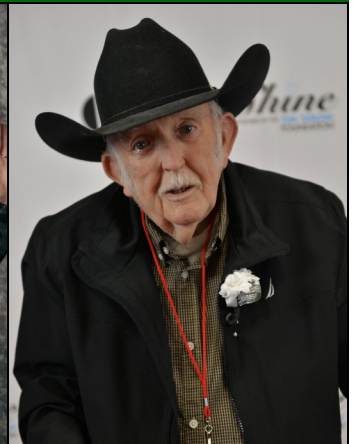




CARC^{INC.}

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 2018-19

Annual Report

From the CEO's desk...

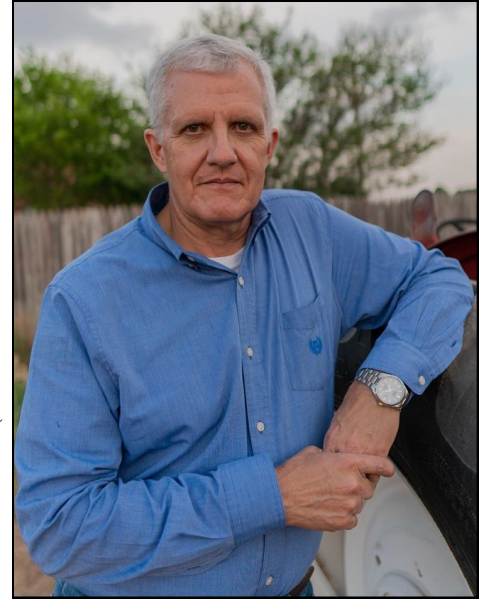
Everyone loves a winning streak. Especially when it signifies how well you do your job.

We were honored, and excited, to receive our 9th consecutive, 3-year accreditation from CARF (Commission on Accreditation of Rehabilitation Facilities) earlier this year. The process of review and verification of policies, procedures and processes began a year earlier. We go through this process to be assured that we continue to meet the standards on an ongoing basis and to verify we have the documentation and resources to support the services.

The standards put forth by CARF have been a major force in improving programs and services over the years and maintaining a high standard level. They have become guard rails for us as we continually look to modify and improve how we serve individuals with special needs so that our support for them is always beneficial and they continue to have opportunities to learn and grow in their own lives.

The staff works hard every day to help these individuals have lives that are active and are able to participate in the community. At the same time, these individuals are providing various services to the community because of the jobs they have and services to the community they participate in.

CARC is unique in New Mexico in the way we provide for individuals with special needs, and we are the only organization that has such a long running track record of accreditation. And that is something we are proud of and the community can be proud of.



We Are Stronger Together



Mark Schinnerer
Chief Executive Officer

OUR LEADERSHIP

Board of Directors

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

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
Katelyn Smith, Work Services Director
Kathy Hughes, Director of Children Services
Danny Fletcher, Camp Washington Ranch Director

CARC DEMOGRAPHICS

Financial Report

REVENUE	FY 2017-2018	FY 2018-2019
Residential	\$ 7,257,121	\$ 7,689,480
Work Services	\$ 1,691,288	\$ 1,773,686
Child Services	\$ 1,753,632	\$ 1,476,282
Other	\$ 102,185	\$ 147,238
Contributions	\$ 179,855	\$ 339,199
Investments & Endowments	\$ 252,779	\$ 299,255
TOTAL	\$ 11,236,860	\$ 11,725,140
EXPENSES	FY 2017-2018	FY 2018-2019
Residential	\$ 4,903,958	\$ 5,747,537
Work Services	\$ 2,664,241	\$ 2,713,552
Child Services	\$ 1,726,830	\$ 1,761,725
Other	\$ 342,686	\$ 322,123
Administration	\$ 1,051,134	\$ 1,190,761
TOTAL	\$ 10,688,849	\$ 11,735,698

Total Served

Child Services (Early Intervention & Childcare)	561
Adults	99
Total Served	660

Primary Disability (Does not include Childcare)

Developmental Disability	18%
Developmental Delay	68%
At-Risk	14%

Ethnicity

Caucasian	43.2%
Hispanic	53.7%
African American	2.1%
Native American	0.8%
Asian	0.2%

Age

0-17	561
18-20	1
21-30	20
31-40	18
41-50	20
51-60	21
61-70	14
71-80	5

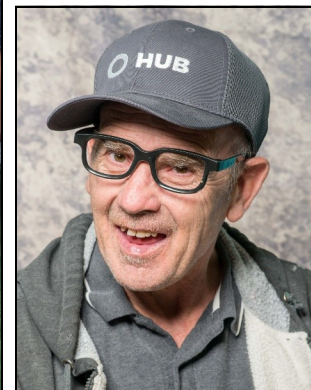
Gender

Male	59%
Female	41%



Family isn't always blood. It's the people in your life who want you in theirs. The ones that accept you for who you are. The ones who would do anything to see you smile, and who love you no matter what.

Unknown



FISCAL YEAR 2018-2019 DONATIONS

General Donations

Acosta, Martha
Anonymous
Babbitt, Lon
Barbosa, Kaymel
Barbosa, Teresa
Barnes, Robert
Basham, Biff & Charlene
Beeson, Jeanne
Berry, James & Janice
Brantley, George & Nancy
Brown, Ginger
Cade, Ronald
Camp, Lou
Campbell, Kristy
Carlsbad Community
Foundation
Clark, Kelly & Jane
Clem, Ron
CNB Bank
Denton-Wood Funeral Home
Don Winters Construction
Dunagan, George & Connie
Farley, Kevin & Melissa
Ferguson, Gemma
Forrest, Bob & Barbara
Forrest, Bobby & Brenda
Forrest Foundation
Forrest, Michael & Lindsey
Forrest, Mike & Jo
Francis, Tracy
Friesen, Dean & Ellen
GDSB Trust
Goodlander, Jim
Hollenkamp, Sharon
Jenkins, Jay
Jennings, Neal
Knights of Columbus
Koehler, Frances
La Wanda Scholl, Robert
Lee, Randall
MacCornack, Donald &
Belinda
Malott, Fred & Rosemary
McCauley, Frankie
McClesky, Tom & Ana
Merland, Inc.
Milton's Brewing
Nesbit, Judy
Olson, Carolyn
O'Rourke, Melissa
Owens, Eleanor
Parrott, Vance & Janice
Pennington, John
Perini, Dale & Karen
Perini, David & Anita
Post, Lee & Diane
Renfrow, Jim & Paula
Ricker, William
Schinnerer, Mark & Linda
Skinner, John & Sharon
Spealman, Mr. & Mrs.

Stein, John, Sharon &
Marianne
Stradley, Trent
United Way of Central New
Mexico
United Way of South Eddy
County
Vanlandingham, Barbara
Waters, James & Judith
Woolf, Patricia
Wooten, John
Xplor, LLC.

Bob & Barbara Forrest Endowment Donations

Emerson, Brett & Lee
Forrest, Dick & Betty
Halpain, Tamara
Nesbit, Judy
Rogers, Nancy

Bowling Sponsors

Albertson's Grocery
CNB Bank
Connell's Office Products
Forrest Tire Company
Sparks Office Solutions
Steven's Inn

Special Needs

Barbosa, Teresa
Barnes, Robert
Barnhart, William & Veronica
Campbell, Paul & Sherry
CARC Farmhouse Bargain
Store
Cavin, Mr. S.H.
Clem, Ron
Crews Glass & Mirror
Cruz, Manuel
Currier, Cliff & Cheryl
Currier, Mike
DB Enterprises
Gunn, Travis & Wanda
Gutierrez, James & Renee
Halpain, Tamara
Jenkins, Jay
Johnson, Jim & Barbara
KAM Security & Sound
Kratzke, Maryann
Legendary Welding Services,
LLC.
Light, John
McCauley, Frankie
Moore, Glen & Peggy
Noland, Frank & Marilyn
Olson, Carolyn
Pepper, Ken & Joan
Perez, Alice
Power, Russ & Clairborne
Shore, Jaima
Sims, Michael & Betty

Southwest Pharmacy/
Advanced Meds
Steven's Inn
Taylor Well Service
Threlkeld, Kay
Western Bank
Willson, Kelly

Oil & Gas Festival

CNB Bank
Western Bank

In Memory Of

Babbitt, Frances
Babbitt, Lon
Banigan, Wendell
Jenkins, Jay
Berry, Jeff
Berry, James & Janice
MacCornack, Donald &
Belinda
Blair, Georgette
Jenkins, Jay
Bostick, Charles
Perini, Dale & Karen
Buzbee, Bill
Forrest, Bob & Barbara
Clark, Sammy
Forrest, Bob & Barbara
Crain, John B
Olson, Carolyn
Davis, Paula Marie
Farley, Kevin & Melissa
Decker, Bill
Perini, Dale & Karen
Flannery, Terry
Koehler, Frances
Garringer, Don
Forrest, Bob & Barbara
Goodlander, Jeff
Goodlander, Jim
Hall, Dean & Woody
Camp, Lou
Halpain, Tony
Noland, Frank & Marilyn
Harris, Dr. Billie Joe
Forrest, Bob & Barbara
Forrest, Bobby & Brenda
Halpain, Tamara
Hein, Rusty
Barnes, Robert
Halpain, Tamara
Olson, Carolyn
Jenkins Sr., Randall
Forrest, Bob & Barbara
Francis, Tracy
Olson, Carolyn
Schinnerer, Mark & Linda
Kratzke, Chris
Kratzke, Maryann
Korbel, Stephen
CNB Bank

McIlroy, Jim
Perini, Dale & Karen
Medina, Aurelia
Perini, Dale & Karen
Pate, Ruth
Forrest, Bob & Barbara
Pierce, Eulene
Perini, Dale & Karen
Seward, Lynn
Barnes, Robert
Smith, Charlie
Perini, Dale & Karen
Tucker, Peggy Brown
Brantley, George & Nancy
Walker, Billie
Jenkins, Jay
Warren, Allen
Barnes, Robert
Halpain, Tamara
Waters, Bill
Forrest, Bob & Barbara
Vandenberg, Craig
Forrest, Bob & Barbara
Vanlandingham, Jerald
Vanlandingham, Barbara

In Honor of

Barnes, Robert
Shore, Jaima
Currier, Mike
Currier, Cliff & Cheryl
Dunagan, Ed
Halpain, Tamara
Forrest, Bob & Barbara
Halpain, Tamara
Forrest, Gary
Emerson, Brett & Lee
Waters, James & Judith
Halpain, Tammy
Barnes, Robert
Malott, Fred & Rosemary
McDaniel, Jolita
Beeson, Jeanne
Olson, Carolyn
Friesen, Dean & Ellen
Spealman, Susan
Spealman, Mr. & Mrs.
Young, Henrietta
Wooten, John

*A huge THANK YOU to all
of our donors for your
continued supported
of our services, programs
and mission.*

*YOU help make a
positive impact in the lives
of persons with
special needs!*

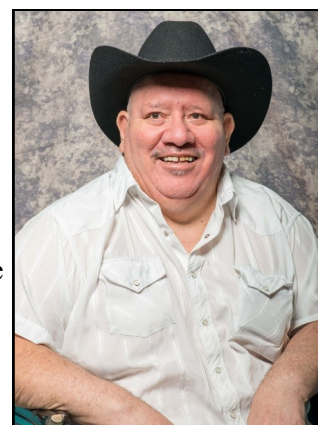
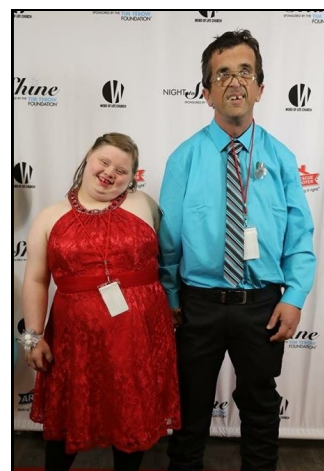
ORGANIZATIONAL HIGHLIGHTS

CARF Accreditation

This has been an exciting year for CARC. This past spring, CARC was surveyed by CARF for reaccreditation of our services. CARC received it's ninth consecutive 3-year accreditation this fiscal year for the following services:

- Community Employment Services: Employment Supports (Supported Employment)
- Community Employment Services: Job Development (Supported Employment)
- Community Housing (Residential Group Home Settings)
- Community Integration (Adult Habilitation)
- Organizational Employment Services (Work Services)
- Service Coordination
- Services for Children and Youth: Early Intervention Services
- Supported Living (Independent Living Settings)

Though this accreditation process is optional, CARC continues to pursue accreditation and maintain these quality standards as reaffirmation that the organization is guided by internationally recognized service standards and best practices. A three-year accreditation is the highest level of accreditation given to organizations in this field of services. Accreditation demonstrates that our organization has made a specific commitment to put the needs of the individuals we serve at the center of everything we do. We are so proud of our staff and community for keeping CARC's vision and mission strong.



Child Development

• Child Development Center

We have had a lot of exciting news going on at our Child Development Center. This year we configured the layout of the childcare center to allow for additional children. We are excited to announce that the Child Development Center now provides child care services to community children until they enter kindergarten and have increased capacity at the center to 56 children. We are still in the process of transitioning our classrooms to older children, but we now have a classroom for infants, 1-year olds, 2-year olds, and 3/4-year olds. As part of this expansion, new toys and classroom equipment was purchased for the 3-5 age group. In addition, CARC realized the need to increase security measures for the children in the center. We now have a finger-print check in/out system for each child and a security lock for the facility that requires a designated key code for each person. We want to thank the Carlsbad Community Foundation for helping fund this project through their community grant.

• Child Development Services Early Intervention Program

The Early Intervention Program is designed to increase skills in early age in order to decrease the need for accommodations as the child gets older. Services are provided to children birth to age three who have developmental delays, established conditions or are identified as at risk medically or environmentally. This fiscal year 515 children in the community were assessed for developmental milestones and 410 qualified for ongoing services through our program. These children received various levels of supports to improve their developmental outcomes; including, as applicable, speech, physical and occupational therapy supports. This year, 62% of children were able to maintain or

decrease their delay as scored by their age over a six month period with our supports. In addition, 95% of the children transitioning out of the program and into the school system no longer required Individual Education plans to address their delays. We are thrilled to see the positive outcomes our program has on infants and toddlers within the community. As the community continues to expand, we anticipate further growth in this program.

Adult Programs

• Case Management

There were 69 individuals residing in our ICF/IID licensed group homes as of the end of the fiscal year. In addition, 21 individuals were receiving services through State General Funds placements. Of those 21, six were receiving residential supports through CARC's Independent Living Program.

• Adult Habilitation

The Adult Habilitation program provides individuals with various enriching activities including volunteer work, recreational activities, community integration and enhancement of natural supports for individuals who are unable to work or no longer choose to work. At the end of the fiscal year, 33 individuals were receiving supports through various options in Adult Habilitation. We plan to expand this program even further over the next fiscal year to address the changing needs of our individuals as they age.

• Work Services

CARC's Work Services provides individuals with a multitude of work options to build skills for future community employment opportunities.

Without this program, many of the individuals we serve may not have the opportunity to learn vocational skills in a setting that meets their unique needs. At the close of the fiscal year, 60 individuals held jobs in the various CARC-owned employment settings; including grounds care, janitorial services, CARC Dining Hall, CARC Document Destruction Services, Country Store and Greenhouse and Pecos Valley Pecans. This fiscal year, two individuals have transitioned to Supported Employment placements from Work Services placements. You may have seen our new rebranding early this fiscal year as we began to market the "touch" that our individuals have on the community. Many of our community contracts and supporters now display the "Leave Your Mark With CARC!" fingerprint logos.

• 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. At the close of the fiscal year, 26 individuals were receiving employment supports in a variety of settings. Eleven of those individuals are employed in individual placements at various businesses throughout the community. The other 15 individuals work in group employment settings as they learn skills necessary for individual employment opportunities.

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,



**LEAVE YOUR MARK,
WITH CARC!**



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. Results of feedback received and services delivery reflect:



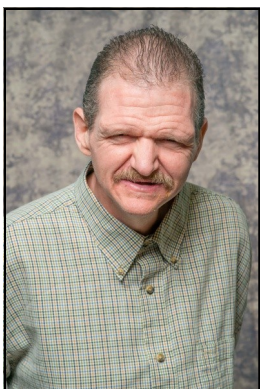
- 13,812 direct service hours provided to children in the Child Development Services Early Intervention Program.
- 100% satisfaction of services provided through the Child Development Services program to children and families in the community.
- 100 community contracts were provided through the Work Services Program to provide individuals served with employment opportunities. These included Plant Rental Contracts and Document Destruction Contracts.
- 94% of individuals in Work Services feel that they are learning skills that will help them get a job in a Supported Employment setting.
- Individuals served earned \$413,369.98 in wages over the course of the fiscal year through our Work Service employment sites and contract work.
- 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 Adult Habilitation programs are satisfied with the variety of services and activities offered in the program.
- 96% of individuals feel that their individual progress plan is helping them move toward their personal vision.
- 100% of stakeholders are satisfied with services provided by CARC (results include feedback from parents/guardians of children and adults served, participants, and consumers of services provided through Work Services and Supported Employment programs)
- 99% of parents/guardians and community consumers report their willingness to recommend services provided by CARC.



Improvements

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

- Replacement of bunkhouse roof at Washington Ranch
- Purchase of a vehicle for Washington Ranch Camp
- Purchase of a new steam table for the Washington Ranch Camp dining hall in order to meet the demands of large group meals.
- Purchase of a utility trailer for in-town lawn contracts provided through our Work Services program



- Purchase of a commercial grade refrigerator as part of the expansion needs of the childcare center.
- Replacing the commercial stove at the CARC Dining Hall with a newer model.
- Replacement of kitchen countertops in one residential home. (Additional countertops will be replaced in the coming fiscal year)
- Replacement of processing tables at Pecos Valley Pecans with food grade quality tables.
- New freezer for Pecos Valley Pecans to assure product stays fresh.
- Re-asphalt of a large section of parking areas at the CARC Campus.

- New software for Human Resource activities and replacement of several aged out computers throughout the organization.
- Purchase of two new lift vans (funded by Bargain Store)
- Purchase of four new low profile vehicles to meet the growing transportation needs of individuals we serve (funded by the Bargain Store)
- Purchase of new sofas, loveseats and chairs for all our residential homes (funded by the Bargain Store)

Night to Shine

Carlsbad hosted it's second annual Night to Shine event sponsored by the Tim Tebow Foundation. This event is a prom for persons in the community with special needs. Our individuals were so excited to be part of this amazing event. We have countless dances, dinners and parties at CARC that our individuals look forward to; but none as upscale as this fantastic event. It truly is the event of the year for our CARC family. We hope that this event continues as it is a huge event for our individuals. A huge THANK YOU goes out to everyone who volunteered their time to make this such a special night, especially Word of Life Church for their involvement in bringing such a wonderful event to Carlsbad and to our individuals.



CARC Farmhouse Bargain Store

The CARC Farmhouse Bargain Store is a thrift store that supports the needs of the individuals served through CARC services. We are truly blessed to have such dedicated volunteers to run the store and such a supporting community to provide us with merchandise to resell. The Bargain Store had a facelift with new shelving units throughout the store to better display merchandise donated. Come check it out. There is always a treasure waiting to be discovered.

Washington Ranch

Washington Ranch consists of 4000+ acres centrally located near the Carlsbad Caverns and Guadalupe Mountains National Parks. Washington Ranch is a true "Oasis in the Desert." Washington Ranch is open to the public and can be reserved for weddings, family reunions, company retreats, camping and a variety of other get-a-ways. It is the perfect place to relax away from the stress of the city and absorb all that nature has to offer. Visit our website at www.campwashingtonranch.org to see what we have to offer and check availability. We have lots of events planned for the community at the Ranch, including concerts, events and other fantastic family activities. Like us on Facebook to stay posted with all the fun happenings at Washington Ranch.

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).

