



# First Chance Center Annual Report Fiscal Year 2024

First Chance Center Offices are open Monday through Friday 8am until 4pm

**Mailing Address:**

P.O. Box 267  
Paoli, IN 47454

**FCC Site Locations:**

First Chance Center  
986 W. Hospital Road  
Paoli, IN 47454  
(812) 723-4486; Fax (812) 723-4487

FCC Industries  
635 N Greenbriar Drive  
Paoli, IN 47454  
(812) 723-2950

**Social Media**

[www.firstchancecenter.com](http://www.firstchancecenter.com)  
[www.envisiondesigns12.com](http://www.envisiondesigns12.com)

**First Chance Center Board of Directors**

**Officers**

**Mary Magner.....President**  
**Heather Leone.....Vice President**  
**Jim O’Connell.....Treasurer**  
**Susan Crane.....Secretary**

**Directors**

**Stacey Burton      Kyle Neukam**  
**Nina King            Sandi Sears**  
**Kristal Painter      Wes Whitfield**  
**Mindy Rogers**  
**(Directors and Officers as of June 30, 2024)**

**First Chance Center’s Mission**

*First Chance Center’s mission is to promote abilities and provide opportunities for persons with disabilities and other barriers to fully participate in their community.*

A private not-for-profit, 501-C-3 Corporation. Incorporated in 1969.

Services Provided:

- ◆ Adult Vocational Services
  - FCC Industries
  - Community Employment Service
  - Mobile Crews
- ◆ Day Habilitation Services
- ◆ PAC
- ◆ Orange County Transit
  - Facility Transportation
  - Public Transit Service
  - Medicaid Transportation
- ◆ Services are provided in:
  - Orange County
  - Washington County
  - Lawrence County
  - Greene County
  - Crawford County
  - Martin County
  - Dubois County
- ◆ CARF Accredited Programs:
  - Employment Supports
  - Job Development
  - Community Integration
  - Home and Community Services
- ◆ AbilityIndiana Partner
- ◆ SourceAmerica Community Rehabilitation Partner
- AbilityOne Contracts-Crane Naval Surface Warfare Center

**A Message from the Executive Director**

It is hard to believe that FY 2024 has come and gone already! In many ways, this was a year of transition for First Chance Center and yet at the same time we also experienced a return to some consistency in our programs not experienced since the pre-pandemic world of 2019.

Taking a look first at the transition, we must of course start with the Executive Director role as the agency’s long-time leader, Catherine Strother, handed off the reigns to myself early in FY24. My return to the agency was a personal homecoming after serving as the Transportation Director from 2003-2005 as well as a fulfilled promise to return made to past Executive Director Bill Smith, who mentored me in my previous time with the agency. This transition also spurred other changes in the agency within the management team as many stepped up to take on new roles or expanded duties & responsibilities for leading the agency. While this much change can be scary and always takes some time, it was met with great enthusiasm. I am excited to say that everyone has settled in to our new “normal”, myself included. I see our leadership team as a strength of the agency that puts us in a great place for the health of the agency moving forward.

The consistency I see comes in the programs at the heart of First Chance Center’s mission; our Day, VR and Transit programs. The number of individuals receiving services in these programs have returned to levels not seen since 2019 and have leveled off with waitlists being eliminated. Consistency can also be found in the type and quality of services that these individuals are receiving. Providing quality service has always been a priority for the agency and something we take pride in doing consistently. However, with FY24 bringing a CARF survey to renew our accreditation, we have confirmation once again from an outside source that we are who we say we are as the surveyors reported only two very minor areas of needed improvement while singing the praises of our wonderful staff and the work they do. I could not be prouder of our staff!

Unfortunately, one other area of consistency comes in recruiting new staff. As we continue to struggle in this area, we must become more competitive with the wages and improving the benefits we can offer. We will accomplish this by growing our First Chance Center Industries. I believe this then identifies the next area of needed transition.

And so, I leave you with a thought of paradox just as I began, in order to be fully mission minded our agency must transition from being a mission with a business, to a business with a mission.

Stay tuned.....

Brian Self, Executive Director



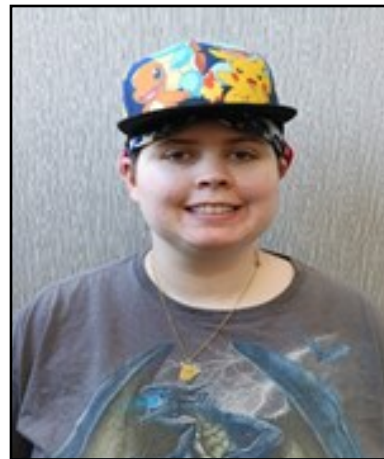
# DAY SERVICES

*The Day Services program is funded primarily by Medicaid Waiver, ResCare Community Alternatives, and the Bureau of Developmental Disabilities Services State Line Budget.*

First Chance Center Day Services Program seeks to serve individuals in the community with intellectual/developmental disabilities. Through individual and group activities taking place in both the facility and community, we strive to provide a foundation of basic living skills.

The program provided for 47 individuals during the 2023-2024 year. We are currently partnered with community volunteer sites at Orange County ReSale Store, Frank's Garage, Springs Valley Meadows, Paoli Health and Living, Lost River Market, community Blessings Boxes, Life Pregnancy Center, Orange County Auditor's Office, and Head Start in Paoli) and hope to continue to partner with more businesses in the community.

With the Indiana Arts Commission grant, we were able to have almost all participants involved in acrylic painting or glass fusing classes. We also involved our community with food drives for the blessing boxes as well as conducting Community Conversations with nearly 50 individuals in our communities.



## DAY SERVICES MEET REBECCA.....

This year, the day service program would like to acknowledge Rebecca Purkhiser. Rebecca has been with First Chance since 2009 and is an active participant both in the facility and throughout the community. Rebecca volunteers at the Orange County Resale Store. She attends the Day Program three days a week.

When at Day Program she participates in a book club where she reads for the group and she is also involved in the Dungeons and Dragons group. Rebecca enjoys playing bingo and on Friendship Fridays you can find her playing Skip Bo or Uno. During her spare time, she enjoys shopping, going to the movies, and visiting with her niece and nephew.

Thank you, Rebecca, for bringing your beautiful smile and personality to our Day Program.

**Submitted by:** Molly Moon, Day Services Director

# Our Dedicated Staff

(as of June 30, 2024)

Congratulations to those staff members who have reached these milestones in their tenure at First Chance Center.

## 20+ Years of Service

Amanda Bush  
Angela Chisham  
Calvin Curry  
Valerie Moon  
Deirdre Wyman

## 15+ Years of Service

Deborah Brand  
Eva Dunn

## 10+ Years of Service

Edward Bush  
John DeRobertis  
Christian Kelley  
Crystal Mattingly  
Barbara Penn  
Tricia Strong

## 5+ Years of Service

Tamelin Free  
Neosho Hazlewood  
Jeff Kendall  
Shanna McKitrick  
Bailey Purkhiser  
Steven Sease  
Valrie Sturgeon  
Denise Thomas  
Melissa Weeks-Jones,  
Nancy Wolfe

## Program Generated Revenue

Day Services	30%
Community Employment Services	8%
Janitorial Services	7%
Lawn	2%
Orange County Transit Service	27%
Crane/AbilityOne	22%
FCC Industries	2%
Envision Designs	2%

## Revenues and Support

Government grants/contracts	\$ 786,333
Non-government grants/contracts	\$ 189,775
Sub-contract income	\$ 29,893
County Support	\$ 52,500
Service Crews	\$ 461,335
Donations of cash and financial assets	\$ 21,741
Interest & Dividends	\$ 63,492
Unrealized gains	\$ 364,308
Gain on sale of Assets	\$ 2,078
Miscellaneous	\$ 45,073
Total Revenue and Support	<u>\$2,016,528</u>

## Expenses-Program Services

Orange County Transit	\$ 480,774
Habilitation	\$ 687,715
Early intervention	\$ —
Community employment	\$ 145,097
Service Crew-Janitorial	\$ 103,925
Service Crew-Lawn	\$ 76,476
Crane-NISH	\$ 262,055
First Chance Industries	\$ 102,547
Envision	\$ 134,517
Total Expenses	<u>\$1,993,106</u>

Increase in unrestricted Net Assets \$ 23,422

## Orange County Transit

July 1, 2023 - June 30, 2024

**Passenger boardings: 10,581**

**Total Passenger Fares \$22,120**

**Total Vehicle miles driven: 110,093**

**Total Revenue miles driven: 94,668**

Fiscal year 2023-24 continued to be a difficult year in employing drivers to fill part-time as well as full-time positions. The current drivers as well as the director and dispatcher have worked long hours to fulfill the schedule to meet community needs.

In May 2024, the full-time dispatcher, Nancy Wolfe transitioned to a part-time driver. Lisa Beasley, the full-time driver/part-time dispatcher transitioned to full-time dispatcher. Currently do not have a part-time dispatcher to fill the position.

Employment needs improved near the end of the fiscal year as a new full-time driver was hired in May 2024, as well as another driver in June 2024.

In October, we welcomed 5311/INCOST attendees to the convention which was held Oct. 15 and 16 at the French Lick Resort. Executive Director Brian Self, Transit Director Crystal Mattingly and Director of Development Valerie Moon attended the conference.

We completed a contract with a new broker WellTrans in early 2024 and started taking our first Medicaid trip Feb. 14, 2024.

Orange County Commissioners continued to conduct on-site visits to monitor the public transportation program.

**Submitted by:** Crystal Mattingly, Transit Director



**Transit:  
812-723-4043**



## PAC SERVICES

Participant Assistance and Care (PAC) Services helps individuals to remain and live successfully in their own homes and participate in their communities. PAC services support and enable the individual in activities of daily living, self-care, and mobility with the hands-on assistance, prompting, reminders, supervision and monitoring needed to ensure the health, safety and welfare of the individual. Through our PAC program, we were able to serve 3 individuals during the fiscal year 2023-2024.

# OF INDIVIDUALS RECEIVING:	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
PAC	3	2	2	2	2	2	2	2	2	2	3	3
PAC REFERRALS	0	0	1	1	1	1	2	0	0	0	1	0
TOTAL # OF INDIVIDUALS BEING SERVED	3	2	2	2	2	2	2	2	2	2	3	3

**Submitted by:**

Missi Weeks Jones, Program Coordinator

# Community Employment Services

Community Employment Services (CES) assists individuals with disabilities in obtaining competitive employment within an integrated community work setting and to ensure successful employment. The individuals served in the program are those that expressed a desire to be competitively employed and who have been unable to secure employment through their own efforts as a result of their disability.

Community Employment Services were able to provide services to 34 individuals during the fiscal year 2023-24. Due to the increase in referrals, First Chance Center employed two new employment specialists Deborah Giles and Carly Griffith. We received 19 referrals for the fiscal year.

## CES SPOTLIGHT...INTODUCING PAUL BLAIR



Paul Blair came to FCC hoping to find a part time job. After a couple of disappointing attempts Paul was given a chance to try out some tasks at Papa Johns in Mitchell IN. He folded pizza boxes, filled sauce cups, and refilled napkins.. Paul did a great job and caught on really quick., impressing Manager Ravyn Needhamer and the other managers that they decided to offer Paul a job. And on June 12, 2023 he went to work for Papa Johns. He has been there over a year and has learned his job so well he requires very little coaching. His co-workers and management completely support Paul and back in the spring Papa Johns chose him as Outstanding Team Member. The above picture ad is being used in their career recruitment material. His mom says Paul never wants to miss work, even when he's sick. We are so proud of Paul and all he has achieved.

Submitted by: Missi Weeks Jones, program coordinator and Deb Giles, employment specialist

# FCC Industries

Envision Designs developed growth with some big changes in the fiscal year. A new on-line friendly website, [www.envisiondesigns12.com](http://www.envisiondesigns12.com), was launched. This allows customers to shop our ready to purchase items as well as custom design a bag choosing the fabric and style. We have branched out to try some new markets to sell, and we are looking forward to our fall lineup. The items are now being sold at Hen Pecked Primitives in French Lick. In the future we are hoping to expand our business line to include offering embroidery services. We are excited to see how all of these changes will help grow our business model so that we can continue to help support the wonderful individuals that we serve. We were also featured in the Southern Indiana Business Report in November.

In December our Crane Janitorial crew saw some contract changes as we went from being the prime contractor to a sub-contractor for Goodwill at the Crane Naval Base. This has changed how we do parts of the contract and how we report to our government customer. This has been a fairly easy transition. Our crew continues to provide quality services to the customer. Our local janitorial crew has added a new cleaning site to their list, Benchmark Family Services in Paoli.

During some of the downtime, our Service Crew was able to complete maintenance updates for both buildings. They redid the front flower bed with a rock covering at FCC and at the FCCI building did some showroom painting, repainted the exterior doors and installed security lighting. A new roof was also installed at the FCCI building this fiscal year. The lawn crew also added some residential customers to the lawn list.

On the industry side we continue to look for new job opportunities and have bid a few task jobs. We continued work for C&M Conveyor and Stone City Products.

I am so very proud of the staff we have working on all of jobs at FCCI. This has been a hard year for some of them personally and they all keep showing up, and getting their jobs done. They help me juggle all the pieces to get things covered, and are willing to step up and help where they are needed. I couldn't do it without each one of them!

Submitted by: Amanda Bush, Industrial Services Director

*This year marks my 25<sup>th</sup> year at First Chance Center. When I started, I was an 18-year-old girl fresh out of high school, a young married mother. When I applied here I had no real idea of what First Chance Center was, but I was needing a job to support my family. I was so young that they were afraid to take a chance on me, however I put Jim O'Connell, my high school guidance counselor as a reference, and unknown to me it just so happened his wife Louise was the Associate Director at the time. He encouraged them to give me a chance and the rest is history. I started out as a Job Coach, and then moved over to the Industry side of First Chance to become Janitorial Supervisor, from there to Industrial Coordinator, onto Industrial Director. The one thing that has always motivated me to stay here is that I truly believe in our mission. The individuals that we serve make any bad day a good one with just a simple high five or a hug. Getting to see the difference that is made here is truly extraordinary. — Amanda*

