



Reflections

Transylvania Vocational Services, Inc.

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TVS IS 2016 BUSINESS OF THE YEAR

TVS kicked off the new year with a smile when the Brevard / Transylvania Chamber of Commerce honored us with the 2016 Business of the Year Award at the Chamber's 94th Annual Meeting and Gala on Saturday, January 21st, 2017.

TVS was recognized not only for the services we provide to the many clients engaged in our community, residential, and Life Skills programs, but also for the significant economic contribution our food manufacturing facility makes to Transylvania County and to the Western North Carolina region overall. We are one of only four nonprofits in food manufacturing for the U.S. Government and we also serve dozens of commercial customers.

Former CEO, Nancy Stricker, and current CEO, Jamie Brandenburg, co-accepted the award on behalf of TVS and all the employees, clients, volunteers, and board members who work hard to make our facility worthy of this honor. Nancy and Jamie's joint acceptance speech reflected the history



we have made in the 50 years since our 1967 founding, as well as all the future successes we will achieve under new leadership.

Accepting the 2016 Business of the Year Award was particularly special, since Deborah Hall, one of our dedicated board members, presented Nancy and Jamie with the honor. Deborah delivered a beautiful introduction, which warmed the hearts of all TVS employees in attendance.

We hold this award with the most gracious respect and are grateful to those who found our mission and service worthy of this recognition.

The Mission of TVS is to provide quality employment, training, residential and community services to individuals with disabilities and disadvantages.

TVS Board of Directors

Mark Emory
Chairperson

Deb Hall
Vice Chair

Jamie Brandenburg
Secretary

David Neumann
Ex-Officio

Meredith Baldrige

Arleca Chapman

Barbara Boerner

Paddy Cawdery

Jennifer Bolt

Art Fisher

Jack T. Parker

Sharad Creasman

Leadership Letters

Dear Friends,

The past nine months have been a time of transition and blessings for me. On July 28, 2016, I was blessed with my adorable grandson Benjamin. Retirement has allowed me to spend quality time with him, while continuing part-time work at TVS. Though I happily exercise my "retirement benefit" of never coming to work before 9:00, I remain committed to helping the organization transition under new leadership.

This brings me to another blessing. The TVS Board of Directors made an outstanding hiring decision when I retired, selecting Jamie Brandenburg as the new CEO. Jamie and his family moved to Transylvania County a number of years ago and his professional experience and personal goals made him an excellent fit for TVS. Jamie wanted to use his expertise to benefit a company driven by a mission and service to the community. I look forward to a bright future for TVS under Jamie's leadership. I believe that Jamie and his growing team will continue to build on the foundation laid over many years.

I am deeply grateful for yet another blessing... being surrounded by the most creative, dedicated people ever!

-Nancy

Dear New Friends,

This year TVS will celebrate its 50th Anniversary. Over those years, TVS has touched the lives of literally millions of people. Whether through employment, job coaching, and other service to our clients, or through the food we provide to our troops and to government-sponsored food aid programs, people have always been at the heart of what we do. What a legacy!

I am incredibly blessed and equally humbled to be a part of such a wonderful organization. As we move forward to build upon our legacy, we will do so by remembering those who came before us-- upon whose shoulders we now stand. To this point, collaborating with Nancy has been a treasure to me and I deeply respect her insights. In her honor, as well as the others who have been so dedicated to TVS through the years, I vow to hold the mission as our priority while we expand our people services and our manufacturing services.

I thank all of you for being part of this adventure with us.

-Jamie



Company-wide Participation in Vampire 5K

On Saturday, October 29, 2016, over 50 TVS employees, service recipients, and family members participated in the Transylvania County Flight of The Vampire 5k Race. Each participant's entry fee benefited the Brevard Rotary Club. The event was full of fun, teamwork, and perseverance. TVS looks forward to the next race!



Awards and Recognitions

In addition to the Business of the Year Award, TVS has received numerous other recognitions this quarter:

- A photograph and mention in the Farm Service Agency magazine for our Super Cereal Plus production
- A 98.8% score on an audit of our food manufacturing facility conducted by the USAID Food Safety Division
- A Lieutenant Colonel conducting an inspection on behalf of the Department of Defense referred to our manufacturing plant as "the Cadillac of food facilities."



Jacob Norman of Transylvania Vocational Services, mixes a batch of Super Cereal Plus. The cereal ships overseas for starving infants and children.



TVS's 50th Anniversary

It may seem like yesterday to some of us, but TVS is now in our 50th year of uninterrupted service to our community. Having grown from a small branch of the Jaycees to now one of the largest regional, private, not-for-profit organizations, we are poised for more service ahead. Stay tuned for news about plans to celebrate our half a century of service throughout this year.

50-Year Flashback



Henk and Ann Coljn (center left and right) returned to TVS to visit with Becky Alderman (left) and Nancy Stricker (right). After Henk's retirement, Ann encouraged him to spend his time volunteering. TVS was lucky to have Henk from 2000-2001, as he was integral to TVS's successful development of the system for packaging and shipping the Instant Nonfat Dry Milk that we are known for today.

Inclusive Workforce Employers

We would like to thank the following employers for their commitment to the TVS mission:

Aloha Seven Seas Travel	Food Lion
Agency	Food Matters
Bi-Lo	Ingles, Brevard & Mills River
Big Prime Hauling	Plaza Geribaldi
Blue Ridge Bakery	Pure Pets
Blue Ridge Quick Print	Regal Cinema
Brevard College	Sagebrush
Burger King	Taco Bell
Carolina Mountain	Tanks Tees
Grading	TVS
College Walk	Walmart
Energymart Gas Station	Wendy's



In addition to his vital work at TVS, Charles Merrill was also a Transylvania County Volunteer Firefighter. He volunteered for nearly 40 years, for which the Mayor of Brevard presented him with the Order of the Long Leaf Pine. This award is the highest honor a civilian can receive from the state of North Carolina. (See full article below.)

TVS Safety Manager Retires

After 20 years of friendship and service, Charles Riley Merrill retired in October. At his retirement party, many took the opportunity to recount fond memories and exchange hugs and handshakes under a handmade banner and video created by INTERACT. Charles describes his time with us as "rewarding."

Nancy Stricker reflects on his role, saying TVS has always "counted on Charles to do what needed to be done." Like Nancy, Charles can't seem to entirely accept retired life, as he can still be spotted wandering the TVS halls, lending a hand or a smile.

2016 MARC Citizenship Award Winner

Tyler Smith, a TVS Community Services member, was the recipient of the Dean Russell Beaver Outstanding Citizenship Award at the MARC annual awards ceremony on October 6, 2016. Tyler received the award because of his willingness to get involved, help others, and his uncanny ability to strike up conversation with anyone.

Many members of the community know Tyler through his volunteer work, which spans Brevard, Rosman, and Lake Toxaway. However, he is also employed, both at Pure Pets and at Food Lion. He can usually be found talking with someone, sharing what's new in his life, and, best of all, wearing his trademark, big smile.

Whether Tyler is attending church, participating Special Olympics, or taking time to give back to the community through volunteer work, he exudes a passion for service.



INTERACT & LIFE SKILLS UPDATES

ADVP is now INTERACT

As of July 1, 2016, ADVP underwent a name change to more accurately reflect the focus of the program. We are now calling the program **INTERACT: Interact, Network, Teach, Engage, Relate, Achieve, Connect, Together.**

Community Housing

The Tanjer House and Fisher Road group homes both enjoyed a week at the beach last summer. Tanjer headed to Topsail Island, near Wilmington, and Fisher Road trekked to North Myrtle Beach.

Both groups enjoyed swimming in the ocean, walking on the beach, picnicking, playing putt-putt, and eating ice cream cones and fresh seafood! The Tanjer guys took a boat ride, while the Fisher Road folks explored the boardwalk. All said they loved relaxing and catching some rays!

Out and About

TVS has the best Direct Support Providers on the planet! Their creativity and dedication to our clients shows in the variety of engagements they surface, day after day. Here are just two examples from this quarter:

A DSP took a group up to the Blue Ridge Parkway to enjoy the amazing vistas in TVS's almost-backyard.



Another DSP brought a group to WTZQ radio in Hendersonville for a tour and some on-air action.

MANUFACTURING UPDATES

Capital Equipment Upgrades

This quarter, members of our Maintenance Team were busy integrating two significant new equipment systems. The first was the installation of two automated Combi™ case erection systems, which allow us to be more efficient in our packaging operation. The Combi systems free up valuable floor space so we can reallocate labor to different packaging lines. The second major improvement was the installation of a RadioShuttle™ pallet management system that allowed us to consolidate from four to two warehousing locations. We can now automatically locate, pick, and move products with considerable efficiency.

Commercial Business Development

TVS's contract manufacturing business continues to grow, serving clients in the food and dietary supplements categories. Due to the private nature of their business, many of our commercial customers prefer to remain undisclosed. However, we can report that the high demand for our hard work and quality standards had led to the addition of a second shift team. Our second shift workers have helped us accommodate the growth of one of our dietary supplement customers and are now packaging new sizes of granola for a food client.

Our business development team is focusing on new opportunities in the natural products and conventional grocery channels. They have represented TVS at several national trade shows to share our capabilities with prospective customers. We will share more as this business sector continues to grow.

