



**TARC**  
TERREBONNE ARC  
2015 ANNUAL REPORT

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ARTWORK CREATED BY TARC PARTICIPANTS

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Mary Lynn Bisland,  
Executive Director  
Della Hotard  
Board President



Greetings to All TARC Supporters!

2014-2015 was a fabulous year for TARC! We received another monumental 3 year accreditation from the Commission on the Accreditation of Rehabilitation Facilities (CARF). This is TARC's 5th time being surveyed and accredited by this organization. This hard earned status gives Terrebonne ARC the bragging rights only one other Arc in the state of Louisiana can claim. The standards by which an agency must comply to become accredited by CARF are higher than the state required minimum standards. TARC administration takes great pride in acknowledging the outstanding efforts of all staff! Without the 100% support of the TARC Board of Directors, administration staff and direct support staff, this endeavor would not have been possible.

During this time, TARC's Cedar Chest Boutique West, was moved from Main Street to Enterprise Drive with the Purchase of the Periwinkle Pink building. This purchase enabled TARC to increase sales and to provide a safer location for customers and clients. This was a great move for TARC clients! In addition to this endeavor, TARC Board of Directors approved the purchase of two more buildings to open thrift stores. Amy's Country Candles building was purchased in Schriever and Pat's of Chauvin building was purchased in Chauvin to open Cedar Chest North and Cedar Chest South. When complete, these locations will employ another 16 individuals with intellectual and developmental disabilities.

On another note, a grant through Conoco/Phillips enabled TARC to purchase 1 Hoyer Lift to assist Day Habilitation staff the ability to transfer people in wheelchairs onto changing tables and into recliners safely and 1 wheelchair scale. Health and Safety is of the utmost for TARC clients and staff and we applaud this company for giving TARC the opportunity to write for much needed grant dollars.

# Mission Vision

TARC is committed to securing for all people with intellectual and other

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
- Donell Donaldson-Treasurer
- Karen Chauvin-Director
- Dr. Ruthanne Gallagher-Director
- Dr. Stephen Morgan-Director
- Tracy Schwab-Director
- Richard Watkins-Director
- Lindsay Ocker  
Client Representative

2014-2015  
2014-2015

## Department Directors

- Mary Lynn Bisland  
Executive Director
- Tiffany Brunet  
TARC Enterprises Division 2
- Ericka Wolfe  
Residential
- Gilbert Jones  
TARC Enterprises Division 1
- Suzie Heney  
Human Resources/Purchasing
- Erica Null Pellegrin  
TARC Enterprises Division 3/Marketing
- Rodger Shelton  
Transportation/Maintenance
- Deanna Zeringue  
Finance/Accounting

# Statement of Financial Position

June 30, 2015

Current and other assets	\$ 13,475,899.00
Capital assets	\$ 4,827,354.00
<b>Total assets</b>	<b>\$ 18,303,253.00</b>

Long-term liabilities	\$ 179,334.00
Other liabilities	\$ 314,553.00
<b>Total liabilities</b>	<b>\$ 493,887.00</b>

<b>Net assets:</b>	
Invested in capital assets	\$ 4,827,354.00
Restricted	\$ -
Unrestricted	\$ 12,982,012.00
<b>Total net assets</b>	<b>\$ 17,809,366.00</b>

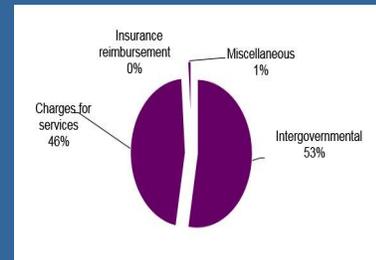
<b>Total liabilities and net assets</b>	<b>\$ 18,303,253.00</b>
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<b>Revenues:</b>	
Intergovernmental	\$ 5,037,652.00
Charges for services	\$ 4,414,168.00
Insurance reimbursement	\$ -
Miscellaneous	\$ 101,752.00
<b>Total revenues</b>	<b>\$ 9,553,572.00</b>

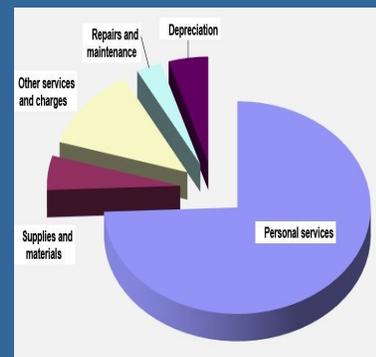
<b>Expenses:</b>	
Personal services	\$ 6,165,132.00
Supplies and materials	\$ 433,252.00
Other services and charges	\$ 1,040,481.00
Repairs and maintenance	\$ 253,184.00
Depreciation	\$ 399,042.00
<b>Total expenditures</b>	<b>\$ 8,291,091.00</b>

<b>Change in Net Assets</b>	<b>\$ 1,262,481.00</b>
Beginning net assets	\$ 16,546,885.00
<b>Ending net assets</b>	<b>\$ 17,809,366.00</b>

## 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 2014-2015 recognizes contributions received between July 1, 2014 and June 30, 2015. TARC is a 501 (C)3 non-profit organization employing over 175 staff in various occupational settings.

## Cedar Chest Boutique Developments

### THE CEDAR CHEST Boutique

Our Cedar Chest Thrift Stores and Clothing Donation Bins continue to soar to new heights creating 50 client and 16 staff jobs. (Pictured l to r): Cedar Chest Boutique's new west side location on Enterprise Drive; Reneka Fusilier sorts clothes at the Cedar Chest; Peter Authement, Cedar Chest Donation Crew, picks up clothing donations in the community; One of our red clothing donation bins.



# Satisfaction Surveys 2015

# 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 provides the opportunity for my loved one to be able to be employed. They are receiving work experience and enjoy being with friend and peers."—

Community Employment Family Member

"TARC provides personalized service - tailoring the assistance to each client's needs and abilities." — Community Employment Family Member

## Day Services

# 100%

(Always/Most of the Time)

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

34 % Response Rate

"They take good care and do not let anything happen to my loved one."—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

48 % Response Rate

"As has been in the past and will continue in the future - great care." —Residential Services Family Member

## Vocational

# 95%

(Always/Most of the Time)

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

40 % Response Rate

"All staff are supportive, caring and encouraging to my daughter."—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

30% Response Rate

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

"They [Bayouland Yard Krewe] are consistent and dependable. I am always very pleased with the men's work."—Business Owner

# Clients

## Vocational/Includes CEO

40% Response Rate  
(Always/Most of the Time)

Are you being treated like you want to be treated?

**97%**

Do you like where you work?

**100%**

Are you working where you want to work?

**93%**

## Residential

48% Response Rate  
(Always/Most of the Time)

Are you being treated respectfully?

**100%**

Do you like where you live?

**100%**

# TARC's Strategic Plan 2015

## OBJECTIVE | COMPLETED/IN PROGRESS

Plan New Restaurant



Move Cedar Chest West to Periwinkle Pink on Enterprise Dr.



Bought 8 Color Manual Press & Design for Grand Designs



Remodeled Respite Center



# Year in Review

## CARF ACCREDITATION

This year, TARC was awarded its 5th CARF Accreditation excelling in Community Employment Services, Community Housing, Community Integration, Employment Planning Services, Organizational Employment Services, Respite Services, and Supported Living. With CARF Accreditation, TARC has demonstrated that we substantially meet internationally recognized standards. You can be confident that this organization has made a commitment to continually enhance the quality of its services and programs, and its focus is on consumer satisfaction.



# 2015 Awards

## ARC of LA Awards



### Innovative Chapter Award

ARC of LA Board President and TARC Board Member Larry Pete and Executive Director Mary Lynn Bisland

## TARC Wins Community Partner Award from Woodmen of the World



Executive Director Mary Lynn Bisland accepts the award from a Woodmen member.

## TARC AWARDS



TARC Outstanding DSP  
Connie Thibodeaux



Professional of the Year  
Vicky Rivet



Employee of the Year  
Jordan Steib