

**“NAVIGATING THROUGH TRANSITION,
BLAZE A TRAIL WITH WE”**

2009-2010 ANNUAL REPORT



WAKE
ENTERPRISES

www.wake-enterprises.org

“*Navigating Through Transition, Blaze a Trail with WE*” has been the theme representing 2009-2010. This year Wake Enterprises (WE) faced adversity, challenges, and transition. Due to the economic downturn, WE experienced a decrease in available production work, a 5.2% decrease in Medicaid funding, and decrease in supported employment jobs. This was challenging, but through it all WE has proven to be resilient. Last year WE served 242 participants. WE served 257 people with disabilities this year.

Trends, Transition, and Opportunities

WE conducted an analysis to determine our trends by noting our strengths, weaknesses, opportunities, and threats.

Strengths:

- The number of participants in full time non-work training modules has grown by 49% from 2007 to 2010.
- People involved in community integration activities (community goals and Supported Employment) has grown by 30% from 2007 to 2010.
- There has been a 5% increase in total participants since 2007.
- There has been a 3.5% increase in development revenue since 2007.

Weaknesses:

- A perceived lack of variety of opportunities for type of jobs (cleaning, trash pickup, etc) both in house and the community.
- A perceived lack of transportation.
- A perceived lack of opportunities for parental involvement.
- Families feel staff pay is low.
- Participants and customers feel some staff are not engaged/attentive.

Opportunities:

- Trend: There was a change in service ratios (CAP program) causing:
 - Additional revenue for agency
 - Additional parents/family/networks/connections, increasing Wake Enterprises circle of friends.

Threats:

- Since 2007, we have had a 36% increase in staff because of CAP funding.
- There has been a lack of space/parking and a need for more vehicles (transportation).
- QDDP’s time is spent on operations.
- Our staff needs additional training.
- Applicants want full time work and participants are seeking part time hours.
- WE have seen a downward migration of skill sets and job readiness of incoming participants.
 - People working in the Supported Employment number has dropped by 17% since 2007.
 - More CAP participants than ADVP
- There have been changes in funding source service definitions and requirements.
- There is the unknown of state budgeting and lack of Production work.

Opportunity

Having a clear view of WE’s past, present, and future, allowed the Board of Directors to tactically develop objectives, outcomes, and clear goals for Wake Enterprises. The Board of Directors created a new strategic plan to address many of the trends that were noted in the analysis. The three year plan includes five initiatives and strategies to attain them. The initiatives include: Increasing production work and diverse job opportunities for participants and increasing revenue for the organization; Increasing accessible transportation to Bush Street and in the community; Increasing opportunities for parents and participants to be engaged in WE activities; Exploring different ways to recruit and retain staff; Increasing our diversity of funding.

Transition

WE moved into our new Raleigh location on January 4, 2010. Wake Enterprises moved from 2421 Timber Drive to 3548 Bush Street and had a ribbon cutting and dedication that included participants, parents, Board Members, staff, and former Executive Director Debbie Miller.



Opportunity

The new Miller Building has provided many opportunities, including additional space for WE to provide additional services. With a grant from the Knights of Columbus, WE were able to hire a certified yoga instructor to conduct yoga classes once a week.



Opportunity

Wake Enterprises, Inc. is proud to announce the first phase of its Fuquay-Varina Nature Trail is complete. The Triangle Greenways Council headed up the project and designed a master plan for the trail. At Home Assessments (AHA) of Raleigh jumpstarted the project with a generous donation of \$5,000, naming it the “AHA Trail.” The AHA Trail is located on the property of Wake Enterprises, 3333 Air Park Road, Fuquay-Varina, NC.

The trail winds through the wooded area bordering the WE facility. The AHA Trail is a teaching trail with learning opportunities for those who walk the trail. At Home Assessments, the Triangle Greenways Council, Aaron Olive, along with other Fuquay Varina





students, businesses, and community leaders have assured the AHA Trail is one of the best around. Having the community come together to create something that is bigger than just a nature trail for people with disabilities, but a place where all people can gather, speaks to the dedication of this community to bring all types of people together, creating an



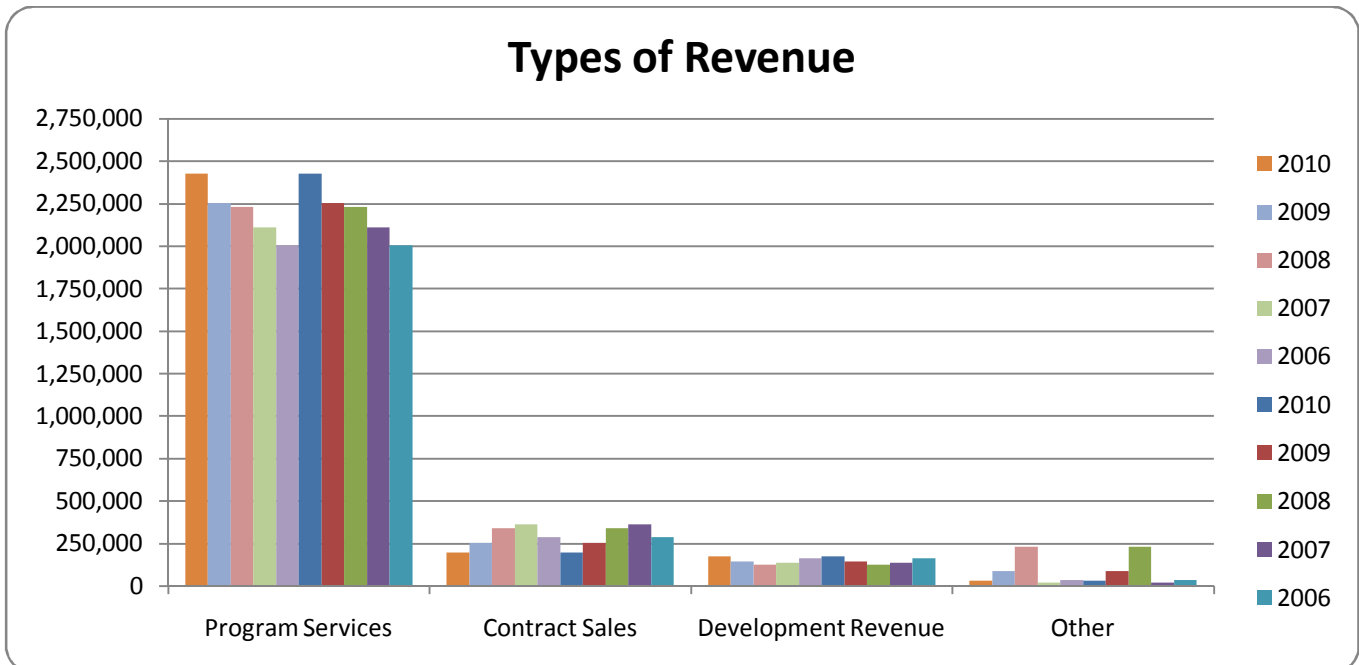
inclusive society.

Transition

Because of WE's rapid growth, Wake Enterprises was having trouble operating under the previous staffing model. Staff meetings were becoming too large; it was impossible to have everyone present and the information was not flowing throughout the Agency, the way WE wanted it to flow. Now team meetings are held instead of large staff meetings. In addition, WE hired an additional Qualified Developmental Disabilities Professional, helping to reduce participant caseloads.

Opportunity

Wake Enterprises, Inc. operates two locations. Each location previously had independent phone systems that were antiquated. The phone systems, along with the organizational structure, did not always allow immediate access to a person. The goal of this project was to improve accessibility in the area of communication by installing a new phone system that linked both sites. The phone system installed links to both Wake Enterprises, Inc. locations. If a phone call is not answered by the receptionist in Raleigh, the call rolls to the Fuquay-Varina location. Paging is available between both locations to enable a staff person at either location to page someone at the other location. Key people within the Organization have mobile phones, to allow calls to come in when they are not at their desks. No complaints regarding the phones have been received since the new system has been installed and linked both locations.



Wake Enterprises Board of Directors

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President

Cathy Melage,
1st Vice President

Aaron White,
2nd Vice President

Lorrie Hargreaves,
Secretary

Wyatt Buckingham,
Treasurer

Walter Weeks,
Executive Director

Dixie Blackmon
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Betty Camp
Norman Camp
Tim Catlett
Andy Chase
Wayne Gentry
Rich Greb
Brenda Locker
John McClain
Tricia Noe
Jim Nowak
Mary Nell Ward

Wake Enterprises Administrative Team

Walter Weeks,
Executive Director

Henry Casey,
Production and
Procurement Director

Kathy Hutchinson,
Program Services
Director

Susan Lemmons,
Finance Director

Oshana Watkins,
HR/PR Director

For a copy of our audit and/or 990, go to www.wake-enterprises.org. Wake Enterprises, Inc. is a private, nonprofit organization committed to the vocational and social development of people with developmental disabilities. WE offers vocational and community-based services, supported employment, subcontracting services for local businesses, and volunteer opportunities.

Mission Statement:

“To assist people with disabilities to achieve their maximum level of independence.”

Statement of Values:

Individual Contribution to the Community, Options, and Opportunities

Vision Statement: To assist our customers to achieve a higher level of success.

LOCATIONS

Miller Building: 3548 Bush Street Raleigh, NC 27609

Southern Wake Location: 3333 Air Park Road Fuquay-Varina, NC 27526
919.714.6100

www.wake-enterprises.org

WE Achieve Our Mission Through a Variety of Services

ENABLE (Employment Network for Adults Challenged by Birth and Life Events):

The umbrella term used to describe the components ADVP and Supported Employment.

ADVP (Adult Developmental Vocational Program): Our largest program focuses on teaching individuals work skills and appropriate interaction in the workplace. Social and independent living skills are a secondary focus. Participants earn a paycheck while simultaneously learning necessary skills to be employed within the community.

Supported Employment: Supported employment means working for pay in an integrated, community setting. Participants work with an Employment Specialist to attain and maintain jobs. We provide support and training; the people we serve provide the hard work and dependability.

ICF/MR (Intermediate Care Facility for Mentally Retarded): This funding source is similar to ADVP; however, staff/participant ratios are smaller with ICF/ MR due to the intensity of participant needs.

CDS: Designed to assist individuals with acquisition, retention, or improvement in self-help, socialization, and adaptive skills. Training Modules are set up to provide a variety of options that create a stimulating environment for people served and is driven by the individual person-centered plan.

Compensatory Education: Through a partnership with Wake Technical Community College, participants receive daily classes at our main facility.

CAP (Community Alternatives Program): This Medicaid waiver provides one-to-one or small group services to people with more intensive needs.

Job Enclaves: These mobile crews take the people we serve out of Wake Enterprises facilities and into the work place.

