

CREATING GREAT OPPORTUNITIES

2020 OPPORTUNITIES

TARC Annual Report

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Excellence

Della Hotard, Board President



As Board President, I see and experience TARC creating opportunities not just for our individuals today, but also for many years and generations to come. For me, I've enjoyed this incredibly interesting and exciting year with all new developments throughout many departments at TARC.

The TARC Board of Directors are really excited to see TARC's new community home, Lillian Marie, finishing construction for our gentlemen to live on Houma's west side. The new home will also be able to accommodate our SIL residential clients as a safe haven for hurricanes in case of evacuations.

We have so many new businesses that have opened up new opportunities for our people to work and shine in our community. The TARC campus is all alive with The Hen House and all its chickens and eggs. Our newly improved Houma Grown department has developed new products and processes such as Worm Tea Bags and continues grow and sell produce. Grand Designs, our new screen printing company is growing every day.

In 2009, Options Plus, the newly named day habilitation program, are integrating more and more into the community and are more visible around town. It is wonderful to see our clients happy and enjoying their jobs. TARC Executive Director Mary Lynn Bisland, her staff of directors, and the direct support staff, are the reason everything is running smoothly, even with the budget cuts.

We are fortunate to have the support of the community in having the tax property millage to help in these times. God has blessed TARC with such a diverse and caring staff to take daily care of our special population. The Board would like to thank everyone that supports TARC in all the many areas.

Mission

TARC is committed to securing for all people with intellectual and other developmental disabilities *the opportunity to enjoy a meaningful life.*



One of the major goals at TARC is to never maintain the status quo! In an endeavor to accomplish this goal, TARC opened a screen printing business, "GRAND DESIGNS," a fresh yard egg business, "THE HEN HOUSE", a worm composting business and products, "WORM TEA BAGS", and has garnered many state awards through the ARC of Louisiana. TARC also received its 3rd CARF three year accreditation in June 2009.

The screen printing business began in early March 2009 and has brought great opportunities to employ TARC workers in vocational training and job development. In addition to screening, a heat press and other equipment have been purchased to do heat transfers, hats, bags, and many other items. It is a full service business and has taken off since the beginning. The staff and TARC workers are fully committed to this business enterprise and to its success.

"Houma Grown" planted a spring and summer garden and all of the produce are sold in the TARC Restaurant. Tomatoes, cucumbers, squash, eggplant, peppers, okra, green beans, potatoes, onions, and much more were sold throughout the two seasons. This division is also responsible for the hens in "THE HEN HOUSE." Fresh yard eggs are gathered daily and sold in the restaurant. Worms are fed and nurtured in bins inside building unit #2. When the time is appropriate, the castings are separated from the worms. Then, the castings are bagged and sealed for sale to customers as "WORM TEA BAGS." The nutrient rich tea is liquid fertilizer for indoor and outdoor plants. Buy some and watch your plants thrive!

"CARF", The Commission on Accreditation of Rehabilitation Facilities, is a well known accreditation body within the field of rehabilitation and disabilities. The surveyors came from Canada, Virginia, and Illinois. Of the 874 standards that were surveyed, TARC had greater than a 98% compliance rate. Some of the comments were: "TARC operates on the healthy culture of transparency, creativity, and innovation. As a result, there is an obvious unmistakable commitment to ongoing quality improvement that allows the organization to continue growing and creating opportunities for improved service delivery. New ideas are not only welcome to TARC; they are often implemented without hesitation to the benefit of persons served."

Vision
Every person with intellectual and other developmental disabilities in Terrebonne Parish will have an array of services and supports available.

TARC received 5 awards at the ARC of Louisiana's annual awards luncheon in Baton Rouge in September 2009. Once again, because of the outstanding participation by local businesses and groups in Terrebonne Parish, TARC's nominees were awarded state awards. Those awards went to **WEATHERFORD** for "Special Recognition" as a business supporting an enclave of individuals working in their plant. **JIM AND SHIRLEY CROWLEY**, of Creole Lanes, won for the Outstanding Recreation Award, (Jim died shortly after receiving the award); for their involvement with the No-Tap Bowling League. The **HOUMA DAILY COURIER**, won again for the Outstanding Media Award, for their coverage of TARC throughout the year! **MAGGIE ZSCHIEDRICH**, TARC Manager, was selected to receive the "Professional of the Year Award", because of her on-going efforts in growing "Sweet Sensations Confections" to new heights.

TARC won the "**OUTSTANDING LOCAL UNIT AWARD**" again this year. All 5 awards are coveted awards given annually to one winner in each category. TARC is honored and privileged to have been selected to receive these awards.

TARC has many outstanding enterprises and on-going programs that are too numerous to report on in this document. Be proud Terrebonne! TARC is yours and we are excited to represent you!

Directory

Board of Directors 2008-2009

Phyllis Toups
President

Rose Goolsby
Vice President

Mike Allemand
Secretary

Della Hotard
Treasurer

Thomas Collins
Bernadette Dugas
Ruthanne Gallagher
Rowena Marcel
Larry Pete
Directors

Chris Naquin
Client Representative

Department Directors

Mary Lynn Bisland
Executive Director

Tiffany Brunet
TARC Enterprises Division 2

Alison Filce
Residential

Gilbert Jones
TARC Enterprises Division 1

Wayne Sailors
Human Resources/Purchasing

Rodger Shelton
Transportation/Maintenance

Deanna Zeringue
Finance/Accounting

People Behind TARC

TARC is a 501(C)3 non-profit organization employing over 175 staff in various occupational settings. TARC's staff range in diverse educational backgrounds including the following:

- Direct Support Professionals
- Masters of Business Administration
- Masters of Clinical Counseling
- Masters of Education
- Masters of Social Work
- Bachelors of Accounting
- Bachelors of Education
- Bachelors of Mass Communications
- Bachelors of Music Therapy
- Bachelors of Psychology
- Bachelors of Social Work
- Bachelors of Special Education
- Certified Public Accountant
- A Registered Nurse
- A Licensed Practical Nurse
- CDL Drivers
- Industrial Electronics

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Financial Position

Statement

Current and other assets	\$ 5,907,737.00
Capital assets	<u>\$ 3,788,067.00</u>
Total assets	<u>\$ 9,695,804.00</u>

Long-term liabilities	\$ 177,400.00
Other liabilities	<u>\$ 284,879.00</u>
Total liabilities	<u>\$ 462,279.00</u>

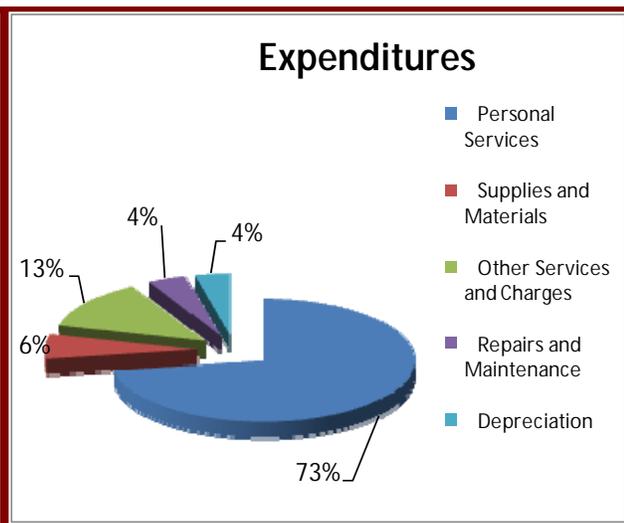
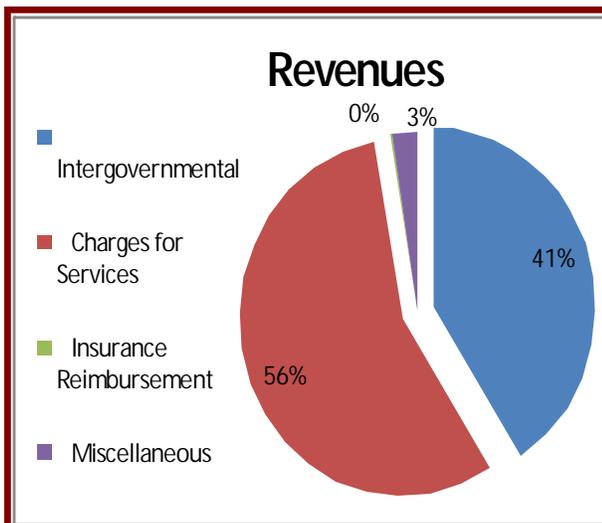
Net assets:	
Invested in Capital Assets	\$ 3,788,067.00
Unrestricted	<u>\$ 5,445,458.00</u>
Total net assets	<u>\$ 9,233,525.00</u>

Total liabilities and net assets	<u>\$ 9,695,804.00</u>
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Revenues:	
Intergovernmental	\$ 3,375,709.00
Charges for Services	\$ 4,631,248.00
Insurance Reimbursement	\$ 17,309.00
Miscellaneous	<u>\$ 210,020.00</u>
Total revenues	<u>\$ 8,234,286.00</u>

Expenses:	
Personal Services	\$ 5,364,450.00
Supplies and Materials	\$ 475,045.00
Other Services & Charges	\$ 960,246.00
Repairs and Maintenance	\$ 307,577.00
Depreciation	<u>\$ 282,942.00</u>
Total expenditures	<u>\$ 7,390,260.00</u>

Change in Net Assets	\$ 844,026.00
Beginning net assets	<u>\$ 8,389,499.00</u>
Ending net assets	<u>\$ 9,233,525.00</u>



Note: Completed audited financial statements prepared by Bourgeois Bennett, L.L.C., are available for review at the agency. This annual report for fiscal year 2008-2009 recognizes contributions received between July 1, 2008 and June 30, 2009.

Contributors

Monetary

American Legion Auxiliary
B & B Underground Utility Service
B W Insulations, LLC
Bayou Civitan Club
Black Star Farm & Stables, Inc.
Bourg Knights of Columbus
Brian J. Freeman
Cajun Corvette Club
Catherine Hermans
Chris Bryan
Circulation Tools, Inc.
Cut Off Fishing Club, Inc.
D & D Horizon
Debbie Yelverton
Dianne F. Jones
Fabregas Music LLC
Father Vandebilt Assembly 4th Knights of Columbus
Greater Houston Community Foundation
Heritage Manor Nursing Home
Houma Diagnostic Clinic
Houma Oilmans Fishing Invitational, Inc.
Jeffrey Andras
Joan Plaisance
Judith B. Gibson
Kay Harrison
Kenneth J. Babin
Knights of Columbus - Houma Council 1317
Krewe of Aphrodite
L & K Rent to Own, Inc.
Larry Sykes
Lori Mendoza
Lottie Bell
Melissa Foret
Reeves Boat Company, LLC
Reggie Dupre, Jr.
Rent Zone
Richard Bird
Rockin R. Rodeo - Lori Mendoza
Rockin R. Rodeo - Mr. Ronnie Triche

Rouses Enterprises LLC
Scrap Connection, Inc.
Sonny Detillier Agency
South LA Seed Company
Stan's Home Improvement
Steve Kent Trucking/Kent Services
Terrebonne Parish Farm Bureau
The Gray Foundation
Tru Value
United States Whip, Brett
Whitney National Bank - Morgan City, LA
Will's Electrical

In - Kind

Accuform Signs
Alford Safety Services, Inc.
April Parker
Cannata's Family Market
Coastal Commerce Bank
Davidson Hardware
Duval, Funderburk, Sundbery & Lovell
Family Vision Clinic
G & W Construction Co., Inc.
Greg Giles
Houma Fire Department
Judy Hohensee
Leslie Kiyanfar
Marie's Auto & Truck Salvage Santa Dog
Melinda Tardiff
Mermaid's Masquerade Costume
Milton Zschiedrich, Jr.
Mr. & Mrs. Frank Porter
Mr. Daniel Bruce
Mr. Kenneth Henry
Mr. Rick Cannon
NREC Power Systems
South Louisiana Bank
St. Bernadette Knights of Columbus
St. Bernadette Ladies Auxiliary
The Marine Corp League
William Bisland, Sr.

Memorials

Memory of Una Bonvillain

Mr. & Mrs. James Taylor
Raymond Breaux

Memory of Stacy Lea Rose

Mr. & Mrs. Harry Brister
Mr. & Mrs. Theodore H. Uran

Memory of Jane Lapeyrouse

Suncoast

Memory of Carrie Brignaudie

Gayle C. Ward

Memory of William Voss

Gayle C. Ward

Employee Contributions

El Paso Corporation
Halliburton, Inc.
JPMorgan Chase - Joan Plaisance
JPMorgan Chase - Lori Mendoza
United Way Donations
United Way of St. Charles

Our sincere thanks to those who have supported us throughout the year!

...and our special thanks to Terrebonne Parish residents & businesses for our ad valorem tax, to TARC's membership and to the companies and individuals who assist with our needs throughout the year.

We want to provide a complete and accurate listing as well as recognize our donors. Please bring any discrepancies or omissions to our attention.

Educational Services

The **MUSIC THERAPY** program at TARC is a long-standing and well-enjoyed program for the two facilities it serves: TARC and Sunshine Express Early Care & Education Center. The Music Therapy program serves as many as 300 individuals between the ages of 6 weeks to 60 plus years on and off TARC campus.

The Music Therapy program expands TARC individuals' musical experiences. Regardless of the level or type of disability, each individual is able to participate in the music program. Group dances once a week serves to create social situations where interaction skills are utilized and learned.



Music Therapy



Sunshine Express

SUNSHINE EXPRESS EARLY CARE & EDUCATION CENTER is founded on the basic philosophy of providing quality care and education for all children. The State of Louisiana Bureau of Licensing licenses this Class-A Day Care Center. It provides a full-inclusion program offering developmentally appropriate care to all children participating. It is our purpose to provide an educational setting involving a special degree of support to develop and enrich each student's self-esteem, self-confidence, values, morals, and knowledge for personal development.

Breakfast, lunch and snacks are provided to meet the nutritional needs of the children. Music Therapy is provided for all children twice weekly. Staff to child ratio remains low to allow the staff time to provide adequate care for each child's special needs. The children are grouped according to developmental needs rather than chronological age. Staff is continuously trained in developmentally appropriate practices and they promote self-esteem and self-confidence through strategies and activities geared toward independence with all individuals participating.

HEALTH SERVICES includes all services and staff provided to ensure the health and wellbeing of all participants in TARC's programs. TARC's nursing staff provides a wide variety of services to TARC individuals. Currently, TARC has on staff one RN (Registered Nurse) and one LPN (Licensed Practical Nurse). On a daily basis, the nurses administer medications and tube feedings, monitor medical conditions and perform First Aid and CPR on an as needed basis while overseeing accidents and injuries. The nurses also train TARC employees on First Aid and CPR.

A Licensed Professional Counselor (LPC) is on staff at TARC. On an as needed basis, individuals can receive support and/or counseling for behavioral challenges and emotional needs. Anger Management Groups, Relationship Group, Behavior Training Programs, Client and Family Counseling, Psychological Counseling, Resource Referral, Social Counseling, Staff Training, Vocational Assessments, and Vocational Counseling are all available at TARC. Counseling services is an area that continues to grow at TARC. The Counselor also assists in crisis interventions and develop behavior management plans for individuals on an as needed basis.



Health Services

Community Living

The **RESIDENTIAL SERVICES** department makes possible the dream of many individuals that desire their own independence. It allows adults with developmental disabilities to experience a level of autonomy through different residential housing settings that include Community Homes, Supported Independent Living (SIL), Center-Based Respite, and In-Home Respite based on individual needs. Each of the programs are designed to increase independence, foster social interaction, as well as participate in community and recreational activities while providing safe and healthy environments. Support staff are available 24 hours a day to provide the level of care required by each individual, while other programs utilize the supportive services per the needs of the person. Individuals with intellectual and other developmental disabilities are increasingly learning how to live independently .



Community Homes

TARC currently operates three Community Homes: Jane, Wellington, and Dixie, which can house six individuals in each home at anytime. Each home provides quality care, household management, direct support, emergency care, transportation, educational training and assistance, and most valuable...a place to call home. In 2009, TARC began construction of a new community home in Gray, Louisiana. This will be home to six men who currently reside at the Jane Community home. The new home will also function as a possible evacuation site for individuals in TARC's residential program that live on the east side of Houma in the event of a hurricane threat.



Supported Independent Living

For individuals who have obtained basic self-help skills but still require varying degrees of assistance with living independently, there is the Supported Independent Living (SIL) program. The SIL department supports eight females and eleven males who live alone or with a roommate, by choice, in various integrated locations within Terrebonne Parish. SIL's goal is to help an individual take control of their life and be the central role in choosing the care and supports that they desire. The department has three SIL Specialists that assist the individuals with budgeting and paying bills, planning vacations, and accompanying the individual to doctor appointments. TARC currently provides over 40 PCA's (Personal Care Attendants) that support the individuals in their living situation, which includes providing transportation to stores for groceries and clothes as well as to the movies or wherever they need to go.

Respite

TARC's Center-based Respite is an in-home setting outside of one's own home. TARC offers a temporary residential accommodation for ten individuals on the first and third weekend in the program. Those that participate in this program receive around the clock care and enjoy various activities, allowing their families time to rest or attend to personal matters. The individuals and their families have the option to choose to stay anywhere from daytime only to the entire weekend. TARC's In-Home Respite program offers PCA support to 14 individuals who live in the home with family. This program allows individuals to enjoy greater independence and more opportunities to integrate into the community while providing the family members with needed relief.

Community Integration



The Day Habilitation program is now known as **Options Plus**. Options Plus provides 40 people living with intellectual and developmental disabilities prevocational training in the areas of social, daily living, and fine motor skills



training. After Options Plus participants are evaluated and assessed for individual developmental needs, TARC's staff helps provide participants with an individualized plan to help maintain and improve daily living, communication, personal safety, and wellness. These individualized plans are designed to help our participants develop, function, and enjoy life in the community. Options Plus services include music therapy, daily exercise, sensory stimulation, food shopping, volunteer efforts, and weekly arts and crafts. Participants also utilize the activity center which provides a variety of exercises such as the treadmills and bikes.

Let's Get Together Club



What a year for **Let's Get Together** and TARC! With membership kicking off in January, the club began its activities in February with a movie night. Everyone in attendance enjoyed the movie and laughed so hard the entire time! In March, the club sponsored an

educational night, Hygiene Education, with over 70 members in attendance. In April, over 80 members traveled to New Orleans to see the New Orleans Zephyrs beat the Albuquerque Isotopes and the beautiful firework finale. In June, the club held a Summer Sock Hop at the Woodmen of the World. Many people came dressed in 50's era costumes complete with poodle skirts and slick hair. In August, the club held their first Fire Safety night, in which local firemen presented information on fire safety and precautions as well as equipment on their fire truck. In October, the club held their 3rd annual Halloween Dance. The costumes were amazing and everyone enjoyed the costume contest and food. South Terrebonne's Student Council provided many volunteers to help serve food and drinks. In December, the club held their annual Christmas Party/Gift Exchange. Everyone loved their gifts and danced the night away in the TARC Cafeteria. Houma-Terrebonne Jaycees provided the food and members to help coordinate the night. 2009 was definitely a fun year. We are looking forward to 2010 events, including our formal dance.



Community Employment

Supported Employment



Creative Employment Opportunities has been going strong in their second year off the TARC campus. By being more accessible in the community, Creative Employment Opportunities provides hands on job placement, job skills, scheduling, and customized support to those working in local businesses. Currently the department serves 18 individuals and continues to prove successful in that many individuals served have continued to hold their jobs from last year and several of them have been employed for more than 5 years. Creative Employment Opportunities strives to continue improving our services in order to keep up with the changing needs of the community and those we serve.

Cajun Crate Company

The 18 individuals in TARC's **Cajun Crate Company** learn carpentry skills while manufacturing custom designed wooden crates for oilfield tools, specifically Houma business, Weatherford.



- With its Grand Opening on March 14, 2009, the new facility is on a 30 acre tract located in Houma. The main manufacturing building is a 200,000 square foot air conditioned building with a cafeteria which 5,000 square feet was designed and utilized to relocate TARC's oilfield tool crate business. This new facility was created not only ADA accessible, but also disability friendly to TARC individuals but also to Weatherford staff.



A joint venture by both TARC and Weatherford transpired when discussing the need for more space to build the crates, especially when most of the crates were bought and used by Weatherford. The possibilities were endless for both groups involved. Weatherford decided to build a safer, air conditioned, and much larger environment for the department as well as personal lockers for the men. The men of Cajun Crate Company are in the community with many other workers and the opportunities are endless to achieve all that they desire in their work life. TARC is incredibly proud and grateful for this new revolution of having TARC businesses thoroughly intertwined in our community.

TARC Restaurant & Gift Shop

Serving Houma for over 25 years, **TARC Restaurant and Gift Shop** remains one of the leading restaurants on the east side with its Cajun menu, welcoming service, casual dining atmosphere, and unique gifts. The workers in this division learn job and social skills, and are also responsible for preparing the food, serving the food, washing the dishes, and taking the orders. The Gift Shop serves as a retail venue to see and taste TARC's various products from other TARC businesses such as chocolates and desserts from Sweet Sensations, salsa and pepper jelly from Bon Terre Enterprises, candles from Sweet Scents, and art products from La Maison d'art department.



Community Employment

Houma Grown



In 2009, **Houma Grown** began its transformation unlike any other business at TARC. In one year, new products were introduced and new subdivisions of Houma Grown were created. In the spring of 2009, the division began raising earthworms to manufacture compost with worms for organic gardeners. By the fall, the division had manufactured enough of the worm's digestive by-products to retail all natural, all organic fertilizer now known as Worm Tea Bags. The Worm Tea Bags sell in the TARC Restaurant

and Gift Shop for \$2.00 each. In the summer, TARC received its first hens to begin retailing farm fresh eggs to the community. This new subdivision of Houma Grown was named, The Hen House. The Hen House sells by the dozen and can be purchased at the TARC Restaurant and Gift Shop for as little as \$3.00. In 2010, the Houma Grown division looks forward to partnering with the La-Terre Master Gardeners for our first annual Garden Fair and the opening our farmers market, Houma Grown Market.



An emphasis on quality work keeps these two crews busy maintaining multiple lawn maintenance contracts in Terrebonne Parish. With 8 **Bayouland Yard Krewe** workers, they maintain many contracts. In 2009, they added 3 new contracts, 2 new mowers and blowers. Bayouland Yard Krewe worker, Lawrence Brien, won



2nd place in the state from EDS, Employment Development Services. In 2010, they look forward to adding another crew to help facilitate the lawn contracts.



The **Lagniappe Cleaning Company** always strives to deliver outstanding service, efficiency, and overall satisfaction. In 2009, the four crews, one on-campus and three off-campus, achieved 100% from their contracts that believe their services provided made a positive contribution to their business.



"The cleaning crew is always courteous and leaves our office in a great, happy mood."

—2009 TARC Satisfaction Survey



Two years after opening, TARC's thrift store, **Cedar Chest Boutique**, continues to grow and strive for great customer service and quality merchandise at low prices. In 2009, the processing department moved to a larger space to accommodate the high volume of merchandise. With an increase in business, two new client positions were created.



Organizational Employment

ORGANIZATIONAL EMPLOYMENT continues to grow and strive for the best in all of TARC Enterprises. These businesses and campus training sites offer many vocational options. The various business training sites are designed to be able to identify an individual's abilities and talents and expand them to their maximum potential. TARC's facility-based programs provide paid employment with prevocational and vocational training services. Training is provided in customer service, manufacturing, food production, packaging, horticulture, and janitorial services. Individuals participating in these programs learn stamina, communication skills, and independent functioning, as well as on-the-job training..



Buy-U Beads

Buy U Beads began in the Bayou Packers division in 2008, but promptly outgrew the building and daily operations. In 2009, Buy U Beads became its own division and location to handle the large amounts of donated Mardi Gras beads. Currently the division boasts five department workers and one TARC staff. They sort, package, and sell the beads back to the local community. Donations are taken daily to help create these meaningful work opportunities.



TARC's packaging department, **Bayou Packers**, places an emphasis on hand work when completely assembly and packaging jobs for local businesses. The business has handled utensil packaging for Chabert



Medical Center for over 23 years. The 13 individuals also work on preparing bulk mail outs and shredding documents.



The **La Maison d'art** department provides a therapeutic means of learning to express one's creativity through art. In 2009, the artists created many one-of-a-kind pieces such as picture frames, storage boxes, and pet bowls. The division also started slumping wine bottles for decorative home pieces or serving plates. The department also sells wholesale Cajun paper towel holders to local restaurants. Sweet Scents premium scented candles are also made on a seasonal basis and offer training for individuals in producing, packaging, and sales of the candles.

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Organizational Employment



Grand Designs

In January 2009, TARC opened its newest venture, **Grand Designs**, a premier screen printing business. In its first year, they created promotional items and t-shirts for local organizations and businesses. In addition, they made all the TARC division t-shirts, seasonal shirts, retail rhinestone shirts, and numerous other orders. The division opened with two client positions in which they learn how to work the screen printing machine, reclaim screens, fold shirts, and other duties. In 2010, the division hopes to add embroidery to their product line.



Individuals have the opportunity to learn and work in a successful business and are able to learn practical skills in candy production in TARC's candy department. **Sweet Sensations Confections** provides chocolate candies for all types of businesses throughout the Houma area and beyond. As a licensed wholesale business, it falls under the strict

guidelines of the Food and Drug Administration. Customers continue to be impressed with the program and the superior products that are produced by the talented individuals that we serve.



TARC's **Le Bon Temps Bakery** serves a wide variety of homemade cakes, muffins, cinnamon rolls, and tea cakes. The bakery division also added sweet potato pies to the menu this year. The homemade cakes can be bought by the slice, and favorites include the carrot cake, strawberry cake, and the chocolate pecan cake.



TARC's **Bon Appétit Cafeteria** employs and trains individuals in a full service cafeteria providing lunch and related services to over 300 people daily. The five participants in this program act as a support crew to the staff and are the backbone of this operation. Responsibilities include: sanitizing the dining area, washing dishes, running the commercial dishwasher, sweeping, mopping and providing all other janitorial services. In addition, participants package desserts and salads, work on the serving line, and stock shelves.



2009 Awards



ARC of Louisiana Awards

Outstanding Local Unit

TARC

Professional of the Year

Maggie Zschiedrich



TARC Outstanding DSW

Melissa Foret



Special Recognition Award

Weatherford

Recreation Award

Creole Lanes

News Media Award

The Houma Daily Courier

2nd Place EDS Awards

LJ Brien



TARC is very proud of everyone's accomplishments and for the incredible community support through their hard work and dedication to the people we serve and to the organization. Congratulations to all Award Winners!