



# CARC<sup>inc</sup>

P.O. Drawer 1808 • Carlsbad, New Mexico 88221-1808

*Providing services for people with special needs that enable them to be active citizens, feel accepted and find meaning in life.*



*Fiscal Year 2012-2013*

# *Annual Report*

## Message from Our CEO

*I am always amazed at how fast a year goes by. We began the year anticipating the opening of the new Rainbow Recycling facility. We had the grand opening in September and with the new facility we now have the ability to greatly increase the amount of material we process. It has been exciting to see this new facility open and serve an increasing demand in the community.*

*We continue to provide services to individuals in our residential and vocational programs. It is very rewarding to see their growth of learning new skills, working together in teams and meeting goals. As with all of us, having employment is good and knowing that you are being productive and receiving a paycheck is very important. We are thrilled that these types of services can be offered.*

*A new expansion of our services began in the spring. We were notified about the agency providing early childhood intervention services in Artesia, NM was going to close at the end of June. Since CARC is already a provider of those services in Eddy County, we made the decision to open an office in Artesia for our Child Development Services. As we anticipated a transfer of children from the closing program, the new staff in Artesia quickly got up to speed on this new service for that community and the numbers of children being served began to grow.*

*We believe there is a big need for early intervention services in Artesia and we are proud to be able to bring our expertise to that community.*

*As always, we are grateful to everyone who helps support our programs and services. Without the gracious donations we receive, it would be very difficult to upgrade and grow our services. To all of you I say Thank You!*



*Mark Schinnerer*  
Chief Executive Officer



***Without continual growth and progress, such words as improvement, achievement, and success have no meaning.***      ~Benjamin Franklin

### **Board of Directors**

Carolyn Olson - President  
Robert Forrest - Vice-President  
Ned Elkins- Secretary/Treasurer  
Jay Jenkins  
Barbara Forrest  
Cas Tabor  
Bobby Bowen  
Henry Castaneda

### **Management Team**

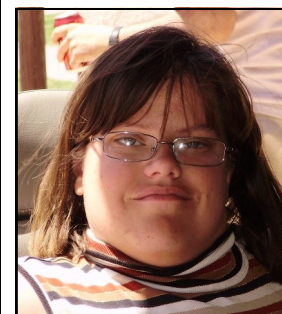
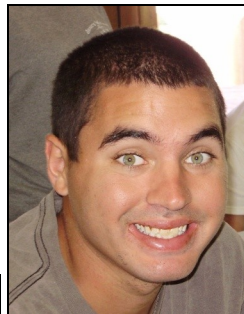
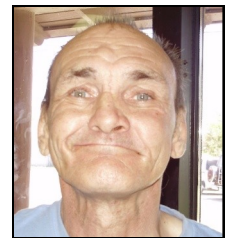
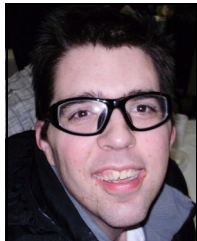
Mark Schinnerer, Chief Executive Officer  
Tammy Halpain, Administrator of Services  
Bob Barnes, Support Services Director  
Angela Carrejo, Human Resource Director  
Nancy Rogers, Finance Director  
Arlene Waters, Director of Children Services  
Homer Freeman, Work Services Director



## CARC Demographics

Total Served	
Child Services (EI, Rainbow and Respite programs)	453
Adults	99
School Contracts	9
Combined Total Served	561

Ethnicity	
Caucasian	61%
Hispanic	35%
African American	2%
Native American	1.5%
Asian	0.5%



Primary Disability	
(Does not include Rainbow Connection Childcare)	
Developmental Disability	116
Developmental Delay	373
At-Risk	24

Gender	
Male	61%
Female	39%

Age	
0-17	459
18-20	3
21-30	22
31-40	18
41-50	22
51-60	22
61-70	13
71-80	2

## Financial Report

REVENUE	FY 2011-12	FY 2012-13
Residential	\$4,954,694	\$5,056,168
Work Services	\$1,643,839	\$1,821,302
Child Services	\$1,203,109	\$1,156,996
Other	\$97,771	\$191,278
Contributions	\$170,266	\$163,122
Investments & Endowments	\$187,751	\$109,285
<b>TOTAL</b>	<b>\$8,257,430</b>	<b>\$8,498,151</b>
EXPENSES	FY 2011-12	FY 2012-13
Residential	\$4,028,274	\$4,041,128
Work Services	\$2,111,116	\$2,265,251
Child Services	\$1,047,167	\$1,112,524
Other	\$130,401	\$228,297
Administration	\$833,170	\$817,471
<b>TOTAL</b>	<b>\$8,150,128</b>	<b>\$8,464,671</b>

## Fiscal Year 2012-2013 Donations

### Donations

Acosta, Martha  
 Albertson's  
 Allen, Randol  
 Amato, Paul & Wendy  
 Anderson, Jeff & Cindy  
 Anonymous  
 Arnett, Kathy  
 Babbitt, Lon  
 Bacher, Susan  
 Baja Broadband  
 Barnes, Robert  
 Beard, Nancy  
 Beeson, Jeanne  
 Berry, James & Janice  
 Bobula, Barbara  
 Bradford, Susan  
 Brantley, George & Nancy  
 Brooks Flooring & Interiors  
 Broussard, Pat & Ann  
 Brown, Ginger  
 Buendia, Margarita  
 Burks, Carol  
 Cable, Charles & Peggy  
 Campbell, Paul & Sherry  
 Carlsbad Community  
   Foundation  
 Carlsbad Downtown Lions  
   Club  
 Carlsbad Elks Lodge  
 Carlsbad National Bank  
 Carter, Alice  
 Castaneda, Henry  
 Clem, Ron  
 Cohen, Leon & Hindy  
 Coles, Janet  
 Committee to Keep Lisa Riley  
   for District Judge  
 Connells Office Products  
 Cook, Dorthy  
 Corley, Mr. & Mrs. D.E.  
 Crawford, Ronald &  
   Lequanah  
 Crews Glass & Mirror Co.  
 Cruz, Manuel  
 Currier, Cliff & Cheryl  
 Daugherty, Bob & Sissy  
 Davis, Bill & Genie  
 DB Enterprises  
 Denton-Wood Funeral Home  
 Dugan, Mr. & Mrs. Paul  
 Dunagan, Ed  
 Dunagan, George & Connie  
 Erb, Joseph  
 Forrest, Bob & Barbara  
 Forrest, Dick & Betty  
 Forrest Tire  
 Forrest, Mr. & Mrs. Richard  
 Fritschy, David & Andree  
 Gant, Joe & Beverly  
 Gerrells, Laverne  
 Golden, Jerome & Florence

Goodsearch  
 Gutierrez, James & Renee  
 Gwartney, Mr. & Mrs. J.E.  
 Haas Trusts  
 Habitzreiter, Ron & Jan  
 Halpain, Tony & Tamara  
 Hemler, Louise  
 Henderson, Larry & Signe  
 Hill, Elizabeth  
 Holland, L.N.  
 Home Care Connection  
 Hoyt, Tracy  
 Hughes, Lowell & Christine  
 Johnston, Stanley W. & Betty  
 Jones, F.H. & J. E.  
 K.D.M. Hot Oil Services  
 Keith, Sarah  
 Knox, Jeff & Jody  
 Kratzke, Cynthia  
 Langowski, Tom & Suzanna  
 Lee, Nancy  
 Leyva, Rudy & Dora  
 Lima, Philip & Irma  
 Luna, Mr. & Mrs. Vicente  
 Lynd, Vernon & Teresa  
 Madrid, Rayann  
 Malott, Fred & Rosemary  
 Mansfield, Dr. J.R.  
 Martinez, Eddy & Sylvia  
 McCauley, Frankie  
 Modern Company  
 Mou, Jim & Connie Lee  
 Neeley, Earlene  
 Nelson, William  
 Noland, Frank & Marilyn  
 Nymeyer, Robert & Katherine  
 Ogden, Alisa  
 Olson, Carolyn  
 O'Neal, Alice  
 O'Rourke, Melissa  
 Ost, Kathleen  
 Owen, Ramona  
 Padilla, Kimberly  
 Parrott, Vance & Janice  
 Patman, Betty  
 Paulosky, Lillian  
 Perini, Dale & Karen  
 Perini, David & Anita  
 Rainwater, Tia  
 Ramirez-White, Jean  
 Reeves, Richard  
 Riley, Randy & Lisa  
 Roberts, Irene  
 Rogers, David & Kimberly  
 Rogers, Nancy  
 Samp, David  
 Sanders, David & Janis  
 Sandia National Laboratories  
 Schinnerer, Mark & Linda  
 Seiser, Patricia  
 Shanahan, Col. James & Anne  
 Sims, Michael & Betty

Skolnik, Howard  
 Snow to Go  
 Sparks, Keith  
 Springtime Janitorial Supply  
 Steffen, Douglas & Susan  
 Stevens, Craig & Sheri  
 Sterrett, David & Gina  
 Steven's Inn  
 Stewart, Van & Susan  
 Stradley, Trent  
 Stockton, George & Mildred  
 Suggs, Michael & Melissa  
 Sung, Yuen-Lan  
 Taylor Well Service  
 Thomas, Debbie  
 Truist  
 Trujillo, Henry & Annette  
 U-1st Community Federal  
   Credit Union  
 United Way of Central New  
   Mexico  
 United Way of South Eddy  
   County  
 Wal-mart Superstore  
 Waters, Harold & Margaret  
 Waters, James & Judith  
 Weiss, William  
 Wells, Mickey  
 West, Alisa  
 Westall, Ray & Karen  
 Wimsatt, Alma  
 Wolfe, Gary  
 Woolf, Patricia  
 Wooten, John  
 Yates, Peyton  
 York, Carl & Gayle  
 Z.H. Services, Inc.

### Endowment Donations

Forrest, Bob & Barbara  
 Forrest, Bobby & Brenda  
 Forrest, Dick and Betty  
 Forrest, Lee  
 Forrest, Mike & Jo  
 Neatherlin, Jeffrey & Gentry  
 Reynolds, Wes  
 Schinnerer, Mark & Linda  
 Wilson, Clay & Linda  
 Wilson, Tommy

### In Memory Of

**Allen, Randy**  
 Allen, Randol  
**Bartlett, Bill**  
 Anderson, Jeff & Cindy  
 Brantley, George & Nancy  
 Nymeyer, Robert &  
   Katherine  
 Olson, Carolyn  
**Bliven, Wayland**  
 Barnes, Robert  
 Halpain, Tony & Tamera  
 Olson, Carolyn

### Briggs, Dottie

Forrest, Bob & Barbara  
**Crausby, Howard**  
 Stockton, Mildred  
**Christensen, Brian**  
 Corley, Mr. & Mrs. D.E.  
**Clark, Houston**  
 Brantley, George & Nancy  
 Habitzreiter, Ron & Jan  
**Dugan, Roger**  
 Dugan, Mr. & Mrs. Paul  
**Engeldorf, Jerry**  
 Halpain, Tony & Tamera  
**Forehand, Earl Ray**  
 Olson, Carolyn  
**Galyan, Annie**  
 Padilla, Kimberly  
**Gerrells, Collin**  
 Gerrells, Laverne  
**Gerrells, Laverne**  
 Forrest, Bob & Barbara  
**Johnston, Stanley**  
 Johnston, Stanley W. &  
   Betty  
**Lyon, Marvel**  
 Ost, Kathleen  
**McDonald, Deborah**  
 Barnes, Robert  
**Milner, Dot**  
 K.D.M. Hot Oil Service  
**Neeley Jr., James**  
 Neeley, Earlene  
**Quintell, Mary**  
 Barnes, Robert  
**Ragan, Seth**  
 Acosta, Martha  
 Olson, Carolyn  
 Rogers, Nancy  
**Ranft, Phillip**  
 Hughes, Lowell & Christine  
**Richardson, Tina Maria**  
 Trujillo, Henry & Annette  
**Sneed, Bob**  
 Perini, Dale & Karen  
**Stanley, Evelyn**  
 Forrest, Bob & Barbara  
 Perini, Dale & Karen  
**Stevens, Ray**  
 Forrest, Bob & Barbara  
 Forrest, Dick & Betty  
**St. John, Shona**  
 Olson, Carolyn  
 Forrest, Bob & Barbara  
**Swayze, Shirley Jones**  
 Forrest, Bob & Barbara  
**Townsend, Forrest**  
 Modern Company  
**Vanlandingham, Eleanor**  
 Forrest, Bob & Barbara  
 Perini, Dale & Karen  
**Webber, Brad**  
 Amato, Paul & Wendy



Barnes, Robert  
 Berry, James & Janice  
 Halpain, Tony & Tamara  
 Olson, Carolyn  
**Weiss, Anne Mary**  
 Weiss, William

**Wimsatt, Marshall**  
 Barnes, Robert  
 Forrest, Bob & Barbara  
 Halpain, Tony & Tamara  
 Olson, Carolyn  
 Reeves, Richard  
 Roberts, Irene  
 Wimsatt, Alma

**White, Phyllis**  
 Barnes, Robert  
**White, Stanley**  
 Forrest, Bob & Barbara  
 Olson, Carolyn  
 Sanders, David & Janis

**Wooten, John**  
 Wooten, John  
**York, Kile & Dorie**  
 York, Carl & Gayle

**In Honor of**  
**Armstrong, Jarrett**  
 Sterrett, David & Gina  
**Barnes, Robert**  
 Haas Trusts

Mallott, Fred & Rosemary  
**Bruce Bliven**  
 Bliven, Wayland & Jane  
**Carter, Peter**  
 Carter, Alice  
**Cruz, Robert**  
 Cruz, Manuel  
 Cruz, Vernon & Teresa  
**Currier, Mike**  
 Currier, Cliff & Cheryl  
 Westfall, Ray & Karen  
**Forrest, Bob & Barbara**  
 Gerrells, Laverne  
 Waters, James & Judith  
**Forrest, Gary**

Campbell, Paul & Sherry  
 Forrest, Mike & Jo  
 Waters, James & Judith  
**Forrest, Sutton & Holly**  
 Stewart, Van & Susan  
**Halpain, Tammy**  
 Padilla, Kimberly  
**Hendren, Andrew**  
 Buendia, Margarita  
**Luna, Eddie**  
 Luna, Mr. & Mrs. Vicente  
**Martinez, Jasmine**  
 Martinez, Eddy & Sylvia  
**Whetham, Holden**  
 Stephens, Craig & Sheri



## CARF Accreditation

CARF underwent CARF reaccreditation process this fiscal year. We are proud to report that we have been awarded our seventh consecutive CARF Three-Year Accreditation in the following programs:

- Child and Youth Services
- Community Employment Services: Employment Services
- Community Employment Services: Job Development
- Community Housing
- Community Integration
- Organizational Employment Services
- Respite Services
- Service Coordination
- Supported Living



This accreditation represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the standards established by CARF. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an onsite visit that its programs and services are of the highest quality, measurable and accountable.

CARF is an independent non-profit accrediting body whose mission is to promote the quality, value and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, the accrediting body established consumer-focused standards to help organizations measure and improve the quality of their programs and services.

Some of the comments from the CARF surveyors include:

"The organization's staff members are dedicated to the development and implementation of programming that builds on the unique strengths and abilities of each person served."

"Staff members assist the persons served to live at the highest level of functioning possible and see potential to enhance their quality of life. Staff members are recognized for their outstanding services to a complex population with multiple disabilities"

"A sense of family is felt between the persons served and staff members."

## Organizational Highlights

### Support Services

This fiscal year, CARC provided Staff Nursing and Case Management services to 108 individuals. These services include development of individual plans focused on meaningful day activities, skill enhancement, and support needs. Service coordination is designed around each individual's personalized vision and goals. Support services collaborate with other agencies and community organizations to assist individuals where needs are identified. In addition, Respite services were provided to fifteen of these adults in a variety of settings.

### Residential Programs

The objective of the Residential Services Program is to provide individualized services that maximize dignity, respect and independence; encourage individuals to strive for their fullest potential; and help fulfill each individual's definition of what is meaningful to them. This program is designed around each individual's personal needs that provide supports to learn and/or retain skills necessary to live as independently as possible. The residential program offers varying support levels to achieve this objective. Our Supported Living and ICF/MR homes offer 24-hour care to provide continued support for an individual's daily living needs. Our Independent Living services offer varying levels of care, from intensive support to minimal assistance, based on personal support needs. In residential settings, individuals learn skills associated with meal preparation, cleaning, grocery shopping, banking, and other basic daily life skills. In addition, individual plans encourage further development in health and safety, community independence, leisure time management, and other skills that foster independence and improve quality of life. At the end of the fiscal year, 69 individuals were receiving services through our various levels of residential options.

### Supported Employment

The Supported Employment program assists individuals in finding and retaining jobs in community settings. This may include contracted job, job carving, and individual placements. Vocational strengths, needs, interests, and preferences are used to find employment opportunities best suited for each individual. Job coaching is provided at an individual level and adjusted as needs change. At the end of the fiscal year, 24 individuals were receiving supports from this program.

### Community Inclusion

The Community Inclusion Department consists of the Life Enhancement, Community Inclusion and the Activities programs. Life Enhancement and Community Inclusion provide individuals with various enriching activities including volunteer work,

recreational activities, community integration and enhancement of natural supports.

Activities are designed around each individual's meaningful day definition, as well as sensory, physical and health needs. At the end of the fiscal year, fifteen individuals were receiving supports through Life Enhancement and Community Inclusion programs. The Activities program provides recreational periods for individuals in the evenings and on weekends, as well as participation in local events. Recreational activities include social gatherings, crafts, various recreational sports, and participation with our local Special Olympics program.



### Work Services

CARC's Work Services program continues to provide employment opportunities and training in a structured work environment to aid in the development of various vocational skills. By offering affirmative employment options, individuals who may not otherwise have an opportunity for employment are able to earn a paycheck.

CARC offers affirmative employment options in a variety of settings to allow for various options for skill development and employment opportunities. This program assists with development of skills needed to obtain community employment.

- **Grounds/Janitorial**

Eleven individuals were working in the Grounds/Janitorial department at the end of the fiscal year. Each individual has specific program outcomes to develop and strengthen their general job skills and skills related to general housekeeping and lawn care. By improving these skills, individuals have a better chance of obtaining community employment.

- **Dining Hall**

The CARC Dining Hall was employing nine individuals at the close of the fiscal year. These individuals assist in the preparation of lunch for the various CARC worksites, serving, and clean-up duties as related to meal service. These job duties help teach skills that can be used both at home and for job opportunities in the community.

- **Rainbow Recycling and Secure Document Destruction Services**

CARC's recycling continues to grow. Thanks to the support of Eddy County and the City of Carlsbad, CARC was able to expand recycling operations with a new facility to process recyclables. This has not only allowed us to expand our recycling efforts in the community, but has allowed us to increase our Document Destruction services and provide more job opportunities for the individuals we serve and for the community. The new facility now provides equipment to allow for faster sorting of collected materials, while our old recycling center has been dedicated to our shredding contracts and sorting of recyclables that are collected at the on-site drop off containers. This fiscal year 761.45 tons of recyclables were diverted from the landfill, an increase of nearly 62% over last fiscal year's weight of 471 tons! As of the end of the fiscal year, thirteen individuals were employed at Secure Document Destruction Services and two individuals were employed at Rainbow Recycling.

- **Country Store and Greenhouses**

The Country Store and Greenhouse offers a wide variety of plants year-round for community purchase. Plants are grown and maintained in our greenhouses by individuals served. Plant Rentals - an extension of the Country Store - continues to offer maintained planters to various locations around town. The individuals working in these departments get the opportunity to learn various horticulture skills. 28 individuals were working in the Potting Barn, Country Store and Plant Rentals at the end of the fiscal year.

- **Pecos Valley Pecans**

Pecos Valley Pecans offers quality pecans for retail. Our pecans are known for their throughout the state. The Grounds department harvest pecans from our orchards and individuals working at Pecos Valley Pecans shell and clean them. Thirteen individuals were employed in the pecan processing plant at the end of the fiscal year.

## **Child Development Center**

- **Rainbow Connection Childcare**

The Rainbow Connection Childcare center offers childcare services to both typically developing children and those who are at risk or have been identified as having a developmental delay. The center provides childcare services between the ages of six weeks to 30 months. We continue to be a preferred A total of 48 children were provided services through the childcare center this fiscal year.

- **Parent Self-Monitoring Screening Program**

The Parent Self-Monitoring Screening program assists parents in tracking their child's development to age five. At the close of the fiscal year 206 children were enrolled in the program. This program is a free service that allows parents to review and monitor their child's early developmental stages. Results from these evaluations may include referrals to local services to further support the child's development if delays/concerns are noted.

- **Early Intervention Program**

The Early Intervention Program goal is for young children to increase developmental abilities in an effort to decrease the need for special developmental programs when entering school. Services are provided to children birth to age three who have developmental delays, established conditions or are identified as at risk medically



or environmentally. Services are tailored to meet the specific needs of the child and family and include services such as speech, physical and occupational therapy services when need is identified. There is no charge to the family for these services. This fiscal year 423 children were provided early intervention services. 67% of the children served this fiscal year maintained or decreased their developmental delays based on developmental assessments and evaluations based on developmental skills for their age.

## Outcomes

CARC strives for excellence in all service areas. Satisfaction questionnaires reflect the following results:

- 95% feel that their individual progress plan is helping them move toward their personal vision.
- 95% of individuals in Work Services programs rated overall services at “good” or “excellent”.
- 94% of individuals in the Residential program rated overall services at “good” or “excellent”.
- 100% of individuals in the Supported Employment rated overall services at “good” or “excellent”.
- 91% of individuals in the Community Inclusion program rated overall services at “good” or “excellent”.
- 98% of families are satisfied with the services provided through the Early Intervention program.

## Improvements

This year we were able to make several improvements as part of our accessibility and strategic planning process. These projects included:

- Renovations to the Pritchett pool
- New flooring in bedrooms and dining/kitchen areas of all our group homes
- Fresh coat of paint throughout all of our group homes
- New furniture for several of our group homes
- New accounting and personnel software
- Implementation of electronic documentation through Caretracker system using iPads in all service areas
- Replacement of two vans and two trucks to maintain our fleet of vehicles to meet client and business needs

## Camp Washington Ranch

Camp Washington Ranch offers a wide variety of accommodations and services for any event. The camp is centrally located near Carlsbad Caverns, Guadalupe Mountains National Park, the Pecos River, Living Desert State Park, and surrounded with numerous natural caves and trails. Washington Ranch is a true “Oasis in the Desert.” If you have never visited the facility, we invite you to stop by and enjoy the tranquility. This is the perfect place to hold a wedding, family reunion or just a relaxing stay away from the stress of the city. Contact Chris Jones –Camp Washington Ranch Director – at (575) 785-2228 for information and reservations.

## CARC Farmhouse Bargain Store

The CARC Farmhouse Bargain Store is ran completely by volunteers and offers quality used merchandise that is donated by the Carlsbad community. The Bargain Store assists CARC with replacement of aging vehicles, assists with group home projects, supplies and repairs, and provides funds for special needs requests of individuals served. In addition, the Bargain Store is a proud supporter of the Special Olympics program and provides necessary funding to allow our local teams to travel to competitions across the state. We are blessed to have such a wonderfully supporting community and volunteers that dedicate their time to the Bargain Store’s success. In June 2013 we reached another milestone in the history of the Bargain Store. Since inception in 1991, the Bargain Store has raised \$2 million dollars that has been used to directly benefit the individuals we serve. CARC would like to thank the public for their support and the Bargain Store’s hard-working volunteers. We appreciate each one of you and cannot express how much your participation has benefited CARC’s mission. If you are interested in volunteering please contact the Bargain Store at 575-885-3375.

CARC, INC. is a 501(c)(3) not-for-profit organization that serves adults with developmental disabilities and children birth to three years who have or are at risk of having developmental delays. CARC provides early intervention, respite, employment, residential and community support services. CARC is a member of Action Council for Employment, ADDCP, Artesia Chamber of Commerce, Carlsbad Chamber of Commerce, Carlsbad Department of Development, NISH, NM Health Care Association and NM Recycling Coalition and the Health Coalition of NMSU and Carlsbad Community Foundation. CARC is accredited by CARF, the rehabilitation accreditation commission. CARC is an affirmative action, equal opportunity employer. We do business in accordance with the Federal Fair Housing Law (The Fair Housing Amendment Act of 1988).

