

**ANNUAL REPORT
FY 2009-2010**

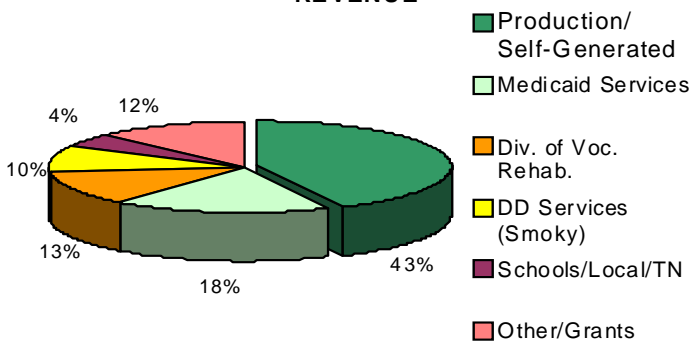
Dear Friends of Watauga Opportunities,

“WOI does an excellent job in providing programs and services to persons served”... CARF Survey Report February 4, 2010. Highlighting this past year were the excellent results of Watauga Opportunities 9th consecutive three year accreditation by CARF The Rehabilitation Accreditation Commission. As stated in the survey report ... “the CARF surveyors made no recommendations, which signifies that they did not identify any areas of nonconformance to the standards. This is an extraordinary accomplishment as only 3 percent of CARF surveys result in no recommendations”... CARF Survey Report February 4, 2010. As always at the core of this accomplishment is our remarkable staff ... “The levels of compassion and caring by staff are gratifying and speak volumes to the reputation that WOI enjoys professionally as well as in the communities served.”... CARF Survey Report Feb 4, 2010. Thanks to all of our staff and partners for continuing this tradition of excellence.

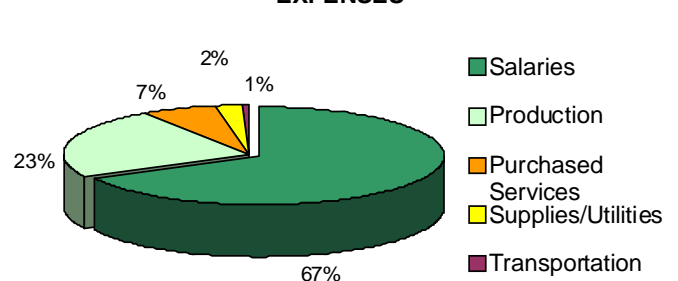
The ability of WOI to continue its tradition of excellence through service enhancement and growth even during times of economic difficulty is credited to a proactive, visionary and responsive staff and Board. Highlighting 2009-2010; our service enhancement pilot with Smoky Mountain Center led to a 470% increase in participant civic/community experiences from 476 to 2250 hours. WOI was awarded and completed a Golden Leaf Foundation Grant to fund 50% of our 3,000 square-foot controlled environment expansion enhancing our medical manufacturing ability. We are on target to achieve ISO 13485 Quality Registration by Fall 2010. We continue toward our Strategic Goal for 80% of non residential revenue to be self generated, **enabling our own self-reliance**.

Watauga Opportunities continues to partner with the Division of Vocational Rehabilitation, Smoky Mountain Center, the Watauga County Board of Education and other partners in the provision of vocational, community and residential services. During FY 2009-2010, Watauga Opportunities provided vocational services to 255 individuals. In our community employment programs a total of 37 individuals attained **self-reliance through employment** with Work Adjustment enabling 23 individuals while Supported Employment accounted for 14 community job placements. Evaluation/Work Adjustment served 62 individuals, Supported Employment served 42 individuals in job development/training and 67 in follow-along, ADVP served 23 individuals, CAP served 20 individuals, Tennessee programs served 3 individuals while our School Transitional programs served 14 students. We now serve Watauga, Ashe, Avery, Mitchell, Yancey, Alleghany and Wilkes Counties. Residential programs served 13 individuals in our group homes while our self funded apartments provided service to 2 individuals.

REVENUE



EXPENSES



Watauga Opportunities continues in our quest to reduce reliance on tax dollars in the provision of services. For FYE 2010, 43 % 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**. To that end I am pleased to report participant community wages earned since 1994 are now estimated at \$5.3 million, while government subsidies have been reduced by an estimated \$2.2 million and community job placements are at 792. We truly are **enabling self-reliance**. The above charts show the source of our revenue and how it was expended.

Thank you for your partnership,
Michael Maybee
President/CEO

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