

Person Industries Annual Report



Making A Way...

Fiscal Year Ending June 30, 2017

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Leadership and Staff



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



Heidi York,
County Manager



Sybil Tate, Asst.
County Manager



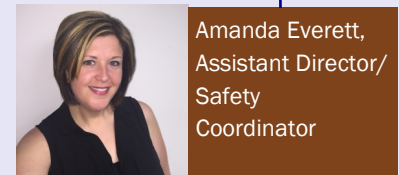
Becky Clayton,
PI Director



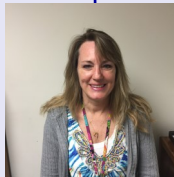
Yvette
Farmer,
Business
Officer



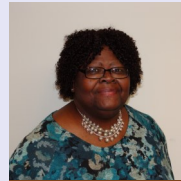
Lisa
Jeffreys,
Program
Manager



Amanda Everett,
Assistant Director/
Safety
Coordinator



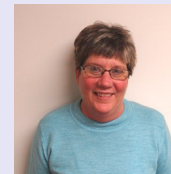
Gayle Batchelor,
Payroll Tech/Admin
Specialist



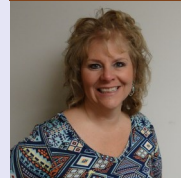
Annie Gibson,
Field Supervisor



Alisa Humphries,
Field Supervisor



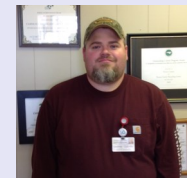
Rhonda
Gentry,
Production/
Maint. Tech.



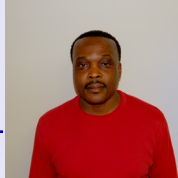
Tina Wilkerson,
Job Coach



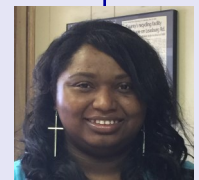
Sarah Reid,
Job Coach



Matthew Chandler,
Production Assistant



John Dickerson,
Production Assistant



Christina Satterfield,
Production Assistant

Making A Way

Annual Report
Person Industries

Fiscal Year Ending June 30, 2017

Dear Friends—

Person Industries is truly “making a way”. The mission for Person Industries has been the same for many years: “To empower and assist individuals in achieving their vocational and personal goals”. Our staff have embraced this mission, and this mission is the focus of Person Industries’ services.

For the past eighteen years, an employee is presented with a Director’s Achievement Award at the annual Employee Appreciation Banquet. This award is presented to an employee that has made a way to progress or has taught the Director a valuable lesson. The definition of achievement is a thing done successfully, typically by *effort, courage, and skill*.

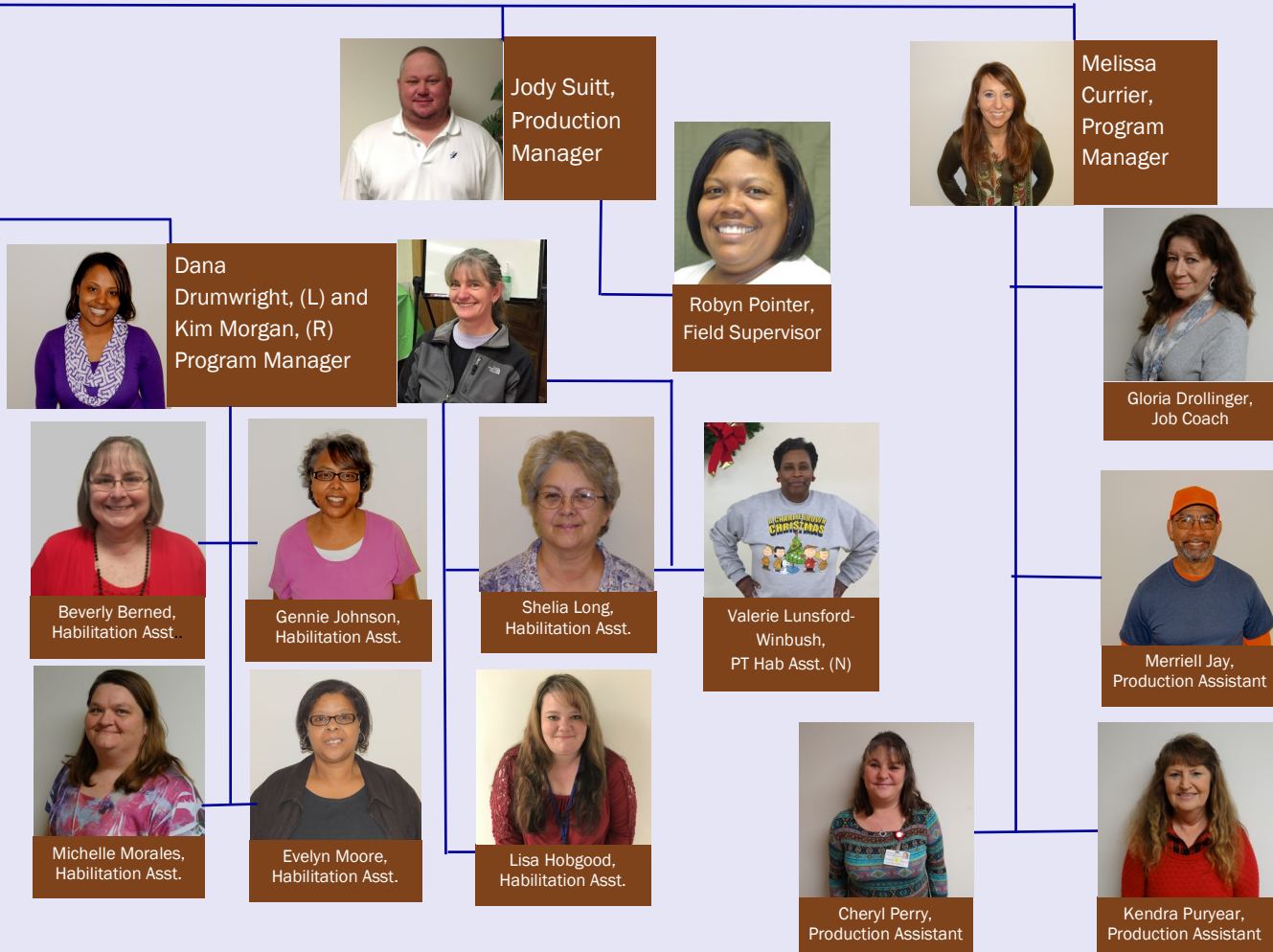
In the current mental health and IDD environment, it takes great *effort* on the part of staff to coordinate, document, provide and bill services at a quality level. Person Industries is responsible to many stakeholders like our funders and employers, but most importantly, to those needing services and support.

This year emphasis has been placed on providing community-based vocational services as well as exploring leisure activities. It takes *courage* to veer from traditional vocational supports and introduce new ideas, such as leisure activities and community-based supports, all with no additional funding.

The third element of achievement is *skill*. This is what makes Person Industries excel - the ability to accomplish much with limited resources. Our goal has always been to get to know those we serve and to build positive relationships within our organization and community. Person Industries supports consumers in identifying what they want, assists them in developing a plan, and provides support as the consumers move forward. This formula for achievement creates success for those we serve and our organization.

Person Industries has a history of “making a way”. Our focus has always been the people we serve. Although the paperwork, the documentation, the licenses, and the accreditations are all important; they are all meaningless without the people we serve. I am grateful that our mission is person-centered and that Person Industries’ staff understands this and are focused on “making a way” for the people we serve.

Becky Clayton
Executive Director





Employment Services – Making a Way

Employment services in FY17 was a year riddled with turnover in VR Counselors and ever-changing authorization requirements through Cardinal. Service providers are often viewed as resistant to change; however, in our experience, service providers have proven to be resilient and flexible. They have adjusted to changing requirements, while continuing to deliver quality services.

The Supported Employment (SE) program took the biggest hit this year. With only four referrals for SE services, we were not able to meet our goal of ten job placements. However, the four people that were referred for services were all able to find meaningful competitive employment and maintain their employment long term.

A crucial part of SE services is the availability of having long-term follow up services to ensure the employee stays stable on the job and that they and their employer have someone to assist if the employee gets off track or needs additional training along the way. These long-term services are funded through Cardinal, however, we found mid-year that authorization requests were being denied due to requirements that had not yet been publicized. After quite a bit of research and several incidents of lost service payments, we were able to put all of the new requirements in place and receive service authorizations for the people we support in community jobs.

Work Adjustment services this fiscal year were very successful. We exceeded our goal of 18 major benefits, achieving 20. We had 13 people with significant barriers to employment secure jobs this year and were able to maintain employment for at least three months, a 93% job retention rate. The success of Person Industries' Work Adjustment services this year was due to the variety of options available to provide more individualized services. Whether the participants could best benefit from a Jobs Group, In-house Work Adjustment Training or community internships, we were able to collaborate with our VR Counselors to determine what services best met the needs of each individual and engage them in meaningful and productive activities and programming.

Working alongside individuals, assisting them with achieving goals they have not been able to achieve on their own, will always be rewarding. As we make our way through the roadblocks and challenges we are presented with behind the scenes, we will always be on the front lines making a way to help individuals change their lives for the better.



ADVP Continues to Make a Way

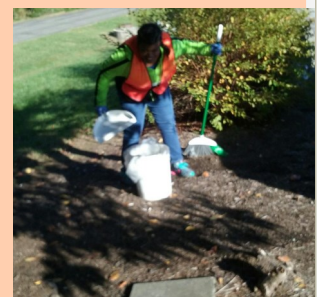
Adult Developmental Vocational Program (ADVP) is a vocationally-based service for people with intellectual developmental disabilities. Historically, this program has provided support and opportunity to participants to achieve their vocational goals by gaining meaningful work experiences, developing work skills, and building positive relationships. This fiscal year the definition has expanded to include personal growth and development.



In FY17 our MCO, Cardinal, has challenged Person Industries and other ADVP providers to seek community opportunities of leisure, volunteer work, and self-expression for those who have been typically in vocationally-based programs.

Also new for Person Industries is compliance with the new federal Workforce Innovation and Opportunity Act (WIOA). The purpose of WIOA is to ensure that everyone is aware of community opportunities and have a chance to explore so they can make informed decisions about the services they receive and the setting in which those services are provided. Person Industries' role in this is to ensure that all ADVP participants receive annual career counseling from a non-biased agency and alerting participants when self-determination trainings are provided in our area. This mandate limits the availability of in-house services to youth participants, as they must demonstrate the inability to maintain competitive community employment for a significant amount of time before they are eligible to participate in ADVP services.

Due to the continued trend to decrease state-funded services, the limited options available for Medicaid-funded services, and the lack of staffing available for extensive community-based services, the ADVP program has been unable to admit new participants into the program. New referrals have been placed on a waitlist or referred to Cardinal's Registry of Unmet Needs. Meanwhile, we continue to actively seek ways to balance and accommodate traditional vocational services with the new service trends as they evolve, making a way for increased service options for all.

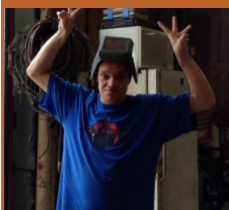


Demographics

	2015	2016	2017
Client's Served	123	126	132
Average Age	37 yrs. 9 mos	39 yrs. 3 mos	38 yrs. 8 mos
Ethnicity			
African American	71	73	75
White	50	52	56
Hispanic/Latino	2	1	1
American Indian	0	0	0
Other	0	0	0
Gender			
Male	74	74	77
Female	49	52	55
Diagnosis			
Clinical Disorders	55	66	75
Developmental Disabilities	109	108	111
Medical Conditions	102	71	75
Dual Diagnoses	39	37	33

Person Industries Innovations Program. . .

Making a Way



Person Industries Innovations Program served 23 people in FY17. Community-based services remain a focus for Innovations, and our staff continues to make a way for the consumers we serve to be a part of their community. Every Innovations consumer participated in at least one community outing, which included visits to the animal shelter, ceramic painting, movies at Palace Pointe, trips to the lake, and hiding painted rocks at the park.

Community businesses are also making a way for our consumers to be productive members of the community. IGA, Piedmont Community College, and P & A Industrial Fabrications employs three of our consumers.

The Innovations program makes a way for consumers and their caregivers to give feedback about the services we provide through Satisfaction Surveys and Services Support Assessments (SIS). 100% of our consumers completed surveys and SIS Assessments this fiscal year.

PI Innovations staff makes a way for our consumers to feel useful and productive. They assist with teaching job skills as well as providing meaningful alternate activities and community outings. Staff continues to use Set-Works to enter billing and PI was reimbursed for 100% of submitted billing.

The PI Innovations program will continue to make a way for our consumers to feel supported and encouraged, and to be valued members of the community.



Service Offerings

Programs Offered	2015	2016	2017
ADVP	42	39	37
Innovations/Day Supports	21	23	22
Innovations/SE	2	2	2
Community Based Assessment—VR	1	2	1
Evaluation—VR	10	0	Discontinued
SE—VR	8	8	5
SE Group—IPRS	0	0	Discontinued
B3 Services—SE Maintenance (SE Individual)	21	24	23
SE Long Term Support	14	12	9
Transition—Person High School	0	0	Discontinued
Un-sponsored	4	10	15
Work Adjustment Job Coaching	6	Included in WAT	Included in WAT
Work Adjustment Training—VR	5	20	28
Work Adjustment Training Jobs Group	0	Included in WAT	Included in WAT
Work First Functional Assessments	0	0	0
Internship	—	—	1
Total Served (Duplicated)	134	140	143

Production Makes a Way With

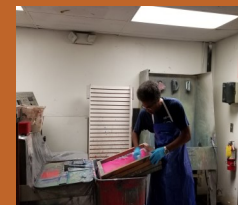
Community Contracts



The Person Industries Production Department relies heavily on the local economy. Jody Suitt, Production Manager, visits area businesses and industries marketing the affordable labor option offered by Person Industries' capable workforce. Inter-

ested employers are given the option of having work completed on site, at Person Industries, or employing interested and motivated individuals with staff support.

The forecast for production sales was positive for FY17, with a projected budget of \$990,000. The production team made a way to overcome obstacles and challenges during the year, including the expansion of the contract with Eaton Corporation. Person Industries provided workers for three shifts and multiple departments. Person Industries also established new relationships and contracts with other businesses. The production department was successful in meeting its challenges and helped close the gap caused by funding cuts to programs of service by bringing in \$1,875,129, setting an all-time record in production sales for Person Industries.



Making a Way Through Recycling

Recycling is a way to preserve resources, natural or personal. The Person County Recycling Center (PCRC) did its share to make sure citizens were able to reduce, reuse or recycle their materials during FY 2017 and thus make lasting use of their resources. In the process, PCRC saw glimmers of hope that the recycling market would continue to emerge from a profound drop experienced over the last couple of years.



To continue recycling efforts, there are strategies to follow—1) Continue community education & outreach and 2) Promote business and industry participation.

The recycling center followed these strategies by offering tours and presentations to any and all county and neighboring regions, organizations, churches and schools. Participation in other awareness projects helped as well.

PCRC looks forward to the year ahead and is ready to make a way that impacts our community. Recycling material continues to rise, our tonnage continues to rise, as well as the support from county residents and businesses. Whether it is paper, bottles, cans, or plastic, remember—REDUCE, REUSE, RECYCLE.

Year	Tonnage
2015	1952
2016	1602
2017	1640

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 2017, PCRC opened its doors thirteen times for tours to educate the public as to the materials accepted and how materials are processed.

In addition, recycling presentations were offered in the community. As invitations were extended, staff visited local 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 station and in the newspaper. In FY 2017, we continued our outreach through Social Media and communication with local businesses, schools, and organizations. PCRC also has an email to accept individualized recycling questions at recycling@personcounty.net.

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 2017, 65% 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 average to excellent among them all. In FY 2017 PI & PCRC must address providing quality services and good customer support to our stakeholders. Although the majority of surveys were very positive, both programs will continue to move forward by focusing on continuous improvement.

PI

“Very satisfied.”

“It’s always a pleasure working with Person Industries staff. Wonderful people. We have no complaints”

PCRC

“The recycling program is such a big help to us. We appreciate this service so much. AWESOME!!!”

PCRC Financial Summary

Revenues	2016	*2017
Sales	\$75,671	\$67,036
Fee/Disposal Taxes	\$119,062	\$124,644
Grant-NCDENR	\$6000	\$2000
Donations	\$2238	\$158
Services-ADVP, Medicaid	\$84,079	\$190,781
Total Revenues	\$287,050	\$384,619
Expenses	2016	2017
Personnel	\$292,503	\$334,132
Operating	\$189,737	\$153,595
MRF Equipment Financing	\$0	\$0
Total Expenses	\$482,240	\$487,727
Transfers in General Fund	\$146,901	\$212,723

*The 2017 figures are preliminary, pre-audited figures.

Making A Way...Through Staff Retirements

Person Industries has continued to make its way despite the retirement of three long time staff this fiscal year.



The trend began August 1, 2016 with Annie Gibson's retirement after 28 years of service at Person Industries. Lisa, Annie's supervisor, said at her farewell "there are some coworkers who you feel will always be working by your side. Those who rarely miss a day. Those who always take care of their assignments without giving it a second thought. . .That's how I would describe Annie. . .She is one of a kind and we will miss her!"



Gennie Johnson began her journey at Person Industries in June 1997 and dedicated 19 years of service to our employees, retiring on September 1, 2016. Gennie was considered by her coworkers to be very compassionate, helpful, and always had a motherly approach. It was said of Gennie "there has never been a time when Gennie was asked to do something that she refused the task. . .She has shown her dedication to Person Industries daily and can be described as a worker who never tires".

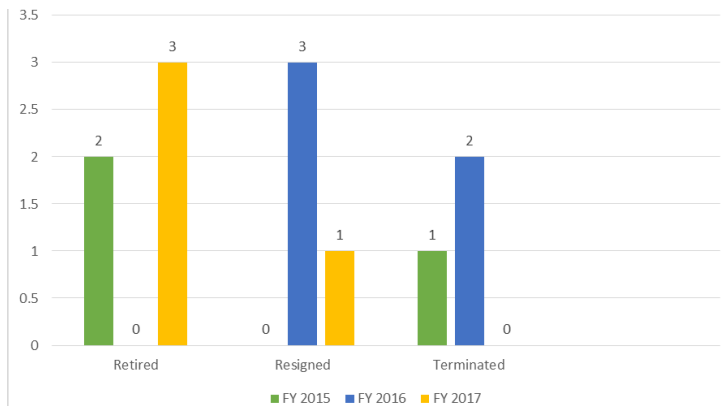


Merriell Jay ended the trend of retirements for the fiscal year, ending his five years of service with Person Industries on September 1, 2016. Merriell was considered by many at Person Industries as "the go-to guy" on the work floor. He has been described as "dedicated, dependable, knowledgeable, patient, and professional. . .He completes anything asked of him with grace and a smile on his face".

Person Industries will surely feel the void with these three staff retirements. However, Person Industries wishes them all the best and hope they know that they will all be greatly missed.

Person Industries Personnel Turnover Rates

For the last few years, Person Industries has experienced a high percentage of turnover in personnel. The majority of the turnover has been due to retirement. See chart for comparison of the last three fiscal years.



OSHA Form 300 Accidents for Calendar Year 2017

Location	Accidents
PI Main	3
PCRC	0
Community Contracts	0

Location	Lost Work Days
PI Main	0
PCRC	0
Community Contracts	0

Location	Type of Accident
Minor Cut/Bruise	1
Sprain	2

Corporate Compliance Reporting (FY 2017)

	2015	2016	2017
Violations	0	0	0

Client Incidents Reviewed

Level of Incidents			
Level	2015 # of Incidents	2016 # of Incidents	2017 # of Incidents
1	12	7	1
2	3	3	5
3	1	1	0

Type of Incidents		
Type	2016 #	2017 #
Suspension (1)	8	0
Suspension (2)	3	1
Death (due to terminal illness)	0	1
Self-Injurious Behavior	0	0
Misc. Incidents	0	4
Total Incidents	11	6

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.

Complaint Data (FY 2017)	
Formal Complaints	3
Informal Complaints	0
Total	3



Person Industries Financial Summary

Fiscal Year	2016	*2017
Revenue		
Intergovernmental Revenues		
ROAP Transportation	\$19,786	\$19,732
Total Intergovernmental Revenues	\$19,786	\$19,732
Program Generated		
Sales	\$1,077,159	\$1,875,129
IPRS and Vocational Rehabilitation	\$326,924	\$300,872
Medicaid	\$509,921	\$502,266
Transportation	\$21,635	\$19,291
Local Services	\$30,039	\$28,296
Work First Referrals	\$0	\$0
Total Program Generated	\$1,965,678	\$2,735,853
Interest Earnings	\$1075	\$3069
Donations and Miscellaneous	\$6250	\$2739
Total Revenues	\$1,992,789	\$3,061,223
Expenditures		
Human Services		
Personnel Expenses	\$1,409,152	\$1,344,790
Operating Expenses	\$910,182	\$1,554,100
Capital Outlay	\$0	\$0
Debt Service	\$0	\$0
Total Expenditures	\$2,319,334	\$2,898,890
Transfers in General Fund	\$584,579	\$299,831

Our Mission
To empower and assist
individuals in achieving their
vocational and personal goals



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

*The 2017 figures are preliminary, pre-audited figures.