



WRC, Inc.

Connecting People. Linking Lives.

2021 ANNUAL REPORT

“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.”


John Brown, 2020-21
WRC Board Chairman



The WRC Market Furniture Gallery experienced a significant increase in sales again this year. The store's ability to maintain a large amount of inventory has been the key to the success. The trend of customers shopping more and more online thru social media postings and its website continues to be a focus for the Market Staff and how they interact with customers.

Best selling items of the year – Everything Power! Power sofas, loveseats, and chairs; All Sectionals – can't keep them in stock and MATTRESSES!


Over the last year, several WRC clients made a huge impact helping the Market's Warehouse Staff maintain its assembly standards. They worked hard to make sure the store has product on the floor to sell. Additionally, several high school students with the JET Program were placed at the Market this summer. The students trained and assisted with sales and customer service. They provided a fun shopping experience for Market custom to enjoy!



ASSURED DATA DESTRUCTION

FY 2021

- **Collected & Shredded 1.6 Million Pounds of Paper—23% increase over FY 2020**
- **Saved 10,114 Trees**



Healthcare Laundry and Linen Services

In FY 21, WRC's HealthCare Laundry facility in Dothan processed 2.5 million pounds of soiled linen returned from our customers to produce 2.3 million pounds of clean linen. This is an increase of 19% over FY 20. Sheets, bath towels, pillowcases, blankets, baby blankets were all processed on new equipment monies from the Wiregrass United Way, the Wiregrass Foundation, and Community Development ll be acquiring and installing two (2) 250 pound conventional washers which will open up some new

business outside the hospital and clinic area and will give the laundry the backup needed in the event of equipment failures.

Federal Government Contracts

In 2010, WRC's first federal healthcare laundry contract began with the Naval Air Station in Pensacola. This opportunity introduced WRC to the AbilityOne program. Since that time, WRC has entered into AbilityOne contracts with the IRS, U.S. Treasury (DOJ), Army, Navy,

Marines, Army National Guard and the Veteran's Administration providing services such as laundry, linen distribution, document destruction, and administrative support services. WRC's business model reaches beyond the local Southeast Alabama market. Today, WRC's reach includes customers located in Tennessee.

In FY 21, the work volume was 80% of pre-Covid. WRC employees worked 42,000 direct labor hours using disabled labor on AbilityOne contracts. Not only does each of these employees receive competitive wages and benefits, the bulk of their time is spent working in a fully integrated environment.



Sterling Event Services felt the continued impact of the pandemic as many of the larger events cancelled and regular groups returned with lower attendance. As the end of the fiscal year approached, the number of requests to schedule events for the upcoming year steadily increased.

The Spectracare meal contract, held by Sterling for the last five years, came up for bid in August. The bid was once again awarded to Sterling Event Services for the upcoming year with the potential to renew over an additional three years.



- ◆ The R.E.A.L. Project received 917 donated assistive technology items and loaned out 734 items at a savings to individuals of \$350,000 if the items had been purchased new.
- ◆ 14 AmTrykes were provided to individuals with disabilities in FY21.



Summer Job Exploration Training (JET) Program for High School Students

... "This program is an integral portion of the school year that is used to prepare students for transitioning to the working world."

Chris Flynn

**Director
WRC's Program Services**

Lawn and Litter

WRC's Lawn Crews worked harder in FY 2021 due to the increase in commercial accounts and the shortage of workers.

Litter Crews picked up over 111 tons of trash around the City of Dothan's main roads and arteries.



Program Services



In FY '21, WRC continued to experience one of the toughest years to date: a pandemic that has felt the impact across the country and the world.

The passion and tenacity of its consumers combined with exceptional strength and discipline allowed WRC to push through and end the year on a strong note.

A total of 322 vocational rehabilitation services were provided for individuals with disabilities. The number of individuals seeking employment services increased from last year with a total of 69 placements and 57 closures in FY 21.

WRC provided services in 10 Alabama counties, as well as services for its employees in TN and GA.



In the Wiregrass United Way's 2021 Campaign Video, WRC's Receptionist IVE Jackson shared how WRC found a way to provide childcare for its essential employees during the peak of the pandemic.

Additionally, Program Services organized and coordinated the summer Job Experience Training (JET) Program for high schools students entering 11th and 12th Grades. This program is an integral portion of the school year that is used to prepare students for transition to the working world.

Through the tireless efforts of teachers, Alabama Department of Rehabilitation Services Counselors, numerous area employers, and WRC staff, students participated in the JET program allowing them to gain critical experience working within their communities.

Industrial Services

DUNBARTON

Over the past 48 years, the Dunbarton Corporation has been an integral part of WRC's mission. Literally, hundreds of individuals with disabilities have started their work experiences in the Dunbarton area at WRC with many finding work in the community or becoming employees at WRC.

In FY 21, with volume slowed by the continuing effects of the global pandemic, employees still produced 709,697 hardware bags and packing corners and 177, 672 pieces of track all while keeping the majority of its employees on the job.

PALLETS

The stability of WRC's two largest customers, Twitchell and Dunbarton, allowed its specialty Pallet operation to not only survive the continued effects of the pandemic, but ship a new record of 20,479 pallets in FY 21. All of its current pallets are built by hand and are used to ship products both domestically and overseas.

A large part of Pallets success was the continued efforts of the Pallet Shop Employees. Thanks to Community Development Block Grant funds, WRC purchased an automated pallet machine during FY

2021 to give WRC the opportunity to pursue a more standard pallet market going forward.

MICHELIN

Due to the effect the pandemic had on the sale of domestic vehicles, the Michelin plant in Dothan was forced to reduce production for most of WRC's fiscal year. The repair of the barrier material used in the tire making process fell to 868,315 feet—a significant decline. There is very little optimism about FY 22 with the concerns over shipping, supply chain disruptions, and the continue labor dilemma.

2021 AWARDS / RECOGNITIONS



Employee of the Year
Joshua Peters



Consumer of the Year
Linda Stuckey



Student of the Year
Dalton Butler



Environmental Partner of the Year
Houston County



Community Partner of the Year
City of Dothan



Executive Director's Award
JARC and ADC Drivers

2021-22 Board of Directors

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Forrest Register

Vice-Chairman

Josh Chapman

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Tom West

Treasurer

Ryan Hendrix

Secretary

Sheila Azar

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Jimmy Jones

Jim Knighton

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Executive Director

Paul W. Lee

WRC EMPLOYEE SERVICE AWARDS

10 Years

Donald Davis

Robert Etheridge

Ashley Knight

Carol Watson

Barbara Wheeler

15 Years

Timothy Truitt

20 Years

Linda Ricks

Thomas Smith

25 Years

Dale Gibson

Ray McGhee

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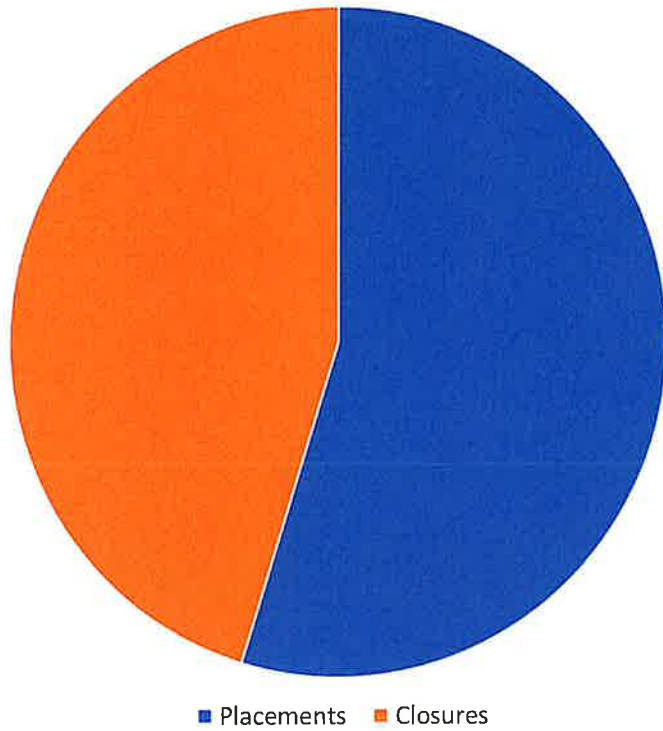
795 Ross Clark Circle,
Suite 1

Dothan, AL 36303

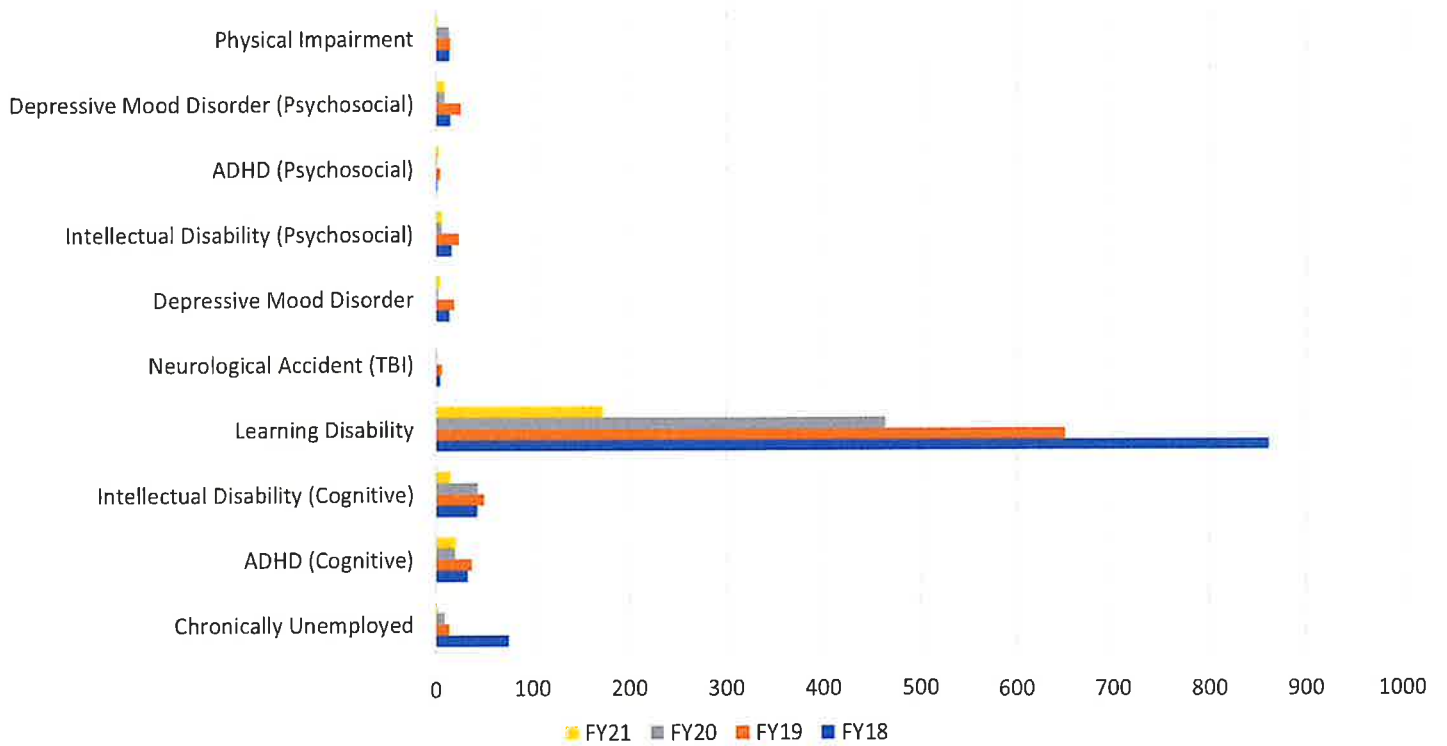
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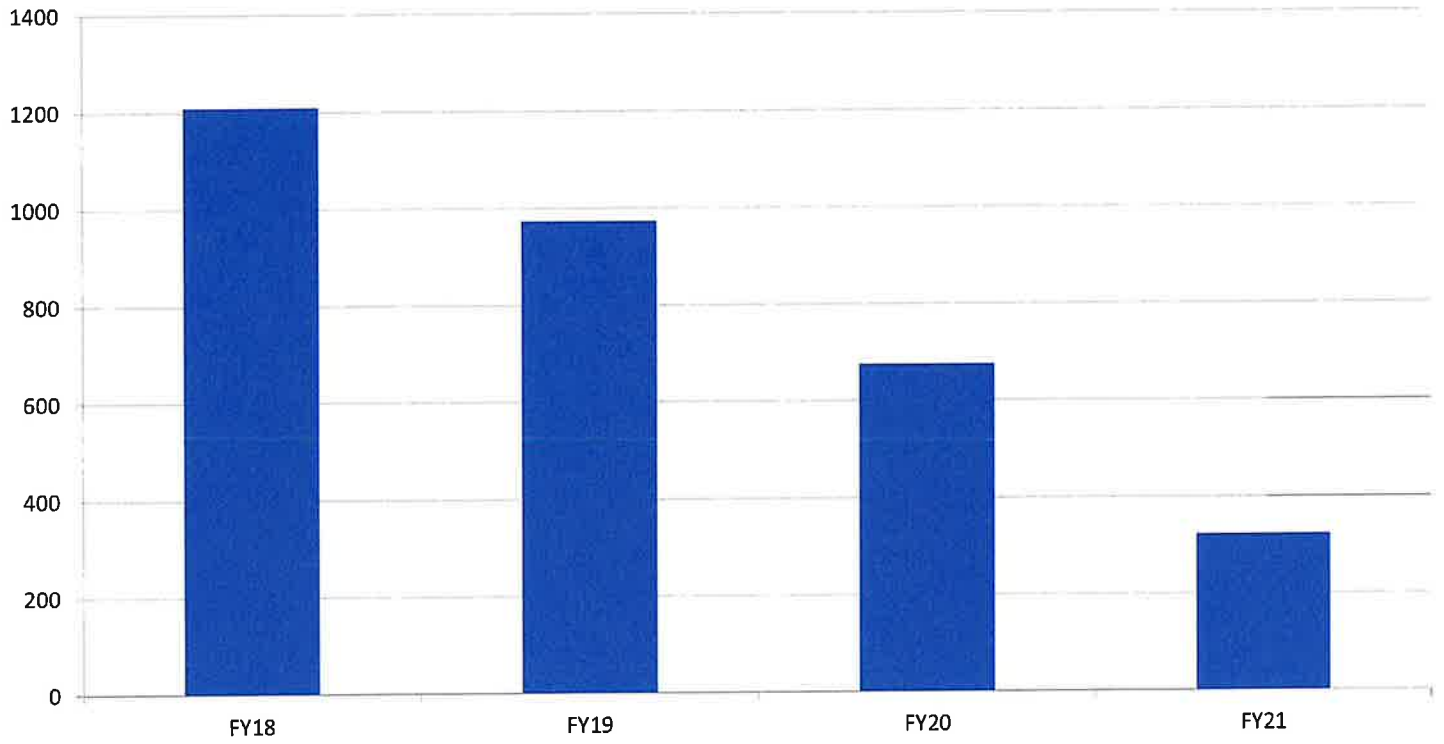
FY21 Placements vs. Closures



Disabilities Served



Enrolled



Gender

