



# A Firm Foundation



# A Fresh Perspective

**INREACH**  
Empowering people with disabilities to live life their way



# An Enduring Commitment to Service

2010 Annual Report

## Letter from the Chairman & the President Dwight Hollier & Lori Gougeon

2010 was a year of milestones for RSS. We selected a new name and a fresh new design approach with the pro bono assistance of the Luquire George Andrews agency. Lori's milestone anniversary with the organization provided an opportunity to celebrate our stability as well as our innovations. And, we explored new ways to address the vital needs of the people we serve.



In October, 2010, RSS was chosen by the Luquire George Andrews marketing communications firm for Goodstock™ 2010, a 24-hour pro bono advertising, public relations and marketing marathon. The LGA staff worked 24 hours straight to benefit a select group of Mecklenburg County nonprofits. Based on the firm's work, RSS has a new name, **InReach**, and a new graphic design identity that you will begin seeing this year.

The new name better reflects the scope of our services, which include residential opportunities, independent living skills training, job placement and support, case management, and community integration. **InReach** describes our commitment to bring opportunities *within reach* of individuals with developmental disabilities while celebrating the spirit *in each* person.

In 2010, we continued to look for new collaborations to meet the needs of the people we serve. In these challenging financial times, it is important to pursue a variety of funding opportunities. For example, five grants totaling \$74,000 helped to address the urgent needs of individuals and families served by our First In Families of Mecklenburg County program. Thanks to The Sisters of Mercy Foundation, The Van Every Foundation, The Leon Levine Foundation, Speedway Children's Charities and The Foundation For The Carolinas Critical Need Response Fund for their support.

Our first annual Chip In for RSS Golf Tournament raised \$13,000 and our fifth annual Dream Maker Luncheon raised over \$125,000 to support RSS programs. We are grateful to the sponsors and attendees who made these events successful. You'll learn more about them in this report.

In January 2010, Lori celebrated 20 years as RSS's President/Executive Director. When she joined RSS in 1990, the organization served fewer than 100 individuals and had a budget of under \$1,000,000. In 2010, RSS served over 1,100 individuals with a budget of nearly \$9 million. Lori was recognized for her leadership at the *Mecklenburg Times* "50 Most Influential Women" awards dinner in April 2010.

On behalf of the RSS board, we thank everyone who invested their time, talent and resources to benefit people with disabilities during 2010 – our wonderful volunteers, staff, contributors and supporters. Thanks to you, we are able to maintain and expand programs to serve the diverse needs of individuals with disabilities and their families in our community.

### **On the Cover:**

RSS yesterday and InReach today – adapting programs to meet the needs of people served.

*Bottom two photos by Daniel Coston Photography*

# RSS at a Glance

## 2010 Operating Budget (Fiscal year ending June 30, 2010)

### Revenue

Public Support and Other Revenue – 40%  
(State and County Government Contracts)

Other Revenue – 60%  
(Residents' Fees, SS & SSI, Medicaid, Investment Income, and Grants and Donations)

### Expenses

Program Service Expenses – 87%

Management & General Expenses – 13%

**Total 2010 Operating Budget - \$8,962,582**

## Growing to Meet Community Needs

Residential & Support Services, Inc. has grown significantly during the past decade to serve more individuals.

	2001	2005	2010
Individuals Served	483	771	1,112
# of Staff (full & part-time)	160	232	272
Total Budget*	\$4,180,583*	\$6,492,623*	\$8,962,582*

\*Fiscal year ends June 30.



The first annual Chip In for RSS golf tournament raised \$13,000 for the organization's programs.

*Photo by Dawn Kjeldsen Freeland*

## **Service Areas**

RSS/InReach provides the following services to benefit people with disabilities, their families and our community.

### **Group Homes**

RSS operates 14 group homes in neighborhoods located throughout Charlotte. Each home is licensed by the N.C. Division of Health Service Regulation and provides a homelike environment for three to six adults ages 18 and up. The Department of Housing and Urban Development provided funding to build 13 of these fully accessible homes.

In 2010, 77 individuals resided in RSS group homes. The residents have various developmental disabilities including mental retardation, Down syndrome, cerebral palsy, traumatic brain injury, and deafness. All receive regular instruction in such independent living skills as personal care, shopping, cooking, housekeeping, and accessing community services.

### **Independent Community Housing**

RSS manages one and two-bedroom condominiums in the Charlotte community that were financed by the Department of Housing and Urban Development. Rent, which includes utilities, is equal to one-third of the tenant's income. Ten individuals resided in these units in 2010.

### **Supervised Living**

In 2010, 53 individuals received residential services through the Supervised Living program. Staff provide community living skills instruction to these individuals, who are ages 18 and older with developmental disabilities residing in apartments or condominiums. Each apartment or condominium is home to one or two people. Daily routines incorporate activities typical of others living in the community. Most Supervised Living participants work in local businesses and access mass transit to get to work or to pursue leisure-time interests.

### **Vocational and Transition Services**

The Vocational and Transition Services program helps individuals with disabilities find and maintain meaningful employment. The program provides vocational screening and assessment, job development, job placement, on-the-job training, and long-term follow-along services to increase success and satisfaction for the employee and the employer. In 2010, 94 people participated in this program in Mecklenburg County. In addition, 32 individuals in Union County received Work Adjustment Job Coaching services, which includes job development, job placement and on-the-job training.



### **Case Management**

Begun in November 2006, the Targeted Case Management program involves locating, coordinating and monitoring support services, ensuring health and safety, and facilitating person-centered planning to help people with developmental disabilities meet their needs and preferences for a successful community life. In 2010, this program served 94 people.

### **Personal Assistance and Developmental Therapies, including Respite and AFL**

In 2010, RSS supported 39 individuals through this service. Participants live in their own homes or with family members. RSS staff assist them with the development of skills and routines that will maximize their level of independence and autonomy. This support may include money management, cooking, leisure activities, accessing transportation and developing community resources.

### **Deaf Services**

Ten individuals who are deaf received services through RSS in 2010. One group home operated by RSS is exclusively for people who are deaf and have a developmental disability. Four individuals, who received support services from the Supervised Living Program, live in their own apartments or condominiums in Charlotte.

### **Community Outreach/Innovations**

Community Outreach serves children and adults who participate in the CAP-MR/DD waiver or Innovations waiver programs (Medicaid). In 2010, 80 children and adults were served under these waiver programs. Services are designed to provide quality care to children and adults with developmental disabilities who are at risk of becoming institutionalized. Person-centered, one-to-one support is provided in a variety of locations including the individual's home, care provider's home or community setting. Fifty-nine of these families also received Respite services during 2010.



### **Community Works!**

Begun in 2008, this program serves individuals residing in RSS group homes. They are connected to community-based, daytime activities that fit their needs, abilities and interests. These activities may include jobs, classes, volunteering, fitness opportunities, and social networking. Program participants receive support from staff members and others in the community so that they can be successful in their endeavors. Thirty individuals participated in the program during 2010.

### **First In Families**

A project of RSS since 1999, First In Families (FIF) partners with families, individuals and the community to fulfill needs and life goals of people with developmental disabilities. In 2010, FIF provided assistance to 560 families for rent/mortgage, utilities, food, clothing, furniture and appliances. FIF also oversees Joshua's Promise, which is dedicated to helping families that need assistance with funeral and burial arrangements for a child up to age 18.

## **Open Opportunities**

Previously called the Self-Determination Project, Open Opportunities reached 24 individuals in 2010. Participants in the Open Opportunities project participate in the development of Person-centered Plans that include goals and strategies for independence and community inclusion, and emphasize the development of natural supports and community connectivity for each individual.

## **Community Guide**

Individuals in Rowan, Stanly, Davidson, Union and Cabarrus counties who participate in the Piedmont Innovations Waiver program may be eligible for this service. RSS staff help these individuals locate and coordinate community resources to enable them to increase their self-sufficiency. In 2010, 61 individuals participated in this service.

## **Volunteers**

Many individuals and community groups volunteer with RSS throughout the year – assisting with our annual fundraising luncheon, adopting group homes, planning parties and projects, landscaping, cleaning, and taking individuals to special events in the community. During 2010, more than 150 people volunteered their time and talent to improve the quality of life for people served by RSS. Many were volunteers from Hands On Charlotte.

## **RSS/InReach Mission Statement**

To be a leader in providing innovative housing, employment and community services to support people with intellectual, developmental and other disabilities and their families.

## **RSS/InReach Vision Statement**

Empowering people we support to realize that their goals, aspirations and dreams are within reach.



Scenes from the 2010 Awards Dinner.

*Photo by Daniel Coston Photography*

## Thanks to Our 2010 Dream Maker Luncheon Contributors!

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Synergy Coverage Solutions, LLC  
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## Nancy and Terry Young Legacy Society

Launched in 2009, the Nancy and Terry Young Legacy Society is a planned giving opportunity for RSS friends to help sustain the organization's work for the future. Thanks to the individuals named below for serving as founding members of this group.

Frances and Don Bryant  
 Melissa Bryant  
 Bonnie and Russ Case  
 Dr. Tim Cloninger  
 Sandy and David DuPuy  
 Pat and Ken Greenberg  
 Bo and Doris Johnson  
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## Thanks to These First In Families Contributors

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 Autism Society of NC-Mecklenburg  
 Constance Finch  
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 Good Friends  
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 The Salvation Army Angel Tree Program  
 Sarah Nantz  
 TailWind Tandem Club  
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