

Person Industries Annual Report



Moving Forward. . .

"You Don't Have to Have It All Figured Out to Move Forward"

Fiscal Year Ending June 30, 2016



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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



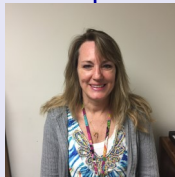
Yvette
Farmer,
Business
Officer



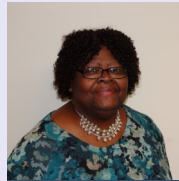
Lisa
Jeffreys,
Program
Manager



Amanda Everett,
Assistant Director/
Safety
Coordinator



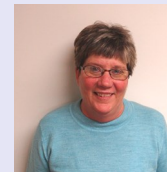
Gayle Batchelor,
Payroll Tech/Admin
Specialist



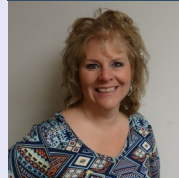
Annie Gibson,
Field Supervisor



Alisa Humphries,
Field Supervisor



Rhonda
Gentry,
Production/
Maint. Tech.



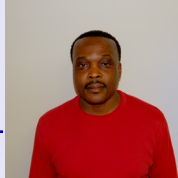
Tina Wilkerson,
Job Coach



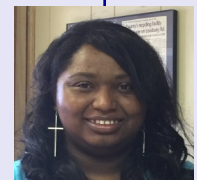
Sarah Reid,
Job Coach



Matthew Chandler,
Production Assistant



John Dickerson,
Production Assistant



Christina Satterfield,
Production Assistant

Moving Forward

Annual Report

Person Industries

Fiscal Year Ending June 30, 2016

Dear Friends –

MOVING FORWARD is the theme of the Person Industries (PI) FY 2016 Annual Report. This appropriate theme was selected to reflect the drive of our consumers, staff, and stakeholders. Looking ahead, we are implementing the Workforce Innovations Opportunity Act (WIOA), looking at the feasibility of a merger of Person Industries and the Person County Recycling Center (PCRC), and continuing to pursue revenue streams that will make Person Industries more financially stable.

As a provider, Person Industries is moving forward by staying focused on our mission: “To empower and assist people in meeting their personal and vocational goals”. Person Industries’ mission has remained the same for many years, but our approach has changed, and must continue to change as we move forward to advocate for people with disabilities in a competitive job market.

This year, the implementation of WIOA legislation has introduced a new approach to service delivery that is unclear and uncertain for providers and consumers. State-funded services have also been scrutinized and face possible reduction. Person Industries is moving forward by staying abreast of mandates, focusing on compliance, and exploring alternative services and service approaches that seem to be endorsed by federal and state legislation. For example, community leisure involvement has become a priority, so opportunities are being developed and coordinated. Moving forward, these experiences will assist consumers in making more informed choices about their futures.

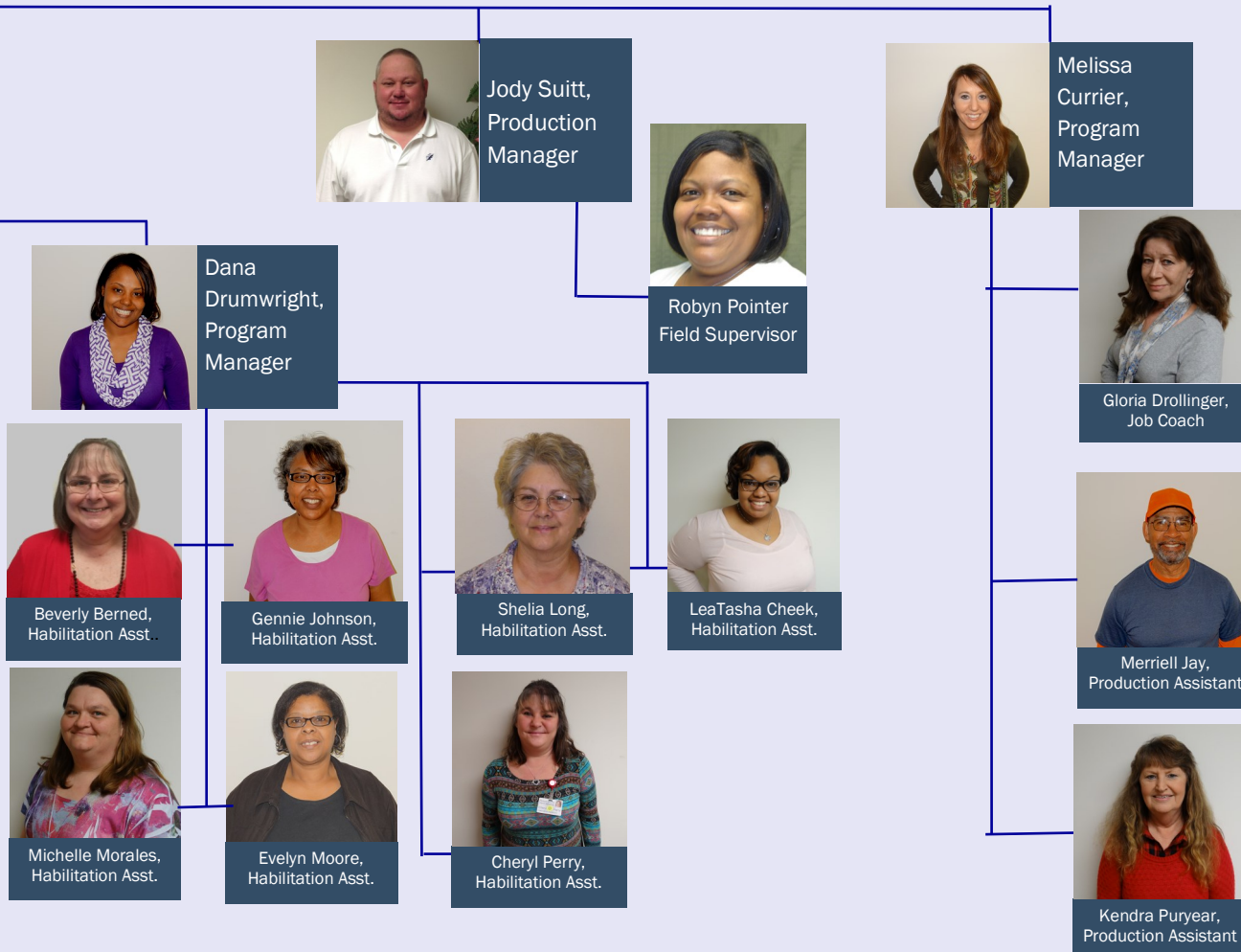
Person County Recycling Center is operated by Person Industries. In FY 2016 it held its second Household Hazardous Waste and Pesticide Collection Day. The community response and participation for this event increased from 2013. As an avenue to move forward, PCRC continues to reach out to the community to provide education through tours and

presentations, primarily at local schools and civic groups. Staff also seek occasions to meet with local businesses to discuss recycling services and opportunities in our community.

Person Industries staff are moving forward by making the community more aware of PI and our available services. One avenue used to accomplish this is by serving on community committees. In FY16, Lisa Jeffreys, PI Program Manager, served as a member of the PATS board and I served on the PCGH Human Rights Committee and Person County United Way. PI also participates in Chamber of Commerce activities and events, such as Industrial Relations Committee (IRC), the Safety Banquet, Personality, mock interviews, and local ribbon cuttings. The reality is – the quality of Person Industries’ services depends on community partnerships. Vocational opportunities grow when the community understands our services and are willing to employ people with disabilities.

As we continue to move forward, I would like to thank Person County Leadership, our consumers, community partners, funders, and families for your tireless and unwavering support of this program. I also want to thank our staff. The success of this program is largely due to your dedication and willingness to repeatedly go above and beyond to ensure quality service for every person we serve.

Becky Clayton
Executive Director





Employment Services – Moving Forward in the Midst of Uncertainty

Fiscal year 2016 was a year of uncertainty. From the change in personnel to new legislation, we had a lot to figure out. The only certain thing was that we had to move ahead and continue to find our way through all of it, one step at a time.

In FY16 we were able to assist fourteen people experiencing significant employment barriers with finding meaningful employment. Most of these jobs were in contracted positions with local companies who have had great success with employees that have been and continue to be supported by Person Industries. With the job market so limited locally, maintaining a good working relationship and reputation with the business world is crucial. These job placements were also in the midst of restructuring of personnel duties and staff turnover within our employment services and payroll departments. Employee turnover, Program Manager medical leave, and the loss of a field supervisor position, due to budget restraints, all spread personnel thin. Yet, with a tenacious spirit, we kept moving forward.

Electronic medical records were also introduced this year. The system continues to evolve to meet all of the state requirements and become user friendly. We are working closely with the developers to make changes according to our needs. This has been difficult since we had no prior experience with electronic documentation and have needed to find our way through this system to be able to make recommendations of how it can be improved. Once again, we found ourselves working through an existing system and working out issues as we proceed.

WIOA legislation and Work First initiatives have given life to students needing substantial specific pre-employment experiences prior to entering a community rehabilitation program. The requirements were laid out in the legislation, but how it would work and how to make it happen was not specified. Supported Employment (SE) is still a viable choice for all students with disabilities; however, WIOA will shape how SE services will be provided for youth in school. Vocational Rehabilitation has been charged with the task of figuring out how to provide pre-employment training services (PETS) within a system that has been strictly employment/outcome-based. The Person Industries Employment Services department will be increasingly involved in this system by providing Supported Employment services and contracting to provide PETS services.

Community employment continues to be our goal as a department. We will keep striving for that and develop new strategies to help people with employment barriers stay on that path as well. How can we meet our goals in such an unsure system? We embrace uncertainty by getting started, making changes along the way as needed, and moving ahead one step at a time, looking for the way to get clearer.



ADVP Continues to Move Forward



Moving forward through fiscal year 2016, the ADVP program served 39 people. Moving forward and striving to focus on assisting participants with their vocational and personal goals is ADVP's top priority.

Person Industries monitors programming for satisfaction to offer opportunity or change as necessary to address interests and/or needs. Staff conducted general interest and community assessments on all interested ADVP participants. Discussions and interviews led to a better understanding of interests and the goals required to broaden vocational skills and abilities.

ADVP participants were provided safety and educational trainings throughout the year and submitted feedback to assess the effectiveness of the trainings.

ADVP staff made participants aware of meetings and offered opportunities for participation. Fourteen ADVP participants attended committee meetings during the fiscal year. Participation on these committees has proven to be a wonderful skill builder for consumers.

Consumers have also continued to maintain and build vocational skills by working on recycling, Eaton, and other small in-house contracted work.



Demographics

	2014	2015	2016
Client's Served	125	123	126
Average Age	37 yrs. 8 mos	37 yrs. 9 mos	39 yrs. 3 mos
Ethnicity			
African American	75	71	73
White	49	50	52
Hispanic/Latino	1	2	1
American Indian	0	0	0
Other	0	0	0
Gender			
Male	76	74	74
Female	49	49	52
Diagnosis			
Clinical Disorders	63	55	66
Developmental Disabilities	108	109	108
Medical Conditions	111	102	71
Dual Diagnoses	34	39	37

Service Offerings

Programs Offered	2014	2015	2016
ADVP	41	42	39
Innovations/Day Supports	20	21	23
Innovations/SE	2	2	2
Community Based Assessment—VR	1	1	2
Evaluation—VR	13	10	0
SE—VR	8	8	8
SE Group—IPRS	1	0	0
B3 Services—SE Maintenance (SE Individual)	21	21	24
SE Long Term Support	13	14	12
Transition—Person High School	2	0	0
Un-sponsored	1	4	10
Work Adjustment Job Coaching	7	6	Included in WAT
Work Adjustment Training—VR	9	5	20
Work Adjustment Training Jobs Group	0	0	Included in WAT
Work First Functional Assessments	1	0	0
Total Served (Duplicated)	140	134	140

Person Industries Innovations Program. . .On the Move



Person Industries Innovations program continued to move forward as it served 25 people in FY 2016. With the focus moving to community-based services, PI had 17 Innovations consumers that participated in community inclusion this year.

There were also three consumers that worked in community jobs, one at IGA, one at Piedmont Community College, and one at P & A Industrial Fabrications.

The Innovations program also continued to monitor consumers interests by completing Service Supports Assessments on 100% of individuals served during the fiscal year.

Innovations staff were also on the move, learning a new electronic medical records system and using this system to enter billing. As a result, PI Innovations was reimbursed for 98% of billing that was submitted.

The PI Innovations program will continue to move forward one step at a time.



Production Moves Forward With Community Contracts



Fiscal year 2016 saw another good year for the PI Production Department. The goal set for the department was \$800,000, but was exceeded by 26%, with total revenues reaching \$1,079,033. Much of this continued growth can again be attributed to PI's ongoing partnership with Eaton Corporation.

However, PI also picked up additional contracts with Stay Online Power Cords and Moving Screens Screen Printing and Embroidery. Developing new partnerships is the key to growth in any business, and PI intends to continue moving forward and spreading itself outward in the years to come, all the while continuing to grow its relationship with Eaton Corporation.



Recycling Moving Forward

The concept of housing a Materials Recovery Facility (MRF) in Person County is to meet the recycling needs of Person County residents and business owners. The recycling center is constantly seeking new sources of revenue, preferably ones that will allow 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 is a great solution to our needs and a great asset to this community.

Recycling & Employment

PCRC made changes to the commodities list of materials accepted during fiscal year 2016, to further benefit the county and the MRF. The list of commodities includes plastics, metals, paper, electronics, and small appliances, just to name a few. In addition to these, PCRC also accepts cardboard, glass, oil filters, textiles, fluorescent lights, and wooden pallets.

Year	Tonnage
2014	1662
2015	1952
2016	1602



Recycling and employment location changes were made during FY 2016. To prevent materials being handled multiple times, we stopped shipping plastics and other commodities to the PI Main location. Instead, we implemented a work team at the MRF to handle this finer sort, hoping to decrease the amount of single stream that leaves the warehouse. This finer sort of material gives recycling managers an option to demand higher sale prices when shipments are ready. The Person County Recycling Center is one of a few MRFs giving people with disabilities vocational opportunities. During FY 2016, we employed 25 people with disabilities at the MRF.

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 2016, 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 2016, at Person Industries and Person County Recycling Center, we joined the world of Social Media through Facebook. PCRC also has an email to accept individualized recycling questions recycling@personcounty.net.

Household Hazardous Waste Day

PCRC joined with NC Cooperative Extension Service to host its 2nd Household Hazardous Waste and Pesticide Collection Day on April 23, 2016. The event offered residents and farms a venue to properly dispose of old or unused household chemicals, pesticides and paints. Attendance was doubled from the October 2013 event.



PCRC Financial Summary

Revenues	2015	2016
Sales	\$121,104	\$75,671
Fee/Disposal Taxes	\$114,508	\$119,062
Grant-NCDENR	\$0	\$6000
Donations	\$593	\$2238
Services-ADVP, Medicaid	\$85,062	\$84,079
Total Revenues	\$321,267	\$287,050
Expenses	2015	2016
Personnel	\$326,312	\$292,503
Operating	\$184,585	\$189,737
MRF Equipment Financing	\$0	\$0
Total Expenses	\$510,897	\$482,240
Transfers in General Fund	\$69,412	\$146,901

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 2016, 62.5% 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 timely and effective follow-up to concerns. Although the majority of surveys were very positive, both programs will continue to move forward by focusing on continuous improvement.

PI

“PI staff are very professional and dedicated. They understand people with disabilities and treat them with respect and dignity.”

“Good to work with!”

PCRC

“Love this service! Thanks so much.”

“Rhonda Gentry does an excellent job with the recycling department. She always works well with us and provides us the information we need in a timely manner.”

“Perfect service.”

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 2016

Location	Accidents
PI Main	2
PCRC	1
Community Contracts	0
Lost Work Days	
PI Main	0
PCRC	0
Community Contracts	0
Type of Accident	
Minor Cut/Bruise	1
Sprain	2

Corporate Compliance Reporting (FY 2016)

	2014	2015	2016
Violations	0	0	0

Client Incidents Reviewed

Level of Incidents

Level	2014 # of Incidents	2015 # of Incidents	2016 # of Incidents	
1	4	12	7	Level 1 (Low) - Incident, restrictive intervention or medication error that requires no medical attention or police involvement.
2	4	3	3	
3	2	1	1	

Type of Incidents

Type	2015 #	2016 #	
Suspension (1)	12	8	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.
Suspension (2)	3	3	
Consumer Missing	0	0	
Self-Injurious Behavior	0	0	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.
Misc. Incidents	1	0	
Total Incidents	16	11	



Person Industries Financial Summary

Fiscal Year	2015	2016
Revenue		
Intergovernmental Revenues		
ROAP Transportation	\$16,500	\$19,786
Total Intergovernmental Revenues	\$16,500	\$19,786
Program Generated		
Sales	\$1,115,052	\$1,077,159
IPRS and Vocational Rehabilitation	\$398,978	\$326,924
Medicaid	\$448,966	\$509,921
Transportation	\$18,849	\$21,635
Local Services	\$54,398	\$30,039
Work First Referrals	\$0	\$0
Total Program Generated	\$2,009,348	\$1,965,678
Interest Earnings	-\$27	\$1075
Donations and Miscellaneous	\$4314	\$6250
Total Revenues	\$2,030,135	\$1,992,789
Expenditures		
Human Services		
Personnel Expenses	\$1,544,134	\$1,409,152
Operating Expenses	\$834,137	\$910,182
Capital Outlay	\$0	\$0
Debt Service	\$0	\$0
Total Expenditures	\$2,378,271	\$2,319,334
Transfers in General Fund	\$339,353	\$584,579

Our Mission
To empower and assist
individuals to achieve 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.