



What a **difference** a job makes.

WRC Recognized for High Performance and Achievement

In FY 22, WRC was recognized for operating at the highest level of organizational effectiveness and efficiency by CARF (the Commission on Accreditation of Rehabilitation Facilities). As a three-year CARF-accredited provider, this goal demonstrates WRC's commitment to excellence.

WRC's Executive Director Paul Lee says the value of CARF accreditation is more than a certificate hanging on the wall. CARF accreditation is evidence that WRC strives to improve efficiency, fiscal health, and service delivery creating a foundation for consumer satisfaction.

Why does accreditation matter?

Consumers face a variety of options when deciding what services to use and who should provide them. Accreditation is a sign of quality and is an important consideration in their decision making.

How is accreditation achieved?

Achieving accreditation requires WRC to commit to quality improvement, focus on the unique needs of each person WRC serves, and monitor the results of services.

WRC began the accreditation process with an internal examination of its program and business practices. A survey was then conducted by a team of expert practitioners selected by CARF.

During the survey, WRC demonstrated that it conforms to a series of rigorous and internationally recognized CARF standards that were applied to service areas and practices during the survey.



Based on the results of the survey, CARF provided a written report based on WRC's strengths and areas for improvement. WRC sufficiently demonstrated its conformance to the standards and earned CARF accreditation.

Following the report, WRC submitted a Quality Improvement Plan (QIP) to CARF to show how it is addressing areas for improvement. Each year during the three-year term of accreditation, WRC must submit a report to CARF documenting additional improvements it has made.



2022 ANNUAL REPORT

WRC MISSION

"To increase the employment of individuals with vocational barriers by building strong partnerships with community partners, government entities, and private employers."

Program Services saw a shift in numbers across all programs that are now trending back upward. Total consumers enrollment were up from 412, compared to 321 in FY 21.

Services were provided in 11 counties by four employment specialists in Houston, Geneva, Henry, Dale, Coffee, Covington, Barbour, Bullock, Pike, Crenshaw, and Butler counties. The top four disabilities that referred consumers had as a primary diagnosis were Intellectual Disabilities, Specific Learning Disabilities, Attention Deficit Hyperactivity Disorder, and Mood Disorder.

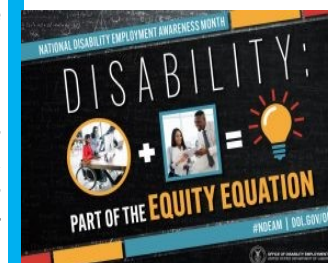
Staff prepared individuals ready for the world of work teaching soft skills, work ethics, and acceptable work practices. Out of 104 individuals that were referred for

Program Services

employment services, 72 of them found jobs and 64 of those individuals that found jobs stayed at their job for a minimum of 90 days.

Supported Employment services included Job Sampling, Comprehensive Vocational Evaluations, Paid Work Experiences, and Work Site Tours / Skills Up!-a curriculum-based vocational program. This Job Experience Training known as JET, occurred during the summer and had a total of 87 referrals. The students worked in the community or at WRC for a minimum of three weeks gaining valuable experience and knowledge they can use after graduation.

The JET Program is a collaborative effort of high school teachers, the Alabama Department of Rehabilitation Services Counselors, numerous area employers, and WRC Staff.



Sterling Event Services

Sterling Event Services welcomed new Food Services Director Amanda Hatcher to their team. Nearly 51,000 meals were served in-house or thru off-site catering, and more than 50,000 of Sterling's fresh baked cookies were ordered. This made a total of 101,000 orders this last fiscal year. The success of repeat customers and events along with the steady increase of new customers allowed Sterling to purchase much-needed equipment and supplies.



Food Services Director
Amanda Hatcher

WRC Furniture Gallery

The WRC Market Furniture Gallery experienced a significant increase in sales this year. Its prices and selection continue to set them apart from other retailers.

Over the last year, the retail store focused on both social media and its website due to customers changing the ways they shop. This trend has con-

tinued throughout the year and changed the way the staff interacts with customers.



Customers continued to travel from across Alabama, Georgia, Florida, and Mississippi to shop.

WRC's Furniture Gallery has been fortunate to maintain a significant amount of inventory offering customers the opportunity to take their furniture the same day and no hassles with ordering delays.

The Furniture Gallery added a full-time sales position in FY 22 and served several disabled

clients that are an integral part of its warehouse staff, as well as maintaining assembly standards.



Healthcare Laundry and Linen Services

WRC's Healthcare Laundry facility processed 2.4 million pounds of soiled linen returned from its customers to produce 2.2 million pounds of clean linen. This is an increase of 13% over FY 20 pandemic low.

New washers purchased with Wiregrass Foundation and Community Development Block Grant money were fully operational in FY 22. These

new washers provide a necessary backup needed in the event of an equipment failure.

WRC renewed the Healthcare Laundry contract for Jacksonville Naval Air Station. Additionally, the work was moved to WRC's in-house laundry in Dothan. This contract provides an additional 10,000 plus hours of direct labor for the local community of employees

with significant disabilities.

The Memphis VA contract moved from the Federal Supply contracting protocol to the Ability One contracting protocol. Memphis is the last remaining healthcare laundry contract to move to the Procurement List. Once Memphis is on the PL, all of WRC's federal laundry contracts will enjoy the most protected contracting status allowed.

WRC CONTRACTS

DUNBARTON

- ⇒ Produced 603,734 hardware bags and packing corners
- ⇒ 198,179 pieces of track

MICHELIN

- ⇒ Repaired 869,445 feet of the barrier material used in the tire making process.

PALLETS

- ⇒ Built and shipped a new record of 20,737 specialty pallets
- ⇒ Two largest customers—Twitchell and Dunbarton,

COMMUNITY PROGRAMS

(sponsored by WRC & the Jon Lee Foundation)

THE R.E.A.L. PROJECT

- ⇒ Received 1,142 pieces of donated medical equipment
- ⇒ Loaned out 1,128 items at no cost to individuals requesting assistance.
- ⇒ Saved customers more than \$500,000 if purchased new.

AMBUCS OF THE WIREGRASS

- ⇒ Provided 12 custom built tricycles to individuals with disabilities

Lawn & Litter Services

Despite the headwinds of higher fuel prices and a challenging labor market, WRC Lawn & Litter Services continued to grow and improve in FY 2022.

Although labor costs increased by over 4% and fuel costs increased by 32% from 2021, net income dropped by less than 1% year-over year. The Lawn crew worked

harder than ever and kept up during one of the rainiest years in recent history.

Lead by new EVS Associate Coordinator Randall Hill, WRC's Lawn Services also became licensed by the Alabama Department of Agriculture to apply pesticides in 2022, enabling us to bring a higher level of aesthetic value to the properties we

maintain.

WRC's Litter Service helped keep the City of Dothan clean by picking up 44 tons of trash around Dothan's main roads and arteries in 2022.



LAWN CARE & LANDSCAPING

Assured Data Destruction

Assured Data Destruction continues to provide safe, secure document destruction for commercial and federal customers in Alabama, Georgia, and Florida.

ADD collected, shredded, baled, and shipped 1.2 million pounds of paper this year saving more than 10,120 trees, 4.2 million gallons of water,

1,800 cubic yards of landfill space, and 228,000 gallons of oil!

ADD partnered with the Eufaula Chamber of Commerce, MidSouth Bank, Sunset Memorial Funeral Home, and SunSouth Bank to host Community Shred Day Events where residents brought their sensitive documents to be shredded at no charge.



This is one of many ways WRC gives back to our community. A special thanks to our new Shred Manager Christine Simpson and our other members of our Shred Team for their hard-work this year.

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2022 AWARDS / RECOGNITIONS

Employee of the Year
TAMEKA COBB



Consumer of the Year
TRISTAN SMITH



Consumer of the Year
NEAL BARNES



Student of the Year
SHANNON JOINER



Executive Director's Award
RANDALL HILL



Federal Employee of the Year
GEORGE BAIN



Environmental Partner of the Year
EYE CENTER SOUTH



Community Partner
GROCERY ADVANTAGE



Community Partner
SOUTHEAST HEALTH



EMPLOYEE SERVICE AWARDS

10 Years

Jimmy Coleson
Candice Little
Willie Lynn
Josh Peters

20 Years

Natasha Pouncey
Judy Plum

Adult Day Care Dothan & Enterprise

Provided social activities, meals, recreation, and some health-related services to 80 clients.



"Over \$4.3 million dollars were invested in the economic life of this community in fiscal year 2022. With WRC's budget more than \$11.1 million, the economic impact for this area is an estimated \$50 million."

Forrest Register
WRC Board Chairman
2021-22

