



Annual Report

Fiscal Year 2013-2014

Community Workforce Solutions

Board of Directors

Pat Gilliard/ *Chair*
Dan Deaton/ *Vice Chair*
Mark Twisdale/ *Treasurer*
Christiaan Heijmen/ *Secretary*
Jennifer Bosser
Doug Brocker
Ashley Perkinson
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Jim Howard
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Michael Lord
Anita Blomme Pinther

Management

Roger McGee -President/
Executive Director
Cheri Howell- Assistant Director
Jim Taylor- Director of Finance
Julie Griffin- Vocational Services
Director - Raleigh
Sandra Walker- Vocational Services
Director-Henderson
Barry Wilson- Production Manager

Locations:

3011 Falstaff Road
Raleigh, NC 27610
919-231-3325
919-231-9189 (fax)

602 South Garnett Street
Henderson, NC 27536
252-492-9555
252-492-6167 (fax)

Gateway Clubhouse
1805 Garner Station Blvd.
Raleigh, NC 27603
919-662-0940
919-662-0950 (fax)

MISSION STATEMENT

COMMUNITY WORKFORCE SOLUTIONS is dedicated to supporting persons with disabilities or other barriers to employment as each individual strives to achieve the employment and community integration goals of their choice.

VALUE STATEMENT

We respect the choices of and are committed to those we support. We value the trust placed in our organization and strive to maintain high ethical standards. We value the cultural diversity of those we support and are committed to providing culturally competent staff.

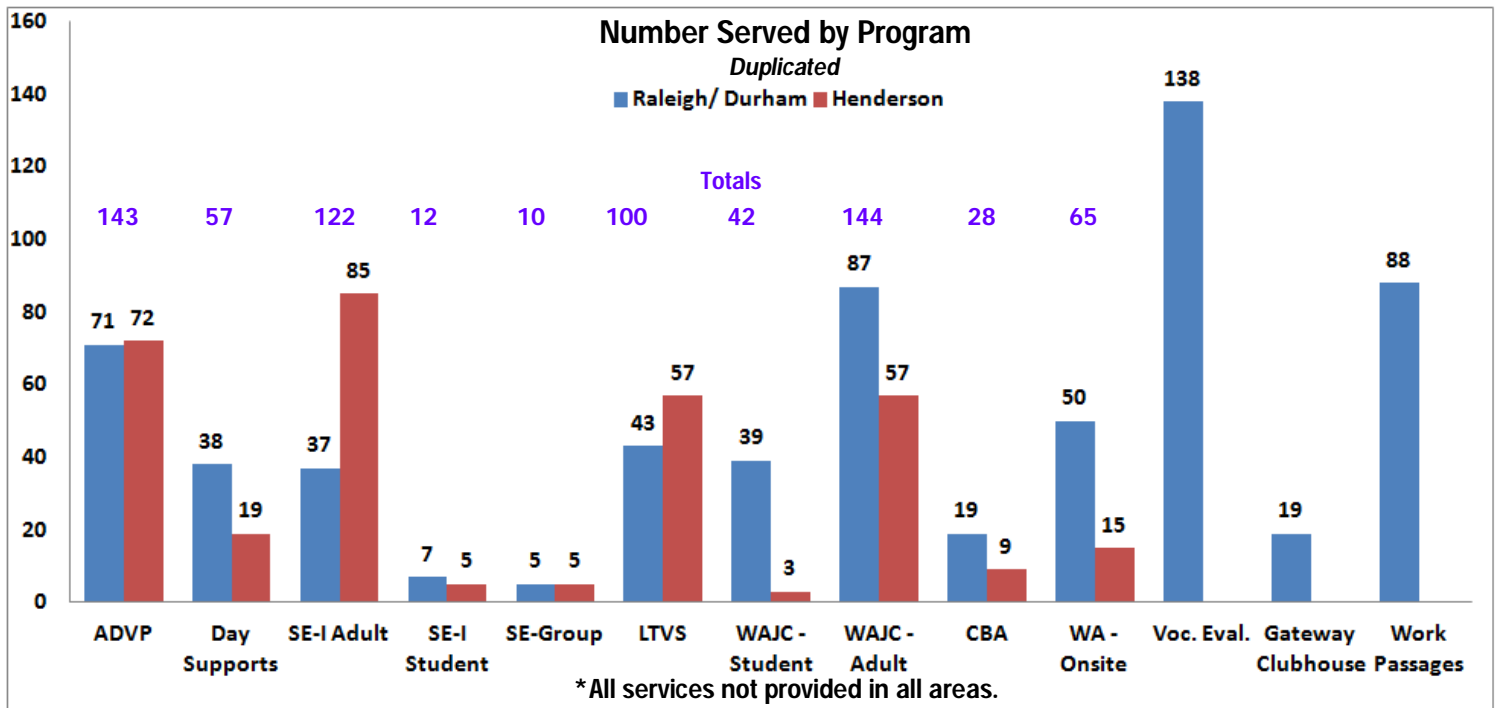
VISION STATEMENT

COMMUNITY WORKFORCE SOLUTIONS is committed to promoting an environment in which individual choice, self-sufficiency, respect for cultural diversity, and a true sense of belonging are hallmark. We are dedicated to supporting each individual in removing barriers to employment and community and fostering independence for a lifetime. We aspire to build partnerships and maintain sound financial management, enabling us to be the choice of the people and communities we support.

Board of Directors

Over the past 50 years, Community Workforce Solutions has been supported by many board members who have contributed their time, talent, and expertise to the agency. Susan Stevens left the board after having served for over five years. Peggie Simpson also left the board after having served for almost 10 years. We appreciate the time and energy both ladies invested in our agency.

FACTS AND FIGURES



Total Individuals Served: 888

Raleigh - 546
Henderson - 300
Durham - 42

Total Referrals Received: 484

Raleigh - 240
Henderson - 85
Durham - 27
Work Passages - 132

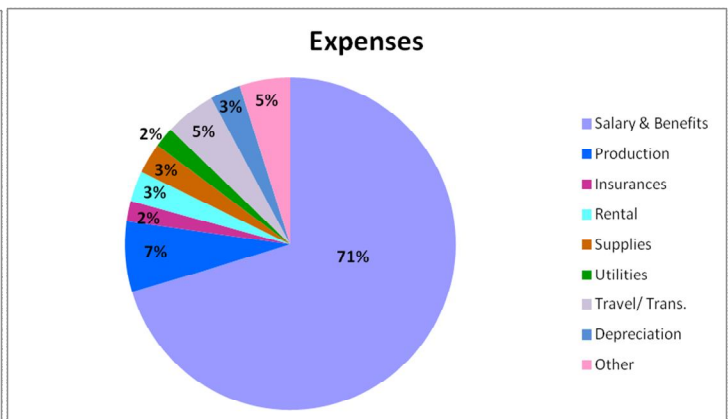
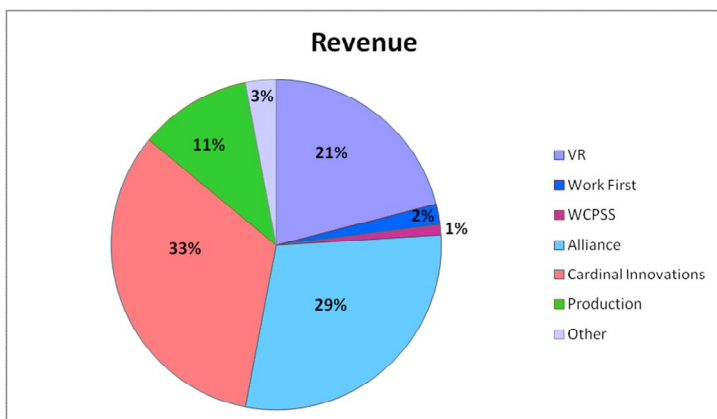
Services Successful Outcomes

We assisted 86 individuals in achieving successful employment outcomes.

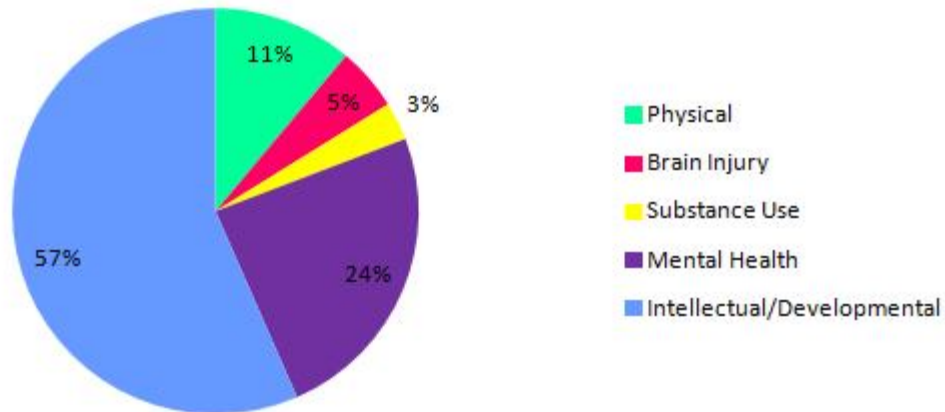
These individuals were hired into positions such as:

- | | | | | |
|--------------------|---------------------|-------------------|-------------------|---------------------|
| Stock Person | Food Prep Worker | Cashier | Line Worker | Janitor |
| Housekeeper | Bagger | Dishwasher | Laundry Attendant | Sales Associate |
| Deli/Bakery Worker | Loader | Child Care Worker | Dietary Aide | Teacher's Assistant |
| Receptionist | Construction Worker | Landscape Worker | Auto Detailer | |

Of the 100 individuals receiving support from the Long Term Vocational Support program, 30 individuals have been employed for over a year; 15 individuals have been employed over 5 years; 9 individuals have been employed over 10 years; 3 individuals have been employed over 15 years; and one individual has been employed over 25 years!



Primary Disability Category of Persons Served



43% of individuals with a disability have a secondary disability in addition to the primary disability.

Major Accomplishments in 2013-14

- All programs were successfully accredited by CARF. This is the agency's 12th consecutive 3-year accreditation.
- Gateway Clubhouse was accredited by CARF for the first time.
- Launched Clean Start Diaper website which included the ability to sign-up for service and order products online.
- Launched Facebook page for Clean Start Diaper Service
- Fourteen individuals completed Forklift Training.
- Third annual GreenFest was held to promote healthier lifestyles by providing fun activities, presenters, booths, healthy snacks, and raffles to assist with educating individuals regarding our impact on the environment, growing our own food, and making healthy choices with respect to exercise and eating.
- Identified an electronic healthcare record system

Looking forward to 2014-15

- Community Workforce Solutions will be celebrating our 50th anniversary in December 2014. We are planning a 50th anniversary celebration in early 2015.
- The fourth annual GreenFest is expected to expand with the addition of Food Trucks providing healthy options.
- Implement the selected electronic healthcare record system
- Utilizing resources to formulate a comprehensive agency development plan
- Continuing discussions regarding moving the Raleigh programs to a new site.

Survey Results

A major indicator of our success is the satisfaction of those receiving our supports and other stakeholders. Twice a year, satisfaction surveys are distributed. This fiscal year, satisfaction was at 90% or higher for the majority of programs. For any program where satisfaction was lower than 90% at the mid-year, it was substantially higher at year end.

Thank you!

We believe that without relationships, we can accomplish very little. We value and appreciate the positive working relationships we have with our Board of Directors, referral and funding partners, our production customers, employers, and families. However, we fully recognize the most important relationship we have is that with the persons we serve. We want to thank all of these individuals for the opportunity to support you in your pursuits.

Accessibility

Our services cannot be successful if they are not accessible, and accessibility extends beyond our doors. Efforts are ongoing to make not only our services accessible but working with those we support to insure their communities and employment options are accessible to them. During this year, no one was denied services at either the Henderson or Raleigh sites.

Staff work in the community to eliminate attitudinal barriers by informing the community at large about persons with disabilities and advocating on behalf of persons with disabilities on various community committees including:

AHA (Advocates for Health in Action)

Wake Tech Community College and Career Readiness Advisory Board

Member Chapter of Kiwanis Aktion Club

Monthly community networking meeting in Warrenton which is chaired by DSS and is focused on meeting the needs of the community

Monthly meeting in Granville County whose focus is making sure seniors are included in the community

Staff Chair of Board of the Raleigh Business Advisory Council

Hosted Morrisville Rotary luncheon and provided Clubhouse education

Communication Barriers are addressed by providing information in various formats including pictures, in writing, and verbally. Interpreters are utilized for orientations, staffing, and interviews. Technology, such as text-to-speech apps for tablets, is utilized as well as large print items. Transportation is another barrier that is faced by many of the individuals receiving our services. We make efforts at alleviating this by contracting with a transportation provider to provide limited transportation from outlying counties to the Raleigh site; the Raleigh site is on the bus route and for those individuals not able to use the CAT system due to their disability, staff provided assistance with the ART process to get discounted cab fare. Transportation is an even greater struggle in the Granville, Franklin, and Warren county areas, and as a result, the Agency provides van service to individuals in these counties to the Henderson site. Due to the high rate of unemployment and corresponding poverty, financial barriers are also significant to those we serve. We attempt to address these issues by providing some unfunded "slots" for Long-Term Vocational Support. Staff formed a relationship with Wells Fargo and bank personnel came in to teach classes on budgeting. The agency maintains a fund for participants who have special or time-limited financial needs i.e. eyeglass repair, bus ticket prior to first paycheck, money for medication, and the agency participated in a "Dine and Donate" event with Ruby Tuesday restaurant with proceeds going to this fund. The agency also became a referral partner of The Green Chair Project which supports low-income individuals in furnishing residence during this fiscal year.

Employment Barriers are significant for those we support, and Community Employment Staff continually work with individuals who are placed on jobs as well as employers to set up accommodations at community job sites. Staff participates in monthly Wake County Interagency Transition Team meetings which focus on education and training including: parent/student education about transition, teacher education, employer education and awareness, and the creation/development of more community and employment opportunities for students with disabilities and there is a staff member on the board of NCAPSE whose mission is to support employment for persons with disabilities.

Community Integration is integral to many of the individuals we support at both our Raleigh and Henderson sites. Staff and participants volunteer at over 11 sites in the Raleigh and Henderson areas, and participants went on outings to 14 community sites and activities. Artful Pathways held a display/sale at Oxford University Press and Clayton Harvest Festival Event. In Henderson, the thrift store held a talent show with the public being invited, and the hot dog cart vends at street festivals, parades, and local car shows.

We are proud to offer the following CARF-accredited programs:



Comprehensive Vocational Evaluation Services; Organizational Employment Services (Agency based services); Employee Development Services (Work Adjustment/Work Adjustment Job Coaching); Community Employment Services (Supported Employment and Placement/Job Coaching Services); Community Integration (Community Pathways; Gateway Clubhouse)