



2014

ANNUAL REPORT

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Mary Lynn Bisland,
Executive Director
Della Hotard
Board President

GREETINGS FROM MARY LYNN BISLAND, EXECUTIVE DIRECTOR:

TARC continues to make huge strides in supporting persons served with intellectual and developmental disabilities through it's many programs, enterprises and extra curricular events. TARC took a stand, along with the Terrebonne Parish Council to eliminate the "R" word from it's name in November, 2014. The property millage that supports this organization was passed by 85% approval to change the name from Terrebonne Association for Retarded Citizens to Terrebonne Arc. This is a very sound approval by the voters of Terrebonne Parish that TARC is highly regarded for the mission and services provided to the people served.

TARC's Options Plus division participated in a day of fun art activities at the Dumas Auditorium, called the ART OF RESPECT, a South Central Louisiana Human Services Authority, sponsored activity. This day of creativity was performed all over the 7 parishes that comprise the SCLHSA area; so that again, the "R" Word would be eradicated from everyone's vocabulary.

The Arc's National Convention was held in New Orleans this year. TARC's Social Enterprises were highlighted at the convention during a panel discussion and much interest in how to start-up a business was held. As a result, many phone calls and visits to TARC by other Arc agencies resulted from being willing to share TARC's successes with others.

As part of growing businesses, TARC's Grand Design moved from a 1200 sq. ft., rented building in a shopping center, to a TARC owned building, on Gabasse Street, with over 2500 sq. ft. This move has made it possible to employ additional staff and clients to fill the needs of this growing business.

In January, 2014, the Center for Medicaid Services (CMS) published a "NEW RULE". This Rule, will impact every provider in the Country in HOW and WHERE, services can be provided. By 2019, ALL individuals "MUST" have a job that is community based and NOT in a SHELTERED environment. This means that TARC, MUST PROVIDE, community integrated employment in order to continue to get funding for services through Medicaid. Watch for Future Developments that TARC will be accomplishing within the next few years, so that funding and compliance with "THE RULE", can be met!



Mission Vision

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

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

Board of Directors

- Della Hotard-President
- Larry Pete-Vice President
- Mike Allemand-Secretary
- Rose Goolsby-Treasurer
- Donell Donaldson-Director
- Dr. Ruthanne Gallagher-Director
- Dr. Stephen Morgan-Director
- Tracy Schwab-Director
- Richard Watkins-Director
- Don Price
Client Representative

2013-2014
2013-2014

Department Directors

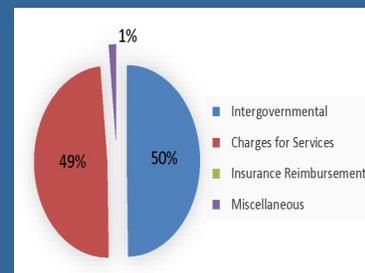
- Mary Lynn Bisland
Executive Director
- Tiffany Brunet
TARC Enterprises Division 2
- Danielle Domangue/Ericka Wolfe
Residential
- Gilbert Jones
TARC Enterprises Division 1
- Suzie Heney
Human Resources/Purchasing
- Erica Null Pellegrin
Marketing and Business Dev.
- Rodger Shelton
Transportation/Maintenance
- Deanna Zeringue
Finance/Accounting

Statement of Financial Position

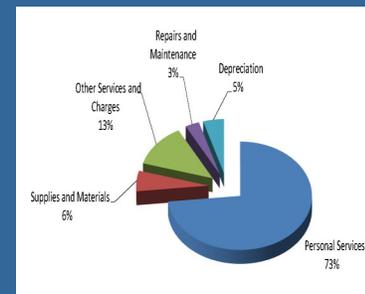
Current and other Assets	\$ 12,731,779.00
Capital Assets	\$ 4,362,204.00
Total Assets	\$ 17,093,983.00
Long-term Liabilities	\$ 176,062.00
Other Liabilities	\$ 371,036.00
Total Liabilities	\$ 547,098.00
Net Assets:	
Invested in Capital Assets	\$ 4,362,204.00
Restricted	\$ 4,236.00
Unrestricted	\$ 12,180,445.00
Total Net Assets	\$ 16,546,885.00
Total Liabilities and Net Assets	\$ 17,093,983.00

Revenues:	
Intergovernmental	\$ 4,556,196.00
Charges for Services	\$ 4,470,006.00
Insurance Reimbursement	\$ -
Miscellaneous	\$ 142,160.00
Total Revenues	\$ 9,168,362.00
Expenses:	
Personal Services	\$ 5,883,947.00
Supplies and Materials	\$ 489,327.00
Other Services and Charges	\$ 1,024,249.00
Repairs and Maintenance	\$ 251,768.00
Depreciation	\$ 374,153.00
Total Expenditures	\$ 8,023,444.00
Change in Net Assets	\$ 1,144,918.00
Beginning Net Assets	\$ 15,401,967.00
Ending Net Assets	\$ 16,546,885.00

REVENUES



EXPENDITURES



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 2013-2014 recognizes contributions received between July 1, 2013 and June 30, 2014. TARC is a 501(C)3 non-profit organization employing over 175 staff in various occupational settings.

TARC SPONSORS ART OF RESPECT



During the week of April 7-11, 2014 several local stakeholders sponsored "The Art of Respect", a part of the national campaign to "Spread the Word to End the Word" with the goal of creating and supporting a strong culture of friendship and respect for Louisiana Citizens and showing leadership to create positive social change in our communities. Stakeholders involved in this process included the South Central Louisiana Human Services Authority – Developmental Disabilities Division and Terrebonne ARC and other agencies in our region.

The focus of "The Art of Respect" hopes to end the use of the word "retardation" when describing or referring to persons with a developmental disability. We hope to encourage our communities to respect and recognize the value of all persons regardless of their abilities whether they are physical, emotional or developmental.

The agencies hosted "Art of Respect" in which guests created individual pieces of art that represent respect, acceptance and inclusion. Following the event, a local community artist assessed all art work, selected pieces for individual display and created a large composite piece of art that travels to our local agencies.

The Terrebonne Parish event was held on April 10th at the Dumas Auditorium in collaboration with the Terrebonne Parish Consolidated Government. We appreciate all the support we received for this event.

Satisfaction Surveys 2014

100%

(Always/Most of the Time)

- * Satisfied with TARC Services
- * Loved One is Safe at TARC
- * Staff are Courteous & Respectful
- * TARC Services are a Positive Contribution to Community Businesses

37% Response Rate

"TARC helps them reach their full potential and helps individuals adapt to new environments and experiences."—Day Services Family Member

"Thank you for keeping my loved one safe, healthy, and happy." — Day Services Family Member

Day Services

100%

(Always/Most of the Time)

- * Satisfied with TARC Services
- * Loved One is Safe at TARC
- * Staff are Courteous & Respectful

30 % Response Rate

"TARC helps them reach their full potential and helps individuals adapt to new environments and experiences."— Day Services Family Member

Residential

100%

(Always/Most of the Time)

- * Satisfied with TARC Services
- * Loved One is Safe at TARC
- * Staff are Courteous & Respectful

36 % Response Rate

"My heart is so happy to know my loved one is so happy." —Residential Services Family Member

Vocational

96%

(Always/Most of the Time)

- * Satisfied with TARC Services
- * Loved One is Safe at TARC
- * Staff are Courteous & Respectful

49 % Response Rate

"He has learned so much since he has been at TARC. He loves the department he's in and everyone who works with him."— Vocational Services Family Member

Businesses

100%
(Excellent/Good)

- * Makes a positive contribution to our business
- * Staff are knowledgeable, professional, courteous, and respectful
- * Meets needs in a timely manner
- * Satisfaction in quality of work

32% Response Rate

Surveyed: Lagniappe Cleaning Company, Creative Employment Opportunities, Houma Grown, Grand Designs, Buy-U Beads, Cajun Confections Bakery, Bayouland Yard Krewe, Funders

"They [Bayouland Yard Krewe] complete the job in a professional manner, cheerfully, and quickly."—Business Owner

Clients

Vocational CEO

79% Response Rate

(Always/Most of the

Does staff listen & help you? **93%**

Do you like where you work? **99%**

Are you working where you want to work? **98%**

100%

100%

90%

Residential

32% Response Rate

(Always/Most of the Time)

Are you being treated respectfully? **86%**

Do you like where you live? **90%**

Do you feel safe where you live? **100%**

TARC's Strategic Plan 2014

OBJECTIVE | COMPLETED/IN PROGRESS

Plan New Restaurant

Move Cedar Chest to Periwinkle Pink

Rebrand Salsa & Pepper Jelly under Houma Grown label

Create a Sensory Room

New Van for Dixie Community Home

*Can now accommodate up to six wheelchair spots



Year in Review

GRAND DESIGNS MOVES TO NEW LOCATION

On February 10th, 2014, TARC relocated our T-shirt printing business, Grand Designs, to 411 Gabasse St. in Houma. When you need custom printed t-shirts, caps, sportswear and promotional items, you can count on us. Stop by and place your order today! We are open Monday through Friday 8am-4pm.



TARC ENDS FIVE YEAR RUN OF GARDEN & MARKET FESTIVAL

On May 3, 2014, TARC held its final TARC Garden and Market Festival. For five years, TARC collaborated with the La-Terre Master Gardeners and the LSU AgCenter to provide a variety of educational opportunities, guest speakers, and garden related vendors. TARC embraced this opportunity over the years to provide a much needed garden festival in Southeast Louisiana. TARC showcased their food, products, and services throughout this event. TARC appreciates all of the community support we have received for the festival.



2014 Awards

ARC of LA Awards

News Media Award

POV Magazine



Employer of the Year

Billy Appleberry/
Goodwill



TARC AWARDS



TARC Outstanding DSP
Mary Williams



Professional of the Year
Allison Ordoyne



Employee of the Year
Susie Boyd