



Annual Report

Fiscal Year 2012-2013

Community Workforce Solutions

Board of Directors

Pat Gilliard/ *Chair*
Ashley Perkinson/ *Vice Chair*
Mark Twisdale/ *Treasurer*
Christiaan Heijmen/ *Secretary*
Jennifer Bosser
Doug Brocker
Dan Deaton
Tim Hopper
Jim Howard
James A. King, II
Michael Lord
Peggie Simpson
Susan Stevens
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

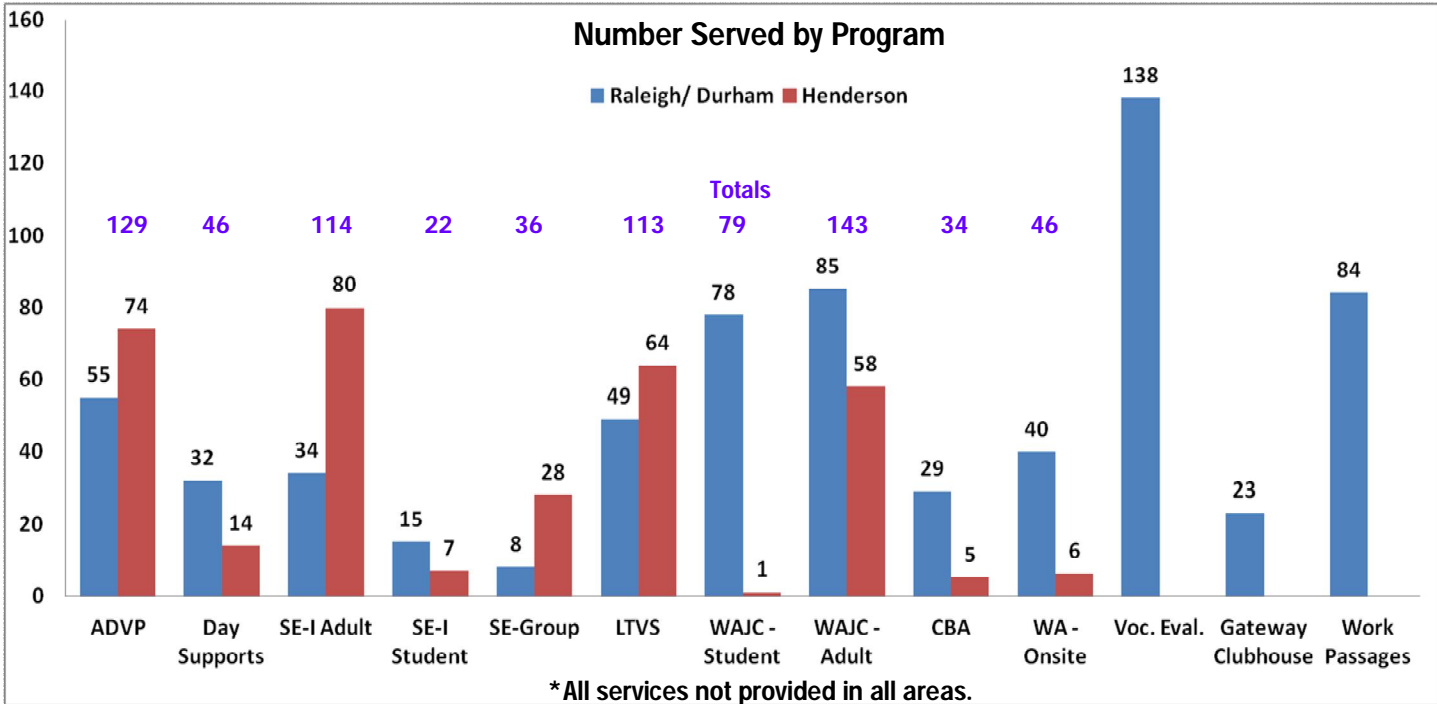
COMMUNITY WORKFORCE SOLUTIONS is committed to promoting an environment in which individual choice, self-sufficiency, respect for cultural diversity, and a true sense of belonging are hallmark. We are dedicated to supporting each individual in removing barriers to employment and community and fostering 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

Community Workforce Solutions has been honored over the years to have several individuals who have devoted many hours to our agency by serving on our Board of Directors. Nancy Nutt is one of these individuals who retired from the board after serving for 22 years, most of that time as the Secretary. We appreciate the many years of service that Nancy gave to our agency.

We are also happy to announce that Anita Blomme Pinther, President and founder of AP Connect, LLC and Christiaan Heijmen, Managing Director of Executive Search for Vaco, joined the board this year. Welcome to Anita and Christiaan, and we look forward to their valued expertise and contributions.

FACTS AND FIGURES



Total Individuals Served: 929

Raleigh - 588
 Henderson - 291
 Durham - 50

Total Referrals Received: 505

Raleigh - 280
 Henderson - 75
 Durham - 30
 Work Passages - 120

Successful Outcomes

We assisted 99 individuals in achieving successful employment outcomes and had an 82% successful closure rate with the Division of Vocational Rehabilitation.

These individuals were hired into positions such as:

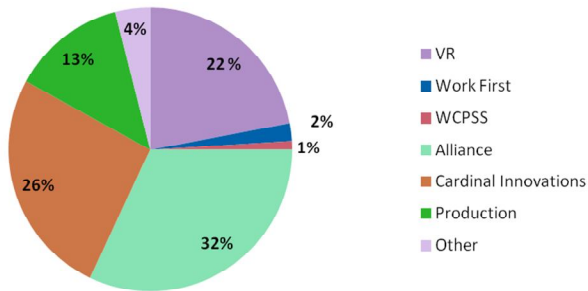
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|--------------------|-----------------------|--------------------|------------------|---------|
| Food Prep | Order Filler | Sales Associate | Warehouse worker | Janitor |
| Landscape Worker | Mail Clerk | Dishwasher | Housekeeper | Cashier |
| Teachers Assistant | Dining Room Attendant | Animal Care Worker | | |

Of the 113 individuals receiving support from the Long Term Vocational Support program, 42 individuals have been employed for over a year; 18 individuals have been employed over 5 years; 9 individuals have been employed over 10 years; and one individual has been employed over 25 years!

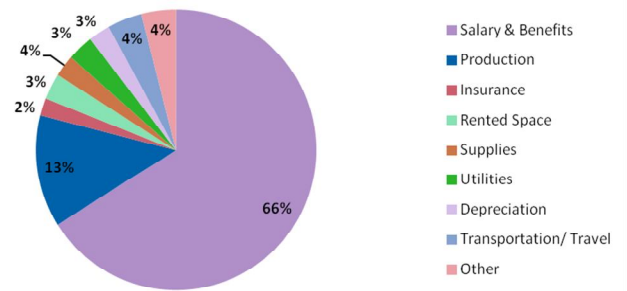
Accessibility

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, four individuals who were receiving facility-based services were assisted with referrals to Division of Vocational Rehabilitation to begin job search efforts.

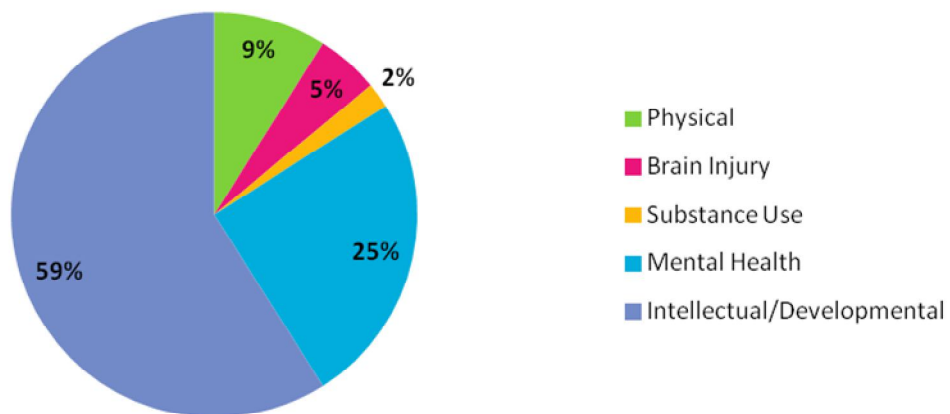
Revenue



Expenses



Primary Disability Category of Persons Served



47% of individuals with a disability have a secondary disability in addition to the primary disability.

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, all but two programs demonstrated either the same or an increase in satisfaction from the mid-year to year-end surveys. Over all programs at both sites, individual and stakeholder satisfaction was 95%.

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.

Synopsis of 2012—2013

As has come to be expected, the 2012 -2013 year again came with many changes. Wake LME merged with the Durham Center to become Alliance Behavioral Healthcare and began functioning under the MCO later in the year. In addition to our long standing relationship with Vocational Rehabilitation, Community Workforce Solutions now contracts with Cardinal Innovations, Alliance Behavioral Healthcare, and CenterPoint. In October, on-site services in Raleigh were re-structured to provide more of a focus on specific skills as well as classroom training including areas such as goal setting, budgeting, interviewing skills, how to conduct an online job search, and stress management.

Also during the year, the agency, through a response to an RFP, was selected by Cardinal Innovations as one of two agencies in the Five County (Vance, Granville, Franklin and Warren) area to provide services under the new Supported Employment service definition to those with Mental Illness and Substance Abuse diagnoses. The staff continue to work to fully implement this service in the upcoming year.

Major Accomplishments in 2012-13

- Raleigh Production was re-certified for ISO 9001: 2008 and ISO 13485: 2003
- Raleigh Production showed a profit 4 of 12 months and had their best year since 2004
- Completed new website for the Gateway Clubhouse
- Successfully completed the credentialing process for Alliance Behavioral Healthcare
- Re-structured in October to reduce overall expenses by more than \$100,000 by focusing on classroom and skills training vs. sub-contract work
- Opened Clean Start Diaper Service in June
- Launched temporary Clean Start Diaper website and prepared to launch comprehensive website which will include capability to enroll online
- Increased the number of TBI clubhouse members from 13 to 18
- Developed a new Warehouse Training and Forklift Certification program. Five individuals successfully completed the training in the last quarter of 2012-13
- Launched Facebook pages for Artful Pathways, Gateway Clubhouse, and Community Workforce Solutions
- Opened Etsy store for Artful Pathways

Looking forward to 2013-2014

- The Board of Directors in conjunction with agency leadership is considering moving the Raleigh programs to a new site.
- If a new building is decided upon, a kitchen and foodservice program will be developed based on the forklift training program that proved to be very successful during the 2012-13 year
- Begin offering the new Supported Employment service to individuals with Mental Health and Substance use diagnoses in the Henderson area with Cardinal Innovations funding
- CARF re-accreditation survey in the spring of 2014
- Launch new website for Community Workforce Solutions

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)

