

ANNUAL REPORT FY 2021-2022

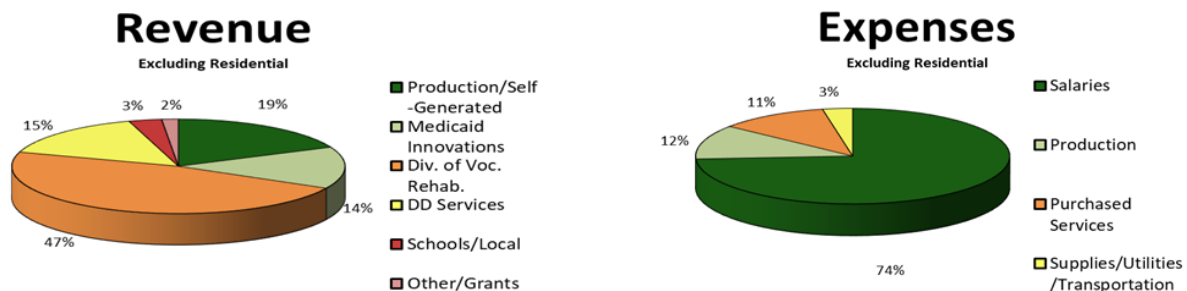


Dear Friends of Watauga Opportunities,

Since 1974 it has been WOI's mission to *enable self-reliance and enhance independence* by offering employment, pre-vocational, and community opportunities to the people of western North Carolina. In November of 2021, this 48-year tradition of excellence was exemplified by WOI's 13th consecutive 3 year CARF accreditation, representing 40 years of accreditation. As stated in the January 2022 CARF survey report; "persons and family members served speak highly of the services and staff at WOI... "they have allowed my family member to thrive"". Our WOI Mission continues to be enhanced through ongoing growth in WOI's service area with the expansion of both our community employment and Pre-Employment Transitional Services (Pre-ETS). Pre-ETS services are now provided in 18 school systems, across 14 counties, to EC students in 50 high schools across western North Carolina. The ability of Watauga Opportunities to continue this service evolution and expansion through continuous change is credited to the efforts of a knowledgeable, dedicated, and visionary Staff and Board. It is due to this vision, knowledge, and dedication we look optimistically toward a future which continues the WOI tradition of excellence.

Highlighting 2021-2022 was WOI's continued pursuit of service enhancement and growth targets. Through NCDVR, we further enhanced our Pre-ETS program while expanding to 50 high schools in 14 counties. In 2021-22, we added new Pre-ETS and Community Employment services in Catawba, Alexander, and Surry counties with plans to add Stokes County in 2022-23. Through VAYA Health we continued Long Term Community Support (LTCS) and Medicaid services, transitioning from COVID while assuring continuity in the lives of those we served. In the past 15 years our community immersion services have grown over 950% with participant community civic hours increasing from 476 in 2007 to 4,543 hours in FYE 2022, recovering from a COVID impacted 1,837 hours in YE 2021. Expansion of employment services also continued in Catawba and Alexander counties. Our controlled environment medical manufacturing department has now produced 13 million COVID test kit sample collection vials while our Quality System was recertified in medical manufacturing ISO 13485-2016.

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 2021-2022, Watauga Opportunities services **grew by 47% totaling 1,278 individuals served**. Our employment programs saw 68 individuals attain *self-reliance through employment*; Work Adjustment placed 36 individuals while Supported Employment accounted for 32 community job placements. Evaluation, Work Adjustment, and CBA served 85 individuals, Supported Employment served 52 individuals in job development/training and 81 in Follow-Along, LTCS served 46 individuals, Innovations served 18 individuals, School programs served 994 students, and our group homes served 12 individuals. WOI served individuals from Watauga, Ashe, Avery, Alleghany, Buncombe, Mitchell, Yancey, Madison, Caldwell, Catawba, Alexander, Wilkes, and Surry 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 2022 19% 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 \$7.79 million, while their government subsidies have reduced by an estimated \$3.12 million. Community job placements now total 1,421. 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

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