

*rethinking*

*and*

*rebuilding*



**Annual Report**

**Person Industries**

**fiscal year ending June 30, 2009**

# *Rethinking and Rebuilding*

## Annual Report Person Industries Fiscal Year Ending June 30, 2009

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Person County Recycling Center opened June 29, 2009. Please review our Annual Report to see how this and our many other goals were achieved.

**July 21, 2008**

**New County Manager endorses MRF**

**January 20, 2009**

**Finance recommended a selected bank for financing**

**March 2009**

**PI Begins recycling education campaigns throughout the county**

**October 6, 2008**

**County Commissioners vote to move forward with business plan**

**February 2, 2009**

**Davco Steel awarded contract and began building MRF**

**March 2009**

**PI receives 3 yr accreditation**



## A Year of Rethinking and Rebuilding



**Wanda Rogers**  
Executive Director

At the end of Fiscal Year 2008, Person Industries was still reeling from the loss of several customer contracts and the production area was moving from one filled with production tasks to a non-work activity center. The procurement staff was working very hard to secure new contracts but was fighting against a sluggish economy where lay-offs were becoming the norm. To further complicate matters, we were preparing for our fourth CARF Accreditation scheduled for February 2010.

Since we had anticipated this dreadful scenario, our staff were already at work on our “vision” of opening and operating a Materials Recovery Facility (MRF) in Person County. The MRF would serve the dual purpose of meeting the recycling needs for the county and providing badly needed jobs to our workers. Our goal was to see it become a reality in Fiscal Year 2009. But would it? Several occurrences served to make the reality a little more challenging. The foremost of those was the economy, which declined to near depression levels in the late Fall of 2008 and remained in crisis through the Summer of 2009. Add to that, Person County Government experienced a change in leadership just as we moved through the approval stage of establishing the facility. Steve Carpenter, Person County Manager, retired and was replaced by Heidi York.

### The Timeline

On July 21, 2008, I met with our new County Manager and was pleased to see that she was very excited about the recycling center. Heidi visited the proposed site and immediately got onboard and was ready to make our “vision” a reality. This solved the first major concern but the declining economy

forced us to **rethink** some of our proposals for the MRF so as to lower the cost.

On October 6, 2008, I presented an updated business plan to our leadership, the Person County Commissioners, and they voted to move forward with the request for proposals for the MRF. The advertising and bidding process carried us to January 2009.

On January 20, 2009, Amy Wehrenberg, Person County Finance Director, went before the County Commissioners to recommend a selected bank for financing. There was much discussion on whether to delay the project due to the economy. But a delay would mean the loss of bid prices and financing and would slow down jobs for the Person Industries workforce who needed jobs now. Would we have to go in another direction?

Thankfully, the answer turned out to be a resounding No! As the headlines read in our local paper, “Commissioner’s Loan Approval Clears way for Recycling Center” and Davco Steel began construction of the MRF on February 2, 2009.

We could feel the community’s excitement as the local newspaper read, “Getting Psyched About the MRF” “South Elementary Students Learning About Recycling” “It’s Time for us all to Really Start Recycling”, “Reduce, Reuse, Recycle”.

At Person Industries, we began to **rebuild**, and it was a great feeling. There was much to do, but our dedicated staff remained positive and ready to tackle the new opportunity. In May, the headlines read, “Readying for the MRF” “County’s Recycling Facility Taking Shape” and “We’re MRFing”.

The “vision” was finally a reality. The rebuilding was complete and Person Industries opened the MRF, aptly named “Person County Recycling Center”, on June 29, 2009. Yes, with the outstanding support of Person County leadership and staff, and the Person County community at large, the year spent rethinking and rebuilding has made it possible for us to end the 2009 fiscal year having achieved this major goal. We are now poised for growth at the MRF and in our other programs of service.

**June 2009**

**MRF named  
“Person County Re-  
cycling Center”**

**May 2009**

**MRF installed and  
tested**

**June 29,  
2009**

**MRF Opens!**

Wanda Rogers  
Executive Director

# All About Us— An Overview

Person Industries served a total of 188 people in the 2009 fiscal and program year. This number was just two more than last year's total of 186 and represented only a 1% increase. There was no shift in the average age of persons served and a minor shift in the ethnicity. Males outnumbered females served by just one person.

	<b>2009</b>
<b>Total Served (Unduplicated):</b>	<b>188</b>
<b>Average age</b>	37 yrs, 1 mo
<b>Ethnicity</b>	
White	80
African American	105
Hispanic/Latino	1
Other	2
<b>Gender</b>	
Female	95
Male	93

## Diagnosis

Axis I—Clinical Disorders	65
Axis II—Developmental or Intellectual Disabilities	116
Axis III—Medical Conditions	78
Axis I & II—Dual Diagnosis	33

The number of 188 persons represented a total of 259 diagnoses. The disparity is the result of one person having one or more diagnosis(es).

Historically, the primary disability group served at Person Industries has fallen under Axis II—intellectual and developmental disabilities. In 2009, that group continued to be the predominant disability group with 95 persons being diagnosed from severe to mild intellectual functioning. See chart for additional breakdown.

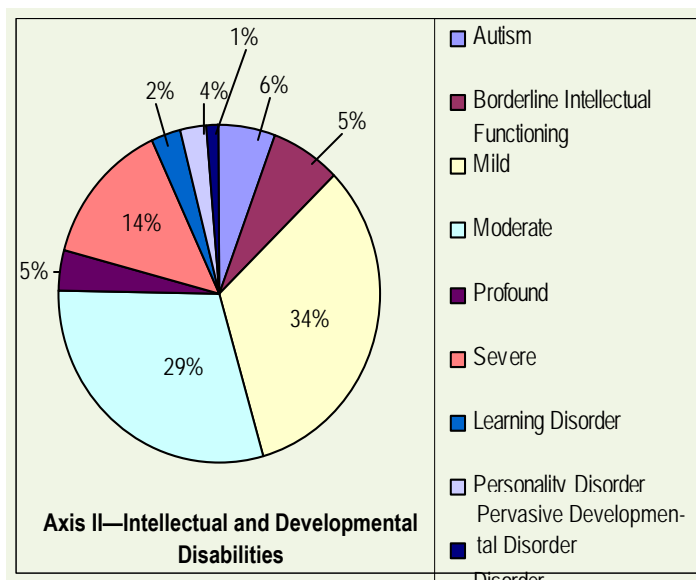
## Corporate Compliance

Person Industries is committed to the highest ethical standards and to conducting business with the highest level of integrity. To show our strong commitment to ethical standards, our Corporate Compliance Program works to prevent any wrongdoing on the part of staff and employees, encourages reporting any ethical violations and acts swiftly to correct any situation that puts our organization and those we serve at risk.

During the 2009 program year, all staff received training on our Corporate Compliance Program policies and procedures and were introduced to an additional method of confidentially reporting ethical violations. For the first time, the PI website at [www.personindustries.com](http://www.personindustries.com) was equipped to accept anonymous reports. Employees and staff could also continue to file reports by emailing [piethics@personcounty.com](mailto:piethics@personcounty.com).

In the three years since PI implemented the program, no incidents of wrongdoing have been reported.

**2009    2008    2007**



## Client Incidents Reported

	#	% of Total
Level 1	29	97%
Level 2	1	3%
Level 3	0	0%
Self-injurious (SIB)	22*	74%
Suspensions— (less than 1 day)	7	23%
Suspensions— (more than 1 day)	1	3%

**Level 1 (Low)** — Incidents, 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 by 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.

\*Please note that one client accounts for 53% of SIB incidents at Person Industries.

# All About Us—Our Programs

Collaboration, vision and revision were the keys to rethinking and rebuilding in Person Industries' programs of service this year. We ex-

them found they could do more than they initially thought they could.

The Adult Day Vocational Program (ADVP) and Supported Employment (SE) Program worked together to provide even more community job opportunities for people with developmental disabilities. Person Industries has contracts with Eaton and GKN to provide an enclave of workers for particular job tasks in these industries. ADVP participants are given the opportunity to try appropriate jobs and move to working onsite at Eaton and GKN with SE providing job coaching and long-term support on the job. This community collaboration is the reason we had over half of our job placements for the year in industry. The ADVP and SE programs will work together in the coming year to fulfill the vision of a recycling center that employs people with developmental disabilities as the primary work force.

Our in-house programming had to be revised this year due to limited available contract work. Most vocational evaluations were one day testing-only evaluations with fewer in-house long term evaluations. Work Adjustment Training was



**Karen Ramsey was one graduate of the Occupational Course of Study Program to receive her diploma after earning work hours at Person Industries.**

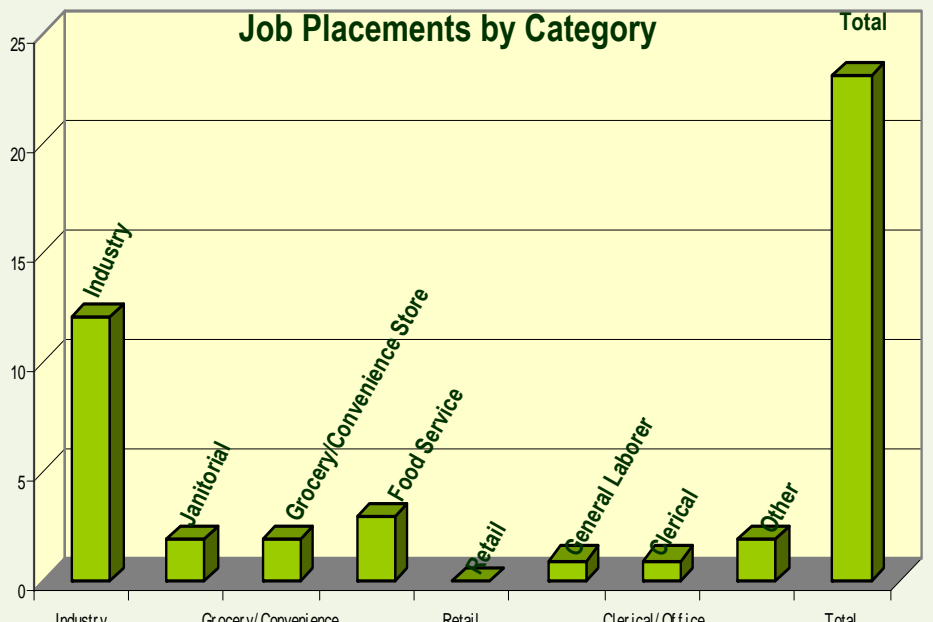
limited in the number of participants who could engage in facility-based work activities. In order to serve our referrals, we went back to an older Work Adjustment form, the Jobs Club. The Jobs Club met weekly to provide work readiness training and job leads. We covered interviewing, resumes, cover letters, and discussed good work habits. Participants graduated ready to go to work.

ADVP and CAP program participants were also affected by the lack of work. These programs returned to an older form of day program activities which included classes, games, crafts and

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Programs Offered	#
ADVP	64
CAP	24
Community Based Assessment—VR	3
Community Rehabilitation—IPRS	2
Developmental Therapy—IPRS	1
Evaluation—Short Term	11
VR—Evaluation	4
Work Adjustment Training—Part Time	7
Work Adjustment Training—Work First	3
Work Adjustment Training—VR	8
Work Adjustment Job Coaching	8
SE—Individual	1
SE—VR	13
SE Group—IPRS	15
SE Long Term Support	23
Transition—Person High School	6
Un-sponsored	3
Work Experience—Work First	27
Work First Functional Assessments	8
<b>Total Served (Duplicated)</b>	<b>231</b>

panded our partnership with the Department of Social Services Work First Program by providing two new services: Work Experience and Functional Capacity Assessments. In Work Experience, a PI Job Coach assisted Work First participants to find short-term volunteer work experiences to help them build work skills and good work habits. Work First participants whose work capacity was limited by a diagnosed medical condition had the opportunity to participate in a Functional Capacity Assessment. This assessment allowed the person to test their limitations in a closely monitored, supportive work situation where many of



# All About Us or All About the Economy? —Production Contracts

If there was one area at Person Industries that was hardest hit during the 2009 fiscal year, it was without question our production unit. The Person Industries Production Department is at the core of all programming and job placement activities for PI in-house and community employment. In recent



years, revenue generated through production work has accounted for as much as 52% of PI budget operations. So when our regular customers were forced to take cost cutting measures like downsizing or sending work out of the country for lower labor costs, PI revenue fell, as did programming and job placement opportunities. Like many businesses and industries, PI also laid off employees. Did such events spell disaster for the production unit?

Initially, our programming and production team had to stop and think about our mission that focuses so much on work as a means of reaching vocational and personal goals.

They had to rethink ways to achieve the mission given the declining economy and continual loss of jobs. It was only after this rethinking that the rebuilding could begin.

As industries and community employers were forced to lay off workers and look for alternative labor resources, Person

site. With the direction from industry personnel, our team oversaw every aspect of setting up and maintaining the worksites/enclaves.

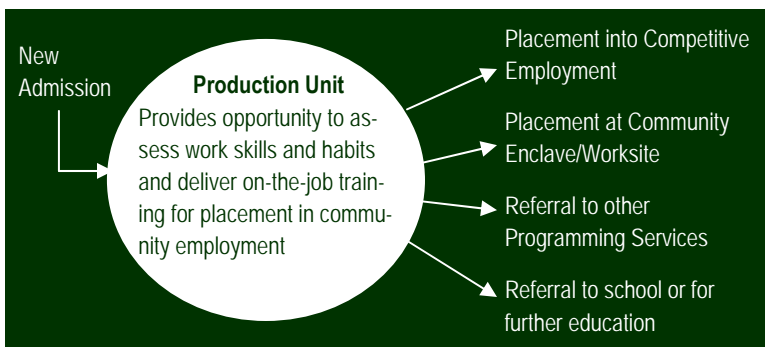
Not to be overlooked in the overall production work is the role of recycling. As Person Industries prepared to open the MRF, employees trained on sorting paper and other materials for recycling and were thus job ready when the recycling center opened on June 29, 2010.

The result has been a more stable revenue line for PI but also more diversity and disability awareness for

those companies for whom we provide a service. The 2008 increase in minimum wage precipitated an increase in earnings for our employees and a

shift from production workers without disabilities to more client employee workers.

The year ended as the rebuilding was still underway. PI saw firsthand how a strategic plan can be a guide but not a blueprint because the economy sometimes interferes with plans.



Industries proved to be a cost effective option. Local industries like Eaton, GKN and Strutmasters turned to the Person Industries integrated labor force to meet their production demands. Some jobs were contracted for in-house work but the majority required that our employees work at the industry's job

OSHA Form 300 Accidents for Calendar Year 2008	
<b>Location</b>	<b>Accidents</b>
PI Main	0
PI Manufacturing	2
Community Contracts	0
	<b>Lost Work Days</b>
PI Main	0
PI Manufacturing	0
Community Contracts	0
	<b>Type of Accident</b>
Minor cut	1
Pulled muscle	1

The Person Industries Health and Safety Program had cause to celebrate. There were only two minor accidents and no lost work days during the 2008 calendar year.

## Workplace Violence Becomes a Focus

A 2009 risk assessment led us to where many other industries and businesses already were—to a focus on workplace violence. Although no incidents of workplace violence occurred during the year, we thought about the possibility and probability of internal and external violence and what we could do to make our employees and clients more safe. We rethought who was allowed to enter the production and programming areas and how vulnerable our building is for stranger danger.

We then implemented a workplace violence program that focuses on prevention and consequences. We will continue to build on the program in 2010 by installing security devices that will further insure the protection of those we serve.



## Readying for Recycling

The actual opening of the Materials Recovery Facility occurred on June 29, 2009 but the preparation started many months before. State legislators provided some impetus for the recycling rage by enacting laws banning ABC containers and plastic bottles from North Carolina Landfills. With urging from Person County Commissioners, Person Industries quickly stepped up to provide recycling bottle pickups for area businesses. Bottle pickups grew to other recycling ventures.



- *Picking up cardboard for recycling from local businesses*

- *Giving presentations on recycling to schools and organizations throughout the year*

- *Partnering with Epoch Solutions to provide work space and employees to launch a rain barrel manufacturing business*

- *Job training and tryouts for all ADVP participants who would be the primary workforce at PCRC*

## Financial Summary

Revenue	FY 2009	FY 2008
Intergovernmental Revenues		
ROAP Transportation	\$8,496.00	\$15,196
Total Intergovernmental Revenues	\$8,496.00	\$15,196
Program Generated		
Sales	\$853,878.00	\$1,335,121
IPRS and Vocational Rehabilitation	\$817,157.00	\$800,131
Medicaid	\$422,398.00	\$396,801
Transportation	\$23,868.00	\$22,727
Local Services	\$53,376.00	\$76,168
Recycling Revenues	\$22,036.00	\$0.00
Total Program Generated	\$2,192,713.00	\$2,630,948
Interest Earnings	\$6335.00	\$7,341
Other Revenues	\$0.00	\$0.00
Donations and Miscellaneous	\$13,162.00	\$9,075
<b>Total Revenues</b>	<b>\$2,220,706.00</b>	<b>\$2,662,560</b>
<b>Expenditures</b>		
Human Services	\$0.00	\$0.00
Personnel Expenses	\$2,079,210.00	\$2,340,469
Operating Expenses	\$371,896.00	\$489,905
Environmental Protection –Recycling		
Personnel Expenses	\$21,017.00	\$0.00
Capital Outlay	\$457,778.00	\$0.00
<b>Total Expenditures</b>	<b>\$2,929,901.00</b>	<b>\$2,830,374</b>
Excess (deficiency)		
of revenues over expenditures	-\$709,195.00	-\$167,814
Other Financing Sources		
Transfers in General Fund	\$260,887.00	\$342,752
Installment purchase obligation issued	\$457,778.00	\$0.00
Excess (deficiency) of revenues and other sources over expenditures	\$9,470.00	\$174,938
Fund Balance beginning of year	\$197,626.00	\$22,688
Fund Balance end of the year	\$207,096.00	\$197,626

## All About Us—Our Programs

Continued from page 5

movies. The staff used the class structure to teach skills needed in daily living and work settings. The program participants spent time developing recycling sorting skills as well. The lack of work meant that participants in these programs also experienced a drop in wages, but the time they spent on developing recycling skills will help them improve productivity once recycling efforts are going full swing.

In spite of the economic situation, VR and SE programs managed to place 23 people in eight job categories with 70% of those workers staying on the job for more than 90 days. All participants in CAP and ADVP programs spent some of their time in community inclusion, community skills training, classes and leisure activities. People participating with our various programs of service were 90% to 100% satisfied with the services provided to them.

# Customer Satisfaction—Meeting the Needs In Our Community

Person Industries achieved a milestone in 2009 Program Year. Our customers that are employers were all in agreement that we provided “excellent” customer service for the year. This is the highest ranking available on a survey sent to our stakeholders.

Eighty percent rated us above average to excellent in referring qualified employees who were able to complete the necessary job duties with good quality. All our employers would recommend Person Industries as a source of valuable and well-prepared employees.

One employer commented “Great job—you all are wonderful.”

*“If it were not for this program, I wouldn’t have the courage to get the job I have now.”*

*“We have been very pleased with our pickup service for recycling from Person Industries. Any dealings we have had with them have been most favorable.”*

*“Person Industries does a wonderful job of securely destroying old testing data. We are so glad that we have this service locally and can call for immediate service.”*

*“Person Industries provides good services and provides a valuable function in the county.”*

*“I now know how to maintain employment.”*

*“It would be awesome if you could handle greater capacity.”*

*“Great job! You are all wonderful.”*



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## Our 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**

## Our Leadership



Person County Commissioners—B. Ray Jeffers, Jimmy B. Clayton, Johnny Myrl Lunsford (Chairman), Kyle W. Puryear, and Samuel R. Kennington



Heidi York  
Person County Manager



Wanda Rogers  
Executive Director