

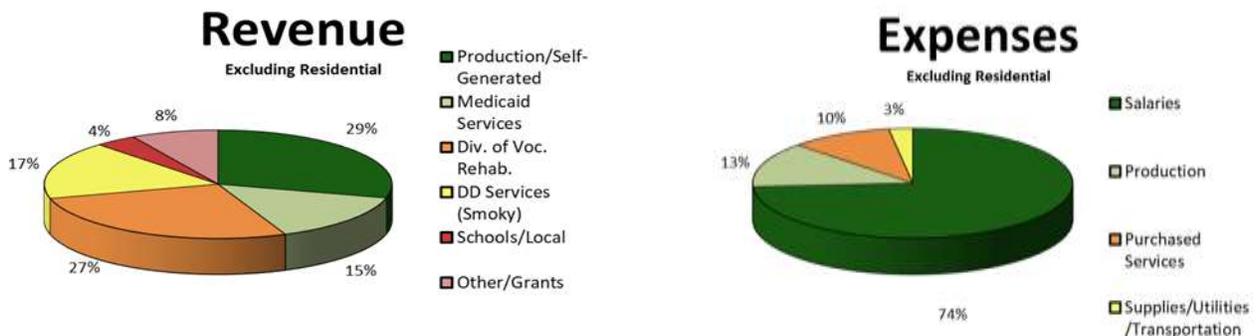
ANNUAL REPORT FY 2019-2020

Dear Friends of Watauga Opportunities,

In October of 2019 Watauga Opportunities, Inc. celebrated its 45th Anniversary. Then in March of 2020 the COVID -19 pandemic hit. Since 1974 it has been WOI's Mission to *enable self-reliance and enhance independence* through provision of employment and community opportunities for the people of Northwestern North Carolina. In response to the pandemic WOI developed three goals; to maintain our mission, to be proud of our pandemic efforts as we looked back, and to view the pandemic as an opportunity for excellence. We now proudly report that our Mission continues to be enhanced with further growth of WOI's service area through the expansion of our Pre-Employment Transitional Services (Pre-ETS). WOI now provides Pre-ETS services (virtual and in person) to 22 high schools within a ten county (Watauga, Avery, Ashe, Alleghany, Wilkes, Mitchell, Yancey, Madison, Buncombe and Caldwell counties) region. Plans are developing to add high schools in Alexander, Catawba and Surry counties in 2021-22. We welcome these new students and high schools to our WOI tradition of excellence. We also proudly report that WOI not only did not lay off staff but instead added staff during the pandemic, while in our medical manufacturing area, we also produced over 3 million COVID sample collection vials for use in COVID test kits. 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 to evolve and prosper through this continuous change is credited to the efforts of a knowledgeable, and visionary Staff and Board of Directors.

Highlighting 2019-2020 was WOI's continued pursuit of service enhancement and growth targets. Through NCDVR we adapted our Pre-ETS program to a virtual curriculum while expanding to 22 high schools in 10 counties, with plans to add Catawba, Alexander and Surry counties. Through VAYA Health, we adapted our Long Term Community Support (LTCS), and Medicaid services to a telehealth platform, assuring continuity in the lives of those we served while they stayed safe at home. In the past 13 years our community immersion services have grown over 1,260% with participant community civic hours increasing from 476 to 6,009 hours in FYE 2020 (20% reduction due to pandemic). Expansion of employment services also continued in Mitchell, Yancey, Madison, and Buncombe Counties along with the addition of Caldwell and Alexander counties. Our controlled environment medical manufacturing produced almost 3 million COVID sample collection vials while our Quality System was again recertified in medical manufacturing ISO13485-2016.

We continue to partner with NC Division of Vocational Rehabilitation, VAYA Health, numerous County Boards of Education and others in the provision of vocational, community and residential services. During FY 2019-2020, Watauga Opportunities community & vocational services **grew 41% totaling 761 individuals served**. Our employment programs saw 45 individuals' attain *self-reliance through employment*; with Work Adjustment placing 27 individuals while Supported Employment accounted for 18 community job placements. Evaluation, Work Adjustment, and CBA served 84 individuals, Supported Employment served 38 individuals in job development/training and 90 in Follow-Along, CAET/LTCS served 32 individuals, Innovations served 14 individuals, School Transitional programs served 502 students, and our group homes served 11 individuals. In total WOI served individuals from Watauga, Ashe, Avery, Alleghany, Wilkes, Mitchell, Yancey, Madison, Caldwell 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 2020, 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 \$7.48 million, while their government subsidies have reduced by an estimated \$2.99 million. Community job placements totaled 1303. 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