

2025

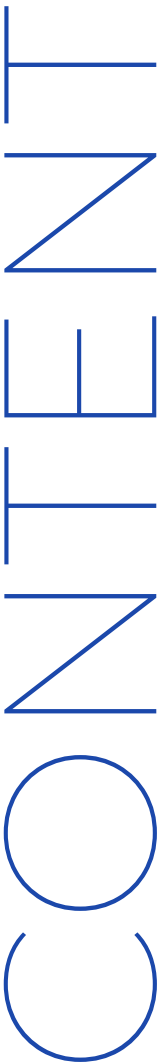
WVARF

A N N U A L R E P O R T

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



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EXECUTIVE DIRECTOR'S NOTE



Nita Hobbs - CEO/ED

The West Virginia Association of Rehabilitation Facilities (WVARF) proudly serves as the Central Nonprofit Agency (CNA) for the State Use Program, supporting a statewide network of Community Rehabilitation Programs (CRPs) that create meaningful employment opportunities for individuals with disabilities. Through partnerships with state agencies and nonprofit providers, the program continues to strengthen communities, promote independence, and expand pathways to work for West Virginians with disabilities.

This year marked important progress in strengthening the State Use Program and reinvesting in the CRP network. WVARF launched a new CRP Reinvestment Policy, dedicating annual investment income to support program growth through mini-grants, training opportunities, and operational improvements for CRPs across the state. These reinvestments helped organizations enhance services, upgrade equipment, and expand workforce opportunities for the individuals they serve. WVARF also worked closely with partners across the state to support workforce development initiatives, including collaboration on the Statewide Interdependent Living Council School Transition Fair, which connected students with disabilities to education, employment, and community resources as they prepare for adulthood.

Advocacy and government relations remained a key focus throughout the year. WVARF continued to work with legislators, state agencies, and community partners to protect and strengthen the State Use Program while promoting greater awareness of the program's economic and social impact. At the same time, WVARF pursued new programmatic initiatives and partnerships designed to expand employment opportunities, explore innovative service models, and support the evolving needs of CRPs and their workforce. After seven years of advocacy and fair market rate assessments, WVARF secured a 10% rate increase for janitorial and rest area services effective July 1, 2024—the first since 2017—helping CRPs statewide raise wages for employees with disabilities.

As we look ahead, WVARF remains committed to building on this year's momentum. Plans are underway to expand training opportunities for CRPs and partners through the development of the first State Use professional development conference, creating new opportunities for collaboration, education, and innovation across the network. With continued advocacy, strategic reinvestment, and strong partnerships, WVARF looks forward to further strengthening the State Use Program and advancing meaningful employment opportunities for individuals with disabilities across West Virginia.

WORKERS EMPLOYED BY STATE USE PROGRAM

The following section presents a comprehensive look at our workforce, labor hours, and wage trends from Fiscal Year 2023 through Fiscal Year 2025. As you review this three-year snapshot, you will see how WVARF maximizes state resources to support individuals with disabilities, strengthen local economies, and drive continuous progress forward.



	FISCAL YEAR		
	FY2025	FY2024	FY2023
Number of Disabled Workers	563	555	608
Number of Non-Disabled Workers	150	176	179
Total Number of Workers Employed	713	731	787
Ratio of Disabled Workers vs. Non-Disabled Workers			

Disabled

Non-Disabled

LABOR & WAGES



		FISCAL YEAR		
		2025	2024	2023
LABOR	Direct Labor Hours by Disabled Workers	665,173	734,620	767,569
	Direct Labor Hours by Non-Disabled Workers	164,654	235,898	236,816
	Total Hours	829,827	970,518	1,004,385
WAGES	Wages to Disabled Workers	\$7,667,942.65	\$ 8,547,464.92	\$8,682,634.48
	Wages to Non-Disabled Workers	\$1,965,803.43	\$ 3,402,386.90	\$2,664,600.35
	Total Wages	\$9,633,746.08	\$11,949,851.82	\$11,347,234.83

SALES PRODUCTS

****Note:** Certain line items known as service-based commodities were reclassified in FY 25 (i.e., Document Imaging) from products to services to match the national SUPRA classifications.



	FISCAL YEAR		
	2025	2024	2023
Automotive	\$9,021.42	N/A	N/A
Hospital & Institutional Care	\$308,530.67	\$129,352.66	\$130,089.14
Personal Items	\$181,192.98	\$152,818.07	\$145,612.58
Janitorial, Housekeeping & Grounds	\$422,748.18	\$2,407,550.06	\$2,417,737.03
Food & Beverage	\$819,382.14	\$708,474.65	\$653,018.51
Industrial Supplies	\$6,335.84	\$12,353.51	\$12,891.24
Safety Products	\$32,361.29	\$29,475.44	\$36,892.7
Clothing & Sewn Products	\$225,561.78	\$256,183.25	\$297,827.15
E-Commerce	\$52,631.17	N/A	N/A
Misc. Products	\$262,540.80	N/A	N/A
Total Product Sales	\$2,320,306.27	\$3,696,207.64	\$3,694,073.48

SALES PRODUCTS (CONT.)



E-Commerce Initiative

In partnership with the West Virginia Department of Tourism, the West Virginia Division of Natural Resources, and Job Squad Inc., WVARF launched a new e-commerce initiative during the 2024 Black Friday season to manage online sales for all West Virginia State Park merchandise.

The program supports individuals with disabilities through warehousing and mail-order fulfillment while keeping jobs in West Virginia. This initiative also makes West Virginia the first central nonprofit agency in the nation to embrace a direct-to-consumer e-commerce model. WVARF looks forward to expanding this flagship effort in the years ahead.



SALES SERVICES



	FISCAL YEAR		
	2025	2024	2023
Call Center Operations	\$68,645.07	\$69,346.80	\$63,938.16
Carpet Cleaning	\$44,531.81	\$564.20	\$13,157.14
Document Destruction/ Shredding	\$241,948.55	\$225,758.16	\$224,028.36
Document Imaging	\$403,303.06	\$74,606.57	\$3,051.66
Document Management	\$134,544.15	\$114,356.65	\$124,549.80
Grounds Maintenance	\$267,730.50	\$302,684.60	\$295,880.40
Janitorial, Non-Rest Area/ Welcome Center	\$9,501,937.56	\$9,075,714.32	\$9,272,240.94

SALES SERVICES (CONT.)



	FISCAL YEAR		
	2025	2024	2023
Janitorial, Rest Area/Welcome Center	\$4,237,806.81	\$3,836,659.66	\$3,863,800.60
Low Impact Monitoring	\$140,066.20	N/A	N/A
Mail Sorting & Collating	\$579,343.07	\$559,131.85	\$370,232.14
Temporary Services	\$247,430.89	\$391,394.23	\$706,501.76
Warehousing	\$13,005.75	N/A	N/A
Fogging/Disinfecting	N/A	\$1,911.17	N/A
Total Services Sales	\$16,905,658.86	\$14,652,128.21	\$14,918,036.99

Total Sales (Products & Services)	FY2025 \$19,225,965.13	FY2024 \$18,348,335.85	FY2023 \$18,612,110.37
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TOTAL PAID TO CRPS



FISCAL YEAR

	2025	2024	2023
BRIGHT HORIZONS	\$502,102.09	\$430,220.90	\$423,957.59
BUCKHANNON UPSHUR WORK ADJUSTMENT CENTER	\$140,026.24	\$146,596.79	\$164,865.28
CLAY COUNTY SERVICES UNLIMITED	\$747,625.57	\$722,948.51	\$730,585.49
DEVELOPMENTAL CENTER	\$1,363,234.38	\$1,304,071.68	\$1,328,067.70
EASTRIDGE HEALTH SYSTEMS	\$8,923.06	\$7,434.27	\$9,797.12
GATEWAY INDUSTRIES	\$479,881.74	\$451,010.68	\$530,076.24
GOODWILL INDUSTRIES OF KANAWHA VALLEY	\$1,964,453.20	\$2,494,239.59	\$2,971,824.34
GOODWILL INDUSTRIES OF KYOWVA AREA	\$503,338.42	\$466,767.96	\$473,250.89
GREEN ACRES - LESAGE NATURAL WATER	\$410,315.50	\$339,852.87	\$334,012.26
HANCOCK COUNTY SHELTERED WORKSHOP	\$550,653.50	\$538,363.93	\$489,649.75
HORIZON GOODWILL INDUSTRIES RESOURCE CENTER	\$67,912.60	\$60,923.70	\$44,438.75
INTEGRATED RESOURCES INC.	\$1,470,062.85	\$1,211,136.93	\$1,204,005.24
JACKSON COUNTY DEVELOPMENTAL CENTER	\$615,907.41	\$539,240.14	\$639,111.50

TOTAL PAID TO CRP'S (CONT.)



	FISCAL YEAR		
	2025	2024	2023
JOB SQUAD INC.	\$1,434,484.35	\$1,383,505.38	\$1,391,942.49
LILLIAN JAMES LEARNING CENTER	\$334,963.86	\$308,762.01	\$341,741.43
MERCER COUNTY OPPORTUNITY INDUSTRIES	\$305,265.84	\$372,094.16	\$411,394.78
NORTHWOOD HEALTH SYSTEMS	\$50,284.65	\$48,817.72	\$56,193.25
OP SHOP, INC.	\$2,833,836.00	\$2,771,923.99	\$2,479,582.69
PACE ENTERPRISES	\$714,815.55	\$649,617.86	\$690,773.43
PRECISION SERVICES	\$825,939.70	\$814,214.05	\$791,264.59
PRESTERA HEALTH SERVICES	\$177,495.09	\$182,621.74	\$169,449.54
PRESTON COUNTY WORKSHOP	\$616,394.08	\$573,332.91	\$526,976.92
SENECA DESIGNS	\$244,068.33	\$247,913.28	\$252,426.88
SW RESOURCES	\$860,100.68	\$866,194.71	\$854,559.52
W.A.T.C.H.	\$121,166.87	\$126,364.15	\$142,893.62
WORKABLE INDUSTRIES	\$726,242.59	\$818,133.43	\$914,791.51
TOTAL PAID TO CRPS	\$18,069,494.15	\$17,876,303.34	\$18,367,632.80

SUPRA WAGE COMPARISON & EMPLOYMENT IMPACT

Analysis of SUPRA wage and employment data highlights **West Virginia** as a national leader in supporting workers with disabilities. Among all participating states, West Virginia reports the highest percentage of wages paid to individuals with disabilities relative to sales revenue—**nearly 10% higher than the next highest state**. While West Virginia faces broader economic constraints that affect overall wage levels, this data demonstrates that **WVARF** is maximizing state resources to ensure program revenues translate directly into meaningful wages and employment opportunities for individuals with disabilities.

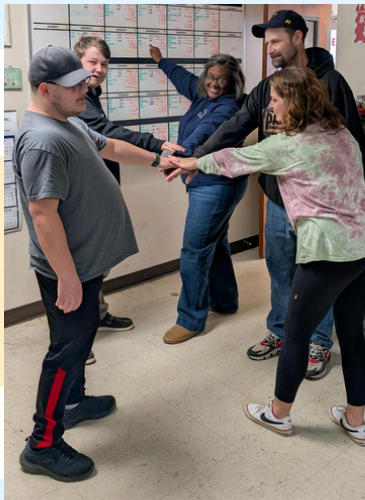
STATE	Total Sales	Wages	Wages to % Sales
Oregon	\$98,961,811.00	N/A	NA
West Virginia	\$19,225,965.00	\$7,667,943.00	40%
Florida	\$51,446,723.00	\$15,920,141.00	31%
Texas	\$243,377,302.00	\$73,551,694.00	30%
New York (NYSID)	\$321,000,000.00	\$88,000,000.00	27%
Pennsylvania	\$107,918,084.00	\$28,625,804.00	27%
Maryland	\$74,540,703.00	\$15,991,478.00	21%
New Jersey	\$56,608,821.00	\$11,858,002.00	21%
New Mexico	\$26,291,855.00	\$5,362,194.00	20%
Oklahoma	\$23,245,179.00	\$3,773,208.00	16%
California	\$146,772,000.00	\$17,871,598.00	12%
New York (NYSPSP)	\$58,162,138.00	\$2,874,500.00	5%

CRP EMPLOYEE SPOTLIGHT

See our impact first hand...

Christina Morris

Christina Morris exemplifies dedication and leadership through her six years of service with SW Resources and Goodwill. Beginning as a Daytime Janitorial Supervisor, Christina quickly earned the respect of coworkers and clients alike through her strong work ethic and positive attitude. Her growth continued as Lead Supervisor for the mobile crew, and she now serves as Operations Manager. Christina's commitment to quality service, strong client relationships, and professional development—including completing OSI training at Michigan State University—makes her a valued leader and an outstanding representative of the program.



Dylan Cox

Clay County Services recognizes Dylan Cox for the progress and independence he achieved during his four years in the program. Through dedication and hard work, Dylan built confidence and valuable workplace skills that prepared him for the next step in his career. He recently secured full-time competitive employment with a national retail company outside of the State Use Program after independently applying and completing the interview process. Dylan also earned his driver's license and purchased his first car, marking important milestones in his journey toward independence. Clay County Services is proud to have supported Dylan as he transitions into competitive community employment.

STATE USE PROGRAM AWARDS BANQUET 2025

The West Virginia Association of Rehabilitation Facilities (WVARF) hosted its Annual State Use Program Awards Banquet on October 10, 2024, at the Women's Club of Charleston. The event brought together community leaders, program partners, and advocates from across West Virginia to celebrate the impact of the State Use Program and recognize individuals and organizations dedicated to expanding employment opportunities for people with disabilities. Earlier in the day, WVARF also hosted a highly requested marketing training for Community Rehabilitation Programs (CRPs) at the Charleston Public Library, reinforcing the organization's commitment to reinvesting in and strengthening its CRP network. Building on the success of this combined training and awards event, WVARF plans to expand the program into a full professional development conference in Fiscal Year 2026.



Rob Oliver - Keynote Speaker
State Use Program Awards Banquet 2025

EMPLOYEE OF THE YEAR - HEATHER STEVENS



Heather Stevens of Goodwill Industries of Kanawha Valley was honored as the State Use Employee of the Year. Heather's career with Goodwill began while she was a student at St. Albans High School participating in a work experience program, where she gained early exposure to a variety of workplaces.

Over the past 18 years, she has become a valued team member known for her strong work ethic, reliability, and willingness to mentor new employees. Heather takes pride in helping others succeed, often assisting with training and fostering a welcoming environment for her coworkers, whom she considers family.

STATE USE PROGRAM AWARDS BANQUET 2025

In addition to the Employee of the Year recognition, several individuals, organizations, and partners were honored for their contributions to advancing rehabilitation services and employment opportunities throughout the State Use Program.

AWARD RECIPIENTS



State Use Outstanding Rehabilitation Small Facility Award – Job Squad Inc.

State Use Outstanding Rehabilitation Large Facility Award – Integrated Resources Inc.

State Use Q.J. Humphreys Distinguished Career Award – Phyllis Cantrell, Gateway Industries Inc.

State Use Community Partner Award – Daniel Hall, Access Strategies

State Use Business Partner of the Year Award – WV State Parks

State Use Mountaineer Award – Delegate Joe Statler

State Use Employee of the Year Award – Heather Stevens, Goodwill Industries of Kanawha Valley

State Use Excellence in Rehabilitation Programming Award – Job Squad Inc.

State Use Customer of the Year – Department of Natural Resources

State Use Contract Management Excellence Award – Tony Francis, Developmental Center

State Use Accounting Excellence Award – Gary Hendricks, Goodwill Industries of Kanawha Valley

PROGRAMMATIC HIGHLIGHTS

CRP Reinvestment Policy

During the fiscal year, WVARF implemented a new CRP Reinvestment Policy designed to strengthen and support Community Rehabilitation Programs (CRPs) across West Virginia. The WVARF Board of Directors approved the allocation of \$50,000 annually from interest earned through the organization's investment account to be reinvested directly into the CRP network. These funds were established as a dedicated resource to support program development, operational improvements, and workforce opportunities that benefit individuals with disabilities served through the State Use Program.

Through this policy, WVARF provided opportunities for CRPs to apply for mini-grants and other program investments to support needs such as equipment upgrades, marketing initiatives, warehousing improvements, staff and client training, and other WVARF-approved program enhancements. Several CRPs received reinvestment funds during the year, using them to expand services and strengthen operations. The policy reflected WVARF's continued commitment to reinvesting program success back into the statewide network of CRPs and expanding employment opportunities for individuals with disabilities.



Statewide Independent Living Council School Transition Fair

WVARF also partnered with **Jobs & Hope West Virginia**, the **State Independent Living Council (SILC)**, and **West Virginia State Parks** to organize the **SILC School Transition Fair**, held at Blackwater Falls State Park. The event was designed to connect high school students with resources and services that support the transition from school into employment, higher education, and independent adulthood.

The fair brought together community organizations, educational institutions, transportation providers, and workforce programs to share information with students and families about career pathways and community supports. Vendors included Jobs & Hope West Virginia, the Potomac Valley Transit Authority, Eastern West Virginia Community and Technical College, and WVARF, which provided information about employment opportunities through the State Use Program. The event also encouraged participation from local Community Rehabilitation Programs, creating an opportunity for CRPs to connect directly with students and families in their region and highlight pathways to meaningful employment.



SUMMARY FY2025



297

Total Contracts



26

CRPs Producing or
Providing Services



\$11.55

Average Hourly Wage Paid
to Individuals with Disabilities



13

People with Disabilities
Promoted Within the Program



5

Individuals Transitioned to
Competitive Integrated Employment

ANNUAL REPORT 2025



Thank you for all your support and effort in helping to us provide better employment opportunities for those we serve.

CONTACT

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