

# CARCO

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 2016-17*

# *Annual Report*

## Challenges and Recognition

It's always good to look back on the year completed and spend a bit of time reviewing the road travelled. As usual, there were many achievements and challenges that keep us on our toes and moving forward.

After we built the four new group homes in the orchard, we anticipated being able to admit new individuals who had been waiting for services. Many individuals have their name on a list with the state and being identified as eligible for the services we provide. But due to changes in the state's access and notification process it became more of a challenge to identify who these individuals are. Additionally, since we were not able to admit into three of the new homes we delayed in having them licensed.

However, we were able to complete the licensing of the remaining three homes and began to admit individuals. It's been a slow, long process but by the end of the fiscal year we only had four open places available and hope to have those filled by the end of 2017.

It's always fulfilling to give tours to prospective new clients. The array of work opportunities, community service programs and living facilities – ranging from our main campus, to community living, to a ranch setting at Washington Ranch – always invokes a sense of adventure and diverse opportunities. Parents and families are usually thrilled to see the active lives each individual is allowed to explore and develop. We're thankful for all the staff and donors who made this wonderful place so attractive.

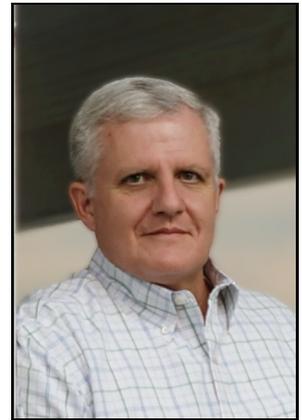
Our child services program continues to grow and flourish, assisting more and more children with developmental disabilities or delays in development improve their development and give parents information and skills to continue to work with their children. For the first time ever, we surpassed 200 kids in active enrollment. The addition of the office in Artesia has been a blessing to many children and families as well as the community.

On a final note, it was an honor for CARC to receive the Silver Quality Award from the American Health Care Association . It is the second of three distinctions possible through the AHCA/NCAL National Quality Award Program which recognizes providers across the nation that have demonstrated their commitment to improving quality of care for residents in long term care centers and intermediate care facilities for individuals with intellectual disabilities. The award will be presented at the national convention in October 2017.

We are honored to receive this award in recognition of all the hard work all of the staff do every day working with our clients. Thank you to them, the community and all our supporters because this couldn't be done alone.



Mark Schinnerer, Chief Executive Officer



## 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  
Judy Nesbit, Human Resource Director  
Nancy Rogers, Financial Director  
Kathy Hughes Director of Children Services  
Amy Calderon, Work Services Director  
Chad Ingram, Camp Washington Ranch Director

## CARC Demographics

### Financial Report

REVENUE	FY 2015-2016	FY 2016-2017
Residential	\$ 5,474,677	\$ 5,925,053
Work Services	\$ 1,881,290	\$ 1,758,417
CDC	\$ 1,316,032	\$ 1,501,991
Other	\$ 102,516	\$ 72,934
Contributions	\$ 467,335	\$ 313,455
Investments & Endowments	\$ 180,150	\$ 146,588
<b>TOTAL</b>	<b>\$ 9,422,000</b>	<b>\$ 9,718,438</b>
EXPENSES	FY 2015-2016	FY 2016-2017
Residential	\$ 4,481,274	\$ 4,454,202
Work Services	\$ 2,528,992	\$ 2,524,851
CDC	\$ 1,499,674	\$ 1,487,193
Other	\$ 365,402	\$ 355,566
Administration	\$ 989,490	\$ 962,034
<b>TOTAL</b>	<b>\$ 9,864,832</b>	<b>\$ 9,783,846</b>

### Total Served

Child Services (EI, Rainbow & Respite programs)	552
Adults	96
<b>Total Served</b>	<b>648</b>

### Primary Disability

(Does not include Rainbow Connection Childcare)

Developmental Disability	17
Developmental Delay	479
At-Risk	56

### Ethnicity

Caucasian	38%
Hispanic	59%
African American	1%
Native American	1%
Asian	1%



Age	
0-17	552
18-20	2
21-30	20
31-40	21
41-50	18
51-60	20
61-70	14
71-80	1

### Gender

Male	62%
Female	38%



## Fiscal Year 2016-2017 Donations

### Donations

Acosta, Martha  
Advanced Medication  
Management  
Affinity Real Estate  
Allen, Randol  
Alline, Bill & Dee  
AmazonSmile Foundation  
Anonymous  
A.R. Foreman  
Construction, LLC  
Babbitt, Lon  
Barbosa, Kaymel  
Barbosa, Teresa  
Barnes, Robert  
Basham, Biff & Charlene  
Beeson, Jeanne  
Berry, James & Janice  
Bibbs, Jewel  
Bowen Insurance Group  
Browning Garage Doors  
Brown, Ginger  
Brown, Joe & Ruth  
Byrd, Ann  
Cade, Ronald  
Calderon, Amy  
Campbell, Paul & Sherry  
Carlsbad Community  
Foundation  
Carlsbad Elks Lodge  
Carlsbad National Bank  
Carter, Rich  
Castaneda, Henry  
Cavin, Mr. S.H.  
Chase Foundation  
Clark, Kelly & Jane  
Clem, Ron  
Constructors, Inc.  
Corley, Mr. D.E.  
Cox, Wylie & Christine  
Crews Glass & Mirror Co.  
Cross, Dan  
Crouch Plumbing, Heating  
& A/C Inc.  
Cruz, Manuel  
Dunagan, George &  
Connie  
Eddy Federal Credit Union  
Emerson, Brett & Lee  
Farley, Kevin & Melissa  
Ferguson, Gemma  
Forrest, Bob & Barbara  
Forrest, Dick & Betty  
Forrest, Mike & Jo  
Forrest, Mr. & Mrs.  
Richard

Francis, Jay & Tracy  
Friesen, Dean & Ellen  
GDSB Trust  
Goodlander, Jim  
Goodlander, Lucille  
Gutierrez, James & Renee  
Gwartney, Geneva  
H.A. & M.E. Waters Trust  
Halpain, Tammy  
Henderson, Larry & Signe  
Hillard, Teresa  
Hinkle, Lavoy  
Houston, Robert  
J.F. Maddox Foundation  
Jenkins, Jay  
Johnson, Jim & Barbara  
KAM Security & Sound  
Inc.  
Kandel, Peter  
K.D.M. Hot Oil Service  
Kernan, Gay  
Koehler, Frances  
Koontz Family CARC  
Fund  
Light, Jon  
Los Alamos National  
Laboratories  
MacCornack, Donald &  
Belinda  
Malott, Fred & Rosemary  
Main Logging, Inc.  
Marley, Lauralea  
McCauley, Frankie  
Medina, Debra  
Mitchell & Cruse  
Architecture LLC  
Modern Company  
Moore, Glen & Peggy  
Mosaic Potash  
Neeley, Earlene  
Nesbit, Judy  
Neuses Family Charitable  
Fund  
New Mexico Banker's  
Association  
Noland, Frank & Marilyn  
Ogden, Alisa  
Olson, Carolyn  
Owens, Elenor  
O'Rourke, Melissa  
Otto Haas Charitable Trust  
Patman, Betty  
Perini, Dale & Karen  
Perini, David & Anita  
Pyke, Clara  
Rhoads, Edna

Ricker, William  
Rickert, Stuart & Kelley  
Roberts, Irene  
Rogers, Nancy  
RPC CPA & Accounting,  
LLC  
Sanders Orthopedic - Brace  
& Limb  
Schinnerer, Mark & Linda  
Scholl, Bob  
Shore, Jaima  
Sims, Michael & Betty  
Skinner, John & Sharon  
Sorenson, David  
Southeast Read-Mix  
Southwest Pharmacy  
Statham, Cheryl  
Stephens, Craig & Sheri  
Stewart, Van & Susan  
Stradley, Trent  
Tabor, Cas & Pam  
Taylor Water Well Service  
Threlkeld, Kay  
Triple T's Linings, LLC  
U-1st Community Federal  
Credit Union  
United Way of Central  
New Mexico  
Vogel, Sandra  
Waters, James & Judith  
Wells Fargo Bank New  
Mexico  
Western Commerce Bank  
Wilson, Tommy  
Woolf, Patricia  
Wright, James & Linda  
Xplor Resources, LLC  
Ybarra, Rocky  
Yeager, Ken & Linda

### Building Fund

Forrest, Bobby & Brenda  
Forrest Family Foundation  
Forrest, Mike & Jo  
Forrest, Michael & Lindsey  
Hub International  
Nesbit, Judy  
Southwest Capital Bank  
Wilson, Kelly  
X-Treme Security

### Endowment Donations

Emerson, Brett & Lee  
Forrest Family Foundation  
Nesbit, Judy  
Rogers, Nancy

### Special Need Fund

Barbosa, Jonathan  
Barbosa, Teresa  
Emerson, Brett & Lee  
Fisk, Ron  
Halpain, Tammy  
Heath, Edward  
Knights of Columbus  
O'Rourke Melissa

### In Memory Of

**Bell, Carroll**  
Barnes, Robert  
**Berry, Jeff**  
Berry, James & Janice  
**Bowers, John**  
Forrest, Bob & Barbara  
Perini, Dale & Karen  
**Camp, Ray**  
Forrest, Bob & Barbara  
Forrest, Dick & Betty  
**Carter, Alice**  
Carter, Rich  
Dunagan, George &  
Connie  
Forrest, Bob & Barbara  
Forrest, Dick & Betty  
Houston, Robert  
Kandel, Peter  
Light, John  
Xplor Resources, LLC  
**Coll, Lawrence**  
Perini, Dale & Karen  
**Cox, Pauline**  
Cox, Wylie & Christine  
**Davis, Paula**  
Farley, Kevin & Melissa  
**Denton, Gerald**  
Olson, Carolyn  
**Flannery, Terry**  
Koehler, Frances  
**Fowler, Kathryn**  
Pyke, Clara  
Statham, Cheryl  
Yeager, Ken & Linda  
**Gregory, Wayne**  
Forrest, Bob & Barbara  
**Good, Donald**  
Halpain, Tammy  
**Goodlander, Jeff**  
Goodlander, Jim  
Goodlander, Lucille  
**Goodlander, Lucille**  
Barnes, Robert  
Halpain, Tammy  
Vogel, Sandra

**Halpain, Tony**

Halpain, Tammy  
Noland, Frank &  
Marilyn

**Hawk, Jobeth Stell**

Forrest, Bob & Barbara

**Hodapp, Al**

Perini, Dale & Karen

**Jones, Joel**

Forrest, Mike & Jo

**Kincaid, Shane**

Forrest, Bob & Barbara

**Liles, Deena**

Perini, Dale & Karen

**Marsh, Albert**

K.D.M. Hot Oil Service

**Murphy, Peggy**

Tabor, Cas & Pam

**Neatherlin, Lavonne**

Forrest, Bob & Barbara

**Padilla, Nadine**

Halpain, Tammy

**Ray, Bob**

Perini, Dale & Karen

**Razo, Edward****Dutchover**

Forrest, Bob & Barbara

**Shanahan, Ann**

Barnes, Robert

Halpain, Tammy

**Sieberg, Jerry**

Olson, Carolyn

**Smith, Bob**

Perini, Dale & Karen

**Smith, Leslie**

Forrest, Bob & Barbara

Olson, Carolyn

**Tidwell, Ersa Mae**

Acosta, Martha

Halpain, Tammy

**Townsend, Forrest**

Modern Company

**Walterscheid, Mary**

Acosta, Marta

Forrest, Bob & Barbara

**White, Cecil**

Barnes, Robert

**Williams, Dean**

Perini, Dale & Karen

**In Honor of****Barnes, Robert**

Malott, Fred & Rose-  
mary

**Forrest, Bob & Barbara**

Henderson, Larry &

Signe

**Forrest, Dick & Betty**

Forrest, Mr. & Mrs.

Richard

**Forrest, Gary**

Campbell, Paul &

Sherry

Emerson, Brett & Lee

J.F. Maddox Founda-  
tion

Waters, James & Judith

**Forrest, Reese, Sutton,****Holly**

Stewart, Susan & Van

**Jenkins, Jay**

New Mexico Banker's

Association

**King, Vince & Jessie**

Berry, James & Janice



THERE ARE  
SO MANY  
BEAUTIFUL  
REASONS TO BE  
*happy*



## Would You Consider Partnering with CARC to Change Lives?

When you partner with and support CARC, you are investing in the quality of life for over 300 children and adults in Eddy County. Your financial commitment to CARC is directly available to help maintain the services that provide an active life for individuals with special needs. Without your support, it becomes much more difficult to give them new experiences and opportunities.

All of the adults with intellectual and developmental disabilities we serve are determined eligible for Medicaid by the State of New Mexico in order to receive services here.

Your gift provides the resources that can be used in the programs with the biggest need. In addition, we have established the Robert & Barbara Forrest Endowment to ensure your donation will continue to provide the necessary funds for programs and services forever in the future, as long as there is a need.

Each dollar of your donation helps to offset the shortfall between the cost of providing services and the amount that Medicaid pays. CARC is proud to offer exceptional programs and experiences for the individuals in our care. We can't do it alone – your help is needed.

Please donate today by sending a check or go online at [www.carcinc.org](http://www.carcinc.org) and click the DONATE NOW button.

## **Organizational Highlights**

- This fiscal year, CARC provided Staff Nursing and Case Management services to 96 individuals.
- CARC provided various levels of adult residential services to 77 individuals. These services include 24-hour supports in a group home setting, group independent living setting, and supports for individuals who need limited assistance from their own home.
- 25 individuals participated in various activities through the Adult Habilitation program (a work alternative for those not able/wishing to work)
- Our Work Services program provides various employment opportunities and training in a structured work environment. This program is essential in allowing job choices for those who need to improve employment skills in order to obtain more independent employment. At the end of the fiscal year:
  - Eight individuals were employed in Grounds, learning general lawn care skills maintaining CARC grounds.
  - 11 individuals were employed in Janitorial, learning general housekeeping skills through maintenance of CARC facilities.
  - Nine individuals were employed at CARC's Dining hall, learning skills related to meal service.
  - 15 individuals were employed at CARC's Pecos Valley Pecans, learning skills associated with processing pecans and retail sales.
  - Seven individuals were employed through CARC's Document Destruction Service, maintaining destruction and recycling of paper. This program had 19 shredding contracts with businesses throughout the community.
  - 29 individuals were employed through CARC's Country Store and Greenhouse. These individuals learn skills associated with planting, plant care and retail sales. This program also provides Plant Rental services to local businesses throughout town, where individuals plant and maintain flower beds/pots. This program had 73 plant rental contracts at the end of the fiscal year.
- 17 individuals received supports needed to secure, retain, and/or upgrade employment in the community through our Supported Employment program.
- The Child Development Services program assessed 497 children this fiscal year and provided ongoing services to 243 local children age birth to three years old who had identified delays, established delays or who were at risk either medically or environmentally for delays. Services include a variety of supports, including if identified as a need, physical therapy, occupational therapy, and speech/language therapy services.
- The Child Development Center provided childcare services to 55 community children age six weeks to 36 months throughout the fiscal year. Childcare is available to both typically developing children and those who are at risk or who have been identified as having a developmental delay.
- Parents of 264 children were enrolled in the Parent Self-Monitoring Screening program provided by CARC's Child Development Services program. This program is offered to parents at no cost and allows them to track and monitor their child's development to age five.

## **CARC Outcomes**

This fiscal year, CARC is excited to announce the achievement of Silver Achievement in Quality status of the AHCA/NCAL Nation Quality Award. The AHCA/NCAL National Quality Award Program is a progressive, three-step process that encourages the continuous learning, development, and execution of integrated quality systems to achieve performance excellence. Each progressive step requires a more detailed and comprehensive demonstration of quality integration and performance. The criteria for each step is based on the Baldrige Performance Excellence Program.

Silver—Achievement in Quality—Applicants that receive the Silver Award provide an extensive assessment of their systematic approaches, performance measures, and sustainable organizational and process results that are linked to the key customer requirements, success factors, and challenges previously identified through the achievement of earning the Bronze—Commitment to Quality Award.

CARC continues to be proactive in improvement and quality service delivery. We continue to use various methods to collect data that measures the effectiveness, efficiency, satisfaction and accessibility of our services. Data is collected from individual outcomes/objective tracking, input from stakeholders, various satisfaction questionnaires, and regulatory surveys; just to name a few. This data is then compiled for improvement outcomes specific to the individuals we serve as well as improvement outcomes for the organization.

- 98% of adult individuals responding to Participant Choice and Satisfaction Questionnaires feel that their individual progress plan is helping them move toward their personal vision.
- 78% of adult individuals in Work Services responding to Participant Choice and Satisfaction Questionnaires feel that they are learning skills that will help them get a job in a Supported Employment setting.
- 86% of individuals in the Residential program responding to Participant Choice and Satisfaction Questionnaires reported that staff are teaching them what they want to learn to become more independent.
- 100% of individuals in the Supported Employment program stated that they are doing the type of work they want to do.
- 75% of individuals in the Adult Habilitation program responding to Participant Choice and Satisfaction Questionnaires reported being satisfied with the variety of services/activities offered within the program.
- 89% of parents/guardians responding to the Parent Guardian Satisfaction with IHP/ISP Process (adult program survey) reported being “completely satisfied” with services provided by CARC. The other 11% responded as “mostly satisfied” and did not note any concerns.
- 80% of the children served this fiscal year in the Child Development Services program did not need Individual Education Plans when entering preschool because they were meeting developmental milestones.
- Individuals served earned \$522,158.46 in wages over the course of the fiscal year through our Work Service employment sites and contract work options.

## **Improvements**

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

- Purchasing several new computers/laptops to meet expanding technology needs and to replace aging equipment
- Purchase of a new commercial lawnmower for use at Camp Washington Ranch
- Make improvements to the structure and sprinkler systems in a couple of our greenhouses.
- Purchase of new plant benches for all of our greenhouses and the Country Store
- Fresh paint and new entry door/windows and signage for our Document Destruction Services building
- Re-stucco and painting of our Neeley Home (independent group living home)
- Fresh paint job for our Spence Home (ICF/IID group living home)
- Purchase of three new wheelchair lift vehicles.
- Purchase of various appliances for our residential homes to replace aging equipment

- Purchase of a new roof for our Gymnasium and pool.

We have many more projects scheduled for the upcoming fiscal year and look forward to continued feedback from our staff, individuals served and other stakeholders.

## **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 revenue generated by the Bargain Store goes directly to support the clients at CARC through the purchase of aging vehicles, assisting with various group home projects and providing funds for special needs requests when applicable. The Bargain Store also provides funding to Special Olympics so that the individuals we serve can continue to participate in this activity. We continue to be blessed with such a supporting community and volunteers that dedicate their time to the Bargain Store's success. Thanks to tremendous community support, the Bargain Store is on its way towards generating 3 million dollars since its inception in 1991. We could not do it without you!

## **Washington Ranch**

Washington Ranch is a 4000+ acres ranch centrally located near the Carlsbad Caverns and Guadalupe Mountains National Parks. Washington Ranch has facilities that allow individuals and businesses to host family reunions, weddings, or company retreats. Whether you come out for a day, week, or month; you will be welcomed with a variety of wildlife, beautiful scenery, and the most breathtaking sunsets over the Guadalupe Mountains. There is no better way to wash away the stress of daily life than to relax in the tranquility of Washington Ranch.

Washington Ranch now offers the Xperience course for additional family and team building activities. What would be more fun than having a paintball tournament with your co-workers! The Xperience offers a GaGa pit, Human Foosball, and a paintball course. If you are interested in booking one or all of the above activities, or would like to book a retreat or individual getaway at Washington Ranch; contact Chad Ingram –Washington Ranch Director – at 575-785-2228 for or visit our website at [www.campwashingtonranch.org](http://www.campwashingtonranch.org).

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, NM Health Care Association, AHCA/NCAL, American Fundraising Professionals, NFPA, the Health Coalition of NMSU and Carlsbad Community Foundation. CARC programs are accredited by CARF, the rehabilitation accreditation commission. CARC is a 2012 recipient of AHCA/NCAL Bronze Quality Award and a 2017 recipient of AHCA/NCAL Silver Quality Award. CARC is an affirmative action, equal opportunity employer. CARC's Child Development Services program is a partner agency with United Way of Southern Eddy County. We do business in accordance with the Federal Fair Housing Law (The Fair Housing Amendment Act of 1988).

