



2010  
2011  
Annual Report



empowering lives. shaping futures.





# CONTENTS

Letter from the CEO & President/Chairman of the Board

Adult Services

Children's Therapy & Services

Contract & Business Services

Financial Highlights

Donors & Contributors

Ways to Give

Leadership



# LETTER FROM THE CEO & PRESIDENT/ CHAIRMAN OF THE BOARD



Dear Friends,

2011 was an exciting year for our organization – and a year which marked an important milestone in our company’s history. After 50 years of being known as RCI, Inc., we embarked this year on an initiative to create a new name for our organization which would reflect the true scope of what we offer people with disabilities. In June, we launched our new name – LifeROOTS – which we created to symbolize the solid roots and growth potential that we offer those living with physical, developmental or behavioral challenges. Along with our new logo visually depicting the concept of roots/growth, we also furthered this powerful new messaging through a new tagline of “Empowering Lives. Shaping Futures.” – again bringing to light the role that our organization has in helping people with disabilities achieve their highest potential.

We are proud to say that we currently touch the lives of more than 2,000 people with disabilities and their families each year – providing them with a full range of programs and services to meet their individual needs. In 2011, we served the needs of 238 adults with disabilities through our Adult Programs, and helped 801 children with disabilities through our Children’s Services Programs. In addition, our Business Support Services programming resulted in providing employment to 43 disabled individuals through four federal AbilityOne/NISH contracts, three state NMA (New Mexico Abilities) contracts and one Commercial Contract. Providing employment opportunities for those with disabilities, and giving so many people with disabilities the chance to work in meaningful jobs throughout the community, is something that we take great pride in at LifeROOTS – and we remain grateful for the continued important role that our business partners play in making our program such a success.

Although the economy continued to present us with challenges faced by most non-profits today, we are pleased to have been able to continue to offer our consumers our full range of programs and services. This past year, we also saw the growth of a number of unique programs designed to enrich the lives of those with disabilities. In particular, the “Feed Me Now” program highlighted within this Annual Report is a great example of how we are not only helping people with disabilities by providing them with an opportunity to work and build self-esteem, but is also a program that is helping some of our region’s local companies. With more and more local businesses signing on to have our “Feed Me Now” cart visit their offices, we remain excited at the potential that this program has to positively impact so many lives in the future.

As you read through a summary of our programs, services – and personal stories of how LifeROOTS has changed lives – we want to once again thank you for your continued support. This past year was a year of change, a year of excitement ... and a year of continuing to watch so many children and adults with disabilities grow and thrive through the solid “roots” they find at LifeROOTS. We are grateful for the role you have played in helping us to work towards our mission, and once again thank you for helping to “empower the lives” and “shape the futures” of those with disabilities.

Respectfully submitted,

Kathleen Cates, CEO & President

Carol Guerra, Chairman of the Board

## OUR MISSION

Providing people with disabilities and their families the resources and support they need to empower their lives and shape their futures.



## ADULT SERVICES

“The “Feed Me Now” program has been successful on so many levels.”

### THE “FEED ME NOW” PROGRAM CONTINUES TO EXPAND -- PROVIDING JOBS, AND PERSONAL GROWTH, FOR THOSE WITH DISABILITIES ... AND A GREAT SERVICE TO LOCAL COMPANIES

LifeROOTS has continued to expand the “Feed Me Now” program and, this year, took the program to a whole new level – with great results.

As part of the Career Discovery program at LifeROOTS, the “Feed Me Now” program centers on a mobile food and drink cart – stocked and staffed each day by people with disabilities. The program began by having the cart, and LifeROOTS clients, travel throughout the LifeROOTS offices to help them learn important skills such as change making, customer service skills and social interaction. Seeing how successful the program was in helping people with disabilities thrive and learn important life skills, the program was expanded this year – and now, the “Feed Me Now” cart travels daily to a number of local businesses throughout the community eager to be part of this exciting program that helps so many people.

Through this program, LifeROOTS clients are able to gain important experience in many aspects of working and dealing with customers, and gain important skills in interacting with others in offices throughout the region. The “Feed Me Now” program is now in place in a number of local companies – including Yearout Mechanical Inc., Image Concepts, WHPacific Inc., the Whitener Law Firm and the University of New

Mexico Center for Development and Disability. Most recently, US Bank has joined the program -- with the Feed Me Now cart now traveling to three US Bank locations initially... and more branches likely to follow.

Each day, as LifeROOTS clients stock the cart and get ready to travel to local office buildings, they are filled with a sense of excitement about their opportunity to work -- as well as to meet and interact with so many people throughout the community. Equally as important, each day employees at local businesses eagerly await the arrival of the Feed Me Now cart ... and the chance to interact with the people that they've now come to know as part of this unique program.

The “Feed Me Now” program has been successful on so many levels. It's given people with disabilities a chance to work in a meaningful job each day and learn important employment and customer service skills. It's given them an opportunity to interact with so many new people – and learn valuable social interaction skills from this daily interaction with business people throughout the community. It's given them a sense of pride, a sense of accomplishment ... and a steady job where they can work to help earn money and feel more independent both socially – and financially.

Equally as important, it's given people throughout the community the opportunity to get to know some very special people with disabilities ... and see for themselves all that those with disabilities can do in the workplace – and in everyday life.



# ADULT SERVICES OVERVIEW

At LifeROOTS, we provide adults with disabilities with programs and services that can improve their lives. Our Adult Services program is available to adults ages 18 and over in Albuquerque, Rio Rancho and Central New Mexico-- and offers a full range of support programs, educational opportunities and services geared to help each individual reach their highest level of independence.

Our Day Habilitation program offers adults with disabilities opportunities to improve their quality of life through a meaningful day of personalized services. We also offer a variety of programs geared to help adults develop career skills and find meaningful employment. We help people with disabilities achieve what they might not have thought possible -- and give them the solid "roots" that they need to grow and thrive in today's world.

## Our Adult Programs Offer:

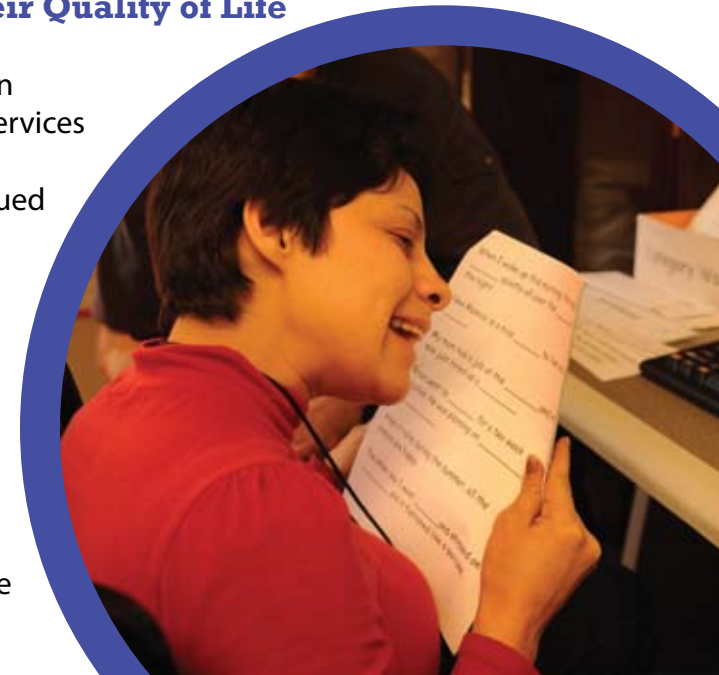
- Day Habilitation centers in Albuquerque and Rio Rancho that provide state-of-the-art facilities, and convenience, for adults with disabilities throughout the community
- An individualized curriculum with focus on academic and employment preparation, vocational development and employment skills
- Job coaching for hands-on training and support -- with ongoing follow-up and support for placing disabled individuals in meaningful and productive jobs
- An individualized Literacy curriculum focusing on language arts, basic math and career readiness
- Career Discovery Program providing an opportunity for individuals to discover and create personalized careers -- helping them grow into adults seeking economic independence

## Program Benefits ...Benefiting Adults With Disabilities For A Lifetime

- Experienced, skilled and compassionate staff serving as important advocates -- working directly with each disabled individual and their family to develop personalized programs and make sure all needs are met with quick response times
- A wide variety of community activities for adults with disabilities -- that are fun, yet productive -- helping to form bonds and positive relationships within the community
- Opportunities to improve their literacy and continuing education
- Career/employment programs, including Career Discovery and Career Development designed to discover and develop job skills and interests for individuals with disabilities

## A Full Range of Programs, Services and Activities to Help Adults with Disabilities Meet their Future Goals and Enhance Their Quality of Life

- Service Coordination
- Adult Enrichment Services
- Day Habilitation
- Literacy and Continued Learning
- Career Discovery
- Supported Employment
- Job Placement
- Job Coaching
- Follow-Up for Continued Employment Guidance/Assistance



# PROGRAM HIGHLIGHTS

- **A total of 238** clients were served in the following programs:
  - Adult Day Habilitation Menaul and Rio Rancho: 74
  - Adult Enrichment (Career Discovery and Literacy): 27
  - Supported Employment (Job Development and Job Coaching): 90
  - Division Vocational Rehabilitation (DVR): 31
  - Ticket to Work (TTW): 16
- **Ticket to Work (TTW)** was implemented in January 2011. By the end of the program year (June 30), 16 individuals were being assisted in acquiring and maintaining a job.
- **“Feed Me Now”**, a service that had been run solely at LifeROOTS extended its cart to two companies in the community: Yearout and Imaging Concepts. Plans are currently being made to branch out to several other agencies in the Albuquerque area.
- **Literacy participants** met personal goals by authoring notable speeches and power point presentations offered to New Mexico state officials. All individuals in Literacy are encouraged to maximize their potential in specialized areas. This in turn boosts their self-esteem and worthiness.





## CHILDREN'S THERAPY & SERVICES

### ONE OF LIFE'S MIRACLES. ONE OF LIFEROOTS SUCCESS STORIES.

After three miscarriages and a pregnancy riddled with complications and bad news each month, Irene and Anthony knew their son Malakai's birth was truly a miracle. Living in utero without water, Malakai's heart rate dropped from the normal 150 to an alarming 56 – until he was delivered prematurely at 32 weeks via c-section. Upon his birth, his parents were told that doctors estimated that he'd have a chance to survive for five minutes – and, if he did survive longer, he'd be severely challenged.

Five minutes came ... and went. Doctors gave new hope for his chance to survive. And, upon being released from the NICU after three long months, LifeROOTS was right there to give new hope for his chance to thrive.

Malakai's services began immediately upon arriving home from the hospital. Through LifeROOTS Early Intervention Program, the LifeROOTS team worked closely with Malakai and his parents on developing and building fine motor skills, such as holding his head up, reaching for objects, holding objects and eventually, sitting up by himself. LifeROOTS worked with Malakai on the vital tasks of feeding and eating – and provided a full range of personalized services combining all forms of physical, occupational, speech and language therapies.

Today, at 10 months old, Malakai is thriving – and then some. He's crawling around the house like crazy, using his voice appropriately (with a healthy set of lungs) and has a healthy appetite. Everyday, he shows his parents just what a miracle he really is. They couldn't be happier. And LifeROOTS couldn't be happier to have played a role in helping this "miracle baby" not only overcome the odds ... but overcome the challenges he was faced with in order to live a happy, healthy – and, above all, miraculous – life.

“Today, at 10 months old, Malakai is thriving – and then some. ”



# CHILDREN'S THERAPY & SERVICES OVERVIEW

The years from birth to age 3 are a critical time in a child's development. For children demonstrating signs of developmental delays, these early years take on an even greater importance.

Early help makes a difference...and the LifeROOTS Early Intervention Program has made a tremendous difference in the lives of so many children and their families. We work directly with families to give them the tools and information needed to best help their children.

Early Intervention. It works, it can change a child's life ... and it's 100% free to the family. Discover what Early Intervention can mean to a young child ... and discover all that he/she can really do.

LifeROOTS also offers other therapy and support programs for infants, toddlers, children and their families. Services include parent support groups, education, physical therapy and much more.

## **How it Works. Why it Works.**

- 100% free family centered services for children from Birth to Age 3 who have or are at risk for developmental delays (program funded by the State of New Mexico)
  - Free screenings and evaluations to determine each child's needs – an individualized plan to meet each child's specific needs
  - Experienced, skilled and caring licensed professionals working one-on-one with child and his/her family -- providing therapies and services in natural

settings such as the home, school and daycare

- Early Intervention specialists work closely with and bring together all important people in a child's life -- building collaboration between parents, service providers and others to enhance the child's development
- Supports families through education and family services to help their children reach their true potential
- Provides connections to other resources in the community and helps transition children into pre-schools
- Early help is the best help when it comes to a child's development ... and early help starts with Early Intervention

## **LifeROOTS Support and Services for Children Include:**

- Screenings and evaluations, including hearing and vision
- Developmental services
- Physical therapy
- Occupational therapy
- Speech and language therapy
- Feeding/oral-motor information and instruction
- Sensory integration specialists
- Educational instruction
- Activities to help social and emotional development
- Assistive technology
- Transition into school or next setting

## **LifeROOTS Services for Families Include:**

- Education and counseling
- Coordination of needed social and health services
- Access to support groups
- Parenting Information and Instruction





## PROGRAM HIGHLIGHTS



- LifeROOTS began a partnership with CYFD and UNM to provide parenting classes for children in the foster care system in the process for reunification with their biological parents or getting ready for adoption.
- Classes were taught in the CYFD facility for children under the age of 3 who qualified for FIT.
- 801 Total children served through the FIT program from July 1, 2010 to June 31, 2011





## CONTRACT & BUSINESS SERVICES

“Most of all, he is grateful for the opportunities that his job gives him in helping him “work” towards the future.”

### A GREAT JOB, A GREAT ATTITUDE ...AND GREAT THINGS TO COME

He’s working to overcome his challenges. He’s working for a better future. He’s working to feel a sense of pride and satisfaction in his accomplishments.

And it’s working.

Grant is a young man who doesn’t let his diagnosis of Asperger’s Syndrome get in the way of “working” towards his goals. Always motivated to do his best, work hard and put his full effort into everything he does, he excelled in school – graduating from the University of New Mexico with a degree in biology. After a series of seasonal part-time jobs, he was looking for an environment that was supportive of his challenges and which could foster his growth – and came to LifeROOTS eager to see how he could put his dedication and strong work ethic to “work.”

After watching Grant excel in the LifeROOTS work training program, he was given the opportunity to bring his positive attitude and skills to a job at the Pete V. Domenici Federal Courthouse in Albuquerque, performing a wide range of custodial services. Working in this impressive government building, Grant has consistently impressed all of those around him with his overriding commitment to his job ... and his dedication to ensuring a job well done each day. He continues to not only do his job well, but always seeks ways to go “above and beyond” his duties and take on additional responsibilities – and has become an integral part of the Federal Courthouse staff.

Through his job at the Federal Courthouse, Grant contributes so much – his eagerness to learn, his desire to do his best ... and his willingness to work hard. He’s a role model for others, a testament to what people can do when they have the right support system – and, above all, a great example of how meaningful employment can make all of the difference in the life of someone with a disability. As Grant walks to and from his

job at the Courthouse each day, he is grateful for this chance to prove to others, and himself, that he can overcome his challenges and be a valued employee in this high-profile position. Most of all, he is grateful for the opportunities that his job gives him in helping him “work” towards the future.

At LifeROOTS, we are thrilled to help play a role in fostering Grant’s growth – both as an employee and as a young man with so much potential for continued success in the workplace – and beyond. His positive outlook on life, as well as his commitment to his job and his future, is an inspiration to all – and remains a great example of how knowing that you are doing something worthwhile can “work” wonders when it comes to building confidence, self-esteem – and independence.



# CONTRACT & BUSINESS SERVICES OVERVIEW



For more than 20 years, we've provided effective and valuable contract services to many of the region's top organizations and businesses...helping people with disabilities secure jobs within the community -- and helping businesses enhance their quality.

LifeWORKS provides innovative and practical services to enhance your organization and fulfill your business needs. Best of all, though,

we guarantee your job is completed not only to your satisfaction, but actually exceeding your expectations.

See what happens when you help put people with disabilities to work -- and watch how it works to make your organization grow and thrive.

## **A Partnership That Makes Good Business Sense -- And Good Business**

Partnering with LifeWORKS makes good business sense for you and your business. Our innovative LifeWORKS services offer skilled workers to meet your business needs, employing 75% disabled workers in the following areas:

- Janitorial services
- Landscape and grounds maintenance
- Customized services, including Call Center Support and Operation, Packaging and Assembly, Mail House Services, Laundry Services, Shipping and Receiving, Warehousing, Clerical

Over the past 20 years, we've partnered with some of the region's most established organizations and businesses -- providing workforce solutions to:

- Kirtland Air Force Base
- The Pete Domenici Federal Courthouse

- The University of New Mexico Health and Science Center
- And many other local businesses.

## **Why Partner with LifeWORKS?**

- More than 20 years of experience in providing valuable services for area businesses while providing employment for people with disabilities
- Smart business solutions for government and commercial agencies in the field of janitorial services, landscaping, grounds maintenance and call center support and operations
- LifeWORKS is a recognized leader in providing contract services to organizations ... with a strong track record of successful placements, benefiting both employees and employers
- Prestigious list of business partners -- with all participating partners recognized on our website (letting the community know about your role in this important program)
- Contracting with an organization that employs people with disabilities makes good business sense for you:
  - Skilled employees ready to work -- and committed to the highest quality workmanship and outstanding work ethic
  - Allows your business to be viewed positively as one that is disability-friendly -- and research has shown that being seen as a disability-friendly workplace can lead to increased sales
  - Hiring workers with a disability allows you to secure a talented, motivated workforce -- while helping workers with a disability become productive, contributing members of the community.
- AbilityOne Contractor
- Positively impact your business ... while positively impacting the life of a person with a disability

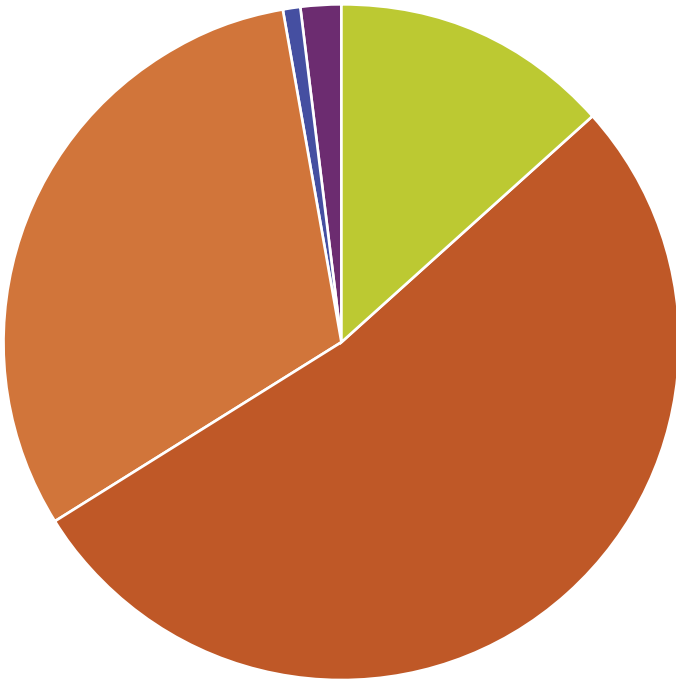
# PROGRAM HIGHLIGHTS

- Employed 43 disabled individuals through four federal AbilityOne/NISH contracts and three state NMA (New Mexico Abilities) contracts and one Commercial Contract:
  - AbilityOne/NISH
    - Kirtland AFB Custodial Contract
    - National Assessment Group (NAG)
    - Federal Courthouse
    - Kirtland AFB Switchboard Contract
  - NMA:
    - WCA (Workman's Comp Administration) Grounds Keeping Contract
    - Los Lunas Silvery Minnow Refugium Grounds Keeping Contract
  - Commercial:
    - UNM Student Health and Counseling contract



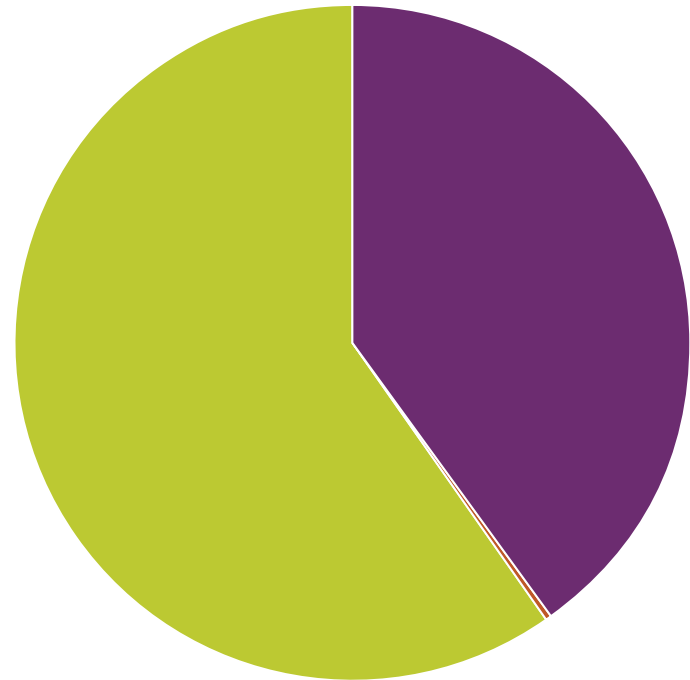


# FINANCIAL HIGHLIGHTS



## REVENUE

- State Contracts: \$1,155,380
- Federal Contracts: \$4,560,853
- Program Service Fees: \$2,684,855
- Contribution/Grants: \$58,488
- Other Income: \$159,948



## EXPENSES

- Program Services: \$7,651,952
- Fundraising Services: \$3,598
- General & Administrative: \$1,132,289



## DONORS & CONTRIBUTORS

Advanced Network Mgmt., Inc.

Frost Mortgage

PNM

Dr. Thomas and Mary Cooley

Michelle Griffith

ARRA

Carol Epstein

Deborah Kubler

Carol Guerra

Theresa Martinez

Sandy McNeill

Catherine Salazar

Aeropostale

Mary O'Bannon

Joan Schofield, MBA

Allstar Realty

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Catherine Rypma-Dixon

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Rio Rancho Rotary Sunrise

Linda Geiszler

Nita Diem

Myron Saldyt

Brad Vaughn

Brett Eddington

Smith & Company, Inc.

Leslie Strickler, DO

Ronald Epstein

Wells Fargo Foundation

Dr. John Chimarusti

Peggy Fino

United Way of Central  
New Mexico



## WAYS TO GIVE

### YOU MAKE THE IMPOSSIBLE - POSSIBLE

LifeROOTS 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. Or you can make a gift of your time and show your support for the center by volunteering.

#### 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 LifeROOTS 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 LifeROOTS 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 LifeROOTS.

#### 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 [LifeROOTSnm.org](http://LifeROOTSnm.org)
- Click on the Donate 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





# CURRENT LEADERSHIP

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Board Chair



Catherine Salazar  
Vice Chair



Joan Schofield, MBA  
Secretary



Catherine Rypma-Dixon  
Treasurer



Kathleen Cates  
CEO

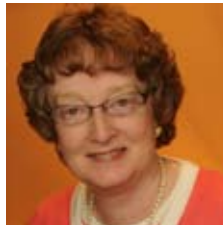


Gwen Kiwanuka  
Director of Adult  
Services



Bruce Haynes  
Director of Finance

Board Members:



Linda Geiszler



Brad Vaughn



Myron Saldyt



Maria Chadwick  
Director of Human  
Resources



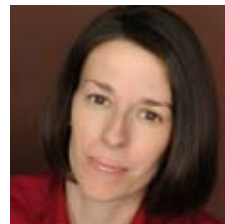
Sylvia Padilla  
Director of Quality  
Assurance



David Griffis  
Director of Contracts



Dr. John Chimarusti



Leslie Strickler, DO



Jon Chavez, MBA  
Marketing & Business  
Development Officer



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**Rio Rancho Enrichment Center**  
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