



Person Industries Annual Report



on the rebound



Fiscal Year Ending June 30, 2011

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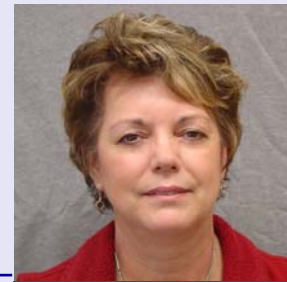
Leadership and Staff



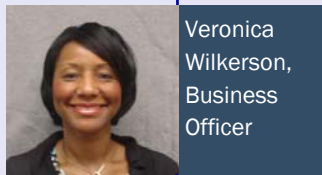
Person County Board of County Commissioners: L to R: Jimmy Clayton, Chair; Francis Blalock; Ray Jeffers; Sam Kennington and Kyle Puryear



Heidi York, Person County Manager



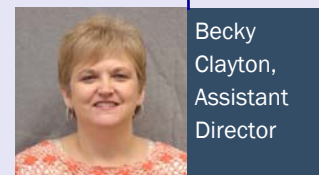
Wanda Rogers, PI Executive Director



Veronica Wilkerson, Business Officer



Lisa Jeffreys, Program Manager



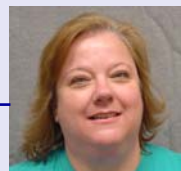
Becky Clayton, Assistant Director



Carolyn Walters, Admin Support Spec



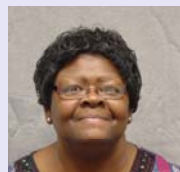
Yvette Farmer, Payroll Technician



Alison Folley, Field Supervisor



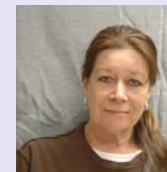
Rhonda Gentry, Production/Maint. Tech.



Annie Gibson, Field Supervisor



Sarah Reid, Job Coach



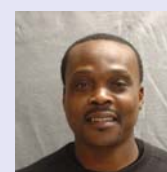
Gloria Drollinger, Production Assistant



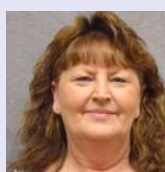
Merriell Jay, Production Assistant



Tina Wilkerson, Job Coach



John Dickerson, Production Assistant



Kendra Puryear, Production Assistant

on the rebound

Annual Report
Person Industries

Fiscal Year Ending June 30, 2011

The word REBOUND best describes Fiscal Year 2011 after the tumultuous 2010 fiscal year with those BIG CHANGES. Fiscal year 2011 started with Person Industries receiving the Arc of North Carolina Inclusive Community Program Award. We were honored to receive this prestigious award as it spoke to the very heart of our mission. The recycling center, in its second year of operation, gained stability through excellent customer service, increased tonnage and record breaking sales. Because of the increased recycling performance, Person County's materials recovery ranking among 100 counties in North Carolina moved from 87 to 64.

During 2011, our community-based sites expanded to create more job opportunities. The PI Main site became more productive by getting our consumers more involved in recycling. The individuals at PI Main started a more detailed sort of recyclables that produced more recycling revenue, ending the year with recycling sales at 115%. The overall economy also started showing signs of recovery.

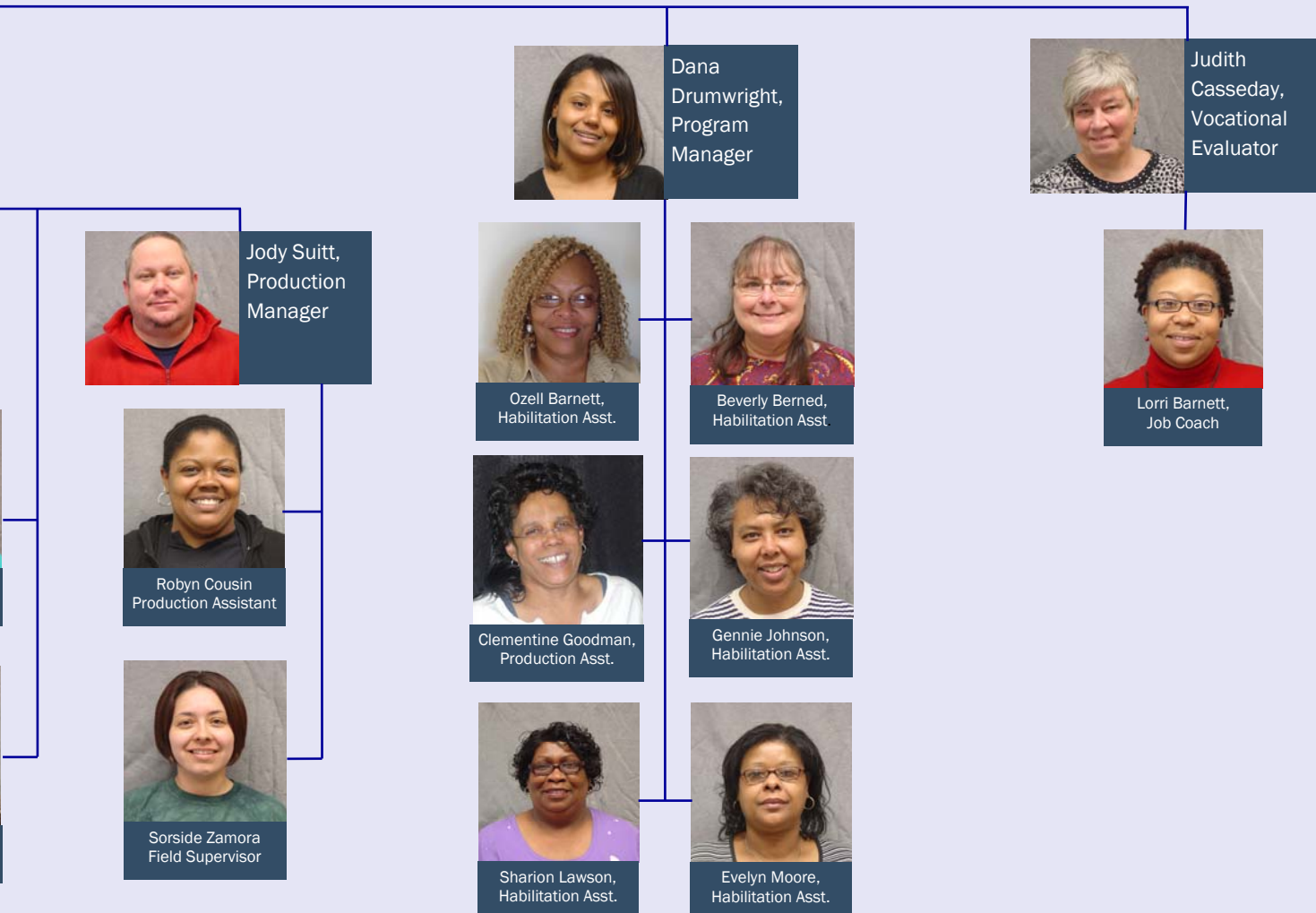
The Safety and Health Program at Person Industries continued to rebound, managing to go one year (May 2010-May 2011) without a single accident. Veronica Wilkerson, the Safety Coordinator, along with the Safety and Health Committee has done an excellent job of emphasizing safety and health, making it a value among all employees.

We had increased community involvement this year with Becky Clayton, Assistant Director and Tina Wilkerson, Job Coach attending Leadership Person County. As a part of the Leadership Program, Becky and Tina had to originate a community project. Working with others from the class and members of the community, they created Backpack Pals, a community program that will help feed children in Person County.

There were some challenges this year which further convinced us that we have not fully recovered but are still rebounding. There was a new billing system that required trainings and many hours of data-entry. There was a hiring freeze in February 2011 that meant fewer staff to provide services. Finally, the uncertainty of North Carolina's system reform and the changes that go with it will carry us into the 2012 Fiscal Year.

Thanks to progress made during 2011, we see ourselves moving closer to stabilization in services, contracts and ultimately in our financial position. We are on the REBOUND from set-backs from the past. We enter the 2012 year very optimistic that we will fully achieve that goal.

Wanda Rogers
Executive Director



ADVP

The ADVP program served 38 people this year. The average age in this program is 46 years. PI management developed a *Service Supports Assessment* to help determine the vocational supports that are most appropriate for participants. 33% of the ADVP employees were assessed in FY 2011. 95% percent of participants were involved in health, safety and wellness trainings and activities. Over half of the ADVP employees that transferred to SE Services work regularly in community jobs at Person County Recycling Center, Eaton, and other community contracts. Of the six ADVP participants over 60 years of age, half participated in retirement activities this year. With 86% of ADVP participants responding to a satisfaction survey, 96% felt satisfied with ADVP services.



SE

The Supported Employment Program served 51 people in job development/training and placement, long term support or group service categories. Seven individuals referred through VR found a good job match and were employed and trained. Six of them stayed on the job for at least 90 days and one moved before completing the 90 days. 19 people maintained their employment thanks to at least twice monthly support from a job coach. SE participants are working at PCRC, Eaton, Cambridge Hills Assisted Living, Houghton, Neb King Oil Company, Person Memorial Hospital and Piedmont Community College. SE referrals enjoyed quick response by the job coaches with services starting within 11.4 days of referral from VR. 100% of SE participants responded to a satisfaction survey with 92% expressing satisfaction with services.

Rebounding Through Services

Person Industries offers four main programs of service. The programs all offer vocational or pre-vocational services based on consumer need, referral source and funding options. In Fiscal Year 2011, we saw cuts to all our funding, we lost staff through retirement, and went through a hiring freeze. This resulted in a 6% decrease in the number of people we served last year. While these cuts did affect the number of people we could serve, PI staff worked hard to keep the quality of services high. Here are some highlights from each program of service:

CAP I/DD



The CAP Program served 24 people this year, which is one more than last year. Seven people receiving CAP Services work regularly outside of PI. 75% have participated in at least one community activity in FY 2011. Funding guidelines for the CAP Program changed so that people in CAP could not be enrolled in ADVP services. Program attendance was up from the previous year with 92% of CAP program participants present on days PI was open. 22 participants reported that they "liked their job" at PI.

WAT & VE

38 people received Work Adjustment Training (WAT) and/or Vocational Evaluation services in FY 2011. The 14 people receiving vocational evaluations completed this service in less than five days. Over 90% of those who responded to satisfaction surveys indicated that program staff and the evaluation results helped them make decisions about their employment goals. A Vocational Rehabilitation (VR) Counselor noted appreciation for "the time it has taken to personalize the evaluations to meet my client's needs and answer my specific questions." Of the 25 individuals who participated in WAT, 80% completed the program with a job, ready for a job or returning to school. Work Adjustment Services are provided through an 8 week JOBS Group, facility-based work training and community-based job coaching. Five JOBS Group sessions were offered this year, which was three more sessions than FY 2010. Seniors enrolled in the Occupational Course of Study at PHS receive work adjustment job coaching through PI. This year 67% of the Seniors graduated with their OCS diploma. 100% of those responding to a satisfaction survey rated the WAT good to excellent.

***Service Acronyms**

- ADVP** Adult Vocational Day Program
- CAP** Community Alternative Program
- CR** Community Rehabilitation
- OCS** Occupational Course of Study
- PCRC** Person County Recycling Center
- SE** Supported Employment
- VE** Vocational Evaluation
- VR** Vocational Rehabilitation
- WAT** Work Adjustment Training

Demographics

	2009	2010	2011
Client's Served	188	154	144
Average Age	37 yrs. 2 mos	39 yrs. 1 mo	38 yrs. 4 mos
Ethnicity			
African American	105	91	78
White	80	59	65
Hispanic/Latino	1	1	1
American Indian	0	1	0
Other	2	2	0
Gender			
Male	93	87	83
Female	95	67	61
Diagnosis			
Axis 1—Clinical Disorders	65	71	75
Axis 2—Developmental Disabil-	116	115	107
Axis 3—Medical Conditions	78	77	100
Dual Diagnoses	37	37	36

Service Offerings

Programs Offered	2009	2010	2011
ADVP	65	60	38
CAP	24	23	24
Community Based Assessment—VR	3	8	0
Community Rehabilitation—IPRS	2	2	1
Developmental Therapy—IPRS	1	1	1
Evaluation—Short Term	0	0	1
VR—Evaluation	15	8	14
Work Adjustment Training—Part Time	7	7	0
Work Adjustment Training—Work First	3	2	0
Work Adjustment Training—VR	8	10	9
Work Adjustment Job Coaching	8	4	1
SE—Individual	1	0	1
SE—VR	13	10	9
SE Group—IPRS	15	23	23
SE Long Term Support	24	20	18
Transition—Person High School	6	9	9
Un-sponsored	3	2	2
Work Experience—Work First	27	0	0
Work First Functional Assessments	8	0	3
Total Served (Duplicated)	232	189	164

Production Rebounds With Increase in Community Contracts

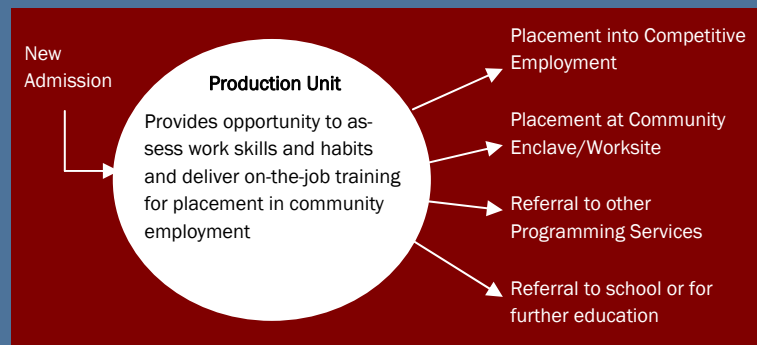
The Person Industries Production Department is at the core of all programming and job placement activities for PI in-house and community employment. In recent years, revenue generated through production work has accounted for as much as 52% of PI budget operations. Although those glory days are no longer with us due to the economic collapse, production did account for 26% of the PI budget.

During 2011, the production department grew enormously through community worksites or enclaves at established industries like Eaton and GKN, both makers of automotive parts. The Eaton worksite expanded to some 40 employees, most of whom are enrolled in PI's programs of service. Eaton Corporation has shown an

outstanding willingness to work with people with disabilities and treats them as part of their team. Eaton has also provided contract work for the PI Main location on Madison Boulevard through direct shipment of work and

bounding and even going international as we contracted with companies in France and Switzerland.

PI's contract with GKN has also grown in the number of employees on site and is poised for strong growth in the year ahead. Other companies have also contracted with PI for onsite workers, going on to hire several. When this occurs, it fits right into the PI mission.



indirectly through their recommendation of our services to their customers. Together with Revlon Corporation, located in Oxford, NC, Eaton has been responsible for PI's customer list re-

During 2012, PI will continue to grow our customer base. We are optimistic that as the economy continues to improve, so will our efforts to rebound in customer sales.

Recycling Stimulates the Rebound

The concept of building a Materials Recovery Facility (MRF) in Person County was born at a time when PI was badly in need of a new revenue source, preferably one that allowed for a more diverse customer base and jobs for our people with disabilities and others in the community. With the overall trend in society towards recycling, a MRF was the solution to our needs. In the two years since we started down the recycling road, we have found it to be a stimulus to our recovery.

Increased Commodities to Increased Tonnage

PCRC added several new commodities to the list of materials accepted during 2011. The list of commodities grew to include small appliances and lithium batteries. In addition to these, PCRC also accepts cardboard, plastics, glass, aluminum, steel cans, white goods, scrap metal, oil filters, electronics, tv's, textiles, fluorescent lights, wooden pallets.

With an increase in commodities, PCRC also increased the tonnage of recyclables processed. 1405.95 tons of material was processed at the MRF, a 31% increase over the 2010 year tonnage. The rippling effect of the increase in tonnage lead to an improved ranking for PI on NC Department of Environment and Natural Resources list of materials recovered by county. Person County moved from 87 to 64.

Year	Tonnage	Ranking
2009	516.00	87
2010	1068.26	64
2011	1405.95	Not completed

Education and Outreach

Is it or is it not recyclable? This is the question that PCRC tries to address through its educational tours and public outreach efforts. In FY 2011 PCRC opened its doors for tours to educate the public as to the materials accepted and how materials were processed.



In addition, recycling presentations were offered in the community. As invitations were extended, staff visited local churches, schools and civic groups to share local recycling information and recycling awareness. Brochures and flyers containing recycling information were shared with citizens. There is always Q&A time, so recycling issues and concerns can be addressed.

To spread the word, advertisements ran on the local radio and in the local newspaper. Brochures and flyers containing recycling information are distributed to citizens. PCRC also has an email to accept individualized recycling questions recycling@personcounty.net.

Employs People with Disabilities

The Person County Recycling Center is one of a few MRFs operated with labor from people with disabilities. During 2011, the number of people with disabilities employed at the MRF grew to 20 out of a total of 27 employees. This is a cause for boasting because it allayed many concerns that the extreme temperatures at the MRF as well as the rigorous work demands would exclude this population. In employing both people with and without disabilities, the MRF is proving to be a job creator in Person County and a stimulus to our rebound.



Recycling also found its way to the PI Main location. During FY 2011, PCRC shipped plastics and other materials to PI Main for a more detail sort. Because of the finer sort of these materials, recycling managers could demand higher sale prices.

PCRC Financial Summary

Revenues	2010	2011
Sales	\$124,132	\$186,621
Fee/Disposal taxes	\$61,165	\$63,495
Grant-NCDENR	\$20,000	\$16,330
Donations	\$0	\$1,976
Program Generated	\$182,930	\$183,482
Total Revenues	\$388,226	\$451,905
Expenses		
Personnel	\$294,775	\$298,056
Operating	\$142,543	\$191,393
MRF equipment financing	\$98,668	\$98,669
Total Expenses	\$535,986	\$588,117
Transfers in General Fund	\$193,752	\$310,993

Customers Express Their Satisfaction



Person Industries and Person County Recycling Center send out satisfaction surveys to all our stakeholders, including recycling customers, agencies, businesses and employers with whom we have done business during the year. Stakeholders rate us on a five point scale ranging from “poor” to “excellent.” They rate us on things such as quality, timeliness, customer service, etc. For FY 2011, 60% of our stakeholders gave us feedback via a satisfaction survey.

From the business customer that buys and sells our recyclable materials to the customer that contracts with us for workers to the agencies that refer clients to us for services, PI was rated above average to excellent among them all. The one area that PI must address in the 2012 year is in our service to employers. While the majority had good things to say, PI had an overall rating of 3.8 on the question of referring quality employees. Although this rating puts us slightly above average, PI will focus on improvement.

“Person Industries is a fabulous establishment that is very helpful. We will continue to use their dependable services!”

“The SE Program is amazing and nearly all clients who are referred to the program become successfully employed.”

Would you recommend Person Industries/Person County Recycling Center to others?

Everyone who responded to this question said “yes” they would recommend us. Three employees were credited by name as providing excellent service and support.

Jody Suitt, Production Manager, was recognized for doing a “wonderful job.” The respondent went on to say “We enjoy doing business with Person County because Jody is so great to work with.”

Tina Wilkerson, SE Job Coach, was commended by a contractor who said, “Tina has always gone beyond the call of duty. Couldn’t ask for a better person to work with.”

Robyn Cousin was also singled out for her work at Eaton. “Robyn and Jody are always quick to respond to my concerns. They are available when I need them.”

Customer Satisfaction Measured

To gauge satisfaction, PI sends out satisfaction surveys to our stakeholders in the community, surveys our internal customers and then looks beyond the satisfaction survey at other indicators. Satisfaction can be measured through complaints, incidents, ethical violations and even safety and health.

OSHA Form 300 Accidents for Calendar Year 2010

Location	Accidents
PI Main	0
PCRC	1
Community Contracts	2
Lost Work Days	
PI Main	0
PCRC	5
Community Contracts	0
Type of Accident	
Puncture	1
Back strain	2

Corporate Compliance Reporting (FY 2011)

	2009	2010	2011
Violations	0	0	1

Client Incidents Reviewed

Level of Incidents			
Level	2010 # of Incidents	2011 # of Incidents	%
1	35	10	67%
2	3	5	33%
3	0	0	0
Type of Incidents			
Type	2010 #	2011 #	
Suspension (1)	6	3	
Suspension (2)	3	5	
Consumer Missing	1	0	
Self-Injurious Behavior	26*	5	
Misc. Incidents	2	2	
	38	15	

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, 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.

*One client accounts for 58% of the self injurious behavior and Level 1 incidents.

Accomplishments

- ◇ PI increased tonnage at PCRC and improved ranking from #87 to #64.
- ◇ Increased recycling sales to 115% of budget
- ◇ Increased recycling awareness by hosting a recycling event to raise awareness of recycling opportunities
- ◇ Achieved 11th consecutive Safety Award from NC Department of Labor.
- ◇ Developed Succession Plan for future retirees.
- ◇ Through initiatives of the Person County Wellness Team, PI staff participated in healthy living programs. During the year, a majority of the staff lost weight, with one person losing over 80 pounds.
- ◇ Had 100% of responding customers to recommend our services

Going Forward

- ◇ Obtain three year CARF accreditation
- ◇ Transition to PBH managed care system
- ◇ Combine VR and SE Programs



A crowning moment for PI came in August 2010 when our program was awarded the Inclusive Community Program Award by the Arc of North Carolina. This award recognizes programs that build connections in the entire community to support and serve people with and without disabilities in an inclusive setting.

Person Industries Financial Summary

Fiscal Year	2010	2011
Revenue		
Intergovernmental Revenues		
ROAP Transportation	\$28,404	\$24,267
Total Intergovernmental Revenues	\$28,404	\$24,267
Program Generated		
Sales	\$806,800	\$799,468
IPRS and Vocational Rehabilitation	\$517,847	\$482,645
Medicaid	\$409,863	\$411,224
Transportation	\$20,541	\$16,844
Local Services	\$54,398	\$38,421
Work First Referrals	\$0	\$2,763
Total Program Generated	\$1,809,449	\$1,751,365
Interest Earnings	\$1,276	\$815
Donations and Miscellaneous	\$10,429	\$5,055
Total Revenues	\$1,849,558	\$1,757,235
Expenditures		
Human Services		
Personnel Expenses	\$1,764,520	\$1,846,581
Operating Expenses	\$283,617	\$240,950
Capital Outlay	\$5,500	\$5,397
Debt Service	\$0	\$0
Total Expenditures	\$2,053,637	\$2,092,928
Transfers in General Fund	\$259,643	\$376,130

Our Mission
To empower and assist individuals to achieve their vocational/personal goals



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Person Industries operates the Person County Recycling Center and is a department of Person County Government.