WRC continues in its mission of assisting individuals in securing employment, overcoming vocational barriers, and achieving personal independence. With the leadership of the WRC Board of Directors and our various community partners, WRC has had a significant year serving individuals with disabilities.

Through referrals from the Alabama Department of Rehabilitation Services, WRC’s Program Services Staff impacted the lives of hundreds of individuals with disabilities by providing Job Placement Services, Job Readiness Classes, Vocational Evaluations and Pre-Employment Transition Services to students in area high schools. WRC also provided similar services to individuals in northwest Florida and southwest Georgia. From Job Prep Classes and Soft Skills Training to Supported Employment Services, WRC successfully adapts to the ever-changing landscape of consumer and customer needs.

In an effort to articulate not only where our organization is going and the action needed to make progress, WRC developed and has implemented an effective Strategic Plan for 2018-21 that includes four attainable goals:

- Develop a comprehensive plan to find individuals with disabilities interested in obtaining employment at WRC
- Identify and target specific growth areas with other states for opportunities to expand federal contracts
- Create an environment conducive to changes from the State Vocational Rehabilitation Services in demands for programs.
- Consider best use of real estate for current WRC properties.

Our Vision...
To create a better, more tolerant, more accepting environment in which everyone can have a fair opportunity to earn a living.

Our Mission...
Linking lives by assisting individuals in securing employment, overcoming vocational barriers and achieving personal independence.

Our Value...Our People

WRC, Inc.

Our Vision...
To create a better, more tolerant, more accepting environment in which everyone can have a fair opportunity to earn a living.

Our Mission...
Linking lives by assisting individuals in securing employment, overcoming vocational barriers and achieving personal independence.

Our Value...

Our People

In an effort to articulate not only where our organization is going and the action needed to make progress, WRC developed and has implemented an effective Strategic Plan for 2018-21 that includes four attainable goals:

- Develop a comprehensive plan to find individuals with disabilities interested in obtaining employment at WRC
- Identify and target specific growth areas with other states for opportunities to expand federal contracts
- Create an environment conducive to changes from the State Vocational Rehabilitation Services in demands for programs.
- Consider best use of real estate for current WRC properties.

Our Vision...
To create a better, more tolerant, more accepting environment in which everyone can have a fair opportunity to earn a living.

Our Mission...
Linking lives by assisting individuals in securing employment, overcoming vocational barriers and achieving personal independence.

Our Value...

Our People

In an effort to articulate not only where our organization is going and the action needed to make progress, WRC developed and has implemented an effective Strategic Plan for 2018-21 that includes four attainable goals:

- Develop a comprehensive plan to find individuals with disabilities interested in obtaining employment at WRC
- Identify and target specific growth areas with other states for opportunities to expand federal contracts
- Create an environment conducive to changes from the State Vocational Rehabilitation Services in demands for programs.
- Consider best use of real estate for current WRC properties.

Celebrated every October, National Disability Employment Awareness Month is a fitting time to educate about disability employment issues and celebrate the many and varied contributions of America’s workers with disabilities.

“By supporting the aspirations of all Americans who want to work, our workplaces, economy, and communities will be strengthened.”

Paul W. Lee
Executive Director
WRC

FY 19
LAWN CARE
Responsible for cutting and maintaining 18 commercial properties; City of Dothan contract: four cemeteries, 97 water wells and sub stations, and Rip Hewes Stadium; WRC’s 25-acre campus.

LITTER
Trash pickup along the right-of-way of Ross Clark Circle, Dothan’s major arteries, and all of Dale County.
WRC’s Furniture Gallery had a successful year providing retail training to individuals with disabilities in customer service, sales, and merchandising. Its warehouse offered training in processing/receiving shipments along with assembling products.

The Gallery saw a 20% increase in overall sales this year. Opened in May, the Furniture Outlet, located inside The Gallery, offers pricing to satisfy every customer’s budget.

WRC’s Furniture Gallery carries Ashley and Catnapper name brands and will be introducing a new line in the fall. Additionally, WRC’s Furniture Gallery carries three different mattress lines including Sierra Sleep, Corsicana, and Eastman House.

The Furniture Gallery introduced a new line of bed pillows made by Georgia Industries for the Blind.

Michelin uses in the tire making process. An average of 4.5 million feet is processed each year. WRC has trained dozens of workers since the contract’s inception 20 years ago.

For over 45 years, WRC has partnered with Dunbarton Corporation. Hundreds of individuals with disabilities have begun their training program in WRC’s Dunbarton work area or have been permanently hired.

With a focus on the specialty pallet market, employees in WRC’s Pallet Department built and shipped 18,000 custom pallets in FY 19. All box pallets, crates and specialty pallets are built by hand and are used to send products domestically and overseas.

WRC’s Michelin Department processed and repaired spools of plastic barrier material called envelopes which are used in the tire making process. An average of 4.5 million feet is processed each year. WRC has trained dozens of workers since the contract’s inception 20 years ago.

A total of 44 different types of specialty hardware bags were assembled as well as all the metal track and mounting rods for Dunbarton’s bi-fold door operation. WRC employees also folded and assembled packing corners for Dunbarton’s door shipping dept. In all, over 900,000 pieces were assembled in the Dunbarton area this past year.

Fiscal year 2019 was productive for WRC Laundry and Linen Services. A total of 2,188,418 pounds of linen was processed from our 31 customers. During the current year, WRC also contracted with two additional hospitals in our area—Troy Regional Medical Center and Wiregrass Medical Center in Geneva to provide their linen services.

To position WRC Laundry and Linen Services for future growth, WRC embarked on a mission to purchase additional equipment to increase capacity through gains in efficiency and minimizing down time. Purchases were made possible by WRC, grant funds and monies from Rotary’s White Elephant Sale.

A blanket folder was purchased and has improved efficiency and the appearance of products. Additionally, a fourth dryer was added to the tunnel line which increases throughput and capacity.

WRC added a state-of-the-art small part folder that is already having a significant impact on production. By the first of the year, a sheet feeder, ironer and folder will be added to the finishing line that will be more efficient, and produce a much better product. When the installation is complete, WRC’s Laundry and Linen Services will be operating the most modern, up-to-date healthcare laundry in the area and will have positioned itself to be competitive well into the future.

A blanket folder was purchased and has improved efficiency and the appearance of products. Additionally, a fourth dryer was added to the tunnel line which increases throughput and capacity.

A total of 44 different types of specialty hardware bags were assembled as well as all the metal track and mounting rods for Dunbarton’s bi-fold door operation. WRC employees also folded and assembled packing corners for Dunbarton’s door shipping dept. In all, over 900,000 pieces were assembled in the Dunbarton area this past year.

Industrial Services

Healthcare Laundry & Linen Services

Fiscal year 2019 was productive for WRC Laundry and Linen Services. A total of 2,188,418 pounds of linen was processed from our 31 customers. During the current year, WRC also contracted with two additional hospitals in our area—Troy Regional Medical Center and Wiregrass Medical Center in Geneva to provide their linen services.

To position WRC Laundry and Linen Services for future growth, WRC embarked on a mission to purchase additional equipment to increase capacity through gains in efficiency and minimizing down time. Purchases were made possible by WRC, grant funds and monies from Rotary’s White Elephant Sale.

A blanket folder was purchased and has improved efficiency and the appearance of products. Additionally, a fourth dryer was added to the tunnel line which increases throughput and capacity.

WRC added a state-of-the-art small part folder that is already having a significant impact on production. By the first of the year, a sheet feeder, ironer and folder will be added to the finishing line that will be more efficient, and produce a much better product. When the installation is complete, WRC’s Laundry and Linen Services will be operating the most modern, up-to-date healthcare laundry in the area and will have positioned itself to be competitive well into the future.

A total of 44 different types of specialty hardware bags were assembled as well as all the metal track and mounting rods for Dunbarton’s bi-fold door operation. WRC employees also folded and assembled packing corners for Dunbarton’s door shipping dept. In all, over 900,000 pieces were assembled in the Dunbarton area this past year.

With a focus on the specialty pallet market, employees in WRC’s Pallet Department built and shipped 18,000 custom pallets in FY 19. All box pallets, crates and specialty pallets are built by hand and are used to send products domestically and overseas.

WRC’s Michelin Department processed and repaired spools of plastic barrier material called envelopes which are used in the tire making process. An average of 4.5 million feet is processed each year. WRC has trained dozens of workers since the contract’s inception 20 years ago.

For over 45 years, WRC has partnered with Dunbarton Corporation. Hundreds of individuals with disabilities have begun their training program in WRC’s Dunbarton work area or have been permanently hired.

A total of 44 different types of specialty hardware bags were assembled as well as all the metal track and mounting rods for Dunbarton’s bi-fold door operation. WRC employees also folded and assembled packing corners for Dunbarton’s door shipping dept. In all, over 900,000 pieces were assembled in the Dunbarton area this past year.

Fiscal year 2019 was productive for WRC Laundry and Linen Services. A total of 2,188,418 pounds of linen was processed from our 31 customers. During the current year, WRC also contracted with two additional hospitals in our area—Troy Regional Medical Center and Wiregrass Medical Center in Geneva to provide their linen services.

To position WRC Laundry and Linen Services for future growth, WRC embarked on a mission to purchase additional equipment to increase capacity through gains in efficiency and minimizing down time. Purchases were made possible by WRC, grant funds and monies from Rotary’s White Elephant Sale.

A blanket folder was purchased and has improved efficiency and the appearance of products. Additionally, a fourth dryer was added to the tunnel line which increases throughput and capacity.

WRC added a state-of-the-art small part folder that is already having a significant impact on production. By the first of the year, a sheet feeder, ironer and folder will be added to the finishing line that will be more efficient, and produce a much better product. When the installation is complete, WRC’s Laundry and Linen Services will be operating the most modern, up-to-date healthcare laundry in the area and will have positioned itself to be competitive well into the future.

A total of 44 different types of specialty hardware bags were assembled as well as all the metal track and mounting rods for Dunbarton’s bi-fold door operation. WRC employees also folded and assembled packing corners for Dunbarton’s door shipping dept. In all, over 900,000 pieces were assembled in the Dunbarton area this past year.

With a focus on the specialty pallet market, employees in WRC’s Pallet Department built and shipped 18,000 custom pallets in FY 19. All box pallets, crates and specialty pallets are built by hand and are used to send products domestically and overseas.

WRC’s Michelin Department processed and repaired spools of plastic barrier material called envelopes which are used in the tire making process. An average of 4.5 million feet is processed each year. WRC has trained dozens of workers since the contract’s inception 20 years ago.

For over 45 years, WRC has partnered with Dunbarton Corporation. Hundreds of individuals with disabilities have begun their training program in WRC’s Dunbarton work area or have been permanently hired.

A total of 44 different types of specialty hardware bags were assembled as well as all the metal track and mounting rods for Dunbarton’s bi-fold door operation. WRC employees also folded and assembled packing corners for Dunbarton’s door shipping dept. In all, over 900,000 pieces were assembled in the Dunbarton area this past year.

Fiscal year 2019 was productive for WRC Laundry and Linen Services. A total of 2,188,418 pounds of linen was processed from our 31 customers. During the current year, WRC also contracted with two additional hospitals in our area—Troy Regional Medical Center and Wiregrass Medical Center in Geneva to provide their linen services.

To position WRC Laundry and Linen Services for future growth, WRC embarked on a mission to purchase additional equipment to increase capacity through gains in efficiency and minimizing down time. Purchases were made possible by WRC, grant funds and monies from Rotary’s White Elephant Sale.

A blanket folder was purchased and has improved efficiency and the appearance of products. Additionally, a fourth dryer was added to the tunnel line which increases throughput and capacity.

WRC added a state-of-the-art small part folder that is already having a significant impact on production. By the first of the year, a sheet feeder, ironer and folder will be added to the finishing line that will be more efficient, and produce a much better product. When the installation is complete, WRC’s Laundry and Linen Services will be operating the most modern, up-to-date healthcare laundry in the area and will have positioned itself to be competitive well into the future.

A total of 44 different types of specialty hardware bags were assembled as well as all the metal track and mounting rods for Dunbarton’s bi-fold door operation. WRC employees also folded and assembled packing corners for Dunbarton’s door shipping dept. In all, over 900,000 pieces were assembled in the Dunbarton area this past year.
Aspire To Excel

In FY 19, WRC provided vocational rehabilitation services for 1655 individuals with disabilities. The number of individuals seeking employment services increased with 177 successful employment outcomes of the 190 individuals seeking employment. The largest area served remained vocational services for employment training with 726 total students; both adolescent and adults.

WRC provided services in 12 Alabama counties, 12 Florida Counties, 10 Georgia Counties, as well as services for its employees in TN, FL, GA, and AL. Individuals participating in training activities on the Dothan campus increased this year with 192 individuals training in various vocational areas on the campus as well as an additional 75 individuals training off campus with community employment partners.

In addition to the vocational services provided to clients, WRC’s Program Services Staff assisted future vocational rehabilitation counseling professionals by hosting seven interns in both undergraduate and graduate programs under partnership with Troy University. These interns received valuable hands on opportunities to prepare them for the future.

WRC received CARF’s (Commission on Accreditation of Rehabilitation Facilities) seal of approval in August for a three-year period.

It is evident that WRC strives to improve efficiency, fiscal health, and service delivery—creating a foundation for consumer satisfaction.

Sterling Event Services prepared more than 300,000 meals in Fiscal Year 2019. Its continued success is due to the support of many local and long-term repeat customers including the Dothan Rotary Club, Houston County Republican Women, Farley, Airgas, Blue Cross/Blue Shield, Chamber of Commerce, SARCOA, Five-Star Credit Union, and the Alabama Education Association. In addition to Sterling’s already busy weekly catering schedule, both on and off site, between 350 and 450 meals are prepared in an early two-hour window Monday thru Friday for SpectraCare Programs and WRC’s Adult Care Centers. This speaks volumes of the quality of food, service, and facility provided to Sterling’s customers. Hosting events and meetings in this facility provides WRC the opportunity to fulfill its mission.
2019 AWARD RECIPIENTS

Anna Brown
AL Consumer of the Year

Alfred Favors
GA Consumer of the Year

William Maloney
FL Consumer of the Year

Daishan Stevens
Student of the Year

Jeffrey Brackin
Executive Director’s Award

Sammy Cantrell
Employee of the Year

2019 ACCOMPLISHMENTS

WRC, Inc.
ADULT DAY CARE

- Served clients in 7 AL Counties; increased enrollment by 16 clients
- Enjoyed festivals, Spring Prom, Special Olympics, bowling, visiting local parks/splash pads, and more
- Merged Elba & Enterprise ADC’s to one location at the former Coppinville Jr. High in Enterprise
- Installed video security cameras on all buses
- Awarded ALDOT grant for the purchase of three new buses

Assured Data Destruction

celebrated its 10th year of providing safe, secure document destruction for commercial and federal customers. Since the programs inception, ADD has shredded over 10 million pounds of sensitive documents. ADD recently made its 38,000th pickup and is close to adding its 500th customer. In FY 19, ADD shredded over 1.1 million pounds of paper. This included over 15,000 pounds collected during four community recycling events. In total, 9,350 trees were saved after the paper was shredded, recycled and repurposed.

Thanks to grant funds, equipment updates were made to the operation thus helping employees be more efficient and help keep customer service not just the best, but also affordable.

JANITORIAL SERVICES

- Daytime/nighttime office cleaning and floor care
- Cleaned 22 businesses including Wiregrass Electric, SARCOA, the VA Clinic, Flowers Insurance, the Dothan Fire Dept. along with WRC’s facilities, Vocational and Children’s Rehab Services, and the Alabama Career Center

Performing maintenance on WRC’s vehicle fleet and publicly owned vehicles

Hired part-time office assistant and second mechanic

Students in auto training program learned to perform basic auto work; awarded Auto Repair Certification

2019 AWARD RECIPIENTS

Anna Brown
AL Consumer of the Year

Alfred Favors
GA Consumer of the Year

William Maloney
FL Consumer of the Year

Daishan Stevens
Student of the Year

Jeffrey Brackin
Executive Director’s Award

Sammy Cantrell
Employee of the Year

2019 ACCOMPLISHMENTS

WRC, Inc.
ADULT DAY CARE

- Served clients in 7 AL Counties; increased enrollment by 16 clients
- Enjoyed festivals, Spring Prom, Special Olympics, bowling, visiting local parks/splash pads, and more
- Merged Elba & Enterprise ADC’s to one location at the former Coppinville Jr. High in Enterprise
- Installed video security cameras on all buses
- Awarded ALDOT grant for the purchase of three new buses

Assured Data Destruction

celebrated its 10th year of providing safe, secure document destruction for commercial and federal customers. Since the programs inception, ADD has shredded over 10 million pounds of sensitive documents. ADD recently made its 38,000th pickup and is close to adding its 500th customer. In FY 19, ADD shredded over 1.1 million pounds of paper. This included over 15,000 pounds collected during four community recycling events. In total, 9,350 trees were saved after the paper was shredded, recycled and repurposed.

Thanks to grant funds, equipment updates were made to the operation thus helping employees be more efficient and help keep customer service not just the best, but also affordable.

JANITORIAL SERVICES

- Daytime/nighttime office cleaning and floor care
- Cleaned 22 businesses including Wiregrass Electric, SARCOA, the VA Clinic, Flowers Insurance, the Dothan Fire Dept. along with WRC’s facilities, Vocational and Children’s Rehab Services, and the Alabama Career Center

Performing maintenance on WRC’s vehicle fleet and publicly owned vehicles

Hired part-time office assistant and second mechanic

Students in auto training program learned to perform basic auto work; awarded Auto Repair Certification