

GSI 
Gaston Skills, Inc.
1301 Bessemer City Rd.
Gastonia, NC 28052

ANNUAL REPORT



Gaston Skills
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Salem Industries
1636 Salem Church Road
Lincolnton, NC 28092
704/732-1516 • FAX 704/732-0982

Community Support Services
1301 Bessemer City Road Gastonia, NC 28052
704/854-3176 • FAX 704/854-3179
1220 N. Flint Street Lincolnton, NC 28092
704/736-1046 • FAX 704/736-4854

FISCAL YEAR 2006-2007

Greetings from the President of the Board & the Executive Director...

Gaston Skills, Inc. completed its forty-third year of providing hope and opportunity to persons with disabilities. Every challenge was met with enthusiasm and by any measure the year was a resounding success. Dedication and perseverance were common characteristics in achieving positive results in providing the highest quality services to the special population that we serve. We will continue to meet our goal of continuous improvement in all aspects of this special organization.

We offer a special thanks to our consumers and their support teams, our many business partners (both government and private industry), the generosity of public support, our Board of Directors and our employees for being the catalysts in all of our successes.

We look forward to the many opportunities that we will face in the coming year, especially in meeting the challenges of mental health reform in North Carolina.

“Keep your face to the sunshine and you will not see the shadows.” Helen Keller



Neal H. Rhyne
Board of Directors President



David Fogle
Executive Director

Our Mission

To improve the quality of life for persons with disabilities and promote their integration into the community through work preparation services, job opportunities and life enrichment activities.

Our Vision

To be a leader in providing a comprehensive continuum of services for people who have disabilities or are socially and/or economically disadvantaged.

Our Core Values

- Integrity
- Human Rights
- Safe Working Environment
- Dignity
- Life Enrichment
- Commitment to Excellence
- Accountability
- Service Above Self
- Responsibility
- Support
- Confidentiality
- Honesty
- Non-Discrimination
- Trust
- Partnership
- Pride in Work
- Responsive to Needs

Gaston Skills, Inc. Revenue Sources Fiscal Year 2006-2007

SOURCE	Actual	Percentage
Industrial Production (Sub-contract work)	\$1,625,919.61	32.21%
Mental Health (Adult Development Vocational Program)	\$ 470,875.71	9.33%
Vocational Rehabilitation (Vocational Eval., Work Adj., Supported Employment) + V/R Transportation	\$ 194,417.41	3.85%
Gaston County (Transportation Assistance)	\$ 145,200.00	2.88%
Mental Health (Case Management Services)	\$ 862,188.63	17.08%
Community Alternative Program	\$1,129,230.64	22.37%
Run For Money 2007 (Community Foundation)	\$ 11,260.20	0.22%
Developmental Therapy 03/20/06	\$ 389,601.21	7.72%
Educare (Private Residential Provider)	\$ 17,877.93	0.35%
Rental Income (Warehouse & Conference Center)	\$ 14,450.00	0.29%
Enclave (Actavis)	\$ 5,537.40	0.11%
Enclave (Timken)	\$ 42,549.69	0.84%
Plastic Recycling	\$ 19,035.91	0.38%
United Way (Lincoln County)	\$ 4,952.00	0.10%
Gift Income/Other Support	\$ 13,718.50	0.27%
Value of Donated Facilities (Lincoln County)	\$ 30,000.00	0.59%
Lincoln County (Transportation Income - Incl. Edtap)	\$ 70,515.00	1.40%
Miscellaneous Income	\$ 710.00	0.01%
Total	\$5,048,039.84	100.00%

“Enhancing
LIVES
through work”

OUTCOME MEASUREMENTS

- **Community Support Services:**
 - a. Demographic Data. Community Support Services serves 181:
 - Female: 66%, Male: 39%
 - Caucasian: 76%, African American: 23%
 - Medicaid Funded: 68%, State Funded: 32%
 - Age Range:
 - 20-30: 12%
 - 30-40: 18%
 - 40-50: 33%
 - 50-60: 25%
 - b. State Compliance: Goal 100% Outcome 100%
 - c. Satisfaction Surveys: Goal: 100% Outcome: Consumer: 92%, Stakeholders: 71%

Areas for Improvement:

- The documentation and the collection of data for projects are not consistent, the information is inaccurate and the outcomes are not measurable.
- Multiple satisfaction surveys in use, some questions were not applicable for persons served/stakeholders/staff and outcomes were not measurable.
- Consumer/Stakeholder/Staff Satisfaction fell short of goal of 100%. Gaston Skills, Inc. all divisions and programs, Consumer Satisfaction: 90% Stakeholders: 82%

Action Plan:

- New procedures have been implemented and formats on reports have been revised to ensure that data collected will be consistent, accurate and with measurable outcomes.
- Satisfaction Surveys have been updated to address concerns of persons served, stakeholders, and staff.

Future Actions:

- Consumer Self-Advocacy: To increase the number of Persons Served and Stakeholders involved in attending meetings and trainings. Goal: 100%
- State Compliance: Peer reviews and Supervisions will be performed at a minimum of 3 per quarter to ensure that all programs are in compliance with the standards mandated by the State. Goal: 100%
- Stakeholders/Consumers Satisfaction: To maximize satisfaction by collecting data/input through surveys from the persons served, stakeholders and staff. Goal: 100%
- Demographics of Persons Served: Documentation of the demographics from all programs of persons served will be collected and documented. Goal: 100%

Gaston Skills, Inc. Board of Directors July 1, 2006 - June 30, 2007

NEAL RHYNE
President
Watson Insurance Agency

FRED SPACH
Vice President
Carolina Brush

LUTHER BLAIR
Secretary
Whitesides Insurance

TIM SMITH
Treasurer
Smith, CPA

BRAD J. BERTLE
The Timken Company

CAROL ELLIOTT
Gaston County Schools

PAMELA HUSKEY
Citizens Sprinkler

RAY JENKINS
R & R Powder Coating

TIM LAFRAMBOISE
Southside Constructors, Inc.

JIM THOMPSON
Gastonia Garage Door, Inc.

DR. ROBERT WISE
South Fork Baptist Association

A Look At Last Year

Gaston Skills and Salem Industries served 277 individuals in fiscal year 2007 through the Adult Developmental Vocational Program, Community Alternatives Program, EduCare ICF, Developmental Therapy, School to Work and Vocational Rehabilitation Services. Community Support Services served approximately 240 individuals per month. The employment specialists placed 37 individuals in competitive jobs. Contract work was provided to Gaston Skills and Salem Industries by 26 businesses/industries.

Major Accomplishments - FY 2006-2007

- Accomplishing our mission and making a positive difference in the lives of individuals served.
- Transportation of Lincoln County (TLC) began providing transportation to persons served at Salem Industries.
- Salem Industries took part in the Lincoln County Day of Caring by building bookshelves.
- United Way of Lincoln County covered a patio, poured cement and built outside picnic tables for the persons served at Salem Industries.
- Completed all required endorsements to provide services under the new service definitions.
- Stable and increasing in production at both facilities.
- Renovated the Thompson Room for Community Support Services (CSS) for relocation from Main Street.
- Made four additional offices in the CAP Department at Gaston Skills, Inc.
- Preparing for SHARP (Safety and Health Achievement and Recognition Program) at both facilities.
- Telephone System at Gaston Skills, Inc. upgraded including direct dial to the staff.
- Copiers upgraded at Gaston Skills, Inc.
- Salem Industries was the only organization singled out and spotlighted by the United Way of Lincoln County.
- Gaston Skills, Inc. participated in the Knights of Columbus Tootsie Roll campaign and received a donation in the amount of \$900.
- Gaston Skills, Inc. participated in the Community Foundation of Gaston County "Run for the Money" and received \$11,600.
- Most of the goals of the Strategic Plan for 2005/2007 were accomplished. Goals for Strategic Plan 2007-2008 were reviewed and revised.
- Staff participated in many hours of Professional Development and Continuing Education.
- One staff member received certification as a CPR/First Aid trainer.
- One staff member renewed certification as a NCI trainer.
- One staff member has completed one part of NCI to become a trainer.
- One staff member received certification as a Cultural Competency trainer.

JOB PLACEMENTS

Employment Specialist Services are available to individuals who are provided services at Gaston Skills, Inc. or Salem Industries. These services are also provided to individuals who have been referred only for placement by another agency. There were 37 placements made by the employment specialists.

A specialist is available to be at the job with an individual on a full-time basis until the individual has acquired the skills needed. The individual is assisted by the specialist to meet production and quality standards, use machinery and tools, teach special training tasks and techniques as needed. The employee is assisted in understanding company policies and procedures, safety rules and regulations. Additional training can be provided if needed to meet job/management changes. Ongoing support is provided to the employer and employee to ensure successful retention of learned skills.

We appreciate and thank the following businesses for providing the opportunity to the individuals to gain independence.

Burger King	Salem Industries
CARVAGA Plastics	Special Care for Special Kids
Charlotte Healthcare	Steve & Barrys University Sportswear
Chili's Grill & Bar	Subway Sandwiches
Community Support Services	Taco Bell
Cook Out	Tony's Ice Cream
Delta Apparel	Toys R Us
Lincolnton Medical Center	Value Village
McDonald's Hamburgers	Wal-Mart Super Center - Belmont
OE Enterprises	Wal-Mart Super Center - Gastonia
Parkdale Mills	Wendy's Old Fashioned Hamburgers - Stanley
Pizza Hut	Wendy's Old Fashioned Hamburgers - Union Road
Roses	Wendy's Old Fashioned Hamburgers - W. Gastonia
Rugged Warehouse	Witten Automatic Vent Co., Inc.
Ryan Family Steak House	YMCA - Belmont

Production ...

Businesses and industries provide contract work to Gaston Skills and Salem Industries; thereby, enhancing the lives of the consumers through the work. This work is done either in the facilities or at enclaves where the consumers are working under the direction of a Gaston Skills, Inc. or Salem Industries work instructor. At an enclave they are in an integrated work setting with non-disabled workers employed by those businesses/industries. Some of the various types of contract work are inspection, assembly, packaging, sorting, collating, labeling, folding, cutting and gluing. Gaston Skills, Inc. and Salem Industries greatly appreciate and acknowledge the following business/industries for the opportunity to do contract work.

Actavis	First Wesleyan Youth Group	Robert Bosch Tool Co. - Distribution
Blum, Inc.	Freightliner	Robert Bosch Tool Co. - MFG.
Carolina Brush Mfg. Co.	Hayes Fluid Controls Inc.	RSI
Cochrane Furniture Co. Inc.	Hunter Douglas	Sonoco/Paper Stock
Construction and Industrial Tool Co.	Industrial Electroplating	Thomas & Betts Hi Tech
Cookson	Katie Wood Inc.	Tyco Electronics Corp.
Creative Wire and Tube Co.	LuGuire George Andrews Inc.	Welsh Paper Co.
Danaher Tool Group	National Fruit Products	Wix
Firestone Fibers and Textiles	Profile Products LLC	

OUTCOME MEASUREMENTS

Gaston Skills, Inc. has an outcome evaluation system for all programs/services (Adult Developmental Vocational Program, Vocational Rehabilitation, Community Alternatives Program, Developmental Therapy and Community Support Services). Primary objectives and goals are set for each program/services. The data is collected from the system, aggregated every twelve months and incorporated into a management report that summarizes the information. A comparison of actual results to established goals is presented.

The outcome measurements for all programs for the period July 1, 2006 to June 30, 2007 are as follows:

Primary Program Objectives:

1. **Performance Measurements Reports:** To collect data from each division and program for the purpose of planning and comparative analysis on a monthly basis to determine program effectiveness and efficiency.
 - **Gaston Skills, Inc. and Salem Industries**
 - a. Progress and Completion of Goals:
 - Developmental Therapy Goal: 30% Outcome: 20%.
 - Community Alternative Program Goal: 65% Outcome: 52%.
 - b. State Compliance:
 - All Programs
 - Goal: 100% Outcome: 100%
 - c. Utilization of Units:
 - Community Alternative Program:
 - Goal: 94% Outcome: 78.9%
 - d. Satisfaction Surveys: Goal: 100% Outcome: Consumer: 88.5%, Stakeholder: 89.7%, Staff: 89.2%
 - **Vocational Rehabilitation Program**
 - a. Training for Vocational Rehabilitation Staff Goal: 100% Outcome: 100%
 - b. Tracking placements that result in earning above minimum wage Goal: 20/100% Outcome 17/85%
 - c. State Compliance: Goal 100% Outcome 100%
 - d. Satisfaction Surveys: Goal: 100% Outcome: Consumer: 92.3%, Stakeholder: 86.6%, Employer: 86.6%
 - e. Tracking Placement, Stabilization and 26/Closures:
 - Supported Employment:**
 - Placement Goal: 5/100% Outcome: 6/120%
 - Stabilization Goal: 5/100% Outcome 6/120%
 - 26/closures Goal: 5/100% Outcome 7/140%
 - Work Adjustment:**
 - Gastonia
 - Placement/Stabilization: 20/100% Outcome: 17/85%
 - 26/Closures: Goal 16/100% Outcome: 9/56%
 - Salem
 - Placement/Stabilization: Goal: 5/100% Outcome: 2/40%
 - 26/Closures: Goal: 5/100% Outcome: 3/60%