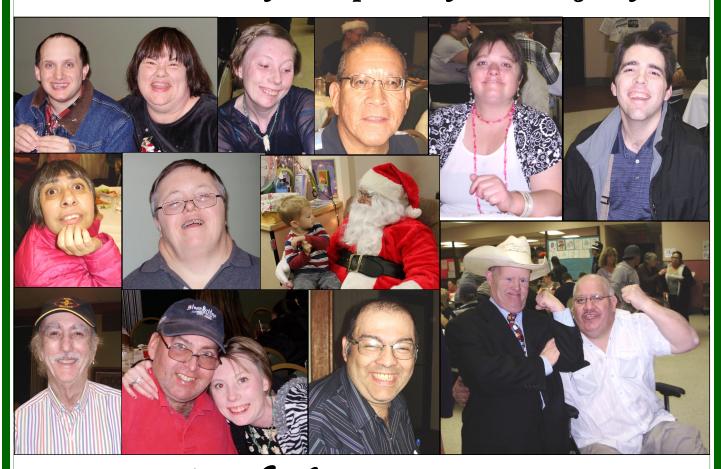


P.O. Drawer 1808 • Carlsbad, New Mexico 88221-1808

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



Fiscal Year 2013-2014

Annual Report

Looking To The Future

This past year has been one of transition for CARC. We continue to have families find us and after looking at our varied and unique programs say, "I've been looking for a place like this for my adult child with special needs." We know we do it differently, and we are proud of that.

So we looked at the state of New Mexico waiting list for individuals who are eligible for services but are not able to access them through the community-based program. We found over 4500 individuals waiting for services. We decided we could do something about it.



The Board of Directors and the management team developed a new neighborhood in the pecan orchard with four new group homes housing four individuals each. At least we could help serve another sixteen individuals in our program.

Construction began after the first of the year and we have watched with anticipation the completion of the new homes. This is the first step in our plan for growth to serve more and do it more efficiently. With our growing number of individuals we are planning to upgrade several of our other facilities and programs. All with the goal of being the best, and most unique, provider of services and programs to individuals with special needs in New Mexico.

We are honored to have many friends and supporters and an excellent staff that help make what we do – better. This annual report will show you the successes we have had this past year and we look forward to continued growth and service to the community.

Mark St.

Mark Schinnerer
Chief Executive Officer

We cannot seek achievement for ourselves and forget about progress and prosperity for our community... Our ambitions must be broad enough to include the aspirations and needs of others, for their sakes and for our own -Caesar Chavez

Our Leadership

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, Financial Director
Arlene Waters, Director of Children Services
Amy Ochoa, Work Services Director
Chad Ingram—Camp Washington Ranch Director

CARC Demographics

Financial Report			
REVENUE	FY 2012-2013	FY 2013-2014	
Residential	5,056,168	5,200,226	
Work Services	1,821,302	1,936,992	
CDC	1,156,996	1,390,509	
Other	191,278	239,835	
Contributions	163,122	199,839	
Investments & Endowments	109,285	132,936	
TOTAL	8,498,151	9,100,337	
	_		
EXPENSES	FY 2012-2013	FY 2013-2014	
Residential	4,041,128	3,904,517	
Work Services	2,265,251	2,354,729	
CDC	1,112,524	1,259,914	
Other	228,297	339,183	
Administration	817,471	880,123	
TOTAL	8,464,671	8,738,466	

Total Served		
Child Services (EI, Rainbow and Respite programs)	517	
Adults	99	
School Contract	15	
Combined Total Served	631	

Primary Disability		
(Does not include Rainbow Connection		
Childcare)		
Developmental Disability	114	
Developmental Delay	438	
At-Risk	28	

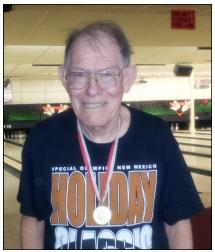
Ethnicity		
Caucasian	60%	
Hispanic	35%	
African American	2%	
Native American	1%	
Asian	2%	

Age		
0-17	521	
18-20	10	
21-30	22	
31-40	21	
41-50	21	
51-60	22	
61-70	12	
71-80	2	

Gender		
Male	60%	
Female	40%	









Fiscal Year 2013-2014 Donations

Donations

Addy, Nii-Tetteh Tsureu & Stella

Albertson's Alexander, Alegra

Anderson, Jeff & Cindy

Anonymous Barnes, Robert Baughman, Brian Beeson, Ann

Beeson, Jeanne Bowers, John & Elaine

Bowie, Missy

Brantley, George & Nancy

Brown, Ginger Burks, Edith

Carlsbad National Bank Clark, Kelly & Jane

COG Operating, LLC Connells Office Products

Cross, Bill & Kathy Cruz, Manuel

Currier, Mike Dunagan, George & Connie

Eddy County

Ellyson, John & Sondra Emerson, Brett & Lee

Erb, Joseph Escalante, Janice Farley, Susan

Forrest Tire Friesen, Dean & Ellen

Gant, Beverly Goodlander, Lucille

Green, Alton & Fara Gutierrez, James & Renee

Gwartney, Mr. & Mrs. J.E. Halpain, Tony & Tamara

Henderson, Larry & Signe

Hinkle, Lavoy Hinkle, Paul Horne, Thomas

J.F. Maddox Foundation

Jenkins, Patrice Job. Aubrev

Johnson, Jim & Barbara K.D.M. Hot Oil Service

Lappin, Marianne Lawrence, Daniel

Leyva, Dora

Lowney-Cox, Elizabeth Malott, Fred & Rosemary

Mayrhofen, Cheryl McCauley, Frankie Means, Oran & Shirley

Neuses, Mary Ann Nymeyer, Frank & Carla

Nymeyer, Robert & Katherine Olson, Carolyn

O'Neal, Alice Owen, Ramona

Perini, Dale & Karen

Rasmussen, Mark & Barbara Reachout America

Rogers, David & Kimberly Rogers, Nancy

Roye, Camille Scholl, Bob Sellin, Paul

Sims, Michael & Betty Sparks, Keith

Spealman, Mr. & Mrs. Stevens Inn

Swaim, Margaret Tonge, Walt Truist

W&W Energy Services Waggoner, Robert & Chalon Waters, Harold & Margaret

Waters, Jessie & Lindsey Westall, Ray & Karen

Wilson, Sara

Worner, Mr. & Mrs. Matthew Xcel Energy

Yancy, Julie

Yandell, A.C. & Virginia

Endowment Donations

Bailey, Randy & Dina Brandt, Vicki Brazile, Joella

Brown, Ginger Emerson, Brett & Lee

Emerson, Theresa Forrest Family Foundation

Forrest, Bob & Barbara Forrest, Bobby & Brenda

Forrest, Dick and Betty Forrest, Mike & Jo

Halpain, Tony & Tamara

Lawrence, Janet Leyva, Dora Neeley, Pat & Dee

Owen, Ramona Rogers, Nancy

Stewart, Scott Waters Family Wolfe, Gary

Building Fund

Anderson, David & Terri Acosta, Martha Babbitt, Lon Barnes, Robert Barnhart, William & Veronica

Basham, Bill & Charlene Beeson, Ann

Beeson, Jeanne Berry, James & Janice Broussard, Pat & Ann

Byrd, Ann Cade, Ronald & Joann Campbell, Paul & Sherry

Carlsbad Community Foundation

Carlsbad Elks Lodge

Carter, Alice Clem, Ron

Corley, Mr. & Mrs. D.E. Cornett, Gary & Linda

Cox. Kathleen

Cox, Wylie & Christine Crawford, Ronald &

Leguanah

Crews Glass & Mirror Co.

Cross, Dan

Daugherty, Bob & Sissy

DB Enerprises

Denton-Wood Funeral Home

Dunagan, Ed

Dunagan, George & Connie

Fritschy, David

Emerson, Brett & Lee Epstein, Joe & Barbara

Erb, Joseph

Evans, Leo & Sharon

E-Z Rentals & Sales, Inc. Faught, John & Shirley

Ferguson, Gemma

Forrest, Bob & Barbara Forrest, Bobby & Brenda

Forrest, Dick and Betty

Forrest Family Foundation Forrest, Michael & Lindsey

Forrest, Mike & Jo

Forrest, Mr. & Mrs. Richard Friesen, Dean & Ellen

Gant. Beverly

Garringer, Michael & Deanna

GDSB Trust

Green, Alton & Fara Gwartney, Mr. & Mrs. J.E.

Henderson, Larry & Signe Hollenkamp, S.E.

Hughes, Lowell & Christine

Jacquez, Joe Jenkins, Jay

Jones & Statham, B.L & C.A.

Jones, F.H. & J.E. K.D.M. Hot Oil Service

Kincaid Pump & Sales Landreth, Patrice & Betty

Leslie, Audrey Master Lube Inc. Maxey, Jayne

McCauley, Frankie Merritt, Frances

Modern Company Moore, Glen & Peggy

Mou, Jim & Connie Lee

Murphy, Elaine Neeley, Earlene Nelson, William

Noland, Frank & Marilyn

Ogden, Alisa Olson, Carolyn O'Rourke, Melissa

Otto Haas Charitable Trust

Perini, David & Anita Pizza Inn PVT Networks Rhoads, Edna

Ricker, William Rickert, John S. & Kellev S.

Rio Tanks. Inc. Roberts, Irene Russell, Audrey

Sells, Larry & Rebecca

Shanahan, Col. James & Anne Sims, Michael & Betty

Skinner, John & Sharon Southeast Readi-Mix

Southwest Capital Bank Spealman, Mr. & Mrs.

Steffen, Douglas & Susan Stephens, Craig & Sheri

Stradley, Trent

Taylor Water Well Service

Terry, Angela

U 1st Community FSU

Underwood, Luann & Bill Universal Bearing & Chain

Usherwood, Steven & Karen

Waters, Bill & Sharon Weiss, William

Western Commerce Bank

Williams, Modesta Wilson, Clay & Linda

Wilson, Tommy

Wimsatt, Alma Woodell, Mr. & Mrs. Albert

Woolf, Patricia Wooten, John

Yates, Peyton In Memory Of

Bartlett, Bill & Mary Ellen Ellyson, John & Sondra

Bartlett, Mary Ellen

Anderson, Jeff & Cindy Olson, Carolyn

Beeson, Charles

Beeson, Jeanne & Ann

Bradford, Dan & Susan Dunagan, George & Connie

Brown, Doris

K.D.M Hot Oil Service

Brown, Doris Jane

Brown, Ginger Burks, Edith

Alexander, Alegra Barnes, Robert

Beeson, Jeanne & Ann Escalante, Janice

Lappin, Marianne Swaim, Margaret

Button, David Rasmussen, Mark &

Barbara Christenson, Brian

Corley, Mr. & Mrs. D.E.

Clark, Mildred

Broussard, Pat & Ann Forrest, Bob & Barbara Forrest, Dick & Betty Halpain, Tony & Tamara Olson, Carolyn

Cook, Tim

Barnes, Robert

Cox, Pauline

Cox, Wylie & Christine

Cruz, Robert

Cruz, Manuel

Davis, Paula

Barnes, Robert Cross. Bill & Kathy Farley, Susan Forrest, Bob & Barbara Halpain, Tony & Tamara Hinkle, Lavoy Hinkle, Paul Olson, Carolyn Waggoner, Robert & Chalon

Yandell, A.C. & Virginia Fleming, Jack

Barnes, Robert Forrest, Bob & Barbara Leslie, Audrey Olson, Carolyn Terry, Angela

Russell, Audrey Garcia, Martha

Acosta, Martha

Garrett, Allen Forrest, Bob & Barbara

Gary, Kenneth

Rove, Camille

Hemler, Louise

Barnes, Robert Hernandez, Art

Halpain, Tony & Tamara

Holmead IV, Frederick Jenkins, Patrice

Holmead IV, William

Olson, Carolyn

Horton, Maxine

Forrest, Bob & Barbara

Hughes, Christine

Hughes, Lowell

Jacquez, Joe

Barnes, Robert Olson, Carolyn

Lewis, Aubrev

Forrest, Bob & Barbara

Linam, Tommy Duane Carlsbad National Bank

McCloskey, Marie

Forrest, Bob & Barbara Woolf, Patricia

Moore, Darrel

Moore, Glen & Peggy

O'Neal, Prentiss

O'Neal, Alice

Stafford, Laverne

Dunagan, George & Connie

Stovall, Bill

Perini, Dale & Karen

Vanlandingham, Helen

Bowers, John & Elaine

Wigley, Jack

Forrest, Bob & Barbara

Wimsatt, Marshall

Wimsatt, Alma

Wooton-Young, Henrretta

Wooton, John

Wynn, Thomas

Forrest, Bob & Barbara

In Honor of

Barnes, Robert

Malott, Fred & Rosemary

Carter, Peter

Carter, Alice

Clack, James Harold

K.D.M. Hot Oil Services

Dunagan, Ed

Carter, Alice

Forrest/Emerson Wedding Bailey, Randy & Dina

Brandt, Vicki Brazile, Joella

Emerson, Theresa

Job, Aubrey Lawrence, Janet

Neeley, Pat & Dee

Tonge, Walt Waters Family

Yancy, Julie

Forrest, Gary

Campbell, Paul & Sherry Emerson, Brett & Lee J.F. Maddox Foundation

Garringer, Don & Mackie

Garringer, Michael & Deanna

Kemper, Kevin

Faught, John & Shirley Williams, Modesta

Malott, Joyce

Barnes, Robert

Olson, Carolyn

Friesen, Dean & Ellen

Sloan Jr., James

Rickert, John & Kelley

Spealman, Susan

Spealman, Mr. & Mrs.



Have You Included Us In Your Estate Plan?

Gifts we receive from individual estates help support the important work CARC accomplishes every day. A bequest is an opportunity for you to make a difference in the lives of individuals with special needs today, as well as future generations.

A simple codicil can be added to your will with the following language:

"I give, devise and bequeath to CARC, INC. for its general purposes (or specify restriction) all of the rest (or state a percentage), residue and remainder of my estate, both real or personal."

OR

"I give, devise and bequeath to CARC, INC. the sum of \$\(\frac{\state amount}{\}\) to be used for the general purposes (or specify restriction) of said organization."

If you would like more information on making a planned gift to CARC, please contact Mark Schinnerer, Chief Executive Officer, at (575) 887-1570 or mark.schinnerer@carcinc.org. If you have already included CARC in your estate plan, we would be honored to have you let us know. Thank you for your thoughtful consideration.

Organizational Highlights

Support Services

CARC strives to provide each individual we serve with quality caring support focused on each individual's definition of a meaningful day and consistent with ability in social, physical, and



spiritual development. Our goals include helping individuals discover life opportunities for choices, personal growth, increased independence, and enhanced community participation through consistent and effective program and support service delivery. This fiscal year, CARC provided Staff Nursing and Case Management services to 99 individuals. In addition, CARC worked with the Carlsbad Municipal Schools to provide work opportunities to fifteen (15) school-age individuals. This agreement with the Carlsbad Municipal School system allows these individuals early opportunity to work on

employment skills while still in high school.

I am always doing that which I can not do, in order that I may learn how to do it.

~ Pablo Picasso

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.

Our Supported Living and ICF/IID homes offer 24-hour care to provide continued support for an individuals daily living needs. Our Independent Living services offer varying levels of care, from intensive support to minimal assistance, based on personal support needs. The Adult Residential Services Program strives to blend natural supports and access to community resources for each individual to reach their fullest level of independence.

Supports and training touch on various aspects of daily living including:

- Assistance with money management
- Meal planning, preparation and nutritional counseling
- Routine household maintenance and chores
- Community integration
- Development of social and individual relationships
- Leisure time management
- Arrangement of transportation
- Personal care activities
- Use of adaptive equipment and assistive technology
- Client rights and advocacy
- Health and safety
- Activities of daily living designed to build skills, foster independence, and improve the individual's quality of life
- Service Coordination activities to develop an individual plan to meet identified needs
- Assistance with development of natural supports networks
- Assistance/observing/monitoring in health/medication and therapy plans

CARC provided various levels of adult residential services to 70 individuals throughout the fiscal year.



Supported Employment

The Supported Employment program is designed to provide employment services, training, and supports needed to enable individuals to secure, retain, and/or upgrade employment in the community. This includes services through contracted jobs, job carving, and individual placements. Job coaching is provided at an individual level and adjusted as needs change. This fiscal year, 27 individuals received employment supports through our Supported Employment 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. 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. At the end of the fiscal year, nineteen individuals were receiving supports through Life Enhancement and Community Inclusion programs.



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 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 and Janitorial

Fourteen individuals were working in the Grounds and Janitorial department at the end of the fiscal year. These individuals learn skills related to general housekeeping and lawn care through maintenance of CARC grounds and facilities.

• Dining Hall

The CARC Dining Hall was employing seven 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.

• Rainbow Recycling and Secure Document Destruction Services

CARC's Rainbow Recycling and Document Destruction Services continues to expand as we increase our participation with the City of Carlsbad, City of Artesia and Eddy County. Our recycling



programs also started collecting e-waste in response to the community's need for a year round collection for this product. We are happy to have such a supporting community that enables us to continue to grow our programs. This fiscal year 926.98 tons of recyclables were diverted from the landfill, an increase of nearly 22% over last fiscal year's weight of 761.45 tons. As of the end of the fiscal year, ten individuals were employed at Secure Document Destruction Services and three individuals were employed as staff members 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. 27 individuals were working in the



Potting Barn, Country Store and Plant Rentals at the end of the fiscal year.

This was a very excited year for the Country Store and Greenhouses. We completely redesigned the Country Store with new and exciting unique merchandise. The Country Store is now a one-stop gardening center, where the community can get plants, soil, gardening tools and much more. In addition, CARC has redesigned the layout and selection of the plants that are offered

in the greenhouses. We encourage you to come check out the new selections available.

• Pecos Valley Pecans

Pecos Valley Pecans offers quality pecans for retail. Our pecans are known for their high quality 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 Services

• Child Development Center

The Child Development 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 36 months. In addition, we are now also part of a FOCUS pilot program; which assesses our childcare services based on quality improvement that focus on children's growth, development and learning. We are a four-star child care provider through the FOCUS program and continue to be a preferred center for the community. A total of 51 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. This program is a free service that allows parents to review and monitor their child's early developmental stages. At the close of the fiscal year 182 children were enrolled in the program.

• 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

"They [Early Intervention Staff] understand my child's needs and work with us on our schedule" ~Parent response to services received.

when need is identified. There is no charge to the family for these services. We have grown our early intervention outreach tremendously in Artesia as well as Carlsbad. This fiscal year 466 children were provided early intervention services. This is a 15% increase over last fiscal year. The program continues to participate in Child Find activities and work with various state agencies and physicians to help identify children that may benefit from our services.

CARC Outcomes

CARC continues to look at ways to provide quality service delivery and work toward continual improvement. We use various methods to collect data that measures the effectiveness of our services, including satisfaction questionnaires, objective tracking, input from various stakeholders and regulatory surveys. This information is used to help



us improve services, expand service areas, and become a preferred agency in our field.

- 90% feel that their individual progress plan is helping them move toward their personal vision.
- 79% of individuals in Work Services feel that they are learning skills that will help them get a job in a Supported Employment setting.
- 92% of individuals in Work Services rate overall services as "good" or "excellent".
- 100% of individuals in the Residential program reported that staff are teaching them what they want to learn to become more independent.
- 100% of individuals in the Supported Employment rated overall services at "good" or "excellent".
- 100% of individuals in the Community Inclusion program rated overall services at "good" or "excellent".
- 100% of families are satisfied with the services provided through the Child Development Center childcare program.
- 98% of families are satisfied with the services provided through the Early Intervention program.
- 76.5% 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.
- Individuals served earned \$395,437.62 in wages over the course of the fiscal year through our Work Service employment sites and contract work.

Improvements

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

- Remodeling the motels rooms at Camp Washington Ranch
- Purchasing a new passenger van, two trucks for the Country Store and Greenhouse and a truck for Camp Washington Ranch to maintain our fleet of vehicles and meet client and business needs.
- Replacing the walk-bridge at Camp Washington Ranch due to weather damage
- Replacement of several aged computers throughout CARC

- Replacement of several aged appliances throughout CARC with new energy star options
- Purchase of additional lawn care equipment
- Replacement of several aged roofs

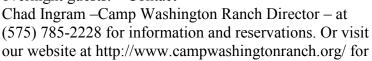
In addition to these improvements, CARC is happy to announce the groundbreaking of four new Intermediate Care Facility (ICF) homes. Each of these homes will feature four individual bedrooms, 24-hour staffing, and a variety of supports and services that CARC offers. We are excited to be able to expand our services and introduce some new clients to our family and allow them to access our wonderfully unique services.

Camp Washington Ranch

Camp Washington Ranch offers a wide variety of accommodations and services for any event. The camp consists of 4000+ acres and is centrally located near the Carlsbad Caverns and Guadalupe Mountains National Parks. 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, company retreat, or just a relaxing stay away from the stress of the city. Our facilities can easily accommodate 100 overnight guests. Contact



more information. Lose yourself in the tranquility and take a step back into time.

CARC Farmhouse Bargain Store

The CARC Farmhouse Bargain Store is run 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. Since inception in 1991, the Bargain Store has raised over \$2 million dollars that has been used to directly benefit the individuals we serve. This year the Bargain Store reimbursed CARC for the purchase of two Plant Rentals trucks and a passenger van in addition to supporting the local Special Olympics program.

We are blessed to have such a wonderfully supporting community and volunteers that dedicate their time to the Bargain Store's success. 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 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 a 2012 recipient of AHCA/NCAL Bronze Quality Award. 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).



