

# PI Events

March  
2010

A monthly publication of news and views at Person Industries

Volume 13, Issue 3

### Special points of interest:

- PI thanks the Knights of Columbus for their donation of \$400.
- The PCRC will begin accepting florescent lights on April 1, 2010.

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## PI Stakeholders Say They're Satisfied

Customer satisfaction is a key factor to a successful business and Person Industries, like most, has always been very concerned about customer satisfaction for obvious reasons. So each year Person Industries sends out satisfaction surveys to key agencies, businesses and other community partners in order to find out how well we met our goals and their needs. For fiscal year 2008-2009, we sent 67 surveys and had 40 re-

turned to us for a 60% rate of response. Business and industry partners had the highest return at 74%.

Person Industries achieved a milestone in fiscal year 2008-2009. Our customers that are

employers were all in agreement that we provided "excellent" customer service to them this year. This is the highest ranking

as a source of valuable and well-prepared employees. One employer commented "Great job—you all are wonderful."

### Comments from Stakeholders Survey

*"There was an incident when the shred and recycle paper were not separated. Person Industries corrected this problem and did not charge our agency."*

*"We have been very pleased with our pickup service for recycling from Person Industries. Any dealings we have had with them have been most favorable."*

*"Person Industries does a wonderful job of securely destroying old testing data. We are so glad that we have this service locally and can call for immediate service."*

*"Person Industries provides good services and provides a valuable function in the county."*

available for that question on the survey. Eighty percent agreed that PI was above average to excellent in referring qualified employees who were able to complete the necessary job duties with good quality. All our employers would recommend PI

Community contracts are businesses with whom we contract to provide and supervise employees who perform work for the PI subcontracting operations. Over 80% of our community contracts said we provide

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## County Departments Exempt from Electronics Fees

On January 4, 2010, the Person County Recycling Center (PCRC) began accepting electronics. Certain items like TV's and monitors are accepted with a small fee of \$10 for TV's and \$5 for monitors. Other electronics are accepted without



**Joe Cole removes electronics from the vehicle of a customer at PCRC.**

cost. As of February 15, the fee for electronics has been rolled back for Person County Departments. That means that Departments like Public Works or Information Technology would not

incur any costs when disposing of computers or other equipment at the recycling center. This applies to County Departments but not to County Employees who may visit PCRC to dispose of personal electronics. In that instance, the fees would apply. PCRC thanks County Departments and individual employees for their support of the recycling center.

## New Telephones at PI!



If you called PI during the last week of February, you may have noticed that telephone extensions

have changed. That's because PI has a new telephone system, courtesy of Person County IT. The main number for PI continues to be **336-599-7571**. Here are the extensions:

Staff	Ext #:
Barnett, Lorri	2825
Barnett, Ozell	2826
Berned, Beverly	2827
Casseday, Judith	2816
Drumwright, Dana	2818
Farmer, Yvette	2814
Folley, Alison	2819
Fuller, Carolyn	2828
Gibson, Annie	2823
Goodman, Clem	2829
Jeffreys, Lisa	2813
Johnson, Gennie	2830
Lawson, Sharion	2831
Moore, Evelyn	2832
Reid, Sarah	2824
Rogers, Wanda	2815
Walters, Carolyn	2811
Wilkerson, Tina	2822
Wilkerson, Veronica	2812
Zamora, Sorside	2833

The PI Fax number remains the same—**336-597-2834**.

The Person County Recycling Center has not yet moved to the new system so the contact information remains the same for that location.

## PI Stakeholders Say They're Satisfied

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above average to excellent service to their business in the areas of customer support and making good employee/job matches. All contracted services said they would recommend PI to other businesses.

Our business and industry partners provide us with work to do at our in-house facility. This provides work for employees in programs of service. The work includes confidential shredding, material handling and inspection, and assembly. All business and industry stakeholders found Person Industries to be above average to excellent in providing quality services, customer service/support and in meeting production deadlines. This group gave the most feedback in terms of appreciative comments:

*"PI does a wonderful job of securely destroying old testing data. We are so glad to have the service locally and can call them for immediate services."*

*"We have been very pleased with our pick-up services for [recycled paper]"*

PI also appreciates the suggestions:

*"Better scheduling of picking up items to shred."*

Person Industries partners with agencies in Person County to coordinate services for clients and their families. We work with

### Rating on Quality of Services

1 = Poor	5 = Excellent
Evaluation	5.0
Work Adjustment	4.3
Supported Employment	5.0

Vocational Rehabilitation, Person High School, DSS, The Arc of North Carolina, private rehabilitation, mental health and others. Some agencies make direct referrals to our program, while other agencies coordinate services with us. One hundred percent of referring agencies rated Person Industries as above average to excellent in providing quality services to individuals referred, and helpful information and support to the agency representative and the person served. Seventy-five percent rated PI as above average to excellent in timely and effective follow-up with agency personnel and the person served. All our

referring agencies would recommend and refer others to us in the future.

The remaining agencies were all in agreement that PI is above average to excellent in providing quality services, helpful information, support and timely follow-up to them. They all agreed that they would recommend and refer other agencies to Person Industries. Comments were: *"very good communication with me (I provide medical services for many of their clients.)"*

Since Vocational Rehabilitation is our primary referring agency for evaluation, work adjustment and supported employment, we survey each VR counselor with whom we work regarding satisfaction with each of these programs. All of the VR counselor

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## Meet PI's Newest Employee—Gloria Drollinger



**Gloria Drollinger, PI Habilitation Assistant**

Gloria Drollinger starts on Monday, March 1st as PI's newest habilitation assistant.

Hers will be the face that the public sees as they come to the Recycling Center as

she will serve as the staff supervisor at the greeter's/drop off door.

With her comes years of experience in working with people with disabilities and with industry. Her most recent employment was with the Person County Group Homes as a residential staff.

Welcome to PI!

## GKN Transition is Smooth Operation

A big reason we dread change is because of the many little problems we never anticipate. One big change for the PI Production Department was to transition a contract job with GKN from one location on the Lucy Garrett Road in Roxboro to their main plant in Timberlake. The planning was in the works for several months prior and was set for January 2010. How did this dreaded transition go over?

Great big kudos to the PI workers stationed at GKN! Thanks to their diligence, and the excellent planning and cooperation from GKN employees, the transition has been very smooth.

Again, the little problems we never anticipated are popping up but thankfully they are little. So thanks to all of the GKN folks who work very hard every day to get the job done and keep our customer satisfied.

## YAC Program Introduced to Prevent Crime Among Person County Youth

Re-Entry Pathways 4 Success, a Person County organization which assists people with criminal records to find employment and other community resources, has started a new initiative that will hopefully keep young people out of the criminal justice system.

Youth Against Crime (YAC) is a program designed to impress upon youth the negative impact making bad choices can have on their future. The plan is to give youth the opportunity to experience first-hand the criminal justice process.

The simulation takes them from committing a crime, getting

caught, booked and detained and then waiting for a mock trial. Following conviction, they will be exposed to probation and the challenges of finding a job and housing with a criminal record.

Many community leaders and organizations are assisting with the program including the Sheriff's Department, Roxboro Police, 4-H Teen Court and the United Way.

For more information contact the Re-Entry offices at 599-1912 or email [reentrysuccess@gmail.com](mailto:reentrysuccess@gmail.com).

## Person County Implements Substance Abuse Policy

Person County Government has approved a Substance Abuse Policy that may require any employee to have a drug test for any of the following reasons:

- Reasonable suspicion
- Post accident
- Return to duty
- Follow-up

Pre-employment testing will be done for safety sensitive positions

only. Persons in safety sensitive positions are also subject to random drug testing.

Due to the magnitude of adverse consequences, this is a zero tolerance policy. Any violations of this policy will subject the employee to disciplinary action, up to and including dismissal.

If you have questions about this policy, please talk to your supervisor.

## Nikki Lawson Volunteers at PCRC

PI is quickly learning that operating a recycling center is quite labor intensive. The demands for people begin at the drop-off door and continue through the sort line all the way to the administrative offices. And in such a tight budget year, how is everyone to be paid?



Nikki Lawson

Degree in Accounting from PCC. Nikki answers the phone and does other administrative tasks that staff desperately need doing. The volunteer work at the recycling center, in turn, gives her valuable work ex-

perience.

Fortunately for PI, Nikki Lawson has accepted a three month assignment as a volunteer at PCRC. Nikki is currently pursuing an Associate's

Thank you Nikki for your work! What will we do when her three months are over?



People often think up New Year's Resolutions that include plans to stop smoking, eat healthier, exercise more, lose weight, or even spend more time with their kids. New Year's can be a great time for your kids to come up with some of their own resolutions, especially as there is a [childhood obesity](#) epidemic and experts report that many kids don't exercise enough and spend too much time watching TV and playing video games. Since New Year's Resolutions can be just as hard for kids to keep as they are for adults, help your kids plan and stick to their resolutions by:

- helping them come up with a plan or schedule to meet each resolution and encouraging them during any setbacks and helping them get back on track.
- School age kids can often benefit the most from New Year's Resolutions. Remember to start small with your resolutions and work your way up over a few weeks or months so that your kids don't give up too soon. Good resolutions for school age kids (5 to 12 year olds) might include:
  - drinking an extra glass of [low-fat milk](#) each day – continuing to add a glass of milk every week or two, until they get to the recommended intake of 3 to 4 cups each day.
  - limiting the amount of 100% [fruit juice](#) to just 8 to 12 ounces each day and avoiding other sugary drinks, including soda and other fruit drinks.
  - eating an extra serving of [vegetables](#) and [fruits](#) each day – continuing to add another vegetable and fruit every week or two, until they get to the recommended intake of 1 1/2 to 2 cups each day.
  - finding a team [sport](#), like soccer, basketball, or baseball, etc., or an individual sport, such as tennis, swimming, or gymnastics, etc., so that they can become more active.
  - participating in more active [free play](#) daily, and spending less time inside playing video games and watching TV.
  - working towards a goal of being [physically active](#) for at least 60 minutes on most days of the week, through a combination of sports and active free play.
  - wearing a helmet when riding a bike.
  - sitting in a [booster seat](#) until the car's seat belts fit correctly when your kids are around 4'9" tall.
  - not using the internet without adult supervision.
  - limiting TV and computer use (screen time) to just 1 or 2 hours each day, and only watching and playing age-appropriate shows and games.

**Person Industries**

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**Got a Recycling Question? Just Ask Miss Rhi Sycle**

Dear Miss Rhi,

In this tough economy, I'm looking for ways to cut back and thanks to the new recycling center, I've cut back on the amount of trash I throw out. It still irks me, though, to still have to pay someone to pick up the small amount of trash I have left. In the interest of saving money, can't I just put the remainder of my trash in with my recycling and let them dispose of it at the recycling center? It's not much.

*Signed The Cost Cutter*

Dear Cost Cutter,

I applaud your cost cutting methods. Certainly, we all need to take extra measures to get by. But a big NO to sending your trash to the recycling center. First, the recycling center is already accepting everything it can process at this time. If you send over trash, they will not be able to process it and like you, they will have to pay to dispose of it as well. Second, having to sort through your trash takes away valuable time these folks need to process the huge amount of materials that come through every day. And third, trash or what we term "garbage" adds a bad smell to the center we are desperately trying to keep odor free. So perhaps you can contribute to the effort by looking at additional ways to recycle your garbage. There's great information online for composting and other home recycling.

Miss Rhi



Miss Rhi Sycle is a renowned recycling expert for Person County Recycling Center.

Please e-mail your recycling questions to her at:

[recycling@personcounty.net](mailto:recycling@personcounty.net). You will receive a response to your question immediately and representative questions may be published in her monthly column in PI Events.

**March 2010**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10 Writing Measurable Goals 1:00—2:30 p.m. PI Conference Room	11	12	13
14 Daylight Savings Time Begins	15	16	17 St. Patrick's Day	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

**PI Stakeholders Say They're Satisfied**

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respondents agreed that evaluation services are excellent in quality and timeliness. Evaluation reports are excellent in addressing the needs of the counselor and client in an effective manner. One counselor commented that "the evaluation always provides what I asked for plus shares other useful information which I can use to help my clients." Work adjustment services were ranked as above average to excellent in quality and timeliness. Reports, staffings and positive employment outcomes were above average. Supported employment was rated excellent in quality and timeliness. SE reports and staffings were excellent as were positive employment outcomes. One comment was "it would be awesome if you could handle greater capacity."

Person Industries appreciates all of our stakeholders who took the time to give us feedback. We will do our best to continue to provide quality employees and services in the coming year. The staff and management are open to feedback at any time during the year and we encourage you to contact us with any concerns.