

The Works



WATAUGA OPPORTUNITIES, INC.

ENABLING SELF-RELIANCE THROUGH EMPLOYMENT

Watauga Opportunities, Inc.

Fall/Winter 2019-20

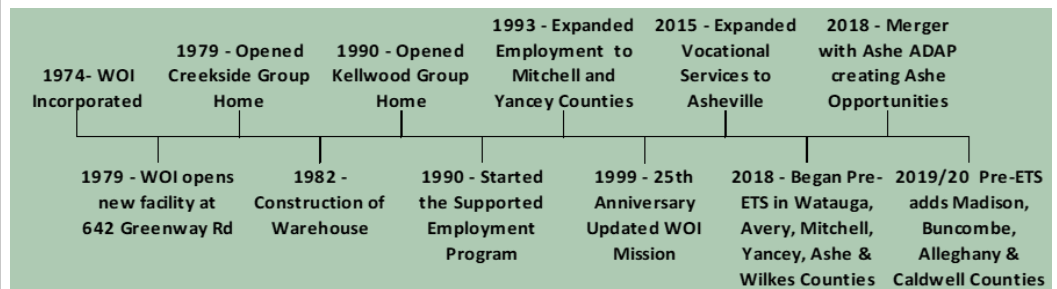
OUR MISSION – Watauga Opportunities, Inc. will enable self-reliance and enhance independence through the provision of vocational, residential, and community opportunities to individuals with barriers to employment and community involvement.

WOI Celebrates 45 years!

In 2019 Watauga Opportunities celebrated its 45th Anniversary. WOI was incorporated in 1974 after Spears Alexander, while working with the DD Council establishing CRP's in Western NC, decided he would stay in Boone to run Watauga Opportunities. WOI started with three staff and eight trainees during the first week of November 1974. This service was started in the old Junaluska School Building. In 1978, with the generosity of IRC, Watauga County, and Mr. & Mrs. Gordan Winker, WOI acquired land to begin the construction of a new building on 642 Greenway Road. Staff and Participants moved into the building in the Spring of 1979.

As part of our 25th Anniversary in 1999, Watauga Opportunities updated our mission statement to reflect enabling self-reliance, employment, community involvement and independence.

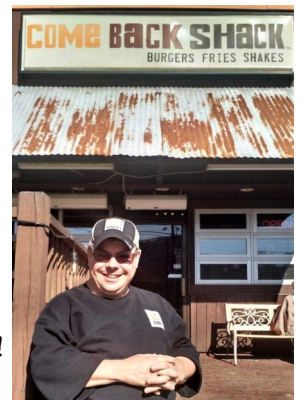
While many things have changed over the years, the focus of serving members of our community remains. During Fiscal Year-End 2019, Watauga Opportunities served 538 individuals in nine counties covering a total of 3,615 square miles with 105 staff. We have placed 1,281 individuals into community jobs since 1994.



- 2019 Board of Directors**
- Ron Henries
Chair
 - Carol Deal
Vice Chair
 - Mike Hall,
Treasurer
 - David Jackson
 - Wallace Greer
 - Larry Turnbow
 - Tasha Rountree
 - Pama Taylor
 - Dayton Cole
 - Michael Maybee,
President/CEO

Chris Carroll achieves 25 years on the job

Chris Carroll started working at Back Yard Burgers in 1994, and continued to do so when it became Come Back Shack in 2011. Chris has been dedicated to working at this location, and recently celebrated his 25th year there. Over the years, Chris has become a well-liked part of both Come Back Shack and the Boone community. Chris serves an important role at work by keeping the dining area tidy, taking out the garbage, washing dishes, and welcoming customers. Chris loves his job and is looking forward to many more years of service at Come Back Shack. Congratulations Chris!



- Enabling Self-Reliance**
- Estimated Community Wages Earned Since 1994:
\$7.34 million
 - Estimated Reduction in Government Subsidies:
\$2.93 million
 - Job Placements since 1994:
1281
 - Job Placements YTD:
23

Visit us online: www.woiworks.org

Letter from the President...

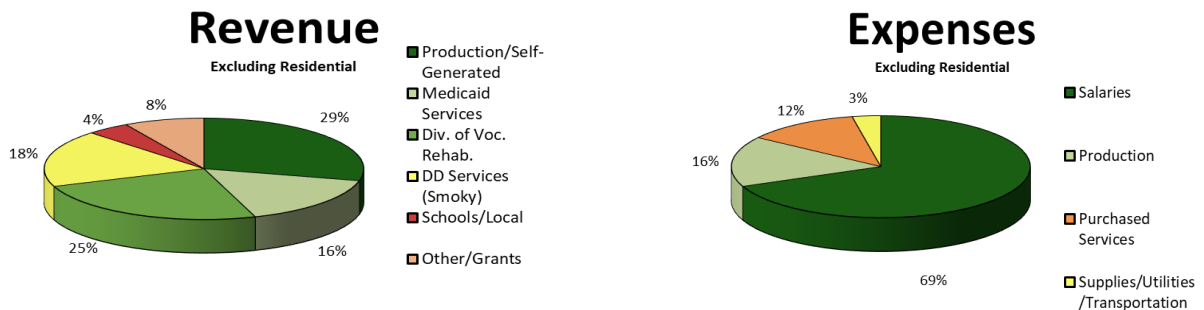


Dear Friends of Watauga Opportunities,

In the fall of 2019 Watauga Opportunities, Inc. celebrated its 45th Anniversary. Since 1974 it has been WOI's Mission to **enable self-reliance and enhance independence** through offering employment and community opportunities to the people of Northwestern North Carolina. We now proudly report that our Mission is being enhanced further with the growth of WOI's service area through the expansion of our Pre-Employment Transitional Services (Pre-ETS). WOI now provides Pre-ETS services to high schools within a nine county (Watauga, Avery, Ashe, Alleghany, Wilkes, Mitchell, Yancey, Madison and Buncombe counties) region, covering an area 20% larger than Delaware and Rhode Island combined. We welcome these new students and high schools to our WOI tradition of excellence. During the past 45 years much has changed in terms of services, expectations and systems; however, one constant has been the stability and excellence of WOI's mission driven, high quality, leading edge services. The ability of Watauga Opportunities services to evolve and prosper through continuous change is credited to the efforts of a knowledgeable, dedicated, and visionary Staff and Board of Directors. It is due to their vision, knowledge, and dedication that we look optimistically toward a future which continues our WOI tradition of excellence.

Highlighting 2018-2019 was WOI's 12th consecutive three year CARF accreditation representing 36 years of accreditation. Through NCDVR we expanded Pre-ETS to Ashe, Alleghany, & Wilkes, with Madison, Asheville City and Buncombe Schools starting fall 2019. With VAYA Health, and the addition of Ashe Opportunities, we continue Long Term Community Support (LTCS) services. In the past 12 years our community immersion services have grown over 1,580% with participant community civic hours increasing from 476 to 7,523 hours in FYE 2019. Expansion of employment services also continued in Mitchell, Yancey, Madison and Buncombe Counties. Within manufacturing our Quality System was recertified in ISO 13485-2016.

We continue to partner with NC Division of Vocational Rehabilitation, VAYA Health, County Boards of Education and others in the provision of vocational, community and residential services. During FYE 2018-2019, Watauga Opportunities community & vocational services **grew 55% totaling 538 individuals served**. Our employment programs saw 58 individuals' attain **self-reliance through employment**; with Work Adjustment placing 32 individuals while Supported Employment accounted for 26 community job placements. Evaluation, Work Adjustment, and CBA served 99 individuals, Supported Employment served 49 individuals in job development/training and 91 in Follow-Along, CAET/LTCS served 33 individuals, Innovations served 16 individuals, School Transitional programs served 250 students, and our group homes served 12 individuals. In total WOI served individuals from Watauga, Ashe, Avery, Alleghany, Wilkes, Mitchell, Yancey, Madison, and Buncombe Counties.



Watauga Opportunities continues in our quest to **enable our own self-reliance** through reduction in the use of tax dollars in provision of our services. In FYE 2019, 29% of non-residential operating revenues were self-generated. While the economic impact of Watauga Opportunities is important, the true human impact of our service is best seen in the growth of our participants' own **self-reliance**; since 1994 participant community wages earned are estimated at \$7.34 million, while their government subsidies have reduced by an estimated \$2.93 million. Community job placements totaled 1258. WOI truly is **enabling self-reliance and enhancing independence**. The above charts show the source of our revenue and its expenditure.

Thank you for your partnership,
 Michael Maybee
 President/CEO



Ashe Opportunities...We're on the Move!

Ashe Opportunities has truly been on the move this year! In August, AO realized its goal to move from Lansing, NC to a temporary space on the campus of Family Central in Jefferson, NC. We were warmly welcomed by other campus and community members and it's proved a most exciting place to be while plans are being finalized for our permanent facility. Participants are enjoying forming new relationships, the significant decrease in transportation time, and convenient access to community activities and organizations.



AO participants have also been on the move to improve overall health and wellness! Many participants took the opportunity to join Mindful Movement classes, which incorporate gentle yoga movements along with mindfulness. Participants report that this activity is very effective for producing relaxation, increasing flexibility and, once learned, can be easily practiced at home. They were also excited to receive pedometers and join the Step-It-Up program where weekly steps were tracked and recorded. Scheduled trail walks at the many beautiful parks in Ashe County and activities at Ashe County Parks and Recreation have helped everyone meet their individual fitness goals.



Carl and Kathy at Parks and Rec

2018-2019 Program Evaluation

WOI served a total of **538** individuals as follows:

LTCS	33
Supported Employment	49
SE Follow-Along and Group	91
Evaluation, Work Adjustment; CBA	99
Innovations	16
School and Pre-ETS	250

A total of **58** individuals were placed in community jobs. Participants provided 7,523 hours of community/civic time. Satisfaction surveys yielded 98% positive responses rate.

Community Employment Milestones

15 Years! Andrew Guy celebrated

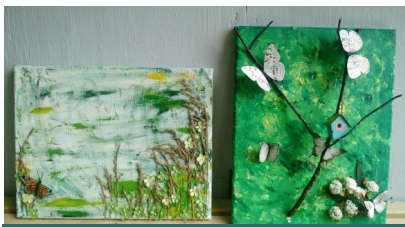
15 years of work at Stick Boy Bread Company on May 13th. Andrew works up to six days a week washing dishes, disposing of garbage, and breaking down boxes. Andrew's daily efforts keep Stick Boy running as smooth as their cheesecakes.



10 Years! Donna Eller has been preparing food and maintaining the cleanliness of the dining room at Hardee's for a decade as of January 23rd. Donna is known as a conscientious worker who always shows up on time and completes her assigned tasks. Keep up the hard work, Donna!

Art with Purpose

Kiwanis Aktion Club hosts Art with Purpose Art Auction



Art made by Shannon and Ricky

The Watauga Opportunities' Kiwanis Aktion Club recently partnered with the Boone Kiwanis Club to present the Art with Purpose art auction and luncheon. The event raised almost \$2,000, which will be put towards serving children through programs like Pack the Bus, the Baby Love Project, and literacy initiatives. Watauga

Opportunities Aktion Club members worked hard to craft over 20 pieces of art in preparation for the event, and raised almost \$800 with their artwork alone. The Aktion Club members also worked alongside Roachel Laney to cook a delicious barbeque lunch, which raised over \$1,000! Aktion Club is excited to have plenty of funds to generously donate back to the Boone community.



Leah having a blast making art.



Manufacturing and Quality News

Our production department saw an increase of 7.8% in production sales for FYE 2019. This was attributed in part to a growth in medical sales for Sarstedt and the addition of new thermoforming contracts with Global Manufacturing, Blue Ridge Molding, and Chervon packaging contracts. We are also in the early development stages of several projects with both new and existing customers.



Doug Porterfield receives the MARC award from Michael Maybee

Watauga Opportunities would like to congratulate Mast General Store as the recipient of the "MARC Business and Industry Award" in October 2019. This award was based on Mast Store's WOI packaging contracts and the employment of WOI individuals at various Mast Store locations. Each year MARC, Inc. recognizes a business or industry that has a significant impact on one or more of the MARC members manufacturing organizations. MARC is an association of 12 Community Rehab programs in Western and Central North Carolina.

WOI Calendar of Events

November 11th— WOI Closed for Veterans Day

November 26th— Thanksgiving lunch for participants & staff

November 28th-29th—WOI Closed for Thanksgiving

December 23rd-27th—WOI closed for the Holidays

January 1st—Closed for New Year's Day

January 20th— Closed for Martin Luther King Jr. Day



– OUR QUALITY POLICY –

Watauga Opportunities, Inc. is Mission Driven, Quality Focused, and Committed to Exceeding all Customer Expectations!



Watauga Opportunities, Inc.
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Enabling Self-Reliance Through Employment



Quality Management System – ISO 13485:2016 Cert. # FM560456
Contract manufacturing, including plastic thermoforming, packaging, & labeling of medical devices to be offered sterile or non-sterile.



CARF Accredited in Community Employment Services: Job Development & Employment Supports, Community Integration, Comprehensive Vocational Evaluation and Employee Development Services
A Equal Employment/Affirmative Action Employer and Service Provider