

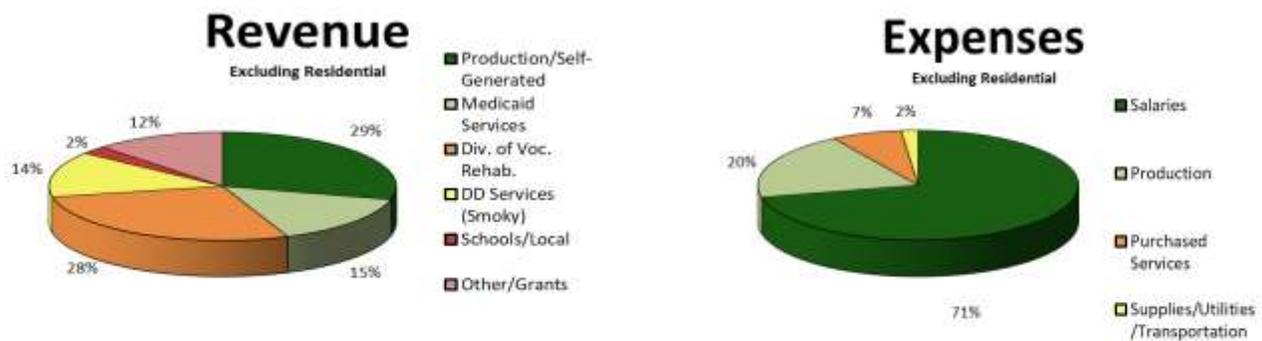
ANNUAL REPORT FY 2020-2021

Dear Friends of Watauga Opportunities,

In December of 2020, in midst of the COVID-19 pandemic, the Boone Area Chamber of Commerce announced their 2020 Community Award winners through a video documentary called SILVER LININGS. All of the awards were based on businesses and individuals who stepped up in response to COVID-19 and helped to keep our community whole. Watauga Opportunities, was honored to be named the Alfred Adams Award winner for Economic Development in recognition of our assembly and packaging of over 10 million sample collection vials used in COVID-19 test kits and lab testing by NIH, CDC, LabCorp, and throughout the country. In our initial response to the pandemic, in March of 2020, WOI leadership 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 proudly report that our Mission continues to be enhanced with further growth of WOI's service area through expansion of our Pre-Employment Transitional Services (Pre-ETS) to 27 high schools. Our LTCS and community services have reopened, with protocols in place, continuing to enhance individuals lives. Since our inception much has changed in terms of services, expectations and systems; however, one constant continues to be the stability and excellence of WOI's mission driven, high quality, responsive, leading edge services. The ability of Watauga Opportunities to evolve and prosper through this pandemic and its continuous change is credited to the efforts of a knowledgeable, and visionary Staff and Board of Directors.

Highlighting 2020-2021 was WOI's continued pursuit of service enhancement and growth targets. Through NCDVR, we further adapted and enhanced our Pre-ETS hybrid program while expanding to 27 high schools in 10 counties, with plans to add Catawba, Alexander and Surry counties and new Pre-ETS offices in Catawba and Buncombe counties in 21-22. Through VAYA Health flexibilities, we reopened our Long Term Community Support (LTCS), and Medicaid services, with COVID protocols in place, assuring continuity in the lives of those we served. In the past 14 years our community immersion services have grown over 1,000% with participant community civic hours increasing from 476 to 6,009 hours in FYE 2020 (20% reduction from YE 2019 with COVID) and due to COVID restrictions 1,837 hours in YE 21. Expansion of employment services also continued in Madison, Buncombe, Caldwell, and Alexander counties. Our controlled environment medical manufacturing has now produced 12 million COVID sample collection vials while our Quality System was 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 2020-2021, Watauga Opportunities community and vocational services **grew 15% totaling 872 individuals served**. Our employment programs saw 50 individuals' attain **self-reliance through employment**; with Work Adjustment placing 26 individuals while Supported Employment accounted for 24 community job placements. Evaluation, Work Adjustment, and CBA served 77 individuals, Supported Employment served 48 individuals in job development/training and 70 in Follow-Along, LTCS and TN served 49 individuals, Innovations served 17 individuals, School Transitional programs served 611 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 2021, 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 \$7.56 million, while their government subsidies have reduced by an estimated \$3.02 million. Community job placements totaled 1353. 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

P.O. Box 2330 • 642 Greenway Road • Boone, North Carolina 28607

Telephone: (828) 264-5009 • Fax (828) 264-5006 • www.woiworks.org