



Annual Report

Fiscal Year 2010-2011

Community Workforce Solutions

Our Leadership

Board of Directors

Betsy Allen
Doug Brocker
Pat Gilliard
Jim Howard
James A. King, II
Michael Lord
Nancy Nutt
Tim Hopper
Ashley Perkinson
Susan Stevens
Mark Twisdale
Peggie Simpson
Penny McGhee

Management

Roger McGee
President/Executive Director
Cheri Howell
Assistant Director
Jim Taylor
Controller
Kathryn Lamm
Director of Resource Development
Vivian Hotle
Director of Business Development
Julie Griffin
Vocational Services Director - Ral.
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)
www.gatewayclubhouse.org

OUR MISSION

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.

OUR VISION

Community Workforce Solutions is committed to promoting an environment in which individual choice, self-sufficiency, 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 the communities we support.

Synopsis of 2010-2011

The 2010-2011 year was one that was very busy but equally productive with new programs starting and our CARF survey. Despite the activity surrounding these ventures, including opening the Gateway Clubhouse and a commercial laundry at our Raleigh site, staff continued to provide high quality services to those we support. These services resulted in overall excellent satisfaction ratings from persons we support, families, case managers, and employers. In addition, despite the continuing lagging economy and high unemployment rates, our services assisted 122 individuals in obtaining competitive employment. Our accomplishments are truly a testament to the outstanding individuals we serve and our staff.

Major Accomplishments in 2010-2011

- The agency participated in a CARF survey in April 2011 which resulted in a three-year accreditation for all programs that were surveyed.
- Gateway Clubhouse, a program for individuals with traumatic brain injuries, opened in December 2010
- Launched an online store for the sale of our Artful Pathways products including handmade cards and bath salts
- Expanded the Supported Employment Mobile crew for individuals with mental illness
- Received a grant from Wake County Solid Waste Management through the Commercial Waste Reduction Grant Program to implement a recycling and composting program
- Replaced fluorescent lights and ballasts with new energy efficient lighting and added occupancy sensors which will reduce energy costs at Raleigh site. Worked with Progress Energy to receive rebates for project.
- Named the Raleigh Production Division - Flexible Production & Assembly (FP&A) - for branding purposes
- Received ISO 9001:2008 and ISO 13485:2003 certifications
- Designed a website landing page and new marketing materials to reflect ISO Certifications
- Constructed an ISO 7/Class 10,000 Clean Room

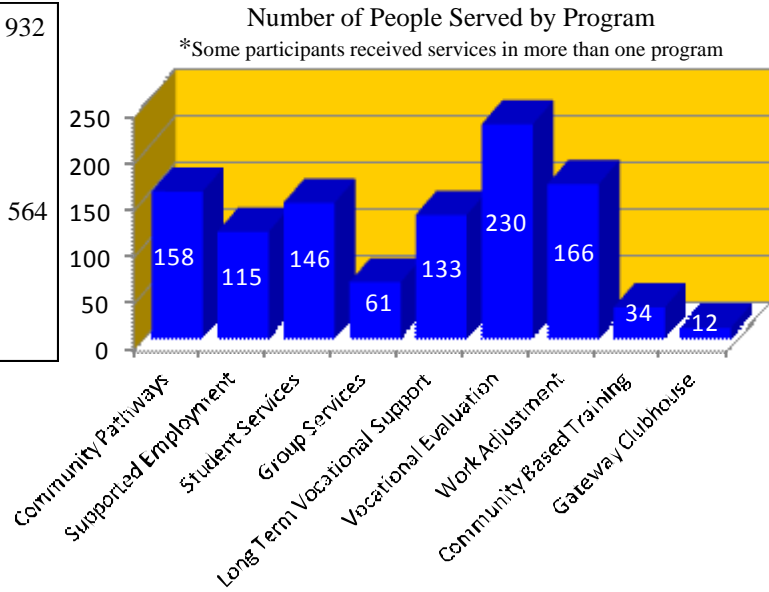
Looking forward to 2011-2012

- Working on funding to expand the Gateway Clubhouse to serve members of the military and veterans
- Looking to expand the Gateway Clubhouse to serve individuals with Acquired Brain Injuries in addition to those with Traumatic Brain Injuries
- Making aesthetic improvements to the Raleigh site
- Planning to participate in craft fairs as a venue for distributing the Artful Pathways products
- Working closely with the LMEs where we currently provide services as the state transitions to a waiver system
- Attend local, national and international Medical Device Trade Shows and Conferences
- Develop an Internet Marketing Campaign - Focus on Search Engine Optimization (SEO)

Facts & Figures

Total Individuals Served: 932
 Raleigh - 473
 Henderson - 269
 Durham - 105
 Work Passages - 85

Total Referrals Received: 564
 Raleigh - 311
 Henderson - 66
 Durham - 67
 Work Passages - 120



2010-2011 Services Successful Outcomes

We assisted **122** participants in achieving successful employment outcomes.

These individuals were hired into positions such as:

- | | |
|------------------------|---------|
| Food Prep | Stocker |
| Dishwasher | Bagger |
| Housekeeper | Cashier |
| Line Worker | Greeter |
| Deli/Bakery | Usher |
| Mail Clerk | Sorter |
| Teachers Assistant | |
| Warehouse worker | |
| Food Service Associate | |
| Dining Room Attendant | |

Some of the business categories that hired participants include:

- Grocers
- Restaurants
- Assisted Living / Nursing Homes
- Hospitals
- Daycares / Schools
- Universities
- Movie Theaters
- Hotels
- Retail

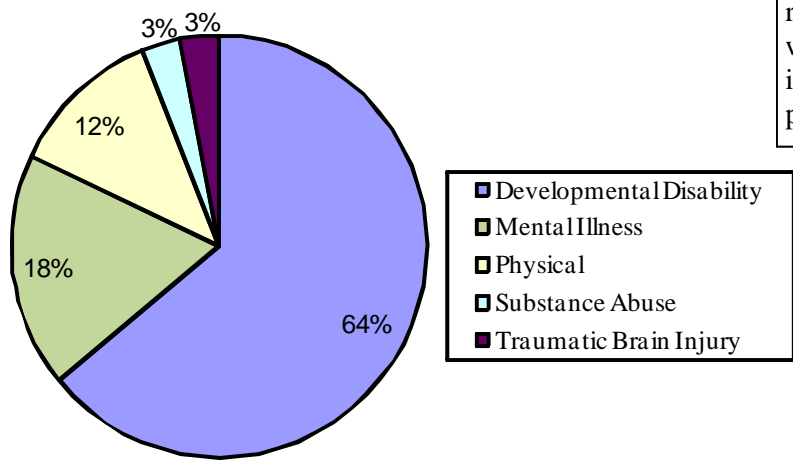
Accessibility

We strive to insure our services are accessible to all. During this year, no one was denied services at the Henderson site and only one at the Raleigh site. Our staff continually work toward making the community accessible to those we serve by assisting with resolving transportation issues, breaking down attitudinal and other barriers, and arranging for on-the-job accommodations.

About the People We Serve

- 48% of participants have a secondary disability in addition to their primary disability
- 85% of individuals fall within the Federal classifications of "Significantly Disabled" or "Most Significantly Disabled"

Primary Disability Category of Persons Served



Thank you!

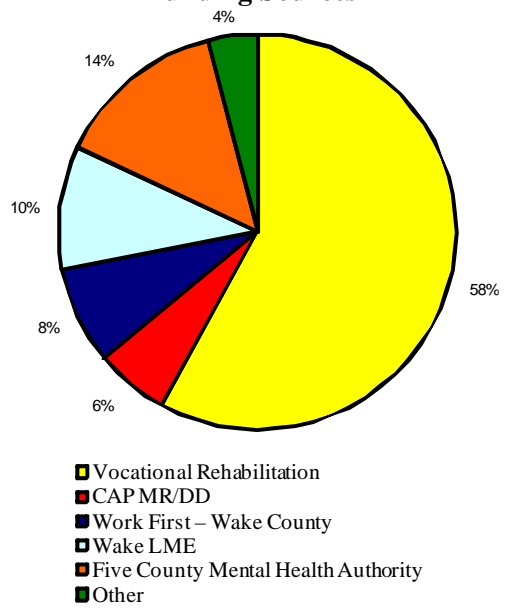
We fully recognize that without relationships, we can accomplish very little. We value and appreciate the positive working relationships we have with our Board of Directors, referral and funding partners, our production customers, employers, and families. However, we fully recognize the most important 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.

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)



Funding Sources



- Vocational Rehabilitation
- CAP MR/DD
- Work First - Wake County
- Wake LME
- Five County Mental Health Authority
- Other