



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 2012-2013

Annual Report

Message from Our CEO

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

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

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

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

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



Mark Schinnerer
Chief Executive Officer



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

Board of Directors

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

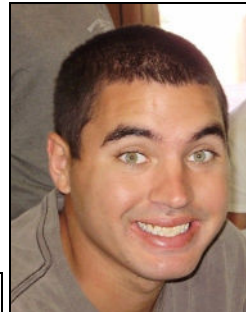
Management Team

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

CARC Demographics

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

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

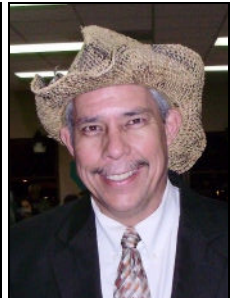
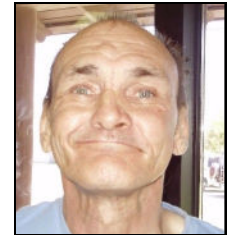


Primary Disability	
(Does not include Rainbow Connection Childcare)	
Developmental Disability	116
Developmental Delay	373
At-Risk	24

Gender	
Male	61%
Female	39%



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



Financial Report

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

Fiscal Year 2012-2013 Donations

Donations

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

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

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

Endowment Donations

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

In Memory Of

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

Briggs, Dottie

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

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

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

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

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

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

Mallott, Fred & Rosemary
Bruce Bliven
 Bliven, Wayland & Jane

Carter, Peter
 Carter, Alice

Cruz, Robert
 Cruz, Manuel
 Cruz, Vernon & Teresa

Currier, Mike
 Currier, Cliff & Cheryl
 Westfall, Ray & Karen

Forrest, Bob & Barbara
 Gerrells, Laverne
 Waters, James & Judith

Forrest, Gary

Campbell, Paul & Sherry
 Forrest, Mike & Jo
 Waters, James & Judith
Forrest, Sutton & Holly
 Stewart, Van & Susan

Halpain, Tammy
 Padilla, Kimberly

Hendren, Andrew
 Buendia, Margarita

Luna, Eddie
 Luna, Mr. & Mrs. Vicente

Martinez, Jasmine
 Martinez, Eddy & Sylvia

Whetham, Holden
 Stephens, Craig & Sheri



CARF Accreditation

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

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



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

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

Some of the comments from the CARF surveyors include:

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

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

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

Organizational Highlights

Support Services

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

Residential Programs

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

Supported Employment

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

Community Inclusion

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

recreational activities, community integration and enhancement of natural supports.

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



Work Services

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

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

- **Grounds/Janitorial**

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

- **Dining Hall**

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

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

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

- **Country Store and Greenhouses**

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

- **Pecos Valley Pecans**

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

Child Development Center

- **Rainbow Connection Childcare**

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

- **Parent Self-Monitoring Screening Program**

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

- **Early Intervention Program**

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

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

Outcomes

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

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

Improvements

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

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

Camp Washington Ranch

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

CARC Farmhouse Bargain Store

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

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

