positions even more so. In 2014, the journey ended for PI long time director Wanda Rogers as she retired after 29 years with Person Industries and 14 years at the leadership helm. Wanda was succeeded by Becky Clayton who previously functioned as Assistant Director.



Wanda Rogers
Retired 3/1/14

To fill the Assistant Director's post, PI moved outside the organization to select Amanda Everett. Amanda came with a wealth of experience in recycling and human resources.



Becky Clayton, Director and Amanda Everett, Assistant Director

Also during 2014, Carlton Batten chose retirement for the second time in his career. Carlton worked at PI in a part-time job coach position after retiring from Vocational Rehabilitation several years ago. He was quickly

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Amanda Everett,
Assistant
Director

Melissa Brann,
Program
Manager



Rhonda
Gentry,
Production/
Maint. Tech.



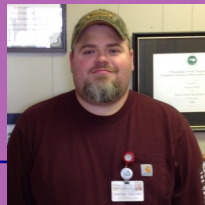
Dana
Drumwright,
Program
Manager



Merriell Jay,
Prod Asst



Franky Allen,
Prod Asst



Matthew Chandler,
Prod Asst



Beverly Berned,
Hab Asst



LeaTasha Cheek
Hab Asst



Jason Griffith,
Hab Asst



Kendra Puryear
Prod Asst



John Dickerson,
Prod Asst



Gloria Drollinger
Job Coach



Gennie Johnson,
Hab Asst



Evelyn Moore,
Hab Asst



Shelia Long,
(Hab Asst—PT)



Cheryl Perry,
Hab Asst

Protecting the Rights of Those We Serve

Protecting the rights and privacy of those we serve is key to enriching their experience at PI and fundamental to the success of the journey. To ensure this happens, PI must take several actions throughout the year.

The first is to educate staff and employees of their rights. The education begins at the orientation stage for all new staff wherein they receive instruction on the laws surrounding the rights of individuals and then undergo competency based testing to ensure they can apply their newly acquired knowledge.



To ensure everyone stays abreast and clear on the rights and therefore recognize right's violations, staff must train on these rights at least annually and again have competency based testing.

Client Incidents Reviewed

Level of Incidents

Level	2012	2013	2014	%
1	9	7	4	40%
2	2	3	4	40%
3	1	0	2	20%
BIP	2*	3*	3*	

Type of Incidents

Type	2012	2013	2014
Suspension (1)	5	7	3
Suspension (2)	2	2	3
Consumer missing	1	0	0
Self-Injurious Behavior	1	0	0
Report suspicion of abuse, neglect or exploitation	3*	0	1*
Misc Incidents	0	0	2
Death due to terminal illness	0	1	1
	9	10	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 or 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.

***Not included in total**

The final phase of the assurance process is to maintain an active Client Rights Committee to oversee client rights policies and activities.

The Person Industries Client Rights Committee meets quarterly and reviews all incidents that occurred for the quarter to make sure no rights were violated. The committee is chaired by the PI Client Rights Coordinator and is made up of outside professionals in the human services field, business professionals and family members of people with disabilities.

Our Programs — One Year of the Journey (cont.)

Continued from page 5

relationships that are necessary to make job placements.

Amidst all of the changes and challenges swirling around them, staff held it together and assisted consumers in finding satisfying community employment. (See Program Highlights.) Consumers responded by rising to the challenge to learn new job skills, accept new responsibilities and complete another year of the journey.

Program Highlights

- ◆ 8 individuals were placed in jobs in the community.
- ◆ 88% of those placed in jobs, among the three services, maintained employment for at least 90 days.



- ◆ PI's contract with Eaton Corporation held opportunities that interested and met the needs for many of our consumers and continued to employ 20 people with disabilities.

- ◆ The Work Adjustment Training Program was able to offer in-house training services due to a more robust Production Department. (See page 6).

Work Adjustment is especially valuable for consumers who have been out of the workforce for an extended period of time and for those who have had medical changes and need time and assistance to evaluate their stamina and post-procedure work tolerance.

NC Innovations Waiver Program

The NC Innovations Waiver Program is a Medicaid funded program for individuals with intellectual disabilities and other developmental disabilities. It is designed to provide an alternative to placement in an intermediate care facility (ICF). This waiver offers an array of services and support options designed to assist individuals of all ages to remain in their community and to live as independently as possible. Individuals enrolled in the Medicaid Program may qualify for this program.



The NC Innovations Waiver enables individuals to play an es-

Program Highlights

- ◆ 22 consumers served
- ◆ PI has participated in the NC Managed Care Waiver since 2012.
- ◆ In January 2014, Cardinal Innovations launched an updated version of Provider Direct called Provider Direct 3.0. Staff attended trainings on the updated version of the system to enter consumer data and billing information.
- ◆ Of the 22 consumers, 20 consumers were sat-

Our Programs — One Year of the Journey (cont.)

essential role in deciding how to plan, obtain and sustain services for themselves. This helps them live fuller, more independent lives.

Participants in the Innovations Waiver Program participate in work activities throughout the day such as shredding, book salvage, and recycling. These activities help to build the pre-vocational skills necessary to acquire competitive employment.



ified with the services they received, according to satisfaction surveys.

- ◆ 14 consumers were nominated for Workplace Excellence Awards for showing accomplishments in citizenship, work ethic, safety and health.
- ◆ Service Supports Assessments were completed on 100% of consumers to ensure that the current level of services were still appropriate.

ADVP (Adult Developmental Activity Program)



The ADVP Program offers long term vocational skills training wherein participants receive individualized services based on their own vocational and personal goals. The program promotes vocational, educational, self-help, communication, socialization and any other skills training requested by the participant.

Program Highlights

- ◆ 41 individuals served
- ◆ 70% of those served increased productive work time.
- ◆ 83% of those served responded to satisfaction surveys showing approval of the service.
- ◆ 83% of those served received a Service Support Assessment to ensure they were receiving the most appropriate service.

During 2014, the program was busy, both for participants and the program manager. Although all are given an opportunity to work or at least sample work in the community, some in the program have physical conditions that may

limit participation in community employment or have chosen to work inside PI's facility on tasks such as recycling, packaging or inspecting.

When no work is available or leisure training opportunities present, many turn to iPads for training. The iPads are used to further advance vocational goals through apps that target individual skill building and interests.

Plan, Review and Survey

Annual Plans are necessary to make sure PI stays compliant in many areas. During 2014, the following annual plans were completed and reviewed each quarter.

- Accessibility
- Corporate Compliance
- Cultural Diversity
- Quality Management
- Risk Management
- Strategic (3 year)
- Technology

For questions or input on any of the plans, please contact PI Director Becky Clayton.

OSHA Form 300 Accidents for Calendar Year 2014			
Recordable Accidents*			
PI Main			0
PCRC			2
Community Contracts			0
Lost Work Days			
PI Main			0
PCRC			0
Community Contracts			0
Type of Accident			
Needlestick			1
Sprain			1
Corporate Compliance (Ethical) Report			
	2012	2013	2014
Violations	0	0	0

*Report will be updated for changes.

At the end of every fiscal year, Person Industries surveys our stakeholders for feedback on how we performed during the year and how to better serve during the next year. Comments from the survey do that, but also reassure us that we are valued in our community.

Person Industries	Percentage of Responders			
I employ individuals from PI.	Poor	Fair	Avg	Excellent
	18.42%			
I contract with PI to complete work for my company.	Poor	Fair	Avg	Excellent
	52.63%			
I refer individuals to PI for services.	Poor	Fair	Avg	Excellent
	28.95%			
I am a recycling vendor or hauler.	Poor	Fair	Avg	Excellent
	21.05%			
Did PI provide quality services or qualified individuals to your business or organization?	Poor	Fair	Avg	Excellent
	0%	0%	5.26%	57.89%
Did PI provide the customer service/support you needed?	Poor	Fair	Avg	Excellent
	0%	0%	5.26%	63.16%
Did PI provide timely and effective information and/or services to meet your schedule(s)?	Poor	Fair	Avg	Excellent
	0%	0%	5.26%	57.89%
Did PI provide timely and effective follow-up to services or concerns?	Poor	Fair	Avg	Excellent
	0%	0%	5.26%	55.26%
Would you recommend PI or refer other individuals or organizations to PI?	Yes	No		
	100.0%	0%		

PC Recycling Center	Percentage of Responders			
Please rate the overall quality of service provided at PCRC.	Poor	Fair	Avg	Excellent
	1.79%	0%	1.79%	82.14%
Did you find PCRC staff to be helpful and knowledgeable?	Poor	Fair	Avg	Excellent
	1.82%	0%	3.64%	76.36%
Did PCRC provide timely and effective information and/or services to meet your schedule(s) or need?	Poor	Fair	Avg	Excellent
	1.82%	0%	1.82%	74.55%
Would you recommend and refer others to PCRC?	Yes	No		
	98.21%	1.79%		

Reduce, Reuse, Recycle—Extending the Journey

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 2014 and thus make lasting use of their resources. In the process, PCRC saw glimmers of hope that the recycling market would emerge from an abysmal drop experienced in 2013.

Highlights

The current recycling facility, located at 741 Martin Street in Roxboro, was purchased by Person County, giving the MRF and Person Industries a permanent home. The merger of the two operations into one will occur after safety renovations and necessary up fitting has been completed.

PCRC joined with NC Cooperative Extension Service to host Hazardous Household Waste and Pesticide Collection Day. The event offered residents and farms a venue to properly dispose of those old or unused household chemicals and pesticides.

PCRC reached out to the community through tours, presentations to schools, civic and church groups, and participation at community events. The facility also took advantage of national events like America Recycles Day and Earth Day to bring awareness. During 2014, PCRC hosted 17 groups for tours, made 11 presentations and participated in 4 community events.

Recycled materials, measured in tons, increased from 1631 tons in 2013 to 1662 tons. This 1% increase in tonnage came with an increase in revenue as well, rising from \$132,728 to \$133,764.

Satisfaction Surveys showed high satisfaction from PCRC customers with 96% rating the overall quality of service from above average to excellent.



To continue recycling efforts, there are strategies to follow—1) Continue community education & outreach and 2) Promote business and industry participation.

The recycling center followed these strategies by offering tours and presentations to any and all county and neighboring regions, organizations, churches and schools. Participation in other awareness projects helped as well.

“I want to compliment you on how nice the recycling center looks ... It looks like Disneyland over here! There’s not a chance you would look at this place and say, ‘That’s a recycling center.’ ... They are always friendly over here. I just wanted to call and give everybody compliments.”

Recycling Customer

PCRC looks forward to the year ahead and is ready to face all challenges in the journey. As recycling continues to become more warranted, our numbers will continue to rise. Whether it is paper, bottles, cans, or plastic, remember—REDUCE, REUSE, RECYCLE.

Staff—Ending the Journey

Continued from page 9



Carlton Batten and Judy Batten both retired during 2014.

joined in retirement by wife Judy Batten, who, although not on the PI staff, was certainly a part of the PI Family. Prior to PI’s move to Person County Government, the program fell under her oversight in her role as Director of DD Services with OPC Area Program.



Veronica Wilkerson, Business Officer and Carolyn Walters, Admin Support Assistant set to retire in 2015.

The retirement trend did not end in 2014 as other long time staff have announced their intent to retire. Business Officer Veronica Wilkerson plans to leave in the middle of the 2015 Fiscal Year and will be followed by Carolyn Walters, Administrative Support Specialist. Veronica will retire with 30 years of service while Carolyn will leave with 14.

We wish all past and future retirees much happiness.

Supporting the Journey



Ed Sims



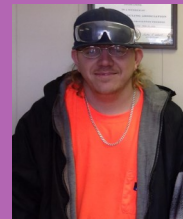
Veronica Harris



Donald Welburn



Carlos Cervantes



William Powell



Rogelio Lopez



Juana Burton



Tracey Humphrey



Richard Grier

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.

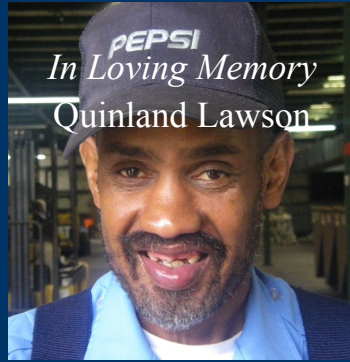
Production Revenue Turns to Black

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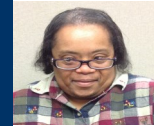
ship with Eaton Corporation. We continue to expand our duties with Eaton, as we now have nearly 80 employees dedicated to Eaton projects on a weekly basis. This accomplishment didn’t come without its challenges. Since Person Industries employs only part-time people (1,000 hours or less) to assist our employees with disabilities in meeting production demands, it basically means employing two individuals to fill one position. This of course can be difficult when dealing with employee turnover and absenteeism.

Regardless of the constraints, PI pulled together to exceed the financial goals while maintaining the quality standard our customers require.

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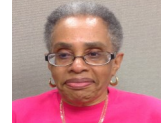
Citizenship



Work Ethic



Safety



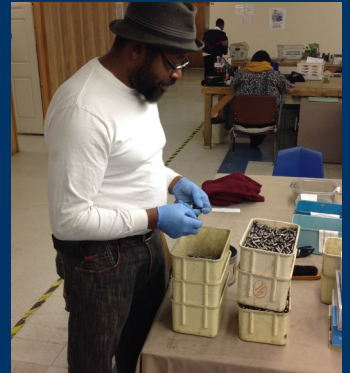
Health



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