

Person Industries

Annual Report

For Year Ending
June 30, 2005

2005

Person County
Government

During Fiscal Year 2004-2005, Person Industries turned 20 and celebrated the year with remembrances of 20 years of service and commitment to the people of Person County. The year was also one of change as the organization prepared for new leadership.

Celebrating the Past ...

Changing for the Future



PI Staff

Managers

Wanda Rogers
Director

Roderick Canada
Contract Procurement Specialist

Judith Casseday
Vocational Evaluator

Becky Clayton
ADVP Coordinator

Vernon Dowdall
Work Adjustment Coordinator

Lisa Jeffreys
Supported Employment
Coordinator

Fredy Pedroza
CAP/CBS Coordinator

Charles "Jody" Suitt
Production Manager

Veronica Wilkerson
Manager of Administrative
Support Services

Job Coaches
Alison Folley
Sarah Martin
Alecia "Pearl" Pettiford
Pauline Porterfield
Tina Wilkerson

**Work Floor
Supervisors**
Ozell Barnett
Dana Drumwright
Rhonda Gentry
Clementine Goodman
Shelia Long

Habilitation Assistants

Beverly Berned
John Dickerson
Annie Gibson
Gennie Johnson
Sharion Lawson
Carolyn Long
Evelyn Moore
Gary Parks
Hattie Townes

Administrative Support

Yvette Farmer
Carolyn Walters

Substitutes

Lorri Barnett
Merriell Jay
Sorside Zamora

On the Cover

Left Section (Top to Bottom)

- * Roxboro Mayor Steve Joyner speaking at PI's 20 Year Anniversary Celebration on January 28, 2005.
- * PI's 20th Anniversary Logo, designed by Roxboro Media
- * Wanda Rogers (L) with OPC Area Director Judy Truitt on her farewell visit to PI before the program's divestiture to Person County Government
- * The faces of PI employees from 20 years ago featured during PI's Anniversary Celebration

Right Section (Top to Bottom)

- * PI employees with NC Representative Winkie Wilkins during NCARF Rally Day on April 13, 2005.
- * PI Employees with NC Senator Ellie Kinnaird during Coalition 2001 Rally Day on May 18, 2005.
- * Seal for Person County Government, PI governing authority as of July 1, 2005.
- * Person High School Carpentry Class build offices at PI to accommodate the merger of Bee-Line Designs and the SE Program in May 2005.

**Our Mission— To empower and assist individuals
in achieving their vocational/personal goals.**

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Roxboro Mayor Steve Joyner declares January 28, 2005, Person Industries Day.

PI Turns 20

Fiscal Year 2005 was filled with celebration as PI looked back on 20

years of serving the people of Person County. It was on January 7, 1985 that Person Industries opened to the Person County Community. As the number of people with disabilities needing meaningful employment grew in Person County, so had the insistence on a successful community rehabilitation program. PI's humble beginnings in rural Person County were recounted during a celebration ceremony on January 28, 2005. The celebration brought together many who were with the program in 1985 and those bearing an interest in operations today.

In 1985, PI had 58 employees, seven staff and many in the community desperately looking to the new program for success. As was highlighted in the ceremony and more significantly in the lives of the many served by PI, they were not disappointed. Each speaker on the six speaker panel, collectively highlighted the work PI had done to make the lives of people more decent. Below are excerpted comments as each speaker reflected his or her personal views of Person Industries.

Brad Miller, US Congressman — "You make us all proud and feel better about the kind of community we are."

Judy Truitt, OPC Area Director — "This event has given me the opportunity to see the finest work by any staff anywhere in any program."

Johnny Lunsford, Chairman of the Person County Board of County Commissioners—"It is the best kept secret in Person County."

Jimmy Clayton, Person County Commissioner — "They're all about helping people."

Bobby Winstead, PI Consumer , — "It is a starting point for people like me in the community."

Steve Joyner, Mayor of Roxboro — "It is an ideal model of how public and private partnerships work and how they can be successful."

Judy Batten, Director of OPC Service Systems and Provider Services — "Great things are happening and there's no slowdown in the momentum."

PI's day of celebration was brought into perpetuity by the declaration of January 28, 2005 as Person Industries' Day by the City of Roxboro and County of Person.

PI continued to celebrate the 20 years of investing in people in each month's issue of the organization's newsletter, *PI Events*. A special feature entitled "20 Years Ago This Month" was included beginning March 2005 to continue throughout the calendar year.



Person County
Government

PI Prepares for Transition

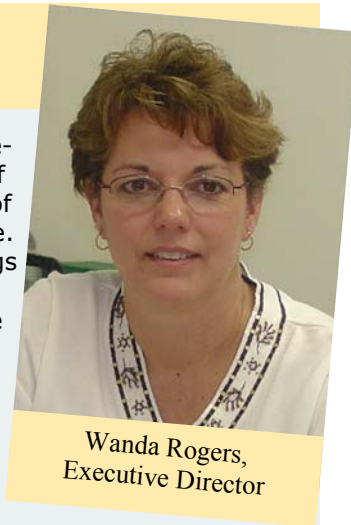
The State of North Carolina, in a sweeping reform of the mental health system, mandated that there be a separation of services from the service management. This plan, five years in the making, required PI to be divested from OPC Area Program, founding parent organization of 20 years. The reform had PI searching for new governance, which was found in the Person County Government.

As of July 1, 2005, PI was slated to become a department of Person County Government. With the date of the move in hand, major issues related to the transition needed to be resolved. Here are a few:

- *With the reform of mental health and all the many changes, would PI continue to be able to provide quality services?*
- *With service definitions up for revision, who would now qualify for services?*
- *For staff with as many years of service, how would benefits from OPC transfer to Person County Government?*

The following pages will show how PI performed during this self-proclaimed "Year of Transition".

An Interview with the Director



Wanda Rogers,
Executive Director

What did you do to prepare Person Industries to become a part of Person County Government?

► I acted very much as a liaison between OPC LME (Local Management Entity) and Person County Local Government. I did a lot of coordination between the two to see what we had to take care of on the OPC side to assure a smooth transition to the county side. I was the communicator. With PI staff, we had as many meetings as possible throughout the year. Whenever there was an opportunity for everyone to sit down together, I would give an update to the staff to let them know where we were in the process. I felt a lot of support on the part of OPC as well as the county to move us over at our current salaries and with our benefits as close to what we had with OPC. I was very impressed with how our staff handled the change.

What have been the highlights of this year for you?

► The biggest highlight was celebrating our 20 Year Anniversary in January 2005. This was very special for me in that I have been here since the beginning of Person Industries. It was a pleasure to celebrate those 20 years because I could see where we have been and where we have come so far.

We merged our Bee-Line Designs storefront into our main facility in May. With this merger and some restructuring, we expect to be more cost effective. That was a lot of work, but we have a good staff here that helped make that a good move.

Another highlight was achieving the largest contract sales year in our history – over a million dollars in just contract sales. That was a record breaker and shows how the staff remained focused. We couldn't have done those kinds of numbers without the staff really being on top of things.

I don't want to leave out our very first Employee Appreciation Banquet held at the Festival House in August 2004. It was a wonderful event with lots of participation. People came with their guests and everyone was dressed so nice. We had a wonderful meal and a dance afterward. We had a tremendous time!

What are our priorities as we enter this new year as part of Person County Local Government?

► A huge priority this year is CARF Accreditation for our programs of service. We must get it and there is a lot of work to be done in preparation for that. Not because we are not ready for the things that we do with CARF—we stay up on the standards from year to year—but we have a lot of adjustments in policies and procedures due to our move from one entity to another. It takes a lot of teamwork and coordination to get all that together. I feel very confident in what we are doing in all other sections—health and safety and programming.

This year we found out we have to obtain a DFS License (Department of Facility Services), so we have to get that taken care of. The license is necessary in order for us to continue to provide CAP services, so we have to have that by August 2006. There is a lot of preparation involved in that process as well.

There is a lot on our plate this year! This is going to be one of the most difficult years in terms of how many big things are happening.

Any final words?

► At the end of every fiscal year there are always a lot of people and organizations to thank. I am so thankful to the staff for the hard work that they do to assure our success. Thanks to the employees for the hard work they did to reach that million dollars in contract sales. That's quite an accomplishment! Thanks to the community because they do so much for us and support us.

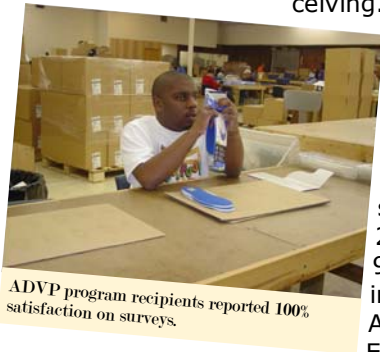
Thanks to the OPC LME and Person County Local Government for the things that they did to help us get to a place that was comfortable for us. The LME advocated for our divestiture to the county, which allowed PI to stay intact and continue to provide quality programming.

Finally, I must heartily thank all of our customers for their continued business. Without the sales revenue, programming and other activities, PI would not be as successful.

Accessibility and Satisfaction Rank High in PI's Priorities

In addition to providing vocational services, we at PI want to understand how these services impact the larger community. We approach this understanding in two ways: by working toward improving community accessibility for the people we serve and by assessing how satisfied the community is with our services. Each year we review and reformulate an Accessibility Plan and we survey our stakeholders and program participants as to their satisfaction with our services.

This year's Accessibility Plan focused on clear and efficient communication with all the parties involved in our move to Person County Government. Other goals focused on after-hours protocol for communicating with PATS and diligent monitoring of the new IPRS billing system that the state implemented last year. We also implemented direct de-



ADVP program recipients reported 100% satisfaction on surveys.

posit for our program employees, which gave them better accessibility and control over their money. The accessibility plan for fiscal year 2005-2006 focuses on continuing to revise policies and procedures according to our new status in Person County Government. In addition, we will look at how to find or create jobs in a dwindling economy and some creative ways to access transportation for people working second, third and weekend shifts.

It is important that the people we serve in our programs are satisfied with the services they are receiving. Program Managers at PI maintain an open door policy and welcome consumer feedback throughout the year. Once a year, each program formally surveys those receiving services. For fiscal year 2004-2005, we achieved 90% to 100% satisfaction in ADVP, CAP/CBS, Work Adjustment Training and Evaluation Services.

Person Industries works with businesses, industries and agencies as we help people with disabilities find employment. These organizations provide valuable feedback to us through our Stake-



On a scale of 1 to 5 with 1 being poor and 5 being excellent, employers rated SE Program Recipients 4.5.

holders Surveys, which are sent out once a year. We tailor each survey to the type of organization and the nature of our relationship with the organization. We ask the organization to rate us on a 5-point scale with 1 as poor and 5 as excellent. This year we had 68% of our stakeholders return surveys. The overall average ranking for all survey questions was 4.5, which is above average to excellent. In addition 93% of our respondents would recommend our programs and services to others. Several organizations gave us useful feedback that we will use to make organizational changes and improve services for next year.

Financial Summary for 2004–2005

Revenue	FY 2005	% of Total	FY 2004	% of Total
County	\$84,999.88	3.7%	\$51,000.00	2.1%
Medicaid	\$355,093.49	15.5%	\$338,163.31	14.0%
Program Generated	\$1,450,637.70	63.2%	\$1,230,739.50	51.0%
Contributions	\$300.00	0.0%	\$1,500.00	0.1%
Miscellaneous	\$5,743.68	0.3%	\$9,603.18	0.4%
State Revenues	\$686,660.43	21.0%	\$782,471.32	32.4%
Federal Revenues	\$0.00	0.0%	\$0.00	0.0%
Allocated Agency Support	-44,411.54	-4%		
Total	\$2,539,023.64	100.0%	\$2,413,477.31	100.0%
Expenses				
Salaries & Benefits (Staff)	\$1,229,222.30	48.4%	\$1,036,498.30	42.9%
Salaries & Benefits (Employees)	\$881,977.56	34.7%	\$905,141.60	37.5%
Supplies and Materials	\$86,807.58	3.4%	\$79,710.56	3.3%
Current Obligations & Services	\$167,904.80	6.6%	\$143,479.46	5.9%
Fixed Charges and Obligations	\$167,102.40	6.6%	\$141,968.16	5.9%
Capital Outlay	\$1,153.00	0.0%	\$8,688.00	0.4%
Client Services Contracts	\$4,856.00	0.2%	\$71,214.67	3.0%
Other		0.0%	\$26,776.56	1.1%
Total	\$2,539,023.64	100.0%	\$2,413,477.31	100.0%

ADVP

The Adult Developmental Vocational Program (ADVP) continued to strive. With the combined efforts of the ADVP/ Production Supervisors and ADVP Coordinator, employees improved their skills in vocation, self-help, communication, socialization and academics. Improvements in these areas enables more independence in living and working in the community.

Highlights

- ◇ 42% of employees increased productivity for an overall increase of 2.64%.
- ◇ 100% of employees report satisfaction with services they receive at Person Industries.
- ◇ 74% of people receiving ADVP services participated in community inclusion

Vocational Evaluation & Work Adjustment

Training

Four different programs fall under the umbrella of Vocational Evaluation and Work Adjustment. The primary program involves evaluating and training individuals referred by Vocational Rehabilitation. In addition, we provide training and placement for people in the Work First Program through DSS, for individuals receiving services through private rehabilitation companies and for individuals who self-refer and pay out of pocket. Person Industries is an Employment Network for the SSA Ticket-to-Work Program and works with Ticket Holders on goals towards employment.

Highlights

- ◇ Served 43 Vocational Rehabilitation participants in vocational evaluation, training and job coaching
- ◇ Placed 30 Vocational Rehabilitation participants in jobs ranging from truck driver to industrial housekeeper
- ◇ Assisted 2 work first participants in finding employment
- ◇ 4 Ticket-to-Work participants assigned. 2 are working.
- ◇ Provided feedback to counselors, doctors and clients regarding the appropriateness of work restrictions for 3 private rehabilitation clients.

CAP/CBS



ADVP & CAP/CBS employees perform confidential shredding contracts for area businesses.

Medicaid programs provide assessments, pre-vocational and skills training. The goal is to increase work skills by preparing for employment, and minimize limitations. Consumers are given opportunities to participate in ongoing contract work while they receive praise, feedback and reinforcements from staff. Each consumer receives commensurate wages for all work performed.

Highlights

- ◇ All consumers participated in recurring community jobs
- ◇ 9 out of 12 employees increased earnings
- ◇ Shredding contracts performed by this unit increased
- ◇ 1 Medicaid consumer was placed in the community

Supported Employment

Supported Employment (SE) is a vocation program designed to find employment for people with disabilities. Once employment is secured, a job coach works on the job with the person until the employee is independent and proficient in the position. When the coach is no longer needed on a daily basis, he continues to provide support to both the employee and employer as needed but at least twice per month.

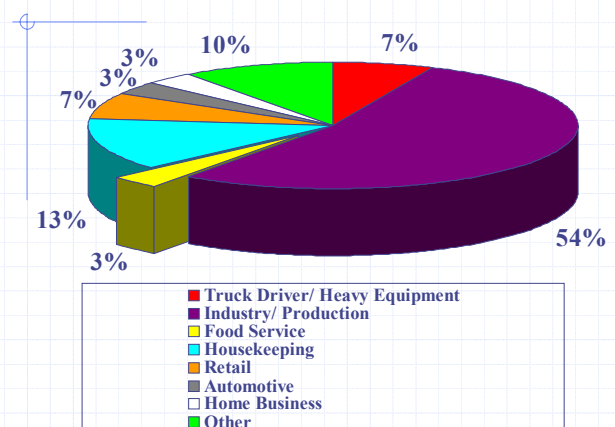
Highlights

- ◇ Employees maintained an 88% job retention rate
- ◇ Participants placed in diverse jobs—production (38%), janitorial (37%), clerical (27%) and food service (12%)
- ◇ Bee-Line Designs employed 4 people with disabilities
- ◇ 67% of people were started within 30 days of referral
- ◇ 100% satisfaction from program participants



SE Employees proudly display certificates for another year of successful employment in the community.

VR Community Employment Placements 2004-2005



Programs of Service

Anniversaries lead to reflections, which lead to the questions of how and why. When reflecting on PI's 20 years of serving the citizens of Person County, the question became "How were such services possible?" The answer to that question, in turn, lead to the PI Production Department.

When individuals are admitted to PI for services, program managers, intent on finding suitable employment for the new program participant, place the person in a production work area. While in the area, staff observe, not just work skills, but also social interactions, cognitive skills and character traits. Armed with this information, they are able to seek the most fitting employment options or address any behaviors that may be barriers to employment. Information obtained during work may also be used to develop needed leisure activities for program participants.



While the employee works and earns income, staff are able to assess the employee for work skills and job readiness.

It is noted that none of these assessments or evaluations could be made without the work provided by the PI Production Department. During Fiscal Year 2004-2005, this department, while providing such employment and assessment opportunities, also grossed \$1,396,788.13 in sales from contracts with area businesses. This re-

Bee-Line Finds a New Home

After three years of operations from the Main Street location, the PI Supported Employment Program and the embroidery storefront business, Bee-Line Designs, merged into the PI Main location. The move, designed to make the program more cost effective, was completed in mid May 2005.

In order to accommodate the store, embroidery and screen-printing equipment, PI underwent a major office renovation project. With the help of the Person High School Carpentry Class, five new offices were built. Other areas within PI were also re-designed for the screen-printing and embroidery areas.



The Person High School Carpentry Class at work building office space

Production Department — All Roads Lead to Production

cord breaking figure is exclusive of revenue for work performed through community contracts, such as shredding and housekeeping.

Over the past 20 years, the Production Department has factored greatly into PI's mission to empower and assist people to reach their personal/vocational goals, since work is the means by which many goals are met. The department has been a stable source of employment for many residents of Person County with and without disabilities. In 1989, PI began to build a crew of employees without disabilities to assist with work overflow, while simultaneously providing valuable integration for employees with disabilities. During Fiscal Year 2004-2005, a sub-group of retirees developed from within this group. The retirees are individuals who have retired from area businesses and have been hired to performed specialty jobs. The retirees work on a part-time and as needed basis and because of their work experience, serve as models of good work habits. Their assistance has allowed the Production Department to complete urgent work orders for one-of-a-kind tasks.

The one stable throughout all of PI's 20 years has been the employees receiving services. This group is comprised of some who have spent their entire work history at PI while others have come during the school day as participants in the School Transition Program. Still others have worked in the community but may have temporarily rejoined the production department for needed work adjustment training. Some have returned due to lay-offs or economic down-sizing as they continue to search for community employment. Whatever the case, they make for a diligent, reliable and eager source of labor.

The efforts of both groups of employees have allowed the Production Department to be a tool for service, and personal growth and income. So, irrespective of the different roads that bring a person to PI, they all lead to the Production Department.



Production Procurement Specialists seek contracts that provide production opportunities to persons from all programs of service.

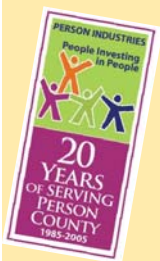
Goals for Fiscal Year 2006

- ◇ Obtain a three year CARF Accreditation
- ◇ Obtain DFS license
- ◇ Obtain Medicaid provider number
- ◇ Increase shredding contracts
- ◇ Increase production quotas by 3.5 million units
- ◇ Review, revise, develop all policies and procedures as needed

Special Events & Activities

20 Year Anniversary Celebration

See page 3 for details on PI turning 20.



Johnny Lunsford, Chairman of County Commissioners, speaks to an audience of PI supporters on Person Industries' Day.

Participates in NCARF Rally Day



PI employees with NC Representative Winkie Wilkins during NCARF Rally Day on April 13, 2005.

2005

Hosted Employee Appreciation Banquet



Employees had an evening of dancing and socializing at PI's first Employee Appreciation Banquet on August 27, 2004.

Attends Coalition 2001 Rally Day



PI Employees with NC Senator Ellie Kinnaird during Coalition 2001 Rally Day on May 18, 2005

Receives Safety Award

PI received safety awards for PI Main and Bee-Line Designs at an awards ceremony hosted by the NC Department of Labor on April 5, 2005.

PI Hosted IRC Luncheon

As members of the Roxboro Chamber of Commerce, PI annually hosts the Industrial Relations Committee. This year's meeting was held on September 8, 2004.