

WVARF

FISCAL YEAR 2024

ANNUAL REPORT 2024

LATEST INFORMATION AND UPDATES
FROM WEST VIRGINIA ASSOCIATION OF
REHABILITATION FACILITIES, INC.

PREPARED BY:
NITA HOBBS





NITA HOBBS
CEO/ED

A WORD FROM THE EXECUTIVE DIRECTOR

2024 Annual Report: Advancing Opportunities Through the State Use Program

The West Virginia Association of Rehabilitation Facilities (WVARF) proudly serves as the Central Nonprofit Agency (CNA) for the State Use Program, a vital initiative that creates employment opportunities for individuals with disabilities across West Virginia. Through partnerships with Community Rehabilitation Programs (CRPs), WVARF facilitates meaningful, competitive employment by connecting CRPs with state agencies in need of goods and services. This program not only fosters independence and skill development for workers with disabilities but also strengthens local economies and communities.

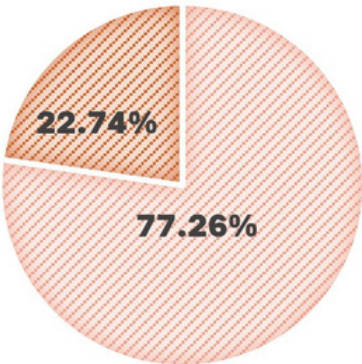
Despite the program's success, the 2022 code change introduced significant challenges that continue to impact CRPs and the individuals they serve. These legislative changes have created barriers to employment opportunities, limited contract accessibility, and threatened the stability of the State Use Program. WVARF remains committed to advocating for policies that protect and enhance these critical services, ensuring that CRPs can continue their mission.

Looking ahead, WVARF is actively exploring new vocational opportunities to expand employment pathways for individuals with disabilities. Through innovation, strategic partnerships, and workforce development initiatives, we are working to strengthen the CRP network and uphold our commitment to creating sustainable, inclusive employment opportunities across West Virginia. Together, we will continue to empower individuals with disabilities and build a stronger future for the State Use Program.

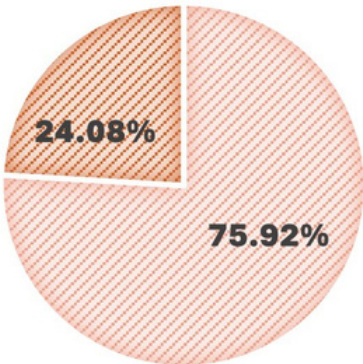
NUMBER OF WORKERS EMPLOYED WITHIN THE STATE USE PROGRAM

FISCAL YEAR	NUMBER OF DISABLED WORKERS	NUMBER OF NON-DISABLED WORKERS	TOTAL NUMBER OF WORKERS EMPLOYED
2023	608	179	787
2024	555	176	731

FISCAL YEAR 2023



FISCAL YEAR 2024



FISCAL YEAR	DIRECT LABOR HOURS BY DISABLED WORKERS	DIRECT LABOR HOURS BY NON-DISABLED WORKERS	TOTAL NUMBER HOURS WORKED
2023	767,569	236,816	1,004,385
2024	734,620	235,898	970,518

FISCAL YEAR	WAGES TO DISABLED WORKERS	WAGES TO NON-DISABLED WORKERS	TOTAL WAGES HOURS
2023	\$8,682,634.48	\$2,664,600.35	\$11,347,234.83
2024	\$8,547,464.92	\$3,402,386.90	\$11,949.851.82



STORY: The ultimate goal of the State Use Program is to provide employment support services that help individuals with disabilities achieve competitive, integrated employment—and Ashley Hickman is a prime example of that success. Diagnosed with Cerebral Palsy at 18 months old, Ashley has overcome many challenges with the help of the Division of Rehabilitation Services and Community Rehabilitation Programs in Parkersburg, West Virginia. These resources gave her the tools and opportunities to thrive, including nearly 10 years as a Case Manager at SW Resources. She now works in Human Resources at the Bureau of Fiscal Service and is proud to share how these programs have positively impacted her life and the lives of others.

Sales

The State Use Program plays a crucial role in providing high-quality products and services to state agencies while creating meaningful employment opportunities for individuals with disabilities. Through partnerships with Community Rehabilitation Programs (CRPs), workers gain hands-on experience in a variety of essential job functions, including inventory control and management, order fulfillment, customer service, production, quality assurance, janitorial services, document destruction, and more. These positions help individuals develop valuable skills that enhance their independence, confidence, and long-term employability. By ensuring that state agencies receive reliable goods and services while empowering workers with disabilities, the State Use Program fosters a more inclusive workforce and strengthens West Virginia's economy.

Products	FY 24	FY23
Hospital & Institutional Care	\$129,352.66	\$130,089.14
Personal Items	\$152,818.07	\$145,612.58
Janitorial, Housekeeping & Grounds	\$2,407,550.06	\$2,417,737.03
Food & Beverage	\$708,474.65	\$653,018.51
Industrial Supplies	\$12,353.51	\$12,891.24
Safety Products	\$29,475.44	\$36,892.70
Clothing & Sewn Products	\$256,183.25	\$297,827.15
Total Product Sales	\$3,696,207.64	\$3,694,073.48

Sales

Services	FY 24	FY23
Call Center Operations	\$69,346.80	\$63,938.16
Carpet Cleaning	\$564.20	\$13,157.14
Document Destruction/Shredding	\$225,758.16	\$224,028.36
Document Imaging	\$74,606.57	\$3,051.66
Document Management	\$114,356.65	\$124,549.80
Grounds Maintenance	\$302,684.60	\$295,880.40
Janitorial, Non-Rest Area/Welcome Center	\$9,075,714.32	\$9,272,240.94
Janitorial, Rest Area & Welcome Center	\$3,836,659.66	\$3,863,800.60
Mail Sorting & Collating	\$559,131.85	\$370,232.14
Temporary Services	\$391,394.23	\$706,501.76
Fogging/Disinfecting	\$1,911.17	\$0
Total Services Sales	\$14,652,128.21	\$14,918,036.99
Total Sales	\$18,348,335.85	\$18,612,110.37



STORY: Since joining Mercer County Opportunity Industries in 2019, Kaye Mullins has grown into one of the organization's most dependable and high-performing janitorial staff members. Despite challenges related to a learning disability, Kaye has shown unwavering dedication, quickly adapting to new tasks and taking initiative at various job sites. Her reliability, positive attitude, and willingness to step in wherever needed have earned her praise from both coworkers and clients. Known for her honesty, strong work ethic, and attention to detail, Kaye continues to prove that with determination and heart, growth and success are always within reach.

Sales

Sales by Agency	FY 24	FY23
DEPT OF HIGHWAYS	\$6,470,133.28	\$6,524,836.23
GENERAL SERVICES DIVISION	\$2,078.233.45	\$2,398,224.53
DEPT OF HEALTH AND HUMAN RESOURCES	\$1,783,051.23	\$2, 034,518.13
FAIRMONT STATE UNIVERSITY	\$1,448,529.24	\$1,406,439.67
DEPT OF MOTOR VEHICLES	\$766,098.17	\$631,714,.34
INFORMATION SERVICES & COMMUNICATION	\$663,788.75	\$531,754.31
DEPT OF NATURAL RESOURCES	\$515,051.33	\$520,500.51
PARKWAYS AUTHORITY	\$366,325.32	\$354,418.32
DEPT OF COMMERCE	\$356,817.85	\$335,499.88
VETERANS AFFAIRS NURSING FACILITY	\$298,582.24	\$285,090.16
MISC AGENCIES	\$3,540,192.58	\$3,484,503.71



STORY: Jennifer Halstead began her journey with Goodwill Industries of Kanawha Valley in 2006, seeking employment to support herself. Over the past 17 years, she has grown from someone simply looking for a job into a deeply valued and dedicated janitor at the West Virginia State Capitol Complex. Her consistent reliability, attention to detail, and pride in her work have made her a key part of the team. More than just performing her duties, Jennifer has built meaningful relationships, brought positivity to those around her, and demonstrated a heartfelt commitment to helping others—both at work and in her community. Her personal growth reflects a remarkable transformation fueled by compassion, resilience, and a true love for service.

TOTAL PAID TO CRPS

As the Central Nonprofit Agency for the State Use Program, WVARF enables nonprofits across dispersed and rural areas of West Virginia to access state contracts—creating meaningful, gainful employment opportunities for individuals with disabilities and empowering them to thrive in their communities.

CRP	FY 24	FY 23
BRIGHT HORIZONS	\$430,220.90	\$423,957.59
BUCKHANNON UPSHUR WORK ADJUSTMENT CENTER	\$146,596.79	\$164,865.28
CLAY COUNTY SERVICES UNLIMITED	\$722,948.51	\$730,585.49
DEVELOPMENTAL CENTER	\$1,304,071.68	\$1,328,067.70
EASTRIDGE HEALTH SYSTEMS	\$7,434.27	\$9,797.12
GATEWAY INDUSTRIES	\$451,010.68	\$530,076.24
GOODWILL INDUSTRIES OF KANAWHA VALLEY	\$2,494,239.59	\$2,971,824.34
GOODWILL INDUSTRIES OF KYOWVA AREA	\$466,767.96	\$473,250.89
GREEN ACRES - LESAGE NATURAL WATER	\$339,852.87	\$334,012.26
HANCOCK COUNTY SHELTERED WORKSHOP	\$538,363.93	\$489,649.75
HORIZON GOODWILL INDUSTRIES RESOURCE CENTER	\$60,923.70	\$44,438.75
INTEGRATED RESOURCES INC.	\$1,211,136.93	\$1,204,005.24
JACKSON COUNTY DEVELOPMENTAL CENTER	\$539,240.14	\$639,111.50
JOB SQUAD INC.	\$1,383,505.38	\$1,391,942.49
LILLIAN JAMES LEARNING CENTER	\$308,762.01	\$341,741.43
MERCER COUNTY OPPORTUNITY INDUSTRIES	\$372,094.16	\$411,394.78
NORTHWOOD HEALTH SYSTEMS	\$48,817.72	\$56,193.25
OP SHOP, INC.	\$2,771,923.99	\$2,479,582.69
PACE ENTERPRISES	\$649,617.86	\$690,773.43
PRECISION SERVICES	\$814,214.05	\$791,264.59
PRESTERA HEALTH SERVICES	\$182,621.74	\$169,449.54
PRESTON COUNTY WORKSHOP	\$573,332.91	\$526,976.92
SENECA DESIGNS	\$247,913.28	\$252,426.88
SW RESOURCES	\$866,194.71	\$854,559.52
W.A.T.C.H.	\$126,364.15	\$142,893.62
WORKABLE INDUSTRIES	\$818,133.43	\$914,791.51
TOTAL PAID TO CRPS	\$17,876,303.34	\$18,367,632.80

State Use Program Awards Banquet

THE WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES, INC. (WVARF) HOSTED ITS ANNUAL AWARDS BANQUET ON OCTOBER 26, 2023, AT THE WOMEN'S CLUB OF CHARLESTON. THE EVENT BROUGHT TOGETHER COMMUNITY LEADERS, ADVOCATES, AND INDIVIDUALS TO HONOR THE ACHIEVEMENTS OF THOSE WITH DISABILITIES ACROSS WEST VIRGINIA. THE EVENING INCLUDED A COCKTAIL HOUR, DINNER, AND AN AWARDS CEREMONY TO CELEBRATE THE DEDICATION AND HARD WORK OF INDIVIDUALS, BUSINESSES, AND ORGANIZATIONS IN THE REHABILITATION AND EMPLOYMENT SECTORS.

EMPLOYEE OF THE YEAR: MORGAN COTTRELL WAS HONORED WITH THE STATE USE EMPLOYEE OF THE YEAR AWARD. MORGAN'S JOURNEY BEGAN IN 2015 WHEN HE WAS REFERRED TO JOB SQUAD BY THE DIVISION OF REHABILITATION SERVICES. PAIRED WITH CAREER COUNSELOR AUDREA SPENIA, MORGAN WORKED TIRELESSLY TO DEVELOP THE SKILLS HE NEEDED TO PURSUE A FULFILLING CAREER. TODAY, MORGAN WORKS AS A MACHINE OPERATOR AND HAS EVEN EARNED HIS DRIVER'S LICENSE, EXEMPLIFYING THE KIND OF SUCCESS THE PROGRAM STRIVES TO NURTURE.

AWARD WINNERS: SEVERAL DESERVING INDIVIDUALS AND ORGANIZATIONS WERE RECOGNIZED FOR THEIR OUTSTANDING CONTRIBUTIONS TO THE REHABILITATION FIELD:

OUTSTANDING REHABILITATION SMALL FACILITY AWARD - MERCER COUNTY OPPORTUNITY INDUSTRIES;
OUTSTANDING REHABILITATION LARGE FACILITY AWARD - THE OP SHOP; **Q.J. HUMPHREYS DISTINGUISHED CAREER AWARD** - ERIC FREEMAN, THE OP SHOP; **COMMUNITY PARTNER AWARD** - KINGERY & COMPANY;
BUSINESS PARTNER OF THE YEAR AWARD - FAIRMONT STATE UNIVERSITY; **MOUNTAINEER AWARD** - SENATOR BILL HAMILTON; **STEPPING STONE AWARD** - ASHLEY HICKMAN; **EXCELLENCE IN REHABILITATION PROGRAMMING AWARD** - SW RESOURCES; **CUSTOMER OF THE YEAR** - WV TAX DEPARTMENT; **CONTRACT MANAGEMENT EXCELLENCE AWARD** - RUSTY WILMOTH, GOODWILL; **ACCOUNTING EXCELLENCE AWARD** - VIRGINIA CLEGHORN, WORKABLE; **SPECIAL RECOGNITION** - KAREN WADE, U.S. DEPT. OF LABOR - OFFICE OF APPRENTICESHIP.



WVARF PARTNERS TO FACILITATE JANITORIAL APPRENTICESHIPS

PARTNERSHIPS: WVARF COLLABORATED WITH THE U.S. DEPARTMENT OF LABOR, WV DIVISION OF REHABILITATION SERVICES, WV DEPARTMENT OF HEALTH & HUMAN RESOURCES, WV WORKFORCE SYSTEM, AND SW RESOURCES INC. TO OFFER APPRENTICESHIP TRAINING TO INDIVIDUALS WITH DISABILITIES. WVARF THANKS WV DRS FOR FUNDING THE INITIAL TRAINING THAT LAUNCHED THE PROGRAM.

PROGRAM FOCUS: CURRENT TRAINING IS IN JANITORIAL/CUSTODIAL WORK, COMBINING CLASSROOM INSTRUCTION AND PAID ON-THE-JOB TRAINING (OJT). APPRENTICES EARN WAGE INCREASES AS THEY PROGRESS.

CREDENTIALING: UPON COMPLETION, PARTICIPANTS RECEIVE A NATIONALLY RECOGNIZED CREDENTIAL FROM THE U.S. DEPARTMENT OF LABOR, WHICH CAN BE CONVERTED INTO COLLEGE CREDIT.

EXPANSION PLANS: WVARF PLANS TO EXPAND APPRENTICESHIP OPPORTUNITIES TO OTHER EMPLOYERS/CRPS AND ADD ADDITIONAL OCCUPATIONS.

REIMBURSEMENT (EXAMPLE - WIOA REGION 6): UPON APPROVAL, EACH CRP WILL BE REIMBURSED UP TO \$6,000 FOR CLASSROOM TRAINING AND \$11 PER HOUR FOR 480 HOURS OF OJT. CRPS MUST SUBMIT PAY STUBS/TIMESHEETS FOR REIMBURSEMENT, WHICH TYPICALLY TAKES 4-6 WEEKS TO PROCESS.

VOCATIONAL PATHWAY EXPANSION: GOALS FOR EXPANDING THE APPRENTICESHIP PROGRAM INTO ADDITIONAL VOCATIONAL PATHWAYS HAVE BEEN SUBMITTED AS PART OF THE EMPLOYMENT FIRST POLICY SUGGESTIONS PRESENTED TO THE STATE LEGISLATURE.



The code change §18-10Q-4 established the Employment First Policy, requiring a statewide plan to promote competitive, integrated employment for individuals with disabilities. The plan aligns state policies, secures funding, and sets training standards to support workforce participation. Key goals include:

- Increasing investment in integrated employment services
- Reducing reliance on sheltered work settings
- Ensuring compliance with federal employment mandates
- Establishing interagency coordination and workforce training
- Enhancing employment opportunities through employer partnerships and policy improvements

EMPLOYMENT FIRST

WVARF's Role:

WVARF played a crucial role in implementing this initiative by supporting service providers, advocating for fair employment practices, and ensuring individuals with disabilities receive the necessary training and support to thrive in competitive work environments. As part of this commitment, WVARF has developed an apprenticeship program focused on gainful employment for individuals with disabilities, providing hands-on training, skill development, and direct pathways to sustainable careers. This initiative reinforces the state's goal of making competitive employment the first and preferred outcome for all individuals with disabilities.

Training & Outreach

WVARF is dedicated to reinvesting in Community Rehabilitation Programs (CRPs) through its Central Nonprofit Agency (CNA) fee, ensuring long-term sustainability and growth within the State Use Program. This reinvestment directly supports CRPs by providing essential training and resources, including:

- **Quarterly Report Submission & Compliance Training** – Helping CRPs navigate reporting requirements and maintain compliance with State Use participation guidelines.
- **State Use Day at the Legislature** – Promoting awareness and advocacy for CRPs by showcasing their contributions to state agencies and policymakers.
- **Government Relations Training** – Equipping CRPs with the knowledge and tools to engage effectively with legislators and stakeholders.

To further enhance CRP development, WVARF is launching the **CRP Reinvestment Policy**, which will provide Mini Grants of up to \$10,000 per CRP. These grants will support program enhancements, workforce development, and operational improvements, reinforcing the long-term success of participating organizations.

By investing in CRPs through training, advocacy, and financial support, WVARF is strengthening the State Use Program as a whole—ensuring individuals with disabilities continue to have meaningful employment opportunities while fostering a more inclusive and sustainable workforce in West Virginia.



STORY: Jennifer Bailey has been a dedicated custodian at the DHHR-Lewis County office since 2009 through Buckhannon-Upshur Work Adjustment Center, Inc. Despite facing medical challenges, she consistently exceeds expectations, leads by example, and brings joy to the workplace—especially through her creative and festive holiday decorations. Jennifer ensures supplies are stocked, equipment is maintained, and new staff are trained with care. Her spotless floors, early morning coffee, and active participation in training reflect her commitment to excellence.



344

SERVICE CONTRACTS

26

CRPS PRODUCING
AND/OR PROVIDING
SERVICES

\$11.66

AVERAGE HOURLY
WAGE PAID TO
INDIVIDUALS WITH
DISABILITIES

32

INDIVIDUALS WITH DISABILITIES
TRANSITIONED TO COMPETITIVE,
INTEGRATED EMPLOYMENT
OUTSIDE OF THE PROGRAM