

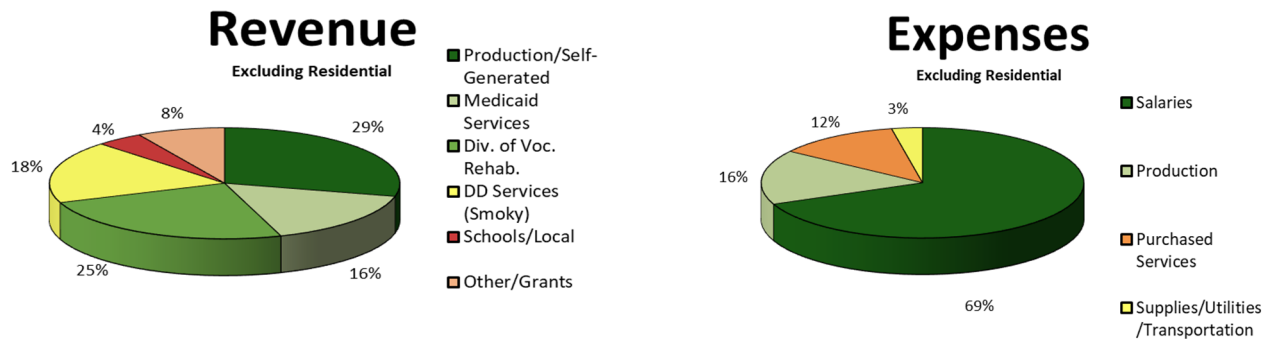
ANNUAL REPORT FY 2018-2019

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 ISO13485-2016.

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 FY 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