

2010 Annual Report



RCI INC.

realizing confidence & independence

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Chairman of the Board**

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letter from the president & ceo/ chairman of the board

Angela Vigil
President & CEO

Carol Guerra
Chairman of the Board

Dear Friends of RCI:

The theme of our company, “Realizing Confidence and Independence”, illustrates how RCI, Inc.’s services and programs are a vital resource for individuals seeking disability support. This Annual Report highlights the various programs and services we offer to children and adults with disabilities, our success in employing individuals with disabilities, and our overall commitment to fostering positive relationships with our business partners who assist RCI, Inc. in meeting its mission: “To improve the abilities, interests and choices of children and adults with physical, developmental or behavioral challenges toward achieving their highest levels of self-sufficiency.”

RCI strives to be a leader and a model in the programs and services it offers as well as in the recruitment, job accommodation, training, and the development of employees who have a disability. As of December 31, 2010, RCI served 900 children in our Children’s Services Programs; 248 in our Adult Services Programs; and employed nearly 90 disabled individuals throughout the community. Our continued success can be credited to our committed and caring employees, contractors, business partners, and our volunteer Board of Directors.

As with most non-profit agencies, greater challenges were experienced during this fiscal year due to the impact of the current economy. Despite decreasing revenues experienced in some of our programs, RCI, Inc. kept its administrative expenses down, thus maintaining its focus on ensuring that consumer programs and services were not impacted, and that the level of care provided to our consumers was not compromised.

We trust that you will find the testimonials provided by our consumers and business partners included within our Annual Report telling of our commitment toward assisting them in Realizing Confidence and Independence.

Thank you for your continued support of RCI, Inc. Together, we work better in bringing hope and a sense of achievement to the lives of our disabled community.

Respectfully submitted,

Angela Vigil
President & CEO

Carol Guerra
Chairman of the Board



What makes this woman amazing?

.....

She is amazing because she won a prize at the State Fair for a sculpture of a girl in a wheelchair.

She made a gold-ribbon quilt for the State Fair.

She has gold-medaled in several sports in the Special Olympics.

She acquired a job at the Dollar Tree, initially working one day a week with job coaching, but now works two days a week with NO assistance.

.....

She is amazing because nothing impedes her from moving forward. As a Career Discovery participant she assists in running the 'Feed Me Now' store. She greets and helps customers despite a speech impediment. As a result, her speech has improved to the point that she is easily understood. Her computer skills have grown rapidly because she finalizes the cash intake, figures out the profit, and then enters the corresponding numbers using Excel. The need to reach and stock shelves and refill the refrigerator with cold merchandise has given her the opportunity to enhance both stability and mobility. There are times she "forgets" to use her walker and walks independently.

She meets the challenges of life with the heart of a warrior. Her smile lights up a room while the sound of her laughter and sense of humor mirror life's crazy moments. She inspires and encourages others just by being who she is. SHE DOESN'T KNOW SHE IS AMAZING!

RCI plays a part in this young woman's amazing adventure of life by fostering her independence at every turn, challenging her leadership ability with care and a large dose of humor and laughter. She has become the consummate diplomat; a team leader who teaches by example. Her great attitude infects those around her, inspiring them to be better themselves.

So, who is she? Michelle Eckles, an amazing young woman.

Served a total of 248 clients in the following programs:

.....
Adult Day Habilitation Menaul & Rio Rancho: 94

Adult Enrichment (Career Discovery & Literacy): 32

Service Coordination: 22

Supported Employment (Job Development & Job Coaching): 100
.....

Literacy and Continued Learning Program

RCI's Literacy and Continued Learning Program is a person-centered curriculum where adult learners through the core concept of autonomy, are encouraged to design, develop and manage their educational choices and occupational interests. The fundamental belief is that through the process of assessment, vocational goal identification and academic support, the individual will enhance current abilities and develop new skills in establishing a meaningful learning experience.

This has been a fruitful year in literacy. The program has increased its capabilities significantly by improving technology. This improvement has aided in the growth from six adult learners in its earlier days to over twenty. Our talented and dedicated Literacy Coordinator works hands on with our students to develop skills in language arts, math, career readiness and continued learning. The instructor designs a program that is a reflection of each person's individual interests and personal concerns.

Through education and training, our adult learners are given the opportunity to write correspondence advocating for their rights, seek out employment and demonstrate compassion with friends and family through letters. Levels of results range, from individuals developing or rediscovering communication and social skills to obtaining the self-determination and desire to march back into the community triumphantly seeking employment and fulfilling relationships with renewed self-advocacy skills, confidence and independence.

Adult Services Highlights

- The "Feed Me Now" snack store was formally opened in July, 2009. This store is organized and coordinated by the Career Discovery Group. The individuals shop, sell, conduct inventory, and oversee all accounting aspects of the store. Besides servicing the Menaul Habilitation center, a mobile cart is prepared and brought daily to the Administration Building at 9:45 a.m. Items such as drinks, soups, frozen entrees and numerous snacks make up the tasty variety of food selections.
- Research concluded by a RFP for the 'Ticket to Work' program initiated. Once approved by the Social Security Administration, Ticket to Work will offer needed supports for those interested in employment by assisting in the acquisition and maintenance of dream jobs.
- The Rio Rancho site was successfully moved to Golf Course Road in August, 2009. The Open House was held November 8, 2009, and was celebrated by consumers, providers, therapist, staff and RCI Board members.
- During Literacy Coordinator Richard Clarahan's tenure as a UNM Graduate student he established many professional ties. As a result, several Literacy participants have been asked to provide oral presentations on Disability Awareness to other UNM Graduate students. In addition, Graduate students have requested tours of RCI facilities. Literacy participants are very pleased with the interaction and look forward to giving numerous presentations in the future.



About Adult Services

Our Adult Services provide individuals with disabilities ages 18(+) comprehensive support and services in a manner consistent with their future goals and specific needs. Our services are designed to help all participants experience chosen challenges by pursuing chosen outcomes in a least restrictive setting and environment.

Our Adult Programs Offer

- Supervisors and Service Coordinators whose focus is concentrated on the needs of the person with a quick response to those needs.
- 100% support to help realize successful outcomes for our individual's Meaningful Day. We work closely with case managers and therapists to enable our individuals to strive successfully towards their personal dreams.
- A high frequency of community activities that is fun yet productive. These activities help forge bonds and positive relationships with the community.
- Supported entrepreneurship to support those individuals who would like to be self-employed and assisting them in their personal and professional dreams.
- Elective participation in all supports and services determined by the needs of the individual.
- Opportunities to enhance literacy and continuing educational skills that parallel individualized expectations in a person centered educational curriculum where students design, develop and manage career choices.
- "Employment First" initiative for all individuals served.

children's services

Will's Progress

At 3 days old, Will was diagnosed with a heart defect that required emergency surgery. He was then placed on a ventilator for seven days. Because of concern for Will's maintaining and gaining weight throughout his surgeries, he required nasogastric tube feeding to supplement his oral feeding.

Because he was either getting full or prematurely fatiguing, Will was not yet able to take the amount of formula required to maintain his weight. Due to restrictions of his movement that resulted from the surgical healing process, Will demonstrated decreased strength and endurance. In testing, his motor skills were found to be behind 95% of peers his age.

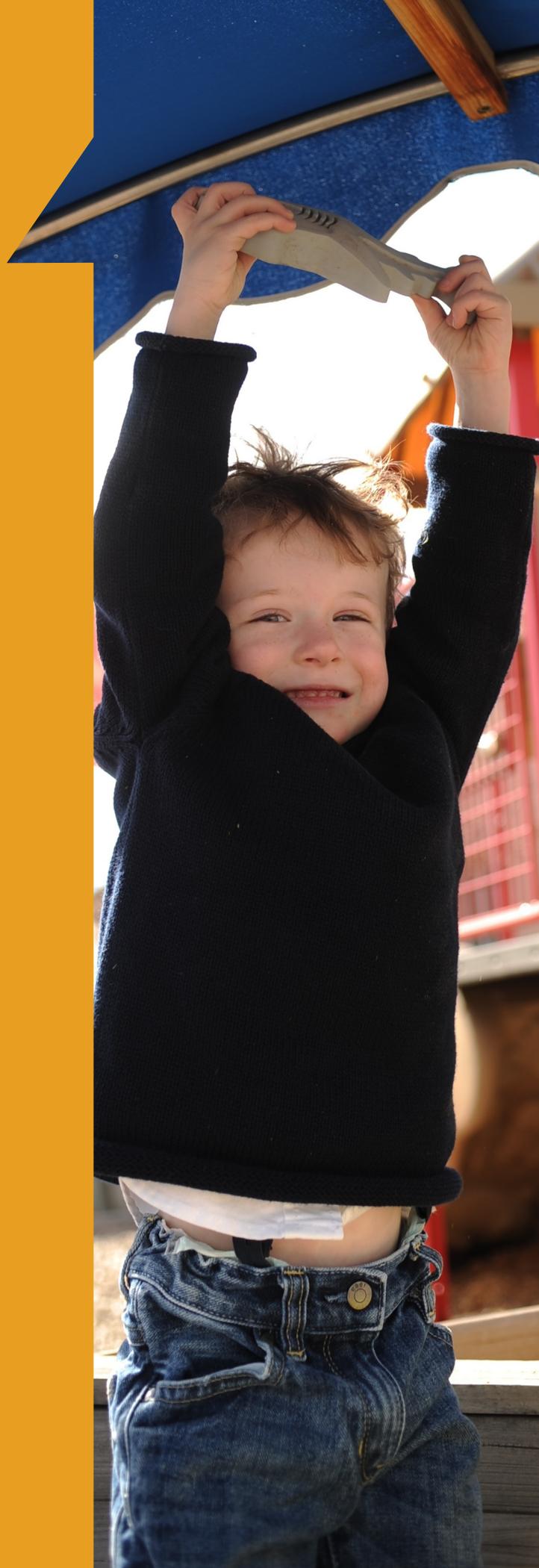
Will's family was afraid that he might contract Respiratory Syncytial Virus (RSV). Because of this concern, he rarely left the home the first four months after returning from the hospital. Being able to treat Will at home was a major factor in upholding and improving his health and well-being.

Will was referred to our Early Childhood Intervention Services at 2 months old. We wrote an Individual Family Service Plan to include motor therapy and nursing consultation. His parents' goals were to build up his tolerance to 100 percent oral feeding in order to increase his strength and endurance to reach an age-appropriate level in his motor skills.

RCI initiated treatment for Will in his own home. In order for the family to clearly understand the treatment process, our Occupational Therapist explained to the family the reasons for each specific treatment that she delivered. We also gave the mother important exercises that she could perform with Will in between sessions.

Continual progress was made, and Will was monitored until he transitioned out of Early Intervention at 3 years old. According to Will's mother, he is thriving! He is back on the weight chart at an age-appropriate level, the first time since he was 6 months old. He now asks for food and says that he is hungry. When his mom takes him to the playground he jumps with the other kids and becomes the leader in play. Will knows all of his numbers and letters, and is now learning the sound each letter makes.

Will is only one of the many clients that RCI serves on a daily basis and each of them is important to us. Early Childhood Intervention (ECI) helps children and toddlers, birth to age 3, with disabilities or delays in their development. It supports families through education and services geared towards helping their children reach their potential.





A Mother's Words

“The number one reason I’m a fan of RCI is that they came into our home and did PT for Will so we didn’t have to go outside and risk exposing him to any germs that may have not only sent him back to the hospital but could have been fatal as well. This was a two and a half year commitment from RCI, Inc. and they were always professional, warm, loving and a life saver!

The way we were assigned a specific therapist was phenomenal. She was consistent and Will was able to form a trusting relationship.” Linda Weber Scott

Children's Services Highlights

- 900 children and families served in Early Childhood Intervention
- Began parent support/training groups at CYFD and with parents in the community with assistance from the United Way Grant
- Completed the assembly of a Sensory Room with assistance from the Rotary Grant
- Assembled Intake/Evaluation Center in department to centralize assessment efforts



About Children's Services

Our Early Childhood Intervention (ECI) program helps children and toddlers, birth to age 3, with disabilities or delays in their development. RCI's ECI support and services are designed to meet the full range of developmental needs of each child according to their strengths and weaknesses. Our ECI program builds upon the natural learning opportunities that occur within the daily routines of a child and their family.

At RCI, families and staff work as a team to develop a plan outlining services for the child and family. Most services are provided in the home or community to help children learn the basic skills that are a part of their family's daily routines.

New programs at Children's Services include community outreach through parenting groups, family therapy and autism support services. With these new services, we have expanded the population we serve to include families of older children.

“My son was diagnosed with Osteogenesis Imperfecta after a break in his pelvic bone at the age of 10 months. A diagnosis took about 5 months and then I requested pool therapy. My contact at the Family Infant Toddler (FIT) program in Sandoval County recommended that I contact RCI. The pool therapist contacted me right away and we began weekly therapy sessions at a warm therapy pool. My son loved his therapist and enjoyed the sessions, all the while growing stronger. The therapist kept things fun for us but each activity was designed to help my son with his core strength. He began walking and made incredible improvement. He is now 6 1/2 years old and looks, plays and is strong like other boys his age. We are so grateful for the year of pool therapy and know that it was a huge part of his success. Thank you, RCI!!” Elissa Chazdon

RCI's Support and Services for children include:

- Screenings and assessments, including hearing and vision
- Developmental services
- Physical, occupational, speech and language therapy
- Activities to develop learning and eating skills
- Activities to help social and emotional development
- assistive technology
- Transition into school or other services as needed at age 3 or when graduating from the program
- Feeding specialists
- Supporting child care or preschool teachers of enrolled children
- Autism Support Services
- Family support and educational groups
- Family Therapy



business support services

Service to Our Troops

“Kirtland Operator #1, how may I help you?” is how an RCI employee answers the phone at the switchboard for the Kirtland Air Force Base in Albuquerque, New Mexico. Gloria Silva supervises a group of ten console operators who manage the switchboard at KAFB. The switchboard operates twenty-four hours a day and 365 days a year. Console Operators are busy insuring all incoming calls are answered, often providing callers with further dialing instructions. They are trained to remain calm and handle any emergency 911 calls. They are also trained to assist with all KAFB conference calls for up to 30 people at one time. The list of duties and responsibilities doesn’t end there and above all, courtesy and politeness are a must for this job.

Gloria Silva started as a disabled console operator over 15 years ago. She was originally referred to RCI from the Department of Vocational Rehabilitation (DVR). RCI was able to provide Gloria employment as a Console Operator through its Kirtland Air Force Base switchboard contract. From the beginning Gloria understood the importance of providing excellent service and remaining calm in difficult situations. Throughout her years of service, Gloria was promoted from a Console Operator to a Lead Operator. In November of 2009 Gloria was promoted to her current position as the Switchboard Supervisor.

Perhaps the most amazing fact about employees like Gloria Silva and the Switchboard Operators at KAFB is that they are people living and working with disabilities. They are employed by RCI Inc, the contractor who provides operators for the KAFB switchboard. Clearly, their disabilities have not prevented them from putting their heart and soul into their work and providing an excellent service to our community.

The KAFB switchboard operators go the extra mile for the men and women serving in defense of their country. As a reflection of RCI’s service, KAFB has received plenty of supportive feedback. This email message came from Iraq. It read in part:

“I want to pass along greetings for a happy holiday to all there, and most importantly I have a nomination for an ‘atta girl’ award for a member of the team there. I would like to nominate, I only know her as ‘Operator 14.’ She and I speak a bit every weekend, as she helps me with my morale phone call to my home. She is always bright and helpful on weekends when others are off, but there she is ‘her smile comes through the line.’ I appreciate her, as she is a voice from home, and makes a person feel better. So please acknowledge her during this busy holiday season.”

Through RCI, you will have access to employees who are committed to working for you with the highest quality workmanship in mind. Employers have found that:

98% of employees with disabilities rate average or better in work safety.

90% of people with disabilities rated average or better on job performance.

86% of people with disabilities rated average or better on attendance.

90% of employers had no change in their insurance costs to employ people with a disability.



Business Support Services Highlights

Employed 48 disabled individuals through four federal AbilityOne/NISH contracts and three state NMA (New Mexico Abilities) contracts:

- Kirtland AFB Custodial Contract
- National Assessment Group (NAG)
- Federal Courthouse
- Kirtland AFB Switchboard Contract
- CYFD (Children, Youth & Families Department) Custodial Contract
- WCA (Workman's Comp Administration) Grounds Keeping Contract
- Los Lunas Silvery Minnow Refugium Grounds Keeping Contract
- UNM Student Health Center

About Business Support Services

The Perfect Partner

For more than 20 years, RCI Inc. has provided state and federal entities and local businesses with premier workforce solutions tailored to meet their needs. In these economic times saving money is a key concern of most businesses and we help you cut cost while strengthening your bottom line. RCI provides innovative, cost-effective and quality services to enhance your programs and meet your staffing challenges. Best of all, we guarantee your job is completed to your expectations.

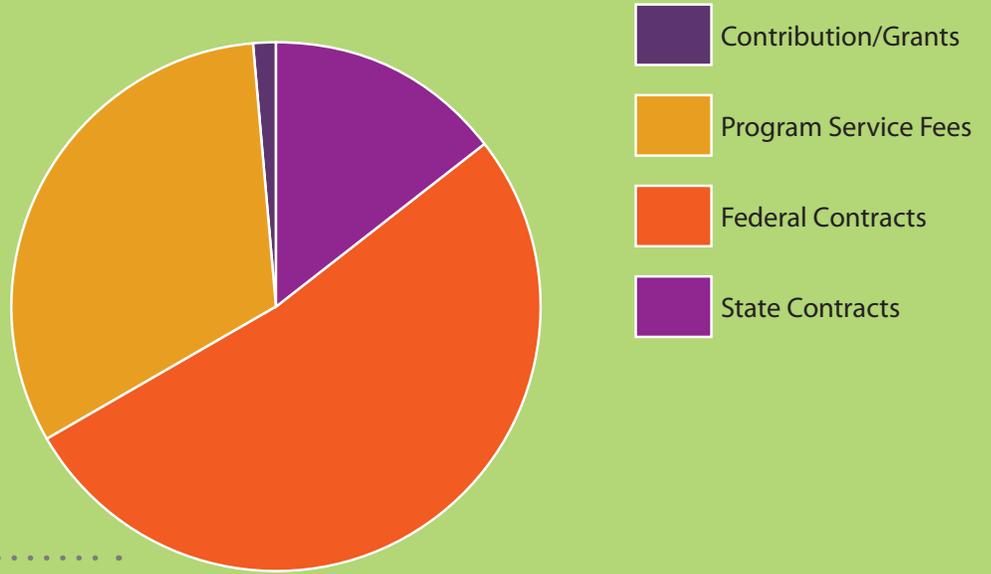
When People with Disabilities Work: You Benefit

Is your company accessing the full range of skilled candidates available? In New Mexico 166,000 of the 1,100,000 working-age individuals reported one or more disabilities. This is a considerable resource of skilled and keen people ready and willing to work. They're also your customers.

Staff retention rates for employees with disabilities are 72% higher, saving millions of dollars each year in recruitment and training costs. Employing people with disabilities has a distinct, positive effect on staff morale.

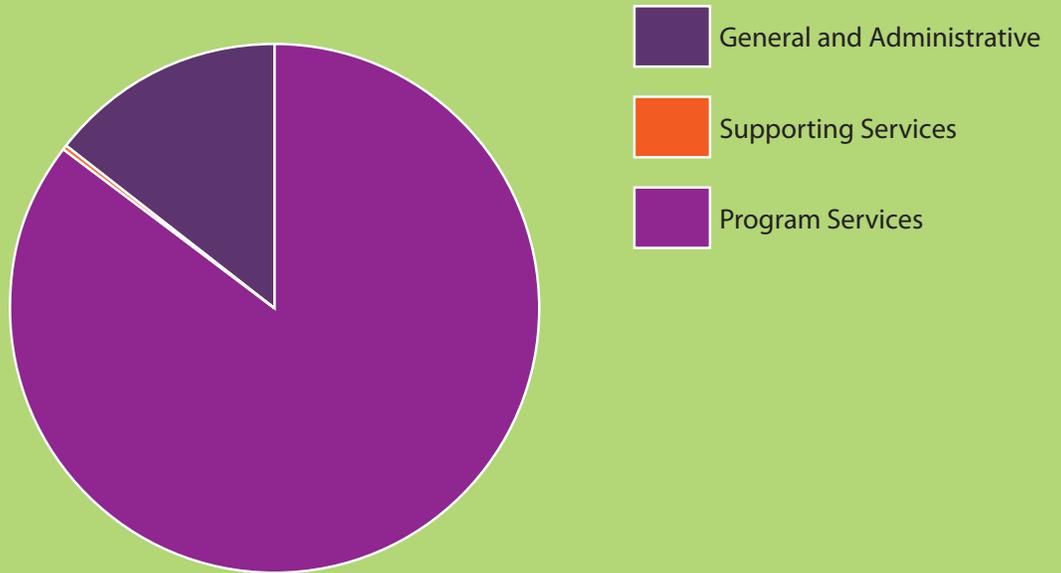
People with disabilities are the fastest growing minority group in the United States, and it is a group that is providing the talent necessary to make your business a success.

financials



Revenue

State Contracts: \$1,216,726.
Federal Contracts: \$4,348,101
Program Service Fees: \$2,654,552
Contribution/Grants: \$86,745
Other Income: \$140,913



Expenses

Program Services: \$7,360,237
Supporting Services: \$20,646
General and Administrative: \$1,222,983

donors and contributors

- Amber Earls
- Anita Del Prete
- Anita M. Pohl-Schessel
- Autumn Ortiz
- Bellhaven Elementary School
- Benjamin Prado
- Brad Vaughn
- Drs. Brent and Leslie Strickler
- Brett Eddington
- Bruce Clark
- Carol Epstein
- Carol Guerra
- Catherine Rypma-Dixon
- Catherine Salazar
- Catherine Thompkins
- Computer Solutions Group
- Daniel & Jennifer Cordova
- David Griffis
- Deborah Kubler
- Della Chacon
- Furr's Family Dining
- Garrett Bennett
- Greg Frost
- Gregory & Debra Jackson
- Gwendolyn Kiwanuka
- Jackie Sanchez
- Joan Schofield
- Judit Alvernaz-Nagy
- Karina Gonzales
- Kathleen Gates
- Kathy Mack
- Larry & Angela Vigil
- Larry Taylor
- Lauren & Chris Gates
- Linda Geiszler
- Maria Chadwick
- Mary Miglionico
- Michelle Chavez
- Myron Saldyt
- Pamela Kear
- Patricia Davis
- Patti Wolleson
- PNM Fund
- Qwest Foundation
- Rebecca Leftwich
- Rhonda McMinn
- Robin Hausermann
- Rose Griego
- Southwest Neurological Associates
- Starlyn Brown
- Stephanie Hurd
- Susan R. Roman
- Tiffany Manzer
- United Way of Central New Mexico
- Wells Fargo Foundation
- William and Linda Scott
- Yipeng Sun

business partners include

- NISH
- Kirtland Air Force Base
- Pete Domenici Federal Court House
- CYFD
- Ethicon Endo Surgery
- Southern Wine & Spirits
- Supply One
- UNM Health Sciences Center
- Wal-Mart
- US Forrest Service
- Lisa's Truck Stop
- Dion's
- Trail Rider Pizza
- Securitas
- Service Master
- Sears
- Big Lots
- Bibles Plus
- Dollar Tree
- KFC
- Arc of New Mexico
- City of Albuquerque
- WSA Airport
- MVD Express
- Whataburger





You Make the Impossible ~ Possible

RCI can't achieve its mission without your help. Please consider making a gift that will have a real impact on the lives of people with disabilities. If you want your gift to go to a specific program or service, please let us know when you make your donation.

In-Kind Donations

Your donations of office equipment, children's toys, art supplies, professional services, event tickets, dinner coupons, store gift cards, and other items allow RCI to utilize more of its financial resources in support of the programs and services we provide to the disabled community.

Planned Giving

Leave a lasting legacy that will help RCI fulfill its mission into the future. Planned giving allows you to plan your estate resources to serve your family and the charitable organizations you care about most after your death. Although there are literally hundreds of ways to plan gifts, the most common is to stipulate a bequest in your will. Bequests are perhaps the simplest manner in which to leave your legacy with RCI.

How to Make Your Donation

Making a donation or charitable contribution is easy and will take just a few minutes to make a lasting impression.

- Make a donation online
 - Visit RCINM.org
 - Click on the Support RCI link at the top of the page
 - Select how you would like to contribute
 - Make your donation by Visa or MasterCard
- Make your donation in person or on the phone
 - Call 505-255-5501 to find out how

RCI Inc. Board of Directors

rci leadership

Officers:



Carol Guerra
Board Chair



Catherine Salazar
Vice Chair



Joan Schofield, MBA
Secretary



Catherine Rypma-Dixon
Treasurer

Board Members:



Linda Geiszler



Brad Vaughn



Myron Saldyt



Kathleen Cates



Leslie Strickler, DO



Catherine Thompkins

Executive Team



Angela Vigil
President & CEO



Gwen Kiwanuka
Director of Community
Services



Bruce Haynes
Director of Finance



David Griffis
Director of Federal
Contracts & FSO



Maria Chadwick
Director of Human
Resources



Sylvia Padilla
Director of Quality
Assurance



Jon Chavez, MBA
Business Development
Officer

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