

ANNUAL REPORT FY 2016-2017

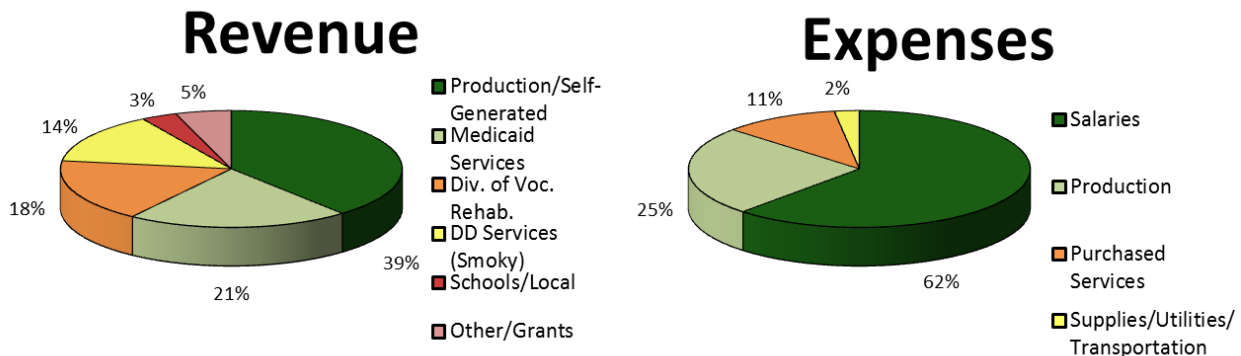
Dear Friends of Watauga Opportunities,

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 western North Carolina. The results of our mission were recently exemplified in the following excerpt from the September 13, 2017 Editorial in the Watauga Democrat titled:

"A unique and lasting partnership for the good of our community"... "Watauga Opportunities Inc., a Boone Area Chamber of Commerce Business of the Year award winner, boasts that there are "no limits to possibilities" and its wide offering of products and services certainly bear this out. From thermoforming and medical products to assembly, packaging and specialty products, we add more than 1,000 individuals placed in jobs throughout our community and the success of this one organization is clear... Our congratulations go to Watauga Opportunities for its commitment to our community and, especially, for all those businesses and individuals who have chosen to partner with this organization for the good of all."... I'd like to thank all associated with WOI's ongoing excellence and recognize it is made possible through the efforts of a dedicated and visionary Staff and Board. We look forward to a future bright with further opportunities for excellence.

Highlighting 2016-2017 was the continued pursuit of WOI's service enhancement and growth targets. In conjunction with VAYA, we completed the first full year of our, community immersion, social capital building pilot after retiring our ADVP service, becoming the first in NC to fully implement the new CAET (Community Activities and Employment Transitions) model. In the past 9 years our community immersion services grew over 1,500% with participant community civic hours increasing from 476 to 7,412 hours this year. We continue with the expansion of our community employment services in both the Mitchel County and Asheville areas. Our manufacturing continued ISO 9001 and ISO 13485 Quality enhancements.

We continue to partner with NC Division of Vocational Rehabilitation, VAYA Healthcare, Watauga County Board of Education and other partners in the provision of vocational, community and residential services. During FY 2016-2017, Watauga Opportunities provided vocational services to 267 individuals. Our employment programs saw 63 individuals' attain *self-reliance through employment* with Work Adjustment placing 30 individuals while Supported Employment accounted for 33 community job placements. Evaluation/Work Adjustment served 74 individuals, Supported Employment served 49 individuals in job development/training & 85 in Follow-Along, CAET served 19 individuals, Innovations served 14 individuals, School Transitional programs served 13 students while our residential programs served 12 individuals in our group homes. We served individuals from Watauga, Ashe, Avery, Alleghany, Wilkes Mitchell 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 2017, 39% 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 \$6.83 million, while their government subsidies have reduced by an estimated \$2.75 million. Community job placements now total 1151. We truly are *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