



Together. . .Strong

Person Industries
Annual Report

Fiscal Year Ending June 30, 2015



Person Industries Annual Report

Fiscal Year Ending June 30, 2015

Table of Contents

| | |
|--|----|
| To Our Stakeholders | 3 |
| Leadership & Staff | 4 |
| Service Demographics & Analysis | 6 |
| A Year of Services Delivered Together. . .Strong | |
| Community Employment, Evaluation, & Work Adjustment | 7 |
| ADVP | 8 |
| Innovations | 9 |
| WIOA | 9 |
| Sales (Production & Recycling) | 10 |
| Other | |
| Client Incidents | 11 |
| Ethics | 11 |
| Safety | 11 |
| Business | 11 |
| Bee-Line Designs Closes | 12 |
| Financial Summary | 12 |

Our Mission

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



To Our Stakeholders



Becky Clayton,
Director

Together. . .strong, a comment that reminds us that collectively we are stronger. Together, we possess a greater presence and a louder voice. Together we impact our community by creating an environment where everyone can be respected, hopeful and purposeful. Together we make Person Industries a better place for our customers, stakeholders and staff.

Together Person Industries positively impacts our community. *Together. . .strong* is the theme of not just this annual report but Person Industries. It takes individual commitment to create a collective strength to accomplish our mission and provide individualized services in a shifting mental health environment.

FY 2015 marked the thirty (30) year anniversary of Person Industries (PI). A noteworthy anniversary is an opportunity to pause and remember some of our past accomplishments. In 1991, PI relocated to our current site on Madison Boulevard. In 1995, PI grew and sold Shitake mushrooms. In 1999, PI began distributing our monthly newsletter “PI Events.” In 2002, PI opened Bee-Line Designs, an embroidery and screen printing store. In 2009, with support from Person County Commissioners, PI opened and began operating Person County Recycling Center (PCRC). PCRC is our local material recovery facility (MRF). None of these accomplishments would have been possible without the cooperation of the phenomenal staff and employees we have had over the years.

In FY 2015, PI received our seventh (7th) consecutive CARF accreditation (see box). This is a three (3)-year accreditation for each program of service. This is the highest level of accreditation that can be awarded to an organization and shows conformance to the CARF standards. For each review, staff must ensure all services meet the CARF criteria of excellence. PI will be reviewed again in February 2018.

Also in FY 2015, PI began transitioning to electronic medical records. Electronic medical records provide PI with compliance to the Health Insurance Portability and Accountability Act (HIPAA). This format offers consistent organization of records and workflow, making it faster and easier for staff to use. Using this system, direct care staff will now enter billing documentation directly into the electronic medical record database on a daily basis. This system also contributed to a cost cutting measure which enabled PI to surrender the Administrative Support Specialist position vacated in March 2015.

One of my favorite quotes is “Alone we can do so little; together we can do so much” - Helen Keller. As PI moves into the future, together we will continue to investigate opportunities to increase revenues and decrease expenses for a strong base of services. *Together. . .strong* is not only PI’s history but our future. Thanks to the wonderful staff, employees, leadership and community supporters of PI.

Becky Clayton, Director

Person Industries Awarded Three-Year CARF Accreditation



CARF International announces that Person Industries has been accredited for a period of three years for its service programs. This is the seventh accreditation that the international accrediting body, CARF, has awarded to PI.

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization’s substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors, during on-site visits, its commitment to offering programs and services that are measurable, accountable, and of the highest quality.

Person Industries is a Local Government organization with offices at 601 N. Madison Blvd and 741 Martin St., Roxboro, NC and has been providing services in the Person County area since 1985.

We would like to thank all our staff and employees for their hard work and dedication during this time.

Together. . .Strong



Person County Board of County Commissioners: L to R: Jimmy Clayton; Tracey Kendrick, Vice Chair; Ray Jeffers; David Newell, Chair and Kyle Puryear



Heidi York,
County Manager



Sybil Tate, Asst.
County Manager

Leadership and Staff

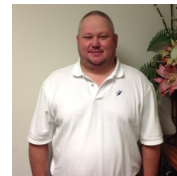
Serving July 1, 2014—June 30, 2015



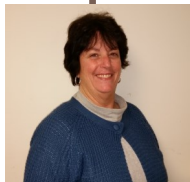
Yvette Farmer,
Business Officer



Lisa Jeffreys,
Program
Manager



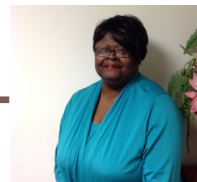
Jody Suitt,
Production
Manager



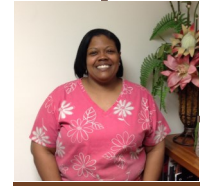
Janice Soloman,
Payroll Tech/
Admin Support



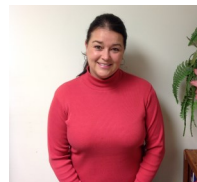
Judith Casseday,
Evaluator (PT)



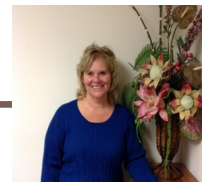
Annie Gibson,
Field Supervisor



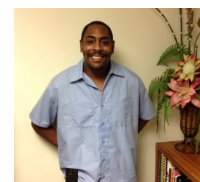
Robyn Cousin,
Field Supervisor



Sarah Reid,
Job Coach



Tina Wilkerson,
Job Coach



Jamaal Christian,
Production Asst

Together. . .Strong

Annual Report

Person Industries

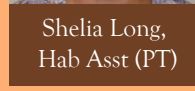
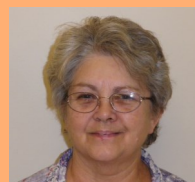
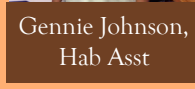
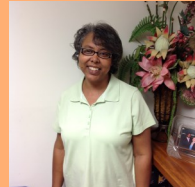
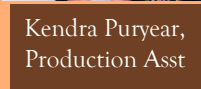
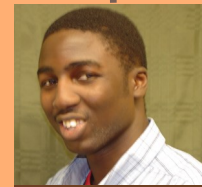
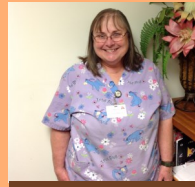
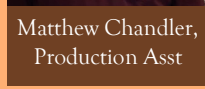
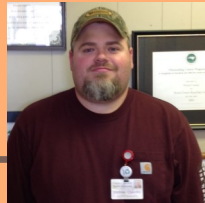
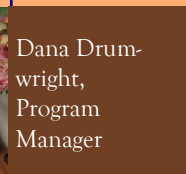
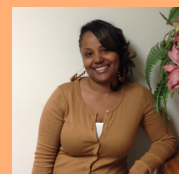
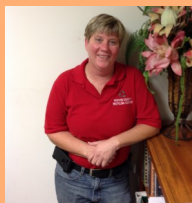
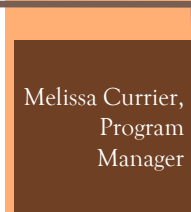
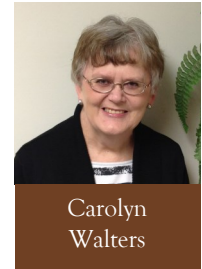
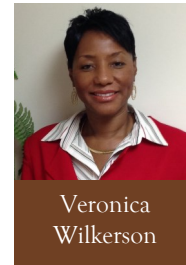
Fiscal Year Ending June 30, 2015



Christie Henderson,
Field Supervisor

Person Industries' Staff

Two long time business office staff retired this fiscal year. Veronica Wilkerson, Business Officer retired in January 2015 after 29 plus years at Person Industries. Veronica also held the titles of Safety & Health Coordinator and Ethical Compliance Officer. Becky Clayton, Director said at her farewell, "Veronica offers a professional benchmark for our organization. She is the ultimate professional in every aspect including her presentation, knowledge and communication...Veronica will be greatly missed." Carolyn Walters, Administrative Support Specialist retired in March 2015 after 15 years of service. Whether answering the numerous phone calls that came through each day or directing visitors to the correct location or point of contact, Carolyn has been the face and voice of PI at the center of the information hub. Veronica and Carolyn made a great team and PI will surely feel the void in the business office. PI wishes both the best and to always remember they will be greatly missed.



Service Demographics and Analysis

Customers Served

Person Industries served 123 people during the 2015 Fiscal Year. This is only a slight decrease from Fiscal Year 2014.

Average Age

The average age of participants in Person Industries' programs of service was 37 years, 9 months. This number has not varied much in the last six years, but the ADVP program participants' average age is steadily decreasing from 46 years in 2011 to 40 years, 8 months this fiscal year. This is primarily due to retirements.

Programming Services

Person Industries did not serve anyone in the School Transition Program this fiscal year because of the new federal law: Work Force Innovation & Opportunity Act (WIOA). The draft regulations should have come out in the Spring of 2015 but have been delayed to September 15, 2016. This federal law states that a Community Rehabilitation Program cannot serve any individual under the age of 24. The individuals must be served strictly in the community. See more details about this law on page 9.

| Program | Average Age |
|--|--------------------|
| ADVP | 40 years, 8 months |
| Innovations-Day Supports | 38 years, 7months |
| Innovations-SE | 41 years |
| Community Based Assessment | 21 years |
| Evaluation - VR | 37 years, 7 months |
| SE-VR | 29 years, 8 months |
| SE Group-IPRS | None served |
| B3 Services-SE Maintenance (SE Individual) | 37 years, 1 month |
| SE Long Term Support | 35 years, 4 months |
| Transition-Person High School | None served |
| Un-sponsored | 25 years, 5 months |
| Work Adjustment Job Coaching | 36 years, 3 months |
| Work Adjustment Training-VR | 49 years, 4 months |
| Work Adjustment Training-Jobs Group | None served |
| Work First Functional Assessments | None served |

| | 2013 | 2014 | 2015 |
|---|----------------|----------------|----------------|
| Client's Served | 140 | 125 | 123 |
| Average Age | 38 years, 7mos | 37 years, 8mos | 37 years, 9mos |
| Ethnicity | | | |
| African American | 84 | 75 | 71 |
| White | 55 | 49 | 50 |
| Hispanic/Latino | 1 | 1 | 2 |
| American Indian | 0 | 0 | 0 |
| Other | 0 | 0 | 0 |
| Gender | | | |
| Male | 83 | 76 | 74 |
| Female | 57 | 49 | 49 |
| Served by Program | | | |
| ADVP | 39 | 41 | 42 |
| Innovations/Day Supports | 22 | 20 | 21 |
| Innovations-SE | 0 | 2 | 2 |
| Community Based Assessments-VR | 2 | 1 | 1 |
| Evaluation-VR | 7 | 13 | 10 |
| SE-VR | 15 | 8 | 8 |
| SE Group-IPRS | 29 | 1 | 0 |
| B3 Services-SE Maintenance (SE Individual) | 0 | 21 | 21 |
| SE Long Term Support | 27 | 13 | 14 |
| Transition-Person High School | 6 | 2 | 0 |
| Un-sponsored | 2 | 1 | 4 |
| Work Adjustment Job Coaching | 7 | 7 | 6 |
| Work Adjustment Training-VR | 0 | 9 | 5 |
| Work Adjustment Training Jobs Group | 4 | 0 | 0 |
| Work First Functional Assessments | 2 | 1 | 0 |
| Total Served (Duplicated) | 162 | 140 | 135 |
| Total Served by Disability | | | |
| Axis 1-Clinical Disorders | 46 | 63 | 55 |
| Axis 2-I/DD | 110 | 110 | 112 |
| Axis 3-Medical Conditions | 87 | 111 | 102 |
| Dual Diagnosis (Individual with an Axis 1 and Axis 2 diagnosis) | 32 | 34 | 39 |

Together-Strong through Employment Services



Lisa Jeffreys
Program Manager

Community Employment, Evaluation & Work Adjustment

“We are all in this together” is a phrase you might hear in the hallways at Person Industries. Working together is not a new idea here

at PI. Over the years, we have learned that it takes a village of people to make something work at its best. Whether it is finding that great job match or advocating for system change, having many invested in the same cause is crucial.

Together in FY 15, we were able to assist twenty-one (21) people in finding meaningful community employment who had been unable to find and keep work on their own.

We shifted personnel from Bee-Line Designs into full-time community job search and job maintenance services to help individuals find and keep their jobs. During this year, Vocational Rehabilitation was able to fill vacant positions with two committed counselors who provide a consistent referral stream and the support that is so important not only for PI but for the consumers seeking employment in our community as well.

In an effort to work more efficiently with limited personnel, we have implemented using electronic medical records. This has not been without its challenges, and it is an ongoing effort. Even with the initial growing pains, we see the potential benefits for us and the consumers we serve. It will give our job coaches the capability to provide and document services while on a job site or in the field securely and confidentially with real-time accuracy. We have had team meetings and trainings to learn to use this system together and serve as supports for each other as we continue through the system development and progression.

| Work Adjustment & Evaluation | 2013 | 2014 | 2015 |
|--------------------------------|------|------|------|
| Competitive Placement | 9 | 9 | 15 |
| Ready for Employment | 6 | 0 | 3 |
| Further Education/ Training | 0 | 0 | 0 |
| Total Major Benefits | 15 | 9 | 18 |
| Successful Closures | 9 | 8 | 15 |
| Supported Employment | | | |
| Competitive Placement | 13 | 8 | 6 |
| Ready for Employment | N/A | N/A | N/A |
| Further Education/ Training | N/A | N/A | N/A |
| Total Major Benefits | 13 | 8 | 6 |
| Successful Closures | 17 | 3 | 10 |

Change is a constant with employment services. Trends, laws, policies and funding criteria are adjusted regularly. We lean on our affiliation with organizations such as APSE and NCARF to keep us abreast of changing policies and trends in the industry such as WOIA legislation, Wage and Hour 14c changes and Home and Community Medicaid service requirements. We partner with them to have a strong voice in legislative changes, and to challenge us to be a better service provider for our consumers and other stakeholders



Supported employee operating a machine at Eaton Corporation—Roxboro.

Sometimes changes need to be made regionally and are not always addressed statewide. This year PI, along with Orange Enterprises (OE), spear-headed a conversation between VR and our regional managed care organization (MCO), Cardinal Innovations. These two organizations, while both committed to community employment, operate independently. For Community Rehabilitation Programs in our region such as PI and OE, VR typically provides funding for Supported Employment job search and job training. Then, Cardinal Innovations authorizes job maintenance services. We were finding a significant difference between VR’s and Cardinal’s criteria to authorize Supported Employment services. This resulted in Supported Employees who had been hired and trained in a job through VR, to be found ineligible for the job maintenance services they needed through Cardinal. Currently this is an ongoing conversation between VR and Cardinal, and has since become a state-wide issue. We, along with OE, were happy to be able to bring these agencies together in our region in a collaborative effort to bridge this divide for the good of our mutual consumers.

“United we stand, divided we fall.” Employment Services has focused this year on uniting all of our resources to improve services, advocate for those we support and accomplish the goals set before us and the employment goals our consumers have set for themselves.

Kept it Together and Kept it Strong—ADVP



Melissa Currier
Program Manager

Adult Developmental Vocational Program (ADVP)

The Adult Developmental Vocational Program (ADVP) served forty-two (42) individuals in FY 15. The ADVP program kept busy during FY 15.

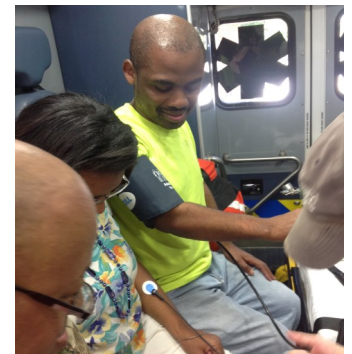
PI strives to provide employees with an afternoon of celebrating excellence once per quarter. The events are not only an incentive for excellence but are both fun and educational. The events acknowledge and recognize outstanding achievements in four (4) different categories: Citizenship, Health, Safety, and Work Ethic. On August 15, 2014, we watched a movie and shared popcorn. On November 7, 2014, we had a visit from the Person County Sheriff's Department, which focused on safety. The deputy on hand covered safety topics ranging from street safety to home safety and even internet safety. A demonstration of police equipment was provided and anyone interested could try on the protective vest. On February 15, 2015, our excellence day was presented by Person County Health Department and focused on healthy eating and portion control. Finally, on May 20, 2015, Person County EMS came to explain emergency procedures and presented a tour of the ambulance. FY 2015 proved to be a time to celebrate excellence all while

becoming educated on important topics.

Community job exploration began in August 2014. Twenty-six (26) ADVP participants have enjoyed community experiences. These experiences range from going to the local community college, tours of businesses in the community, cleaning at a local church and picking up paper to be shredded from local businesses. Follow up with the consumers yielded satisfaction with these experiences. FY 15 also had a focus on increasing productivity and earnings. During FY 15, thirty (30) consumers within the ADVP program increased their wages.

Lastly, FY 15 focused on consumers achieving personal goals within their person-centered goal plans. ADVP participants strived and worked diligently to master their goals. Overall, eleven (11) consumers achieved goals throughout the plan year.

Together. . .Strong was our motto for FY 15. Working together, we strived to reach our potential and increase our knowledge. Working together, utilizing community resources, helped us to promote education and increase our learning opportunities. Increasing motivation, satisfaction, earnings, community awareness and honoring high achievements are the highlights of the year. We kept it together and kept it strong.



Stayed Together and Stayed Strong—Innovations

Innovations

Person Industries’ Innovations Program continued to stay together and stay strong while supporting twenty-three (23) consumers in FY 15.



Dana Drumwright
Program Manager

Innovations consumers completed prevocational tasks in the areas of shredding, sorting materials and tearing books. This fiscal year, the iPad was introduced to con-



sumers to enhance skill building. Consumers have enjoyed time spent on the iPad. Person Industries continues to focus on consumer choice and moving forward to more community involvement within the Innovations Program.

The Innovations program will stay strong by coming together, keeping together and working together for successful outcomes for the individuals served.

Program Accomplishments

23 individuals served.

91% received Service Support Assessments.

15 individuals involved in the community for vocational, social and/or leisure opportunities.

93% reimbursed for billing as submitted.

100% satisfied with services.

1262.5 hours spent in behavior management.

PI Earns First 2-Year Routine Status With Cardinal

Provider monitoring under the 1915(b)(c) has been a process of continuous quality improvement, which directed DHHS to explore and implement procedures to reduce the administrative burden on LME-MCOs and providers in assessing and demonstrating compliance to state requirements. The NC Provider Monitoring Process, previously known as Gold Star Provider Monitoring, was implemented under its new name in October 2015. This process is designed to evaluate service providers against quantitative and qualitative measures. It also monitors Medicaid and State-funded behavioral health services. Person Industries staff worked together to earn its first 2-year routine monitoring status in October 2014.

What is WIOA?

On July 22, 2014, President Obama signed into law the Workforce Innovation and Opportunity Act (WIOA) (Public Law # 113-128). WIOA represents new opportunities to advance economic self-sufficiency for millions of Americans with and without disabilities. WIOA will help workers attain skills for 21st century jobs, provide supports to people with disabilities to enter and remain in competitive, integrated job settings, and foster the modern workforce that evolving American businesses rely on to compete. The guidelines are expected to come in September 2016. Further information will be provided in PI newsletters as it becomes available.

Delivering Services Together...Sales



Jody Suitt
Production
Manager

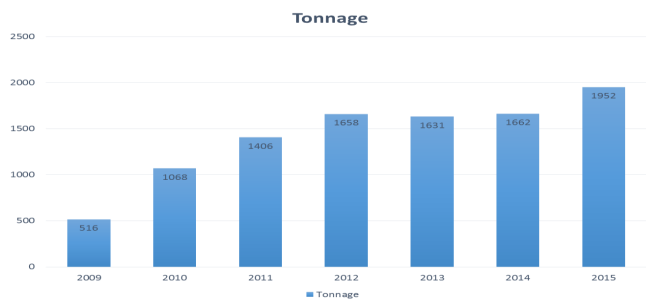
Production

The goal for the Production Department at Person Industries for FY 15 was to reach total sales of \$720,000. That mark was exceeded by over 52% as sales peaked at \$1,096,100.

As has been the case in previous years, PI's growth in its partnership with Eaton Corporation was the main reason for the increase in sales that we experienced from FY 14 to FY 15. Eaton continues to involve PI in additional projects as they arise. PI maintains its high standards by consistent performance in productivity and quality. We hope this continues for FY 16 and beyond.



Person County Tonnage Recycled per Year



Recycling Strategies

More ...

- ◆ Community education and outreach
- ◆ Business and industry participation
- ◆ Tonnage from Person County Schools and other existing customers



Amanda Everett
Assistant Director
Safety and Corporate
Compliance Officer

Recycling

The Person County Recycling Center (PCRC) sowed more but reaped less during FY 15 thanks to a dramatic shift in the market for recycling commodities. Commodities pricing continued to fall during the year due to a series of factors, most notable being the decrease in demand from China, which has long driven the recycling industry, as well as the drop in oil prices. Dropping oil prices is usually good news for consumers, but the price of oil is so low at the current moment, it is actually cheaper to make new plastics than to recycle the old ones. This drop is impacting businesses that sell recycled plastics, feeling the crunch of the cycle. In the history of recycling markets going back to the 90's, we have seen a few drops but they were normally short term, two to three months. This is the first time that commodity markets have been down for three-plus years. This has resulted in a drop in demand of commodities across the country.

The year, however, ended with an output in tonnage superseding previous years. PCRC processed 1952 tons of recycled materials, its highest year to date. That is a 17% increase in tonnage processed over 1662 tons in FY 14, but derived only \$111,676 in revenue, a 9% decrease! Paper products such as cardboard and mixed paper are the largest commodities processed at PCRC and these are our pricing leaders. However, plastics recycling and pricing, as mentioned above, took a nose dive, dropping an astounding 90%, from \$1.00 per ton in FY 14, to an average of \$0.09 per ton in FY 15.

PCRC, in an effort to combat the struggling market, has implemented some strategies designed to rectify these losses (see box-*Recycling Strategies*). We look forward to a better year in FY 16 as we work to see an increase in tonnage output and a stronger commodities market.

Client Incidents Reviewed

Person Industries has an active Client Rights Program that monitors all incidents. The Client Rights Committee conducts a review of all incidents reported and looks for trends so as to determine training needs and ensure that the rights of those served are upheld.

During 2015, there was a substantial rise in 1-day suspensions. All of the 12 incidents involved one consumer at PCRC. Suspensions were the only alternative for the acts of insubordination due to the safety risk. The consumer was referred to counseling, services were modified, staff met with the family and finally

| Incident Level | | | |
|----------------|------|------|------|
| Level | 2014 | 2015 | % |
| 1 | 4 | 12 | 75% |
| 2 | 4 | 3 | 19% |
| 3 | 2 | 1 | 6% |
| | 10 | 16 | 100% |

the consumer was moved to Person Industries where safety was not as much of a risk. Hopefully, some of these interventions will help this individual in the future.

| Resulting Action | | |
|--|------|------|
| Type | 2014 | 2015 |
| Suspension (1) | 3 | 12 |
| Suspension (2) | 3 | 3 |
| Self-Injurious Behavior | 0 | 0 |
| Misc Incidents | 2 | 0 |
| Report suspicion of abuse, neglect or exploitation | 1 | 1 |
| Death due to terminal illness | 1 | 0 |
| | 10 | 16 |

OSHA Form 300 Accidents for Calendar Year

| Location | Accidents | |
|---------------------------|-----------|------|
| | 2014 | 2015 |
| PI Main | 0 | 0 |
| PCRC | 1 | 2 |
| Community Contracts | 0 | 0 |
| Lost Work Days | | |
| PI Main | 0 | 0 |
| PCRC | 0 | 0 |
| Community Contracts | 0 | 0 |
| Type | | |
| Needle stick/sharp injury | 0 | 1 |
| Sprain | 0 | 1 |
| Puncture | 1 | 0 |

Corporate Compliance (Ethical)

| | 2014 | 2015 |
|------------|------|------|
| Violations | 0 | 0 |

Ethics

Ethical compliance has long been an asset for Person Industries and has continued during FY 15. There were no incidents of ethical violations.

Safety

Person Industries had a wonderful year in regards to safety with zero accidents. PCRC logged two accidents during the 2015 calendar year, but neither incident resulted in lost work days, which is a huge plus in the Department of Labor world. PI received their 16th consecutive Gold Certificate of Safety Achievement at the Safety Awards Banquet, hosted by the NCDOL. This award is issued to organizations and companies that promote safe working conditions and who have a substantial reduction in injuries and illnesses throughout the year. PCRC received a Silver Certificate of Safety Achievement.

Business



Yvette Farmer
Business Officer

As in previous years, the Person Industries Business Office supported Person Industries staff and employees through the many challenges of the year. Two long time business office staff retired this year (see page 5), while remaining office staff learned a new electronic medical records system and implemented new processes stemming from the Affordable Care Act and WIOA (see box on page 9).



Bee-Line Designs Closes Its Doors After 13 Years of Business



Bee-Line Designs' doors officially closed June 30, 2015. After 13 years of business, PI is taking a new route, utilizing the staff and time it took to run Bee-Line and focusing that energy on other aspects within the organization. We would like to thank all our customers for their continued support and dedication over the years.

Financial Summary

| PI Main Financials | 2014 | 2015 | PCRC Financials | 2014 | 2015 |
|------------------------------------|--------------------|--------------------|-----------------------------------|------------------|------------------|
| Revenue | | | Revenues | | |
| Intergovernmental Revenues | | | Intergovernmental Revenues | | |
| ROAP Transportation | \$24,441 | \$16,500 | Fee/Disposal Taxes | \$110,275 | \$114,508 |
| Total Intergovernmental Revenues | \$24,441 | \$16,500 | Total Intergovernmental Revenues | \$110,275 | \$114,508 |
| Program Generated | | | Program Generated | | |
| Production Sales | \$795,922 | \$1,115,052 | Recycling Sales | \$127,877 | \$121,104 |
| IPRS and Vocational Rehabilitation | \$305,999 | \$398,978 | IPRS | \$87,380 | \$65,253 |
| Medicaid | \$539,848 | \$448,966 | Medicaid | \$37,042 | \$19,809 |
| Transportation | \$16,774 | \$18,849 | Total Program Generated | \$252,299 | \$206,166 |
| Local Services | \$28,444 | \$27,503 | Donations | \$1,016 | \$593,00 |
| Work First Referrals | 1,842 | \$0 | Total Revenues | \$363,590 | \$321,267 |
| Total Program Generated | \$1,688,829 | \$2,009,348 | Expenses | | |
| Investment Earnings | \$4 | -\$27 | Personnel | \$313,465 | \$326,312 |
| Donations and Miscellaneous | \$11,366 | \$4,314 | Operating | \$261,929 | \$184,585 |
| Total Revenues | \$1,724,640 | \$2,030,135 | Capital Outlay | \$0 | \$0 |
| Expenses | | | MRF Equipment Financing | \$98,669 | \$0 |
| Human Services | | | Total Expenses | \$674,063 | \$510,897 |
| Personnel | \$1,546,682 | \$1,544,134 | Transfers in General Fund | | |
| Operating | \$502,913 | \$834,137 | Transfers in General Fund | \$130,238 | \$69,412 |
| Capital Outlay | \$0 | \$0 | | | |
| Debt Service | \$0 | 0 | | | |
| Total Expenses | \$2,049,595 | \$2,378,271 | | | |
| Transfers in General Fund | | | | | |
| Transfers in General Fund | \$304,283 | \$339,353 | | | |

Despite the decline in revenues, Person Industries and the Person County Recycling Center have remained together and strong. In our fourth year of oversight by Cardinal Innovations, PI and PCRC continued to experience cuts due to limitations in the authorized hours for SE Maintenance and funding for group services. PCRC has also experienced a decrease in recycling prices (see page 11). Production sales, however, exceeded revenue expectations and PI ended FY 15 with a surplus (see page 10). PI continues to work on bringing PI and PCRC *together* through the merger, which will be a cost savings, therefore making us *stronger*.

Person Industries

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