

Person Industries

2008

Annual Report



a

new

vision

Annual Report

For July 1, 2007—June 30, 2008

a new vision

Empower and assist individuals in achieving their vocational/personal goals

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www.personindustries.com

In memory of Jim Boudwin, a PI advocate, business partner and friend.

Our Leadership and Staff

Person County Board of Commissioners



Johnny Lunsford,
Chairman



Larry
Bowes



Jimmy
Clayton



Kyle
Puryear



Larry
Yarborough

Person County Manager



Steve Carpen-
ter, Person
County Manager
since 1999,
retired on June
30, 2008.



Heidi York,
Person County
Manager
(Incoming)

Director of Person Industries



Wanda Rogers

Staff of Person Industries

Staff

Wanda Rogers
Director

Judith Casseday
Vocational Evaluator

Becky Clayton
Program Manager

Vernon Dowdall
Work Adjustment Coordinator

Lisa Jeffreys
Program Manager

Dana Drumwright
Program Specialist

Charles "Jody" Suitt
Production Manager

Veronica Wilkerson
Business Officer

Yvette Farmer
Payroll Technician

Carolyn Walters
Admin Support Assistant

Rhonda Gentry
Maintenance/Production Technician

Field Supervisors
Ozell Barnett
Alison Folley
Annie Gibson

Job Coaches
Lorri Barnett
Sarah Reid
Pauline Porterfield
Tina Wilkerson

Habilitation Assistants
Beverly Berned
Gennie Johnson
Sharion Lawson
Carolyn Fuller
Evelyn Moore
Jeffries Villines

Production Assistants
Clementine Goodman
Shelia Long
Carla Stone
Sorside Zamora

Wanda Rogers Executive Director



To Our Stakeholders,

At the end of Fiscal Year 2007, "PI was on the Verge." At the time we knew we were in the process of becoming something new and different: new opportunities and a clearer vision for the future. In February 2008, however, PI, out of necessity, developed not a clearer vision, but an entirely new one. It was at this time that we learned that our major manufacturing contract would end in May of 2008, leaving many we serve without jobs and good future prospects.

There were many questions to be answered, like what would we do now and in what direction should PI turn? The answers did not lie in seeking more manufacturing contracts because of the trend towards outsourcing jobs out of the US. Our review of our strategic plan moved us to expand our goal of becoming greener, both in practice and in service offerings by being more conscious of the environment and expanding our shredding and recycling contracts. How could we do this?

The new vision was coming. We continued to brainstorm, visit other Community Rehabilitation Programs for ideas, speak with Person County officials and members of a newly formed community recycling advocacy group called PC Pride. The "new vision" emerged—a Material Recovery Facility (MRF) in Person County to replace the existing recycling center!

The idea was introduced to Person County Commissioners in May 2008 with much interest. The local paper on May 7, 2008 read, "County Gives Tentative Nod to PI Recycling Facility". On May 10th, a few days later, a Letter from the Editor in that same paper read, "Getting Serious?" On May 17, 2008, another article in the local paper stated, "County to Get Business Plan for Proposed Recycling Facility". A Business Plan was developed and submitted to the Commissioners. Then, on May 31, 2008, the paper read, "Proposed Recycling Center for County on Leasburg Road Could Open Later This Year". Yes, our new vision was to become a reality in the next fiscal year.

The "new vision" was a big part of this year but is not the only reason 2008 will be remembered as momentous for our staff and clients. Jim Boudwin, a PI advocate, business partner and friend, died suddenly in April 2008, leaving our staff and clients in shock and dismay. Jim was a big presence at PI and had enriched all of our lives. His memory will stay in our hearts forever.

With the strong support of our leadership and community, PI will survive. We have a large, strong workforce that can accomplish a lot when given the opportunity. This, combined with our new vision, brings new opportunities in the coming fiscal year.

I thank the staff of Person Industries for your continued hard work, Person County Government for your belief and support of our services and the community for opening up so many new opportunities so we can continue our mission to empower and assist individuals in achieving their vocational/personal goals.

Wanda Rogers

Wanda Rogers
Executive Director

Our Services

Total Served in Programs*

ADVP	64
CAP/MR-DD	23
Community Rehabilitation	2
Developmental Therapy	1
Private Rehabilitation	1
VR Evaluation	19
SE Job Development	9
SE Group	10
SE Long Term Support	20
Transition—Person High School	10
WA Job Coaching	19
WA Training	13
WA Training—Work First	5
Un-sponsored	2
Work Experience—DSS	41

**Individuals may have been served in more than one program*

Total Served by Disability

Axis I	
Clinical Disorders	48
(Axis II)	
Developmental Disability & Personality Disorder	74
Dual Diagnosis (Axis I & II)	25
Axis III	
Medical Conditions	64

Who We Served...

Person Industries offered 15 different programs of service to 186 individuals (unduplicated) referred for vocational services in Fiscal Year 2007-2008. We had referrals from Vocational Rehabilitation, Private Rehabilitation, DSS-Work First, and other agencies working through the Local Management Entity (LME). Information gathered from our database, PATC (Paying Attention to Change) revealed some important trends:

- The average age of people we served is 37.66 steady in all programs with Supported Employment – Group increasing from 44.5 to 47. We have tracked age to help make changes in our programs to address consumer needs. To this end we offered retirement classes and had 7 individuals attend those classes during fiscal year 2007-2008. With the median age increasing, medical conditions could increase. Health screenings, wellness classes and in-services on various health issues will continue to be offered.
- While 64% of our consumers are diagnosed with mild to moderate developmental disabilities, the majority of those individuals have a clinical disorder as well. This accounts for the growth in our CAP/MR-DD services, which increased by 17% this year.



Who We Placed...

Person Industries mission is “to empower and assist individuals in achieving their personal/vocational goals”. Guided by this vision, PI staff helped:

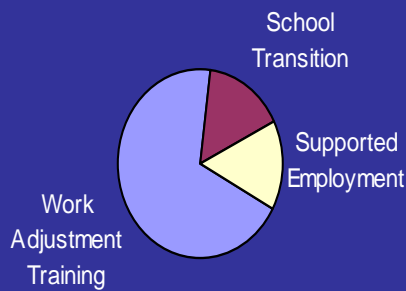
- 32 consumers prepare for and/or find employment during fiscal year 2007-2008.
- Over half of the ADVP/CAP consumers increase the

wages they earn at PI.

- 29 consumers accessed vocational services in the community rather than coming to the PI facility.
- 81 consumers participate in community skills training classes, leisure activities and other community events.

Overall competitive job
Continued on page 6

Employment Status



Our Services

Were They Satisfied?

On overall average, people who participated in vocational services at Person Industries were 95% satisfied with the services they received. Staff make improvements in services based on consumer and family/guardian response to satisfaction surveys. We are continually working to improve the validity and accuracy of this information. We also monitor formal complaints and implemented a means for tracking and addressing informal complaints this year.

Our other stakeholders are businesses for whom we do contract work, employers, agencies that work with us and refer people to us. All of our stakeholders indicated that they would recommend us to other businesses and agencies. All of our stakeholders rated us as good to excellent in the following areas: quality of services, timeliness of services, customer service/support, match of employee to job and meeting deadlines.

"Keep doing what you do. I feel that your evaluations are a great part of what we do and our need to better serve our clients. I feel that work adjustment is a great tool and should be used in other agencies."

"You all provide such a valuable service – Keep up the great job."

"Expanding your services to closer counties will be very beneficial. Continue with the good you all are doing. Thank you."

"We're extremely pleased with your staff, mission and the outstanding job you're doing."

"Great organization. My clients look forward to coming."

"Thank you for being so very efficient. You are appreciated greatly!"

"Always pleased with response time and politeness of your employees."

"I appreciate the services provided by Person Industries. I enjoy working with PI. This is a wonderful partnership."

"I couldn't be more pleased with the employees from your company. They are exceptional workers, always striving to do, and be the best that they can be. Very dedicated workers, always willing to do whatever is asked of them."

PI received 100% satisfaction ratings in ADVP, Work Adjustment Training and VR Evaluation.

What is the New Vision?



It is PI's vision to build and operate a Material's Recovery Center (MRF) in Person County.* The MRF will provide a place for residents and businesses to bring their recyclable materials

such as paper, cardboard, plastics, aluminum, glass, etc for recycling. The materials will be processed onsite and sold to vendors who will reuse the materials, thus keeping the cycle going and preserving the environment.

This green initiative will provide employment opportunities for the employees of Person Industries as well as provide revenue for our programs of service.

*The MRF will be built and operated with full cooperation and financial support of Person County Government.

Who We Placed...

Continued from page 5

placements were down last year by four from the previous year in WA and SE. Some factors in this were slowing economy, VR counselor turnover and the increase in minimum wage. Job retention (staying on the job for at least three months) was at 76% in SE, WA and High School Transition. SE achieved 86% retention and Transition was at 75%. WA retention rates

improved from the previous year (54% to 67%), but still need to increase. Program staff are developing strategies to improve job retention.

Over half of the competitive job placements were in industry jobs. This was a huge increase in this job category from the year before and was probably due to PI taking over the GKN Tray Washing contract both first and third shifts.

Our Services & Finances

What Incidents Were Reviewed?

The PI Client Rights Committee meets once every quarter to review and make recommendations on incidents, complaints and behavior plans.

In fiscal year 2007-2008, the committee reviewed 25 incidents. Ten incidents were self-injurious behavior and fifteen were suspensions. Of the suspensions, 10 were for less than a day, and the remaining five were for more than one day.

This represented a slight increase in incidents this year and suspensions were significantly higher over last year.

The members of the committee are family members and professional staff from other agencies. We are looking for a business representative and a consumer representative to round out the committee's structure.

The committee reviewed and gave feedback on two behavior plans.

Other Interesting Facts

Average Age	37 years, 8 months (42 years, 7 months for ADVP)	
Ethnicity	55 White 88 African American 2 Hispanic/Latino	
Gender	89 Male 56 Female	
Employed in Community (14% increase)	9 3 17	ADVP CAP/MR-DD WA Job Coaching
Earnings Increase (80% overall increase)	8 37	CAP/MR-DD ADVP
Community Inclusion	61 20	ADVP CAP/MR-DD
Average Length of Stay	58 Days 62 Days	WA Training VR Evaluation

2008 Financial Summary

Many in the community do not realize that PI generates income from providing services to other businesses and industries in the surrounding area. Last year's financial report shows that production revenue sales accounted for the largest category of revenue in the PI Budget—\$1,335,121. This revenue comes from work performed by our employees with disabilities and others hired to meet overflow production demands.

In addition to in-house contracts and industry enclaves, PI offers confidential shredding, housekeeping, and glass and bottle pick-up services to local businesses. And not to be forgotten is Bee-Line Designs, PI's custom embroidery and screen-printing business. Together these sales and services generated 53% of our revenue.

	FY 2008	FY 2007
Revenue		
Intergovernmental Revenues		
ROAP Transportation	\$15,196	\$7,835
Total Intergovernmental Revenues	<u>\$15,196</u>	<u>\$7,835</u>
Program Generated		
Sales	\$1,335,121	\$1,298,568
IPRS and Vocational Rehabilitation	\$800,131	\$737,583
Medicaid	\$396,801	\$331,609
Transportation	\$22,727	\$23,104
Local Services	\$76,168	\$84,376
Total Program Generated	<u>\$2,630,948</u>	<u>\$2,475,240</u>
Investment Earnings	\$7,341	\$0
Other Revenues	\$0	\$0
Donations and Miscellaneous	\$9,075	\$8,093
Total Revenues	<u>\$2,662,560</u>	<u>\$2,491,168</u>
Expenditures		
Human Services		
Personnel Expenses	\$2,340,469	\$2,252,305
Operating Expenses	\$489,905	\$433,948
Total Expenditures	<u>\$2,830,374</u>	<u>\$2,686,253</u>
Excess (deficiency) of revenues over expenditures	-\$167,814	-\$195,085
Other Financing Sources		
Transfers in General Fund	\$342,752	\$241,605
Excess (deficiency) of revenues and other sources over expenditures	\$174,938	\$46,520
Fund Balance beginning of year	\$22,688	-\$23,832
Fund Balance end of the year	<u>\$197,626</u>	<u>\$22,688</u>

Corporate Compliance



*Assuring ethical
compliance for our
trusting faces*

Good ethics are at the core of excellent service delivery. At Person Industries, staff and employees exemplify good ethical conduct by adhering to a stated program of ethical compliance. While Person Industries has always functioned under a code of ethics, the 2008 program was a movement beyond the ethical code and policies with the creation of the Corporate Compliance Program. This comprehensive program, among other things, allows for confidential reporting of ethical violations, addresses conflicts of interest on the part of staff, employees and agency leadership. It defines how political activity should be addressed in the workplace and protects against identity theft, harassment, fraud, neglect and abuse. And for those who are courageous enough to blow the whistle against violators, the program assures non-retaliation.

If you learn of a breach in ethics at Person Industries, please contact the PI Corporate Compliance Officer at piethics@personcounty.net.