



CARC^{CO}

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 2011-2012

Annual Report

Message from Our CEO



At CARC, we are given the privilege to work with amazing people – both staff and clients. The dedication of our staff working with each individual to help them be active in the community continues to enhance the lives of people we serve, whether it is having a job, participating in community activities or children attending school.

Again this past year we put together a team for Relay for Life. Our goal was to have 100 team participants and we blew that goal with a total of 123, compared with 82 the previous year! We encourage individuals in CARC's care to give back to the community and this is just one example of that.

It is because of partnerships with our families and our donors, who have been the foundation and support of CARC for 38 years, that we are able to enhance the lives of the people we serve. Our staff and volunteers help us to make sure we meet the strict criteria for providing services.

We were honored this year to receive American Health Care Association Bronze Quality Award, a national recognition award for quality in services. The continual commitment to quality programs and services is what keeps us striving to improve the lives of the people we serve. This could not be achieved without the care and support of our direct care staff and their daily work with each individual.

Thank you for helping us make this year another success in our long history. Your continuing support is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Schinnerer".

Mark Schinnerer, CEO



Management Team

Mark Schinnerer, Chief Executive Officer
Tammy Halpain, Administrator of Services
Bob Barnes, Support Services Director
Manny Jimenez, Community Inclusion Director
Angela Carrejo, Human Resource Director
Nancy Rogers, Financial Director
Arlene Waters, Child Development Center Director
Dave Rogers, Director of Public Relations & Development
Charles Ortego, Camp Washington Ranch Director
Homer Freeman, Work Services Director

Board of Directors

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

CARC Demographics

Total Served	
Child Development Center (EI, Rainbow Connection Childcare)	422
Adults	111
School Contracts	6
Combined Total Served	539

Primary Disability (Does not include Rainbow Connection Childcare)	
Developmental Disability	128
Developmental Delay	357
At-Risk	8

Age	
0-17	424
18-20	6
21-30	23
31-40	20
41-50	26
51-60	27
61-70	12
71-80	1

Ethnicity	
Hispanic	55%
Caucasian	40%
African American	4%
Asian	1%

Sex	
Male	55%
Female	40%



*“Because
of your
smile, you
make life
more
beautiful”*

~Thich Nhat Hanh



Financial Report

REVENUE	FY 2010-11	FY 2011-12
Residential	\$4,921,475	\$4,954,694
Employment Programs	\$1,777,994	\$1,643,839
CDC/CDS	\$1,301,294	\$1,203,109
Other	\$101,531	\$97,771
Contributions	\$196,976	\$170,266
Investments & Endowments	\$114,034	\$187,751
TOTAL	\$8,413,304	\$8,257,430

EXPENSES	FY 2010-11	FY 2011-12
Residential	\$4,078,202	\$4,028,274
Employment Programs	\$2,062,782	\$2,111,116
CDC/CDS	\$1,075,909	\$1,047,167
Other	\$156,711	\$130,401
Administration	\$818,457	\$833,170
TOTAL	\$8,192,061	\$8,150,128

Fiscal Year 2011-2012 Donations

General Donations

Acosta, Martha
Advanced Pest Management
Albertson's
Allen, Randol
Amato, Paul & Wendy
Andrews, Sarah
Anonymous
Banister's Air Conditioning
Barnes, Robert
Barnhart, William & Veronica
Beeson, Jeanne
Berry, James & Janice
BES Rentals
Bindel, Susie
Bliven, Wayland & Jane
Boatwright, Wes & Carrie
Bobula, Barbara
Bradford, Dan & Susan
Brown, Ginger
Buendia, Maggie
Burks, Carol
Burks, Edith
Bowen, Mr. & Mrs. Bobby
Byrd, Ann
Cain Electric Supply
Campbell, Paul & Sherry
Carfagna, Peter & Rita
Carlsbad Chevrolet
Carlsbad Community
 Anti-drug/Gang Coalition
Carlsbad Community
 Foundation
Carlsbad Elks Lodge
Carlsbad Insurance Agency
Carlsbad Medical Center
Carlsbad National Bank
Carlsbad Police Department
Carter, Alice
Castaneda, Henry & Cecilia
Cherry, Dough & Martha
Clark, Houston & Mildred
Cleary, Mike & Sue
Clem, Ron
Compton, Jim & Barbara
Connells Office Products
Constructors, Inc.
Cooper, Tish
Corley, Mr. & Mrs. D.E.
Corrigan, Kathleen
Cross, Dan
Crotty, Larry & Mary
Currier, Cliff & Cheryl
Currier, Mike
Daugherty, Bob & Sissy
Denton-Wood Funeral Home
Dowdy, Ann
Dunagan, Ed
Dunagan, George & Connie
Fashmpaier, Ellen
Ferguson, Gemma
Flores, Barbara

Forbes, Ron
Forrest, Bob & Barbara
Forrest, Dick & Betty
Forrest Tire
Francis, Jay & Tracy
Friesen, Dean & Ellen
Fritschy, David & Andree
Garrett, Joe & Teresea
Garringer, Michael & Deanna
General Nutrition Center
Gillan, Norman
Goodsearch
Gwartney, Mr. & Mrs. J.E.
Halpain, Tony & Tamara
Henderson, Larry & Signe
Henley, Alison
Higgins, Dawn
Hollon, William & Peggy
Home Care Connection
Howard, Cliff & June
Hughes, Lowell & Christine
Hutchins, Robbie & Anita
Hutchins, Robert
Johnson, Jim & Barbara
Julian, Loretta
Jump, Tim
Justgive
Klaus, Harold
Klonowski, Paul
Knights of Columbus
Koehler, Frances
LaTienda Pharmacy
Lisenbee, Debra
Lunardon, James & Jody
Lyon, Oscar & Pat
Malott, Fred & Rosemary
McCauley, Frankie
McCloskey, Reid & Marie
Miszlai, Anita
Mosaic Potash
Murphy, Elaine
Murphy, Susan
Murrill Electric
Nelson, William
Noland, Frank & Marilyn
Oberg, Scott
O'Brian, Mary Ann
O'Brian, Phillip
Ogden, Jim & Sue
Olson, Carolyn
O'Neal, Alice
O'Rourke, Melissa
Ost, Kathleen
Padilla, Kimberly
Paneral, Al
Patman, Betty
Paugh, Donna
Perini, David & Anita
PVT Networks
Regina Health Center
Reynolds, Wes
Ricker, William
Rogers, David & Kimberly
Rogers, Nancy
Rose, Joe & Anne
Rosprim, Darlene
Roye, Camille
Rubin, Marian
Schinnerer, Mark & Linda
Schenk, Alice
Schohn, Susan
Shanahan, Col. James & Anne
Sister of Charity Health
 Systems
Slaughter, Kinneith
Southwest Pharmacy/
 Advanced Meds
Sparks, Keith
Springtime Janitorial Supply
Standard Services
Sterrett, David & Gina
Steven's Inn
Stradley, Trent
Stockton, George & Mildred
Szabo, Pat
Tate Branch
Taylor Well Service
Tesch, Maria
Thach, Jodie
Thompson, Paul & Toni
Townsend, Alegra
Trabert, Jerrold & Elizabeth
Trinity Hotel
Truist
Tutor, Thomas
U-1st Community Federal
 Credit Union
United Way of South Eddy
 County
Vorthmann, Everett
Wal-mart Superstore
Washington Tru Solutions
Waters, Bill & Sharon
Waters, Harold & Margaret
Welch, Lester & Louise
Wells Fargo Bank NM
Wells, Mickey
Westall, Ray & Karen
Western Commerce Bank
Wickstrom, Gail
Wilson, Tommy
Wimsatt, Alma
Wooten, John & Juanita
Worner, Mr. & Mrs.
Xcel Energy
Yates, Keith
Yates, Peyton

Endowment Donations

Forrest, Bobby & Brenda
Forrest Family Foundation
Forrest, Lee
Forrest, Mike & Jo
Leyva, Rudy & Dora
Owen, Ramona

Reynolds, Wes
Rogers, David & Kimberly
Rogers, Nancy
Schinnerer, Mark & Linda
Wilson, Clay & Linda
Wolfe, Gary

In Memory Of

Randy Allen
Halpain, Tony & Tamara
Dora Boyd
Forrest, Bob & Barbara
Charles Byrd
Halpain, Tony & Tamara
Brian Christenson
Cooper, Tish
Corley, Mr. & Mrs. D.E.
Michelle Craft
Tutor, Thomas
Lettie Rose Crausby
Stockton, Dan & Mildred
Terrance Flannery
Bobula, Barbara
Cartegna, Peter & Rita
Cleary, Mike & Sue
Corrigan, Kathleen
Crotty, Larry & Mary
Fashmpaier, Ellen
Flannery, Terrance P &
 Brian J
Forrest, Bob & Barbara
Jullian, Loretta
Klonowski, Paul
Koehler, Francis
Murphy, Susan
Oberg, Scott
O'Brien, Mary Ann
O'Brien, Phillip
Regional Health Center
Schoein, Susan
Sister of Charity Health
 Systems
Szabo, Pat
Trubert, Jerold & Elizabeth
Welch, Lester & Louise
Sandra Fuentes-Duarte
Tony & Tamara Halpain
Annie Galyon
Andrews, Sarah
Halpain, Tony & Tamara
Noland, Frank & Marilyn
Padilla, Kimberly
Kenny Gary
Roye, Louis & Camille
Bud Gerrells
Forrest, Bob & Barbara
Harold Hines
Wells, Mickey
Jim Hulse
Forrest, Bob & Barbara
Ryan Hyatt
Lunardon, James & Judy

Webb Johnson

Forrest, Bob & Barbara

Marvel LyonLyon, Oscar & Pat
Ost, Kathleen**Art Merritt**

Forrest, Bob & Barbara

Bill Miller

Halpain, Tony & Tamara

Hetti Ilene Mitchell

Olson, Carolyn

John A. Most

Cross, Danny & Ann

Roger Paugh

Paugh, Donna

Clarence "Ole" OlsonAcosta, Martha
Barnes, Robert
Barnhart, William &
Veronica
Beeson, Jeanne
Clark, Houston & Mildred
Forrest, Bob & Barbara
Francis, Jay & Tracy
Friesen, Dean & Ellen

Halpain, Tony & Tamara

Howard, Cliff & June

Lisenbee, Debra

McCloskey, Reid & Marie

Ogden, Jim & Sue

Olson, Carolyn

Patman, Betty

Paugh, Donna

Rogers, Nancy

Schinnerer, Mark & Linda

Shenk, Alice

Thach, Jodie

Vorthmann, Mr. & Mrs.

Everett

Waters, Harold &

Margaret

Prentiss O'Neal

O'Neal, Addie Alice

Mike PostmaForrest, Bob & Barbara
Halpain, Tony & Tamara
Olson, Carolyn**JB Ridgeway**Dunagan, Mr. & Mrs.
Forrest, Dick & Betty**George Shoup**

Forrest, Bob & Barbara

Olson, Carolyn

Rogers, Dave & Kimberly

Shona St. John

Forrest, Bob & Barbara

Olson, Carolyn

Bill Townsend

Townsend, Alegra

Henrietta Wooten

Wooten, John

In Honor of**Jarrett Armstrong**

Sterrett, David & Gina

Robert Barnes

Mallott, Fred & Rosemary

Bruce Bliven

Bliven, Wayland & Jane

Alice Carter

Bradford, Dan & Susan

Mr. & Mrs. Ben Carter

Carter, Alice

Mr. & Mrs. Peter Carter

Carter, Alice

Dr. & Mrs. Rick R. Carter

Carter, Alice

Mike Currier

Currier, Cliff

Carol Duran

Allen, Randol

George & Connie Dunagan

Bradford, Dan & Susan

Gary Forrest

Campbell, Paul & Sherry

Don & Mackie Garringer

Garringer, Micheal &

Deanna

Korean War Vets

Gillan, Norman

Louise Tracy

Murphy, Elaine

Judi Waters

Henderson, Larry & Signe

*Thank you for touching
the lives of the
individuals we serve.
You are a true blessing.*

Organizational Highlights

Support Services

This fiscal year, CARC provided Staff Nursing and Case Management services 117 individuals. These services assist in the development of daily living plans and needs of each individual as related to the individuals vision, abilities, and support needs. Each individual's personalized plan focuses on the meaningful day activities that enhance an individual's vision and values. In addition, CARC provided respite services to fourteen individuals this fiscal year.

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 consists of individually tailored supports that assist individuals to learn and/or retain the skills necessary to live as independently as possible. It promotes individual choice and advocates for the least restrictive living environment 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 individuals daily living needs. Our Independent Living services offer varying levels of care, from intensive support to minimal assistance, based on personal support needs. Examples of services provided include: assistance with meal preparation, cleaning, grocery shopping, and banking, as well as numerous other activities tailored to the individual's level of need. This year 74 individuals received services through our various residential programs.

Supported Employment

The Supported Employment program offers individuals the opportunity to transition into a competitive work environment through job carving, job coach, and training programs. This program works with local businesses to find jobs that best fit the individual's personal employment vision and skills. At the end of the fiscal year, 32 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 provides individuals with various enriching activities including: community and sensory integration activities, physical activities, rest periods, senior citizen activities, and

computer skill training. Community Inclusion services offer community access supports that fulfill each individual's desired meaningful day vision through community involvement activities. The program includes opportunities for volunteer work, recreational activities and enhancement of natural supports. Activities are provided as a recreational period for individuals in the evenings and on weekends. The Activities department also assists with Special Olympic activities. Nineteen individuals were receiving supports through the Life Enhancement program at the end of the fiscal year.

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. This program offers employment to individuals who need additional supports with work related activities. Individuals pride themselves in being able to earn a paycheck and have their own money to spend, and we are proud to be able to support these individuals in becoming productive members of the community. Due to regulatory changes, our DD Waiver funded individuals were moved from affirmative employment settings beginning this fiscal year. These individuals now utilize Community Inclusion services, and where applicable, Supported Employment services. However, this program continues to be essential in providing employment opportunities and employment training to many of our clients funded under other programs.

• Rainbow Recycling

CARC's recycling program continues to see positive support from the community through increased growth in recyclables being processed. The Rainbow recycling program works with the City of Carlsbad with the curbside recycling program as this program continues to grow into more neighborhoods. Rainbow Recycling also offers shredding contracts with businesses throughout Carlsbad to promote recycling. This year 1054 bales were recycled weighting approximately 471 tons (942,000 pounds)! This is an increase of 20% over last fiscal year. Thanks to the strong community supports of this program, we continue to see record growth. The recycling center was providing job training for 14 individuals as of the end of the fiscal year.

• 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 by individuals served. Plant Rentals - an extension of the Country Store - offers maintained planters to various locations around town. The individuals working in these departments love to see their hard work prevail, from seed to blooming plants. 33 individuals were working in the Country Store, Greenhouse and Potting Barn at the end of the fiscal year.

• Pecos Valley Pecans

Pecos Valley Pecans continues to be a symbol of quality Pecans throughout New Mexico. The individuals we serve harvest, shell, and clean the pecans which are then sold to the public. Thirteen individuals were employed in the processing plant at the end of the fiscal year.

• Grounds/Janitorial

Fifteen individuals were working in the Grounds/Janitorial department at the end of the fiscal year. These individuals continue to learn general job skills and skills related to general housekeeping and lawn care.

• Dining Hall

The CARC Dining Hall employed eleven 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 at job opportunities in the community.

Child Development Center

• Rainbow Connection Childcare

The Rainbow Connection Childcare center offers childcare services to both typically developing children and A total of 46 children between the ages of six weeks and three years old were provided services through the childcare center this fiscal year. We continue to receive strong family support for this program. This is evident by receiving 98% satisfaction in our surveys. One family comment "I love CARC day care and would not take my child anywhere else". We continue to pride ourselves in providing optimum care for the community's children

• Early Intervention Program

The Early Intervention Program goal is for children to increase developmental abilities to decrease the need for special developmental programs when entering school. Services are provided in the home and community based on the needs of the children and preferences of the caregivers. Over the fiscal year, 371 children were served, an increase of 5 children over last fiscal year. This program continues to grow as outreach programs help identify children that can benefit from services. This program received 98% satisfaction of services provided. One family commented on their survey, "I was unable to break the cycle of low development skills, she has always waited for me to address her needs, but now she expresses herself so much better". 93% of the children enrolled in Early Intervention services are meeting their outcomes. In addition, 63% of the children maintained or decreased their delays in the last quarter of the fiscal year. These outcomes help decrease the need for additional developmental supports as the child ages.

• Parent Self-Monitoring Screening Program

The Parent Self-Monitoring Screening program provides a tool for parents to track their child's development to age five. At the close of the fiscal year 211 children were enrolled in the program. This program is a free service that acts as a valuable assessment tool to determine any possible developmental delays. Results from these evaluations includes referrals to local services based on a child's needs.

Outcomes

The following are compiled results of Participant Choice Satisfaction Questionnaires that were returned this fiscal year:

- 97% feel that their individual progress plan is helping them move toward their personal vision.
- 86% of individuals in the Work Services program feel that their job is training them to be able to be employed through the Supported Employment program.
- 97% of individuals receiving Residential services feel that their staff are teaching them what they want to learn to be more independent.
- 100% of individuals in the Supported Employment rates overall services at "good" or "excellent".
- 100% of individuals in the Community Inclusion program rates overall services at "good" or "excellent".
- 98% of individuals feel that they are utilizing natural supports and community resources they enjoy.

Improvements

CARC continues to focus on improving accessibility and upkeep of our facilities. This fiscal year we had several major projects to meet these identified needs. Thanks to the support of the CARC Farmhouse Bargain Store, we were able to purchase a vehicle to replace an aging vehicle in our fleet. We were also able to upgrade the heating and cooling system in our gymnasium. Our gym offers a heated therapy pool that is utilized by the community as well as our clients. We also purchased some new furniture and appliances for our residential homes.

Camp Washington Ranch

Washington Ranch offers a wide variety of accommodations and services centrally located near Carlsbad Caverns, Guadalupe Mountains National Park, the Pecos River, Living Desert State Park, along 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 Charles Ortego –Camp Washington Ranch Director – at (575) 785-2228 for information and reservations.

CARC Farmhouse Bargain Store

The CARC Farmhouse Bargain Store is essential in providing extra services to clients. This thrift store is ran completely by volunteers and offers quality used merchandise that is donated by the Carlsbad Community. Through the help of the Bargain Store, CARC is able to replace aging vehicles in our fleet, make repairs to our facilities, restock supplies in our group homes (such as towels and kitchen supplies) and help clients that do not have the funds to purchase essential personal items. The Bargain Store also supports the Special Olympic program and provides the necessary funds to allow clients to travel to competitions around the state. We are blessed to have such a wonderful set of volunteers that dedicate their time to the Bargain Store's success, and

Have you included us in your Estate Plan?

Gifts we receive from individual estates help support the important work CARC, INC. 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 \$ (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, INC., 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.



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, AWARE, Carlsbad Chamber of Commerce, Carlsbad Community Foundation, Carlsbad Department of Development, Health Coalition of NMSU, Inter-Agency Council of Southern Eddy County, NISH, NM Health Care Association and NM Recycling Coalition. 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).

