

2023 Annual Report



A Glimpse Into Sterling Event Services' Grand Re-Opening Celebration



Sterling Event Services opened their doors for 300 guests and their families on Thursday, August 3rd to celebrate the Grand Re-Opening of their newly renovated event spaces! The three event spaces were decorated for prom, a baby shower, and a wedding ceremony & reception. This event showcased much of what Sterling Event Services has to offer in catering and event planning. Guests were immediately greeted with the delicious smell of hors d'oeuvres and appetizers. The event vendors included: Mary Ashley Ford for decorations and set-up, Rachel Barrentine with RKB Flowers for the floral arrangements, David Parker with The Depot Off Main for our seating arrangements and chairs, and Stan West with D&J Nursery for the beautiful floral planters. A special thanks is also given to The Dothan Area Chamber of Commerce for officially re-opening Sterling Event Services for business!

The newly renovated event spaces have remained wildly popular and are frequently booked for corporate events and socials. This year, the staff prepared over 50,000 meals and sold 45,000 cookies. With Sterling Event Services' well-trained staff with well-rounded culinary skills and event expertise, it's no wonder they're so busy!

"In 2023, we had an EXCEPTIONAL year! We always strive to improve every day, and with the success of our Grand Re-Opening, we are doing just that. The Grand Re-Opening was a huge success and was enjoyed by everyone who attended. The best reputation to have is by word of mouth, and that's what we're striving to do here at Sterling Event Services. We hope that we can continue to grow and improve in the next fiscal year!"

Amanda Hatcher, Food Services Director

ADULT DAY CARE

In Fiscal Year (FY) 2023, the Adult Day care locations were able to serve clients in the Houston, Henry, Coffee, Covington, Geneva, Dale and Crenshaw counties. They also enrolled an average of 73 clients including 16 new enrollees, 63 state-funded clients, 9 SARCOA (Southern Alabama Regional Council on Aging) clients, and 1 private pay client.

2023 also brought many adventures to the ADC program. They welcomed local churches and various organizations to join them for their daily activities. In June, they received volunteers from the WIRED Christian camp at the Dothan location and the YES program from Enterprise High School at the Enterprise location. Clients were also able to enjoy Older Americans Day, Aplin Farms and Special Citizen's Day at the National Peanut festival while also visiting local movie theaters, museums, bowling alleys, touring their neighboring cities, visiting the local parks/splash pads, and department/thrift stores as a group!

ADC also received 100% compliance in all internal desk audits (Medicaid, SARCOA E&D Waiver, and the SARCOA ACT Waiver) center wide!

In 2023, ADC also finally received two new high-top vans to better serve their clients with safer transportation!

ADULT DAY CARE *Continued...*

Personnel Accomplishments:

- Aiesha Scott was promoted to Assistant Manager of the Dothan location.
- Stephanie Smith was promoted to Adult Daycare Director covering both locations.
- Kaysha Jones from the Dothan ADC location received WRC's Employee of the Month award for the month of June.



Kaysha Jones receives June's Employee of the Month



The Iglesia Rosa De Saron youth group in Enterprise

ASSURED DATA DESTRUCTION

In 2023, Assured Data Destruction (ADD) serviced 440 routine customers at their 581 locations in Alabama, Georgia, and Florida. They also grew their customer base by adding 66 new customers and expanded their current customer base by adding 32 of their new locations. In comparison to 2022's fiscal year, ADD increased their sales by 14.76%.

ADD operates and services the community by being mindful of three tenets:

1) Give opportunities for employment to individuals with challenges or physical disabilities.

- ADD personnel is comprised of 60% having challenges or physical disabilities.

2) Promote and support protection of personal information and identities.

- ADD was privileged to participate in community-wide shredding events where people could bring their confidential documents to be shredded at no charge. Many of the hosts/sponsors of these events were Friend Bank, Ozark Chamber of Commerce, and Sunset Memorial Park. At these events, ADD collected and shredded over 9,000 lbs. of documents.
- Also at these events, ADD collected approximately 26,000 pounds of documents from the community members, and giving them peace of mind to know that their personal information was protected and destroyed securely.

3) Promote and support the positive environmental impact of recycling paper.

- ADD collected, shredded, and recycled more than 1.1 million pounds of paper this year.
- This saved over 9,565 trees, over 209,125 gallons of oil, and conserved over 3,850,000 gallons of water.
- ADD also wants to acknowledge and award Grocery Outlet as their "Environmental Partner of the Year as they utilized ADD's services to recycle nearly 31,000 pounds of paper.

WRC Furniture Gallery

The Furniture Gallery continues to grow and increase its customer base each year. Their prices and selection continue to set them apart from the other retailers in the area. Over the last year, they have continued to focus their efforts on both social media and their company website.

"Our goal is to strive for a 'no hassle' experience." - Tatum Rader, WRC Furniture Gallery Manager.

The Furniture Gallery was able to add a full-time warehouse manager and sales associate to their team this year as well. They've been fortunate to have several clients over the last year that have played a pivotal role in their warehouse staff, and ability to maintain their assembly standards. "They have all worked extremely hard to make sure that the Furniture Gallery always has product on the floor to sell," says Rader. The J.E.T. (Job Exploration Training) students have also made a huge impact during their time working this past summer. They trained and assisted with sales and provided excellent customer service. They also helped provide a working environment that was fun which the customers enjoyed!

Not only have they been fortunate with their remarkable clientele, but they have also been fortunate to add five new brands to their showroom this year!

Here are some of their best-selling items from 2023:

- **Powered Furniture Items** - Power Sofas, Power Loveseats, and Power Chairs
- **Sectionals**
- **Recliner Chairs**
- **Bedroom Suites**

Industrial Services:

Dunbarton:

- Produced 439,242 hardware bags and 156,015 pieces of track.

Michelin:

- Repaired 68,000 feet of barrier material (used in the tire-making process) per month, which equals over 800,000 feet of material repaired per year.

Pallets:

- Built and shipped on average 1,350 pallets each month equaling approximately 16,000 pallets for the entire year.

Janitorial:

- Picked up two new contracts-- SmartLam and Cowarts Baptist Church. They've also continued to work with the City of Dothan and the Dothan Fire Department.

Community Programs:

The R.E.A.L. Project:

- Received 1,222 pieces of donated medical equipment.
- Loaned out 1,169 items at no cost to the customer.
- Saved customers \$659,850.55 on medical equipment if they had purchased it new.

AMBUCS of the Wiregrass:

- AMBUCS has seen a major increase in the Amtryke Adaptive Tricycles over the summer months (June-August). However, despite the influx in interest, AMBUCS has placed the majority of the ordered Amtrykes on backorder until late fall or early winter.
- The AMBUCS of the Wiregrass Board of Directors has reconvened, and new roles have been assigned. The new board members have committed to attending the Amtryke fittings that will be held every other month.



What better gift to receive on your 10th birthday? D'Angelo Terry poses with his birthday balloons with his new Amtryke!



Logan Jernigan receives his Amtryke on National Disability Independence Day!

LAUNDRY & LINEN SERVICES

WRC's Healthcare Laundry facility processed 2.2 million pounds of soiled linen that was returned from its customers to produce 2 million pounds of clean linen.

TRSA's Certified Professional Laundry Manager (CPLM) certification was renewed for 2023. This certification verifies an established level of expertise and experience in all areas of laundry management.

The department has also purchased a new 250-pound capacity dryer to complement the washers that were purchased in 2022. The dryer was purchased and installed in 2023.

The Healthcare laundry contract for Jacksonville Naval Air Station is running smoothly within WRC's in-house laundry facility adding more than 10,000 direct labor hours in our community. New opportunities for other Federal Contracts are coming soon to the Southeast region.

ENVIRONMENTAL SERVICES

WRC's Lawn & Litter Services continues to grow and improve in Fiscal Year 2023. Despite this summer being one of the hottest seasons on record, WRC's Lawn & Landscaping Services were able to not only keep up the pace but add new contracts as well. The Litter department stepped up as well, helping to keep the City of Dothan clean by picking up over 43 tons of trash along Dothan's main highways and arteries.



BEFORE



AFTER

A Message from Your Directors:

"We would like to express our sincere gratitude to our community partners. Without your support, WRC would not be able to fulfill its mission. We'd also like to thank our incredible employees. Putting people to work and helping them become more independent is our daily motivation. Thank you to all who make this possible!"

Paul Lee, Executive Director
Stephanie Crowe, Managing Director

Program Services

- The total number of consumers that received services was 557 which was an increase from the last two years with 2022 having 412 and 2021 with 321.
 - This increase in numbers for individuals wanting rehabilitative services is positive and is indicative of a strengthening workforce.
- Individuals with disabilities or vocational barriers to employment are an untouched market that are willing to train and work.
- The demographic distribution of the consumers has remained relatively consistent over the past two years. In 2023, 72% of the consumers identified as male and 28% identified as female.
 - The ratio of males to females is 70:30 and was consistent with previous years.
 - Race was similar to previous years as 50% of the individuals were Caucasian and 45% were African American, leaving 5% as either Pacific Islander, Native American, or Hispanic.
 - The age of the consumers was also consistent with previous years. 24% of the consumers were 18 and under, 52% were between the ages of 19 and 29, and 24% were between the ages of 30 and 65.
- Program Services continues to cover 11 counties with Houston County having the largest amount of our consumers with 37%.
- WRC was very successful at getting individuals jobs this year-- 70 individuals were hired!**
- Due to the large number of students that Program Services works with, 44% of consumers have a Specific Learning Disability, which is expected.
 - Individuals with cognitive impairments accounts for 22% of the consumers.
 - Psychological Impairments accounts for 16% of consumers, and Autism Spectrum Disorder, Blindness, Cerebral Palsy, Expressive Communication Disorder, and Physical Disabilities account for the remaining 18%.
- Supported Employment was successful this year and will become more successful over the next year as they're adding Covington County to their services!
- 8 consumers worked in the Supported Employment department and 3 of those consumers were hired full-time outside of WRC.
- A Self-Sufficiency Program will begin to help those who are receiving SNAP benefits become trained and ready to join the workforce.
- They're also beginning a partnership with Alabama Community College Systems to help develop supplemental training and education to the already existing members of the WRC community.

FY-2024 Board of Directors

Josh Chapman
2024 Chairman

Watson Downs
Chairman Elect

Sheila Azar
Vice Chair

Ryan Hendrix
Treasurer

Cliff Mendheim
Secretary

Tom West
Past Chairman

Rosemary McKibben
Advisory Member

Forrest Register
Advisory Member

Jimmy Jones

Shane Sinquefield

Glen Spivey
New Board Member

Turner Townsend
New Board Member



Consumer of the Year Award Winner



Student of the Year Award Winner



Student of the Year Award Winner



Employee of the Year Award Winner



Federal Employee of the Year Award Winner



Community Partner of the Year Award Winner



Community Partner of the Year Award Winner



Environmental Partner of the Year Award Winner



Executive Director's Award Winner



Years of Service Award Winners

5 Years of Service Recipients:
Left to Right: Tonya Mejri, Roger Killingsworth, Alfred Favors, and Geraldine Beacham **Not Pictured:** Terry Sellers and Chuck Atwell

25 Years of Service Recipient: Timmy Lewis

45 Years of Service Recipient: Dianne Anderson

A Word from Our Outgoing Chairman: Tom West

"Despite a number of challenging events this year, WRC rises above them all. This is the result of all of the directors, staff, Board members, and employees. Thank you, WRC, for another great fiscal year!"