**Financial**

- **REVENUE**
  - Production Sales 95%
  - Offer 1%
  - Program Services 3.9%

- **EXPENSE**
  - Cost of Goods Sold 47.4%
  - Wages & Benefits 48.3%
  - Administrative & Program 4.2%

**Business Enterprises**

- *HVO successfully completed a surveillance audit to maintain ISO 13485 registration.*
- *Wound Care department produced products that are being sold in the retail market, on the shelves at CVS store across the country.*
- *As a result of COVID-19, HVO began producing isolation gowns.*

**Workforce Development, Health & Safety**

- *American Red Cross Blood Drive—35 pints donated*
- *Implemented safety measures as a result of COVID-19 pandemic.*
- *HVO purchased material for volunteers to sew over 500 facemasks for the workforce.*

**Employment & Training**

- *Received $10,000 grant through NC EHR Funding Program to assist Behavioral Health/IDD Providers to purchase electronic health records technology and establish connectivity to the state-designated health information exchange.*
- *Western Regional Recovery Rally to advocate for people with disabilities and disadvantages, mental illness and substance use.*
- *HVO joins the A-Team—an advocacy movement for “Choice” for people with disabilities.*
- *Participated in the Haywood Co. Schools Exceptional Children’s Resource fair.*

**Community Activities & Events**

- *Held annual United Way of Haywood County Pacesetter Campaign pledging $40,000.36*
- *Participated in two projects for Haywood County United Way Day of Caring*
- *Tim Tebow Foundation’s Night to Shine*
- *Volunteering weekly for Meals on Wheels*
- *51 individuals participated in The Salvation Army Red Kettle Drive*
- *Thanksgiving meal donation to clients and their families*

**Therapy Dogs International—**

- Provides comfort & companionship on-site at the Learning & Enrichment Center.

**Recognition**

- *Mary Kay Rathbone* was the winner of the HVO’s 2019 Christmas Card Design.
- Clients were recognized for their years of service in July.
- HVO is recognized as a Military Friendly Employer by VITQORY, a military marketing company.
- Karen Denney, Brandi Stephenson, and Frank Queen were recognized for their years of service on HVO’s Board of Directors.
- HVO nominees won NCARF (North Carolina Association of Rehabilitation Facilities) awards. Award recipients are as follow:
  - **Vocational Achievement in the Facility Award:** Rita Surratt
  - **Community Employer-Western Region:** Burger King of Canton

**PROGRAM SERVICES**

**July 1, 2019-June 30, 2020**

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Clients Served</td>
<td>150</td>
</tr>
<tr>
<td>Average Daily Enrollment</td>
<td>55</td>
</tr>
<tr>
<td>Employed through Program Services</td>
<td>15</td>
</tr>
<tr>
<td>Hired at HVO</td>
<td>2</td>
</tr>
<tr>
<td>DD Services</td>
<td>50</td>
</tr>
<tr>
<td>VR Evaluation &amp; Work Svs.</td>
<td>31</td>
</tr>
<tr>
<td>Transitional School Services</td>
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</tr>
<tr>
<td>Work First</td>
<td>15</td>
</tr>
<tr>
<td>MARC Program</td>
<td>1</td>
</tr>
<tr>
<td>Long-Term Follow Up Services</td>
<td>12</td>
</tr>
<tr>
<td>Pre-ETS (Employment Transitional Svs.)</td>
<td>39</td>
</tr>
</tbody>
</table>

**2019 MARC award recipients**

- **Sammy Hamlett** (top right): Art Excellence Award
- **Levi Sheets** (left): 2019 Dean Russell Beavers Outstanding Citizenship Award
- **Tim Kelley** (bottom right): Spirit of MARC Award

**Our Mission**

HVO, Inc. believes that individuals have the right to be respected, to have equal opportunities, to work, to earn a fair wage, and participate in activities that enrich their lives. The Board of Directors and staff support the concept that through meaningful, satisfying work and leisure, people are able to live more independently, successfully and productively. HVO offers qualifying individuals in Haywood County opportunities to train and make informed choices as they strive to achieve their vocational goals.

**Our Vision**

HVO will be a nationally recognized social enterprise business with an integrated workforce development program creating opportunities and empowerment for our people through successful strategic partnerships.

**Our Quality Policy**

Haywood Vocational Opportunities, Inc. is people centered, quality driven, with 100% customer satisfaction as our goal.

**In Partnership With**

- **NCARF**
- **NC EHR**
- **NC Department of Labor**
- **Haywood County United Way**
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