



# Annual Report

Fiscal Year 2011-2012

## Community Workforce Solutions

### Our Leadership

#### **Board of Directors**

Pat Gilliard  
*Chair*

Ashley Perkinson  
*Vice Chair*

Mark Twisdale  
*Treasurer*

Nancy Nutt  
*Secretary*

Jennifer Bosser

Doug Brocker

Dan Deaton

Christiaan Heijmen

Tim Hopper

Jim Howard

James A. King, II

Michael Lord

Peggie Simpson

Susan Stevens

#### **Management**

Roger McGee  
President/Executive Director

Cheri Howell  
Assistant Director

Jim Taylor  
Director of Finance

Julie Griffin  
Vocational Services Director - Ral.

Sandra Walker  
Vocational Services Director-Hend.

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](http://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 2011-2012**

The 2011 -2012 year was again a busy year with many changes. With the state transition to the new waiver system, we saw a change in our services in the Vance, Granville, Franklin, and Warren counties with the merging of Five County Mental Health and PBH and the implementation of the waiver in that area. Overall satisfaction ratings with services from those we support, families, and referral sources remains high, and we continue to see an increase in the total number of people served each year. This is truly an accomplishment given that reimbursement rates have not increased over the years.

#### **Major Accomplishments in 2011-2012**

- Navigated the transition from Five County Mental Health Authority to PBH
- The Community Workforce Solutions Thrift Store recognized a profit
- The first annual Green Fest promoting awareness of how the choices we make impact our bodies, the environment, and those around us was held
- Received a grant from Wells Fargo to support a greenhouse project in the Raleigh area
- Identified retail outlets for our Artful Pathways products
- Completed remodeling of the Raleigh site front office area, bathrooms and re-surfacing of the production floor
- Launched new website for Flexible Production and Assembly
- Held the first fundraiser in the agency's history benefitting the Gateway Clubhouse
- Flexible Production and Assembly re-certified for ISO 9001:2008 and ISO 13485:2003

#### **Looking forward to 2012-2013**

- Re-structuring on-site services for Evaluation, Work Adjustment and Work First participants
- Launching new websites for Gateway Clubhouse and Community Workforce Solutions
- Continuing efforts to locate a new community based training partner
- Starting a social media presence including Facebook pages for Gateway Clubhouse, Artful Pathways, and Community Workforce Solutions
- Launching an Etsy store for Artful Pathways
- Navigating the merger of Wake LME and the Durham Center to form Alliance Behavioral Healthcare and the transition to the 1915 b/c system in Wake County

# Facts & Figures

Total Individuals Served: 944

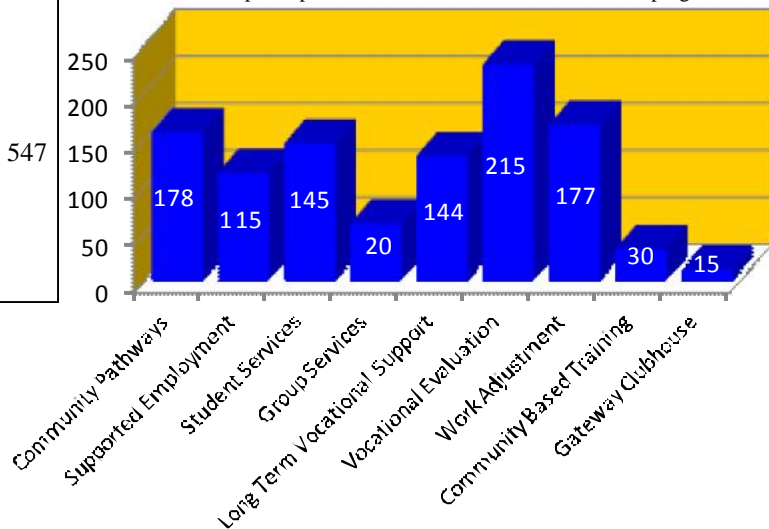
Raleigh - 506  
 Henderson - 281  
 Durham - 74  
 Work Passages - 83

Total Referrals Received: 547

Raleigh - 339  
 Henderson - 73  
 Durham - 27  
 Work Passages - 108

Number of People Served by Program

\*Some participants received services in more than one program



## 2011-2012 Services Successful Outcomes

We assisted **119** participants in achieving successful employment outcomes.

*These individuals were hired into positions such as:*

Food Prep	Stocker
Dietary Aid	Receptionist
Housekeeper	Cashier
Sales Associate	
Medical Coding	
Teachers Assistant	
Warehouse worker	
Healthcare Worker	
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

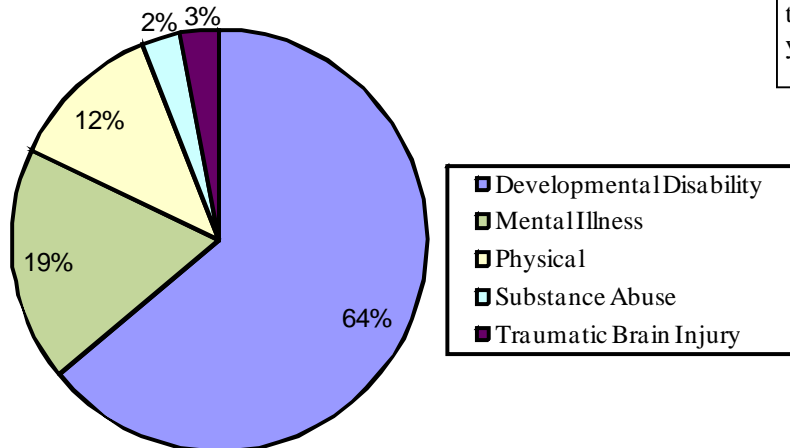
## Accessibility

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 in Henderson, and only two individuals were denied services in Raleigh. Staff are continually looking for ways to assist those we support in dealing with barriers in transportation, attitudinal barriers in the community, and on-the-job accommodations. Between the two sites, seven individuals who have received facility-based services were assisted with referrals to Division of Vocational Rehabilitation to begin job search efforts.

## About the People We Serve

48% have a secondary disability in addition to their primary disability  
 93% of individuals with disabilities fall within the Federal classifications of "Significantly Disabled" or "Most Significantly Disabled"

### Primary Disability Category of Persons Served



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

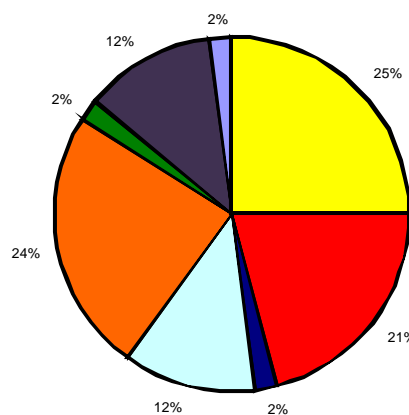
- Comprehensive Vocational Evaluation Services
- Organizational Employment Services (Agency based services)
- Employee Development Services (Work Adjustment/Work Adjustment Job Coaching)
- Community Employment Services (Supported Employment and Placement/Job Coaching Services)
- Community Integration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



## 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.

## Funding Sources



- |                           |                                 |
|---------------------------|---------------------------------|
| Vocational Rehabilitation | Medicaid (CAP I/DD/Innovations) |
| Work First                | Wake LME                        |
| FCMHA/PBH                 | Private Services                |
| Production Services       | Other                           |