



REST AREA PRESENTATION

Brenda Cogdell, TCI
September 30, 2014



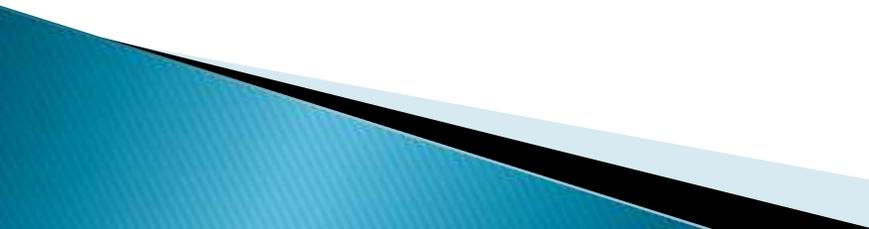
TCI

- ▶ TCI is a private, non profit community rehabilitation program that provides assessment, training, job placement and benefits counseling to persons with disabilities and/or disadvantages
 - ▶ This past fiscal year served over 700 individuals
 - ▶ For facility-based services, serve Edgecombe, Halifax, Nash and Northampton counties
 - ▶ Other programs serve certain counties in Eastern North Carolina
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TCI

- ▶ For Benefits Counseling Services, serve all of eastern NC from Virginia to South Carolina
 - ▶ Serve individuals with all types of disabilities, physical, mental and intellectual; individuals with limited educational skills to college graduates; individuals with no work experience to long-term work experience
 - ▶ Have short-term training programs and long-term training programs
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TCI OFFSITE OPERATIONS

- ▶ Rocky Mount Engine Plant/Cummins—2 shifts of packers, inspectors, material handlers and welders (27 employees)
 - ▶ Draka Elevator Products – kitters and material handlers (17 employees)
 - ▶ Lowe’s Distribution Center – team members and pallet inspectors (16 employees)
 - ▶ Kaba – 2 shifts of production workers (6 employees)
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TCI

- ▶ Teach “soft” skills—reporting to work and on time, following rules, accepting supervision, getting along with co-workers, performing quality work
- ▶ Have CARF, ISO and AS9100C certifications
- ▶ Customers—Draka Elevator Products, Advantage Wiping, ABB, Hospira, Morrisette, CenturyLink, Rocky Mount Engine Plant, Kaba

TCI

- ▶ Types of jobs:
 - ▶ Assembly
 - ▶ Inspection
 - ▶ Wiring Harnesses
 - ▶ Repairing Reels
 - ▶ Mailings
 - ▶ Packaging
 - ▶ Recycle Electronics
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What TCI Really Means



NC DOT Contracts

- ▶ Nash County Rest Areas on I-95 – since 1995
 - ▶ Johnston County Rest Areas on I-95 – since 2008
 - ▶ Johnston County Rest Areas on I-40 – since 2011
 - ▶ DOT offices in Halifax and Nashville – since June 2014
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EMPLOYMENT REQUIREMENTS

- ▶ Must pass criminal background checks
 - ▶ Minimum of 3 references checked
 - ▶ Must pass pre-employment drug screening
 - ▶ TCI performs pre-employment, post accident, reasonable suspicion and random drug tests
 - ▶ Employees are required to inform TCI if they are arrested for anything
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NASH COUNTY REST AREAS

- ▶ Employ 4 fulltime, 5 part time, 1 rehabilitation supervisor and 1 supervisor
- ▶ Clients - 2 each day—each month an average of 10 individuals go
- ▶ Of the employees, 9 of 11 are individuals with disabilities (82%)
- ▶ All fulltime employees receive full benefits—vacation, personal leave, holiday pay, health insurance, life insurance, etc.



SELMA REST AREA

- ▶ Employ 4 fulltime and 6 part time, 1 supervisor 100% of employees are persons with disabilities
- ▶ All fulltime employees receive benefits
- ▶ Partner with CRP in Johnston County and NC Division of Vocational Rehabilitation Services



BENSON REST AREA

- ▶ Currently have 6 fulltime, 5 part time and 1 supervisor
- ▶ 11 of 12 employees are persons with disabilities (92%)
- ▶ Fulltime employees receive full benefits
- ▶ Staffing needs change October - March—will have 4 fulltime



PRICING

- ▶ It's important to me that we operate as lean as possible because I want to keep those contracts
 - ▶ My board has approved that we quote to not lose money
 - ▶ When re-quoting I literally take past expenses and mark up just a little for price increases, then negotiate based on that
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PRICING

- ▶ Have a “floater” to limit overtime
 - ▶ For major expenses (cleaning products, paper products, uniforms) every two years we ask for new quotes for cost comparisons
 - ▶ For DOT offices, bill by the hour and any supplies
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SAFETY

- ▶ TCI has a thorough Safety Policy in place
 - ▶ All employees receive a copy at orientation and any updates
 - ▶ Supervisor is required to conduct weekly safety talks
 - ▶ Supervisor is trained in CPR/First Aid/AED
 - ▶ Supervisor is also trained in NCI
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BENEFITS OF USING CRPS

- ▶ Give individuals the opportunity to work versus receiving benefits (SSI, SSDI, food stamps, Medicaid, etc.)—good for tax payers
 - ▶ Has a major impact on self esteem for employees
 - ▶ Job coaches are available to teach employees how to perform tasks
 - ▶ Most have strong work ethics
 - ▶ Can be used as “stepping stone” for other employment
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