

BUILDING
independence
FOR PEOPLE WITH
DEVELOPMENTAL
DISABILITIES



TRE

The Resource Exchange

Annual Report 2010

A LETTER FROM THE EXECUTIVE DIRECTOR



Friends & Supporters of The Resource Exchange (TRE):

The pleasure of reviewing another successful year at The Resource Exchange falls to me — it's one of the privileges I get to enjoy as Executive Director. Of course, I've never

shied away from bragging about our extraordinary staff, our accomplishments as an organization, and most importantly, the spectacular people we so proudly serve. Our fiscal year 2010 was an amazing year. There were challenges to be sure, but there were innumerable successes.

Fourth Annual Developmental Disabilities Awareness Day

The year began with Developmental Disabilities Awareness Day. We moved the event to Stargazers Theatre, which proved to be a magical venue. We introduced nearly 400 guests to people with incredible artistic talent: actors, artists, poets and more, who happen to have a developmental disability. We proudly awarded our Community Servant Leadership awards to businesses who have committed themselves to employing adults with developmental disabilities. And, we honored the people and organizations that play such a vital role in the work The Resource Exchange does every day.

Organizational Highlights

Internally at TRE, the agency undertook several significant modifications to its staffing and leadership designed to maximize efficiency without cutting essential components of the organization, while continuing to provide the highest caliber services possible. Examples include:

- A re-balancing of our staff-to-contractor ratios, especially in our Early Intervention program, to meet growing demand while making the best possible use of static financial resources;
- Re-purposing our development office to focus exclusively on fundraising and outsourcing public relations;
- Re-configuring our leadership infrastructure, in part through the elimination of our Chief of Operations position, to 'flatten' the hierarchy and encourage decision-making in real time, and;

- Decreasing staff turnover by 55% over the prior year, resulting in greater continuity of services experienced by our customers.

In addition, our total staff complement grew by just over 16% over the same period as we adjusted to ever-growing demand. Our total fundraising grew by 39% in the year, affording social investors in our community even greater opportunity to impact people with developmental disabilities. As you will see in this report, we achieved a surplus for the year of \$154,614, or approximately 1.5% of our total budget. And most importantly, we served more than 2,900 children and adults through our services and supports, about 28% more than fiscal year 2009. Incredible. Truly incredible.

New Projects

Fiscal year 2010 also saw some new initiatives at TRE. We acquired a small but successful private insurance billing firm, which brought us the capacity to directly bill private insurance companies for covered Early Intervention services. By the close of the year, we'd generated about \$95,000 in private insurance — all new dollars. We launched formal discussions with HealthSouth Rehabilitation Hospital of Colorado Springs and Peak Vista Community Health Centers about the creation of a primary healthcare delivery system that would be completely customized to the needs of individuals with developmental disabilities. And, the Board of Directors and staff engaged in a lengthy examination of our long-term imperatives, resulting in an impressive strategic plan that was formally adopted in March.

On behalf of our Board of Directors, staff and volunteers, I am honored to extend our heartfelt thanks for your support through the year. Our achievements are shared by countless individuals, businesses, partners and others who commit themselves to our mission to build independence for people with developmental disabilities. We look forward to continuing to meet challenges and embrace opportunities as we pursue that profound vision.

Sincerely,

David A. Ervin, Executive Director

THE RESOURCE EXCHANGE BOARD OF DIRECTORS, JULY 2009 – JUNE 2010



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A MESSAGE FROM THE BOARD PRESIDENT

The 2010 fiscal year at The Resource Exchange has been a year of both great accomplishment and planning for the future.

The addition of new Board Members brought significant change in the composition of the Board of Directors, infusing us with a new energy and resolve as leaders for the organization. Along with Executive Director David Ervin and his management team, the Board developed a strategic plan for TRE. The plan sets forth long-term goals to guide the organization through the next five years. Goals include diversification of funding sources, partnering with other community groups to deliver new and innovative offerings, and a commitment to redouble our effort to help more people with developmental disabilities in need of our services.

Thanks to the hard work of the great people who work for and with TRE, the organization ended the fiscal year on sound financial footing and in a position to constructively address the challenging economic environment. While we know we face continued challenges as Colorado grapples with an unprecedented economic crisis, we look forward with confidence.

Finally, and most importantly, TRE continues to proudly serve people with developmental disabilities throughout El Paso, Park and Teller counties with extraordinary commitment, compassion, and creativity. TRE's relationships with its partner agencies serving people with developmental disabilities, the State of Colorado, and the larger community of families, caregivers, and friends of people with developmental disabilities remain strong. Members of the Board, staff, and volunteers all share the same objective: to build independence for people with developmental disabilities.

We look forward to continuing the progress made by TRE next year and into the future. Thank you for your support, and above all for taking the time to care about the developmentally disabled people we serve.

Murray I. Weiner, President, Board of Directors

ABOUT THE RESOURCE EXCHANGE:

The Resource Exchange is designated as the Community Centered Board (CCB) for El Paso, Park and Teller Counties. For over 46 years, CCBs have managed and delivered services in partnership with private service providers to Colorado citizens with developmental disabilities. Governed by a volunteer Board of Directors with diverse representation including legal, financial and healthcare professionals, The Resource Exchange employs over 100 people in its three-county area.

PROGRAMS AND SERVICES

The Resource Exchange offers a variety of programs that cover the entire life cycle for people with developmental disabilities:

Children ● ● ●



Early Intervention is for children birth to three years of age who are delayed in achieving developmental milestones, such as walking and talking, or are diagnosed with a developmental

disability, such as Down syndrome. An interdisciplinary team of professionals develops an array of supports and professional services to help children achieve those milestones. The program uses the child's everyday activities as opportunities for learning.

Children's Extensive Support is for children who have extensive behavioral and/or medical conditions and require 20-24 hours of support a day. This program assists families paying for additional therapies, equipment, home modifications, household services and more.

Families ● ● ●

The Family Support Services Program is for individuals who have a developmental disability and who are over age three and live with parents or relatives. Family support services are offered to maintain a successful family environment by promoting and connecting them with their community. A Family Support Coordinator directly assists in identifying

and locating resources that meet the needs of each family. Support can take the form of any of the following: information and referrals to community resources, advocacy, crisis intervention, home or vehicle modifications such as ramps and chairlifts, specialized diets or clothing, therapeutic services, and respite for families who are primary caregivers for family members with extensive needs.

Break Time provides a much needed respite opportunity for parents/caregivers of children with extensive needs. As a result of the needs of children with developmental disabilities, some families are



unable to find a qualified provider to meet the needs of the child within their financial means. Break Times utilizes university and college students in regular and special education programs to provide one-on-one care to children with developmental delays or disabilities who are between the ages of three months and 21 years-old.

Adults ● ● ●

Supported Living Services is a program for adults with developmental disabilities offering services and supports that enable a person to control his or her own living arrangements and be included in their community. The individual chooses where they live, work and play; who supports them and what type of supports they need.

Comprehensive Services are designed for adults with developmental disabilities who need more intensive



supervision and assistance in their daily lives. People in this program live in a host home with a family or individual who cares for the person in their home, or a group home run by a service agency. The program is designed to help each person achieve the goals they set for themselves.

Community Coordination, or case management as it is commonly called, is an individually-centered, family and community-focused service in which programs and resources are coordinated to enhance people's lives and build independence. Community Coordinators assist people with developmental disabilities to identify their unique strengths and find ways to enhance them. Community Coordinators navigate an array of supports that are available for individuals, how to become eligible, and how to request and access services. The goal of Community Coordination is to assure that necessary services are provided effectively and efficiently through establishing meaningful relationships with each individual, their family and the community in which they live, work and play.

Partners that assist The Resource Exchange in its work:

A.B.L.E. (A Better Life Experience)
The Arc of the Pikes Peak Region
Ariel Clinical Services
Carmel Community Living Corp.
Chestor House
Cheyenne Village
Colorado Lion's Camp
Community Intersections
Community Link
Community Advantage
Community Outreach
Connecting with Community, Inc./The Club of Arts
Creative Perspectives
Dungarvin Colorado
Goodwill Industries of Colorado Springs
JWB, Inc.
Mosaic
New Day - In Home Respite Services
Senior Resource Center
Solutions Direct Services
Special Kids/Special Families

PROGRAM HIGHLIGHTS

Break Time: Giving Families

Time to Refresh and Renew ● ● ●

Break Time re-launched in February 2010, serving 91 children through June 30, 2010 with roughly half being children with a developmental disability and another half comprised of siblings. The June 2010 Break Time session was held at the Lions Camp outside of Woodland Park.

Early Intervention: Helping the Littlest Ones

Get the Best Start ● ● ●

Serving 1,200 children ages birth to three years old last year, Early Intervention received high marks from The Family Outcomes Survey, which measures families' experience in three areas:

- 88% of families in Early Intervention services at The Resource Exchange reported that Early Intervention services have helped them to know their rights.
- 93% of families know how to communicate their child's needs.
- 96% know how to help their child develop and learn.

The Early Intervention team continues to grow specialized staff including occupational, physical and speech therapists as well as psychology providers.

Family Support Services Program ● ● ●

Last year, 230 families received help from the program. Success stories happen daily as Family Support Coordinators share their many stories of how The Resource Exchange improved the quality of life for people with developmental disabilities:



Nathan is a 13 year-old boy who has cerebral palsy. His grandparents are his guardians and delighted to have received support to purchase an adult-sized jogger for Nathan as well as a specialized car seat for use in their vehicle. Both devices have increased both Nathan's and the family's mobility as a whole and improved their quality of life dramatically.



Elizabeth, a 14 year-old teenager with cerebral palsy and autism, now easily gets up and down the stairs of her home. Before receiving the stair lift with help from the Family Support program,

Elizabeth was only able to go up to her room at bed time. It was so difficult to go upstairs that she had fallen down the stairs several times. She would hear her sisters playing upstairs in their bedroom and not be able to join them.

Now with the stair lift in place, Elizabeth's father says: "Before she was apprehensive; she now has a certain kind of confidence. She knows how to do it herself. It's liberating for her."

Case Management ● ● ●

One Family's Story In Their Own Words – Christopher

When our middle child, 13 year-old Christopher, was born with severe brain damage resulting from a uterine rupture and subsequent hemorrhage, we thought our world had come to an end. From the sometime numbing hours of therapy and lack of sleep days on end, to the diagnoses of disability heaped upon disability, the first several years of Christopher's life were our family's tragedy of things that were never to be.



Yet this is a story of hope – hope that stems from people who dedicate their professional lives to care for people who have a developmental disability. Just looking around our home, The Resource Exchange is obvious: as we come back from the park in the specialized jogger that allows Christopher to spend time with siblings on a warm afternoon, we enter the door-widened doorway that allows us to maneuver his cumbersome equipment, avoiding yet again his parents throwing out their backs. Christopher ends his day with a shower (probably his favorite thing to do) while sitting comfortably and safely

in the adaptive chair that is in the zero-barrier shower, both funded in part by TRE. This completes what amounts to a perfect day in Christopher's world. We know that a fundamental aspect of living in and perpetuating a decent society is fostering care for those who have limited abilities to care for themselves. TRE reflects Colorado Springs' commitment to developing this decent society. TRE makes this possible, both in our lives and in the lives of all our citizens Christopher touches. Our story is now balanced in favor of hope over sorrow.

OUTREACH EVENTS IN TELLER & PARK COUNTIES

The Bailey Kids Carnival ● ● ●



October 24th, 2009, Bailey, CO This free community event promotes early learning, literacy, health and safety for children 6 months through 6 years of age. Organized by The Resource Exchange, it is the only event of its kind in the Bailey area that is especially geared towards our youngest citizens.

Approximately 250 people were in attendance and activities ranged from the discovery zone, arts and crafts, free book pick, jumping castle, car seat information, dental health, face painting, balloon animals, emergency vehicles and more! Many people have learned about The Resource Exchange and its many services through this annual carnival.



Park County Extravaganza ●●●



**November 22nd, 2009,
Extra 5K Run/Walk,
Bailey, CO** This fundraising event benefits The Resource Exchange's programs in Park County and the Platte Canyon High School

Cross Country team. Local newspaper *The Fairplay Flume* coordinates the race and activities. Forty percent (40%) of gross proceeds from the Extra 5K Run/Walk were split between the two groups. About 300 people participated, sponsored by Hutchinson Lumber, Mutual of Omaha and Lucille's of Jersey.



David Ervin, TRE Executive Director, Colleen Head, Early Intervention Director, & Amelie Moutoux, TRE Park County Staff

Teller and Park County Playgroups ●●●



The Resource Exchange is proud to offer a play-based, developmentally appropriate program that meets the needs of infants and toddlers within a natural environment. In collaboration with children's

families, the program helps enhance all domains of development with respect for racial, ethnic and cultural diversity. Every playgroup day offers art, fine and gross motor activities, sensory activities, snacks, storytime and music and motion. Playgroups were formed to connect families and encourage relationships within the community, giving children receiving Early Intervention services a valuable opportunity to interact with typically-developing peers.

Held in Woodland Park, Cripple Creek, Divide, Guffey and Bailey, participation varies from 10–20 children per location per day.



10th Annual KidsFest ●●●

**April 24th, 2010,
Woodland Park, CO**

Each year KidsFest gives childhood-related non-profits the opportunity to connect families with available services and programs in the community. The focus for the event is early learning, health, safety and prevention. Activities include a musical performance, storytelling, carnival games with prizes and the popular hands-on discovery zone. This not only develops a child's sense of belonging, but also helps promote the concept of diversity. Approximately 500 people enjoy KidsFest each year, sponsored by Build-A-Generation, the Sheriff Advisory Board and the Ute Pass Kiwanis.



Touch-A-Truck ●●●



**August 12th, 2009,
Woodland Park, CO**

Touch-A-Truck is a kid-centered community event that builds awareness for The Resource Exchange.

Organizations and businesses volunteer their vehicles during a work day morning and give children an opportunity to see these amazing vehicles that most have only seen in storybooks. Around 300 people, mostly young children, enjoy playing in and around 20 vehicles large and small including fire engines, police vehicles, tractors, dump trucks and other specialty vehicles.





 **Developmental Disabilities Awareness Day** ●●●●

The Resource Exchange presented the fourth annual Developmental Disabilities Awareness Day on July 16, 2009 at Stargazers Theater in Colorado Springs. As a celebration of the gifts and talents of the extraordinary people The Resource Exchange serves, an art show was held along with performances by Dragon Theater, Shorin Kung Fu and the Gotta Dance Troupe. Nearly 400 people enjoyed lunch and



City of Colorado Springs Mayor Lionel Rivera chats with a guest

entertainment, with a mayoral proclamation presented by Mayor Lionel Rivera.

Sponsors for the event were Integrity Bank & Trust, Amnet, ENT, Penrose-St. Francis Health Services, Total Office Solutions, Rothgerber Johnson & Lyons, LLP, Goodwill Industries of Colorado Springs and Jan-Pro, Inc.



THE RESOURCE EXCHANGE LIST OF DONORS – JULY 1, 2009 TO JUNE 30, 2010

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We strive for accuracy in listing donors. Please contact the Development Director at (719) 785-6440 with any corrections. Thank you.

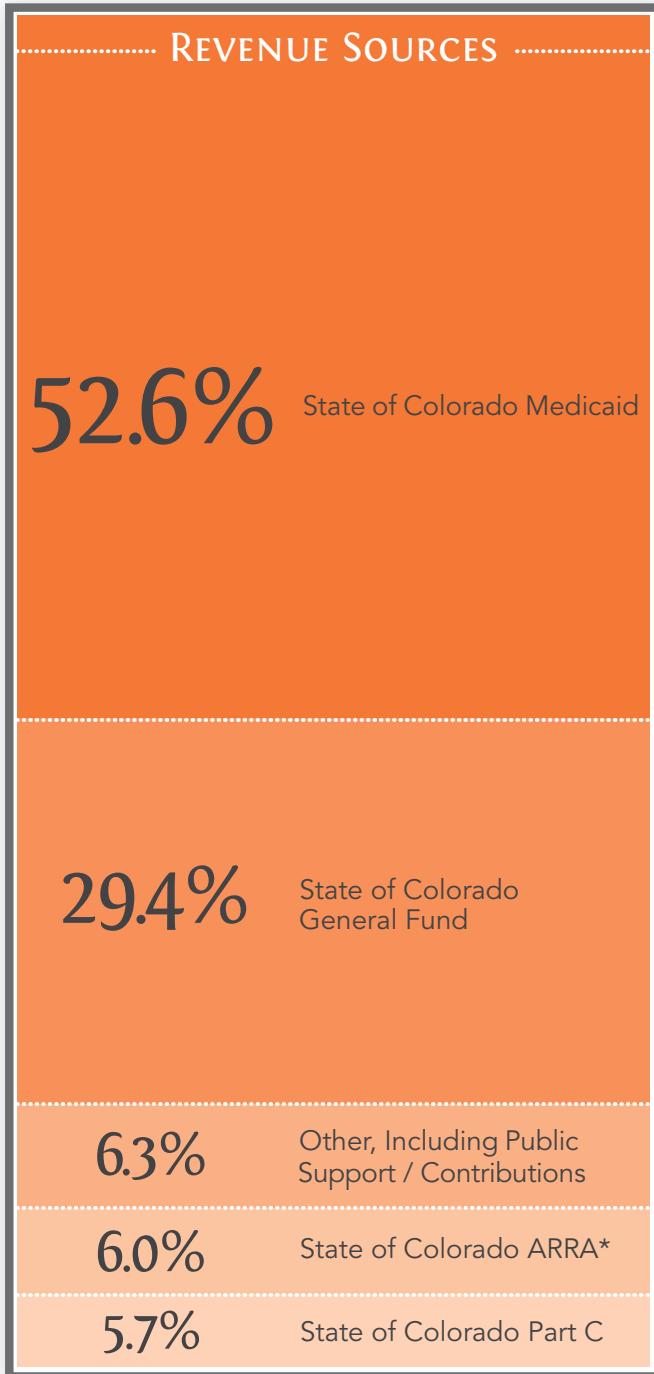
THE RESOURCE EXCHANGE, INC. STATEMENT OF ACTIVITIES

Year Ended June 30, 2010

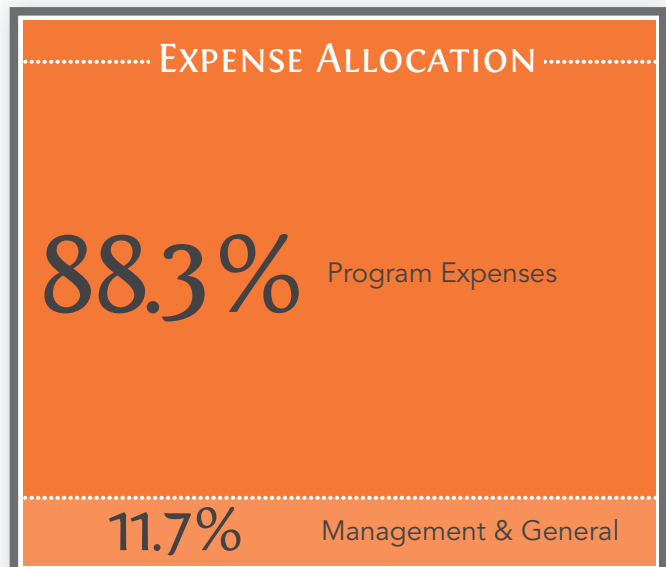
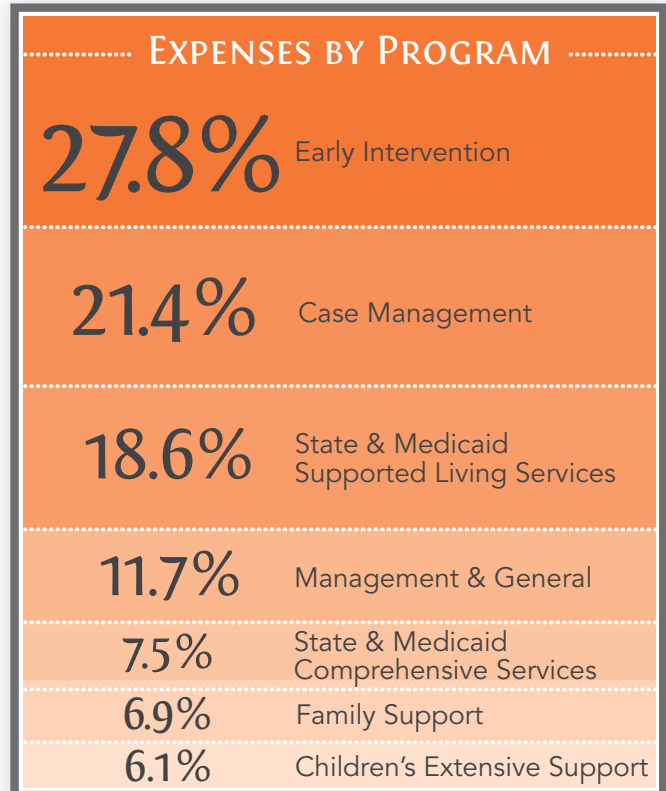
(With summarized financial information for the year ended June 30, 2009)



	Total unrestricted	
	\$ 2010	\$ 2009
Fees and grants from governmental agencies		
Fees for services		
State of Colorado		
State General Fund		
Comprehensive	310,968	370,939
Adult supported living	619,374	836,049
Children and families	2,188,957	2,555,912
Medicaid		
Comprehensive	3,390,912	3,186,984
Adult supported living	1,544,656	4,959,833
Children's extensive support	636,283	887,924
Part C	601,809	658,383
ARRA	640,505	—
Grants and other		
Joint Budget Committee supplemental funding	—	726,000
Pikes Peak Rural Transportation Authority	—	3,917
Total Fees and grants from governmental agencies	9,933,464	14,185,941
Public support – contributions	138,449	198,461
Other revenue (loss)	532,455	(80,742)
Total support and revenue	10,604,368	14,303,660
Expenses		
Program services		
State comprehensive	171,686	194,559
Medicaid comprehensive	611,141	1,048,393
State adult supported living	397,934	572,097
Medicaid adult supported living	1,549,416	4,415,639
Children's extensive support	634,758	833,300
Early Intervention	2,906,688	1,934,372
Family support	720,474	661,740
Case management	2,232,285	2,185,145
Total program services	9,224,382	11,845,245
Supporting services		
Management and general	1,225,372	1,119,543
Total expenses	10,449,754	12,964,788
CHANGE IN NET ASSETS	154,614	1,338,872
Net assets, beginning of year	3,011,120	1,672,248
Net assets, end of year	3,165,734	3,011,120



*American Recovery and Reinvestment Act Funds ("stimulus")





TRE

The Resource Exchange

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www.tre.org



Pikes Peak United Way
Partner Agency