



# Annual Impact *Report*



2022 – 2023

# Serve. Support. Empower.

## *Our Mission*

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It is the mission of Ralph Scott Lifeservices, Inc. to provide individualized community living services and supports for people with intellectual disabilities that promote: sound health, dignity, growth, stability, community involvement and that recognize and value each individual's heritage and preferences.

## *Our Vision*

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In order to achieve our mission statement, our organization commits to taking action in the following areas to support our vision:

- *Quality Services*
- *Building Today for Tomorrow*
- *Community Partnerships*

## *Our Values*

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- *Excellence*
- *Quality Individualized Services*
- *Sustainability*
- *Collaboration*
- *Leadership at all Levels*



# Thank you to our *Supporters*

Dear Friends,

As Ralph Scott Lifeservices marks another year of offering family-oriented residential and day services to over 100 individuals, I reflect on 2023 and the devoted staff who provide top-tier care, compassion, and a home-like environment for those we serve. The staff's commitment and care embody Mahatma Gandhi's words, "The best way to find yourself is to lose yourself in the service of others." Our staff prioritize the needs of our individuals above all else.



Being part of this exceptional organization fills me with pride. We continuously strive to enhance our services and introduce innovative and engaging programs and activities. The year 2024 presents a multitude of opportunities for our individuals and for all of us. We eagerly anticipate upcoming projects and are exploring new and creative ways to support our individuals across our communities.

I would like to express my gratitude to all our supporters. Our community is renowned for its generosity, whether it's through words of encouragement, in-kind donations for our day program, Christmas gifts for our individuals, financial contributions, fundraising assistance, and more. Regardless of the gift's size, the impact is truly remarkable.

Sincerely

A handwritten signature in black ink that reads "Todd Thorpe". The signature is written in a cursive, flowing style.

Dr. Todd Thorpe, CEO



# Clayton's Journey

In 2021, Clayton's life took a new turn as he made the transition to Ralph Scott Lifeservices (RSL) in pursuit of a place to call home where he could thrive and pursue his life goals.

Since arriving at Ralph Scott Lifeservices, he has made great strides. Clayton is currently enrolled in the Alamance Community College & Career Readiness program, which he attends four days a week. His favorite subject is math, and he really enjoys anything related to numbers and counting money.

An active member of the Peer Council self-advocacy group at RSL, Clayton engages in a wide variety of activities, enjoys community outings, dances, participating in the annual talent show, and embracing the opportunities available to him. Living at Ralph Scott Lifeservices offers Clayton a social setting and an outlet for pursuing his interests.

When asked what he likes best about living at Ralph Scott, he says, "hanging out with his housemates and the good food." In his free time, Clayton enjoys watching basketball, football, and listening to music.

Clayton's journey in personal growth and desire to live more independently is a common theme among individuals at Ralph Scott Lifeservices. Establishing a personalized plan with the support of staff is an important step towards achieving the goals they have set for their future. Clayton is working on developing his daily living skills that will help him on the path to his ultimate dream of one day having his own apartment.



*Clayton receives National Adult Education Honor Society award*

# Susan's Journey



*Pictured: Lora (staff) and Randi (Music Therapist), assist Susan during our annual Christmas Concert singing Vince Gill's "When I Call Your Name".*

Susan's journey with Ralph Scott Lifeservices began about a year ago when her family was searching for an alternative living solution that could meet the specialized and increasingly challenging care she now requires. Having lived with her family most of her life, it was essential that they find a caring, loving, home-like setting with caregivers that could safely provide assistance with her physical and personal care needs.

Susan and her family are happy to report that they have found a place to call home here at Ralph Scott Lifeservices. Residing in a shared home with individuals with similar needs, a supportive and attentive staff on site and facilities designed for convenience and safety, Susan is thriving in her new home.

Susan loves to be around people, and attending the Day Program at StarPoint during the week is the highlight of her day. She adores the staff and enjoys coloring, arts and crafts, the animals that come for pet therapy, Bingo and joking around with everyone. Her favorite pastimes are listening to Vince Gill songs and watching old movies, especially the Andy Griffith Show.

We are so glad that Susan has joined the Ralph Scott family and love seeing her smile light up the room.

# How we *Serve*



58

People served in  
Community Group  
Homes

34

People served in  
Intermediate Care  
Homes



18

People served in  
Supported Living  
Apartments

55

People served in Day  
Services



17

Locations with  
24 hour care

22

Locations in our  
Community

Group homes, intermediate care facilities and supported living apartments are all situated in neighborhoods within our community, providing a home-like environment shared with housemates who have similar needs. Each individual independently manages their own bedroom with support from staff who assist with daily living skills as well as physical and personal care when needed.

“I’m so grateful to you and your staff for your care of my sister. You have made her transition to Ralph Scott Lifeservices a happy one.” ~ Mary Lou, guardian

# How we *Support*

**Central to our mission** is the commitment to provide each individual we serve with the chance to pursue their interests, achieve their goals, and live life to its fullest potential. With a diverse group of over 100 individuals in our residential homes and apartments, this commitment takes on various forms tailored to meet the unique needs and aspirations of each person. What does this commitment translate into on a daily basis?

It involves supporting someone to feel confident when learning to cook independently, organizing engaging arts and craft activities, aiding in applications for educational opportunities or employment, imparting skills for managing one's own home, assisting in creating a shopping list with healthy food choices, and identifying community activities to participate in.

For those requiring more specialized care, this commitment extends to encompass physical and personal care, meal preparation, medication management, and round-the-clock supervision.



*Amy enjoys cooking in her own apartment*



*Maria in one of our new fully equipped ADA vans*

An integral component of our support system is **transportation**. Each home is equipped with a designated van, facilitating greater independence and community involvement. Our dedicated staff ensures daily transportation for our individuals to various destinations throughout the county, including Alamance Community College, vocational programs, adult day programs, shopping centers, medical appointments, and recreational activities. We recently purchased two fully accessible vans to replace older vehicles that were no longer meeting the needs of those we serve.



# How we *Empower*



*Pictured: Members of Peer Council at the movie theater*

## **Peer Council**

Peer Council is a self-governed self-advocacy group for individuals of Ralph Scott Lifeservices that empowers members to pursue activities and experiences that reflect their interests and preferences.

The group collaboratively decides on outings and activities that mirror the collective desires of its members. Under the guidance of staff, the group functions in a self-sufficient manner, elects officers to serve in leadership roles and organizes fundraisers that will help offset the expenses associated with these activities.

Last year, they had opportunities to explore the Greensboro Science Center, enjoy the movie theater, visit the Civil Rights Museum, attend a Greensboro Grasshoppers game and had their Christmas Party at Texas Roadhouse. They also arranged fundraisers including pizza and doughnut sales, Valentine's candy, and t-shirt sales.

## **Cultural Competency**

The Ralph Scott Lifeservices Cultural Competency Committee is a group that meets regularly to ensure that all staff and individuals we serve are treated fairly, with respect, and inclusion regardless of race, sex, religion, or other preferences. Through group activities, videos, events and presentations involving administrators, direct support professionals and individuals we serve, we explore the foundations of various cultures as we progress on our path toward cultural competence.



# Excellence *in Service*



## COA Re-Accreditation Received

We are thrilled to announce that Ralph Scott Lifeservices, Inc. received national re-accreditation from COA Accreditation, which will extend to January 2027. The organization first achieved full accreditation in 2001 and has maintained this high standard for over twenty years.

The rigorous 18-month process covers accreditation for all administrative and service standards, including our residential facilities, in-home services, and day programs.

The standards driving accreditation ensure that services are well-coordinated, culturally competent, evidence-based, outcomes-oriented, and provided by a skilled and supported workforce. This achievement is a significant milestone for our organization, one that we should take great pride in. COA accreditation validates our commitment to upholding the highest national standards and reinforces our reputation as a reliable and professional entity.



"Staff are passionate, knowledgeable, and respectful and committed to having families involved in any way possible"

"The organization is dedicated to providing quality services while maintaining clients' rights at its foundation."

"The Board is very committed...strategic planning is on the forefront of the mind of its Board and staff."

"The program is strong and offers a learning model for [individuals] to become more independent."



# Thank you to our *Dedicated Staff*



## Staff Recognition

Congratulations to all the nominees for Employees of the Year in each division. It is a great honor to be nominated by your peers for these awards. Pictured with CEO, Todd Thorpe (from top to bottom) are the winners: Jacqueline McCrimmon (Direct Support); Beverly Blackwell (StarPoint); Jasmine Mims (Administration).



We are so grateful to all of the staff for their commitment to our mission. We would also like to thank employees who reached milestone years of service:

**10 years:** Dale Oakley, Larry Vanhook, Barbara Downs, Cynthia Hargrove, Fannie McAdoo

**15 Years:** Angella Hester, Rebecca Currie, Elizabeth Huffines, Sylvia Daye, Cynthia Hayes



**20 Years:** Jacqueline McCrimmon, Betty Richmond, Jacqueline Wells, J. Lee Cicero, Nina Harrelson

**25 Years:** William Carr, Jr., Dorene Cole, Gwendolyn Murray

**30 Years:** Gloria Headen, Janice Burns

64

Staff with over 10  
years of service

2,184

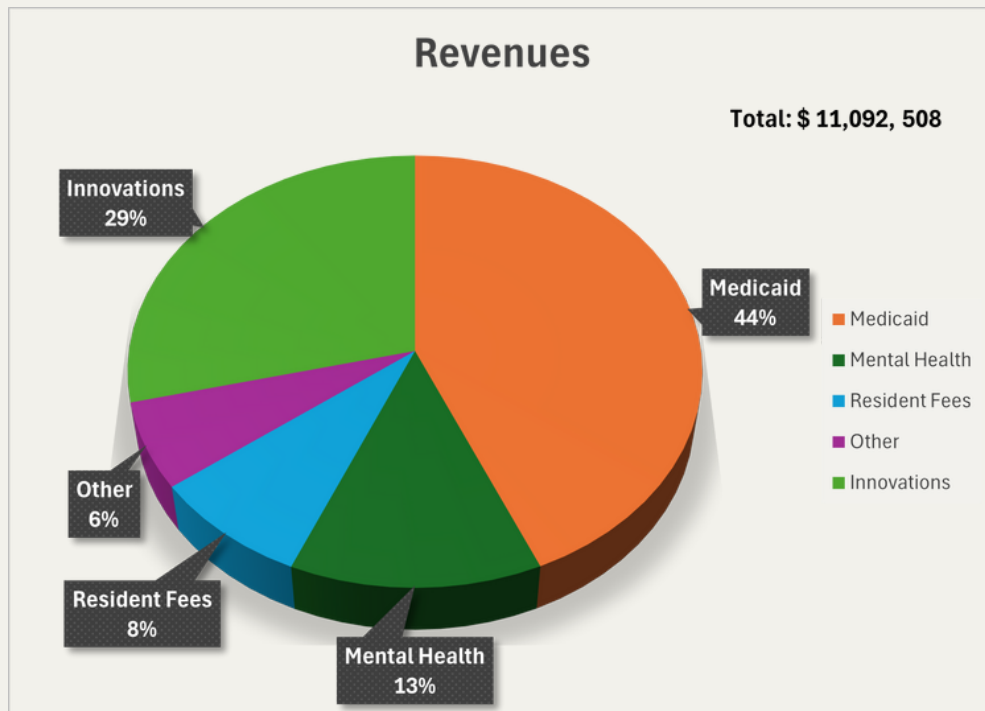
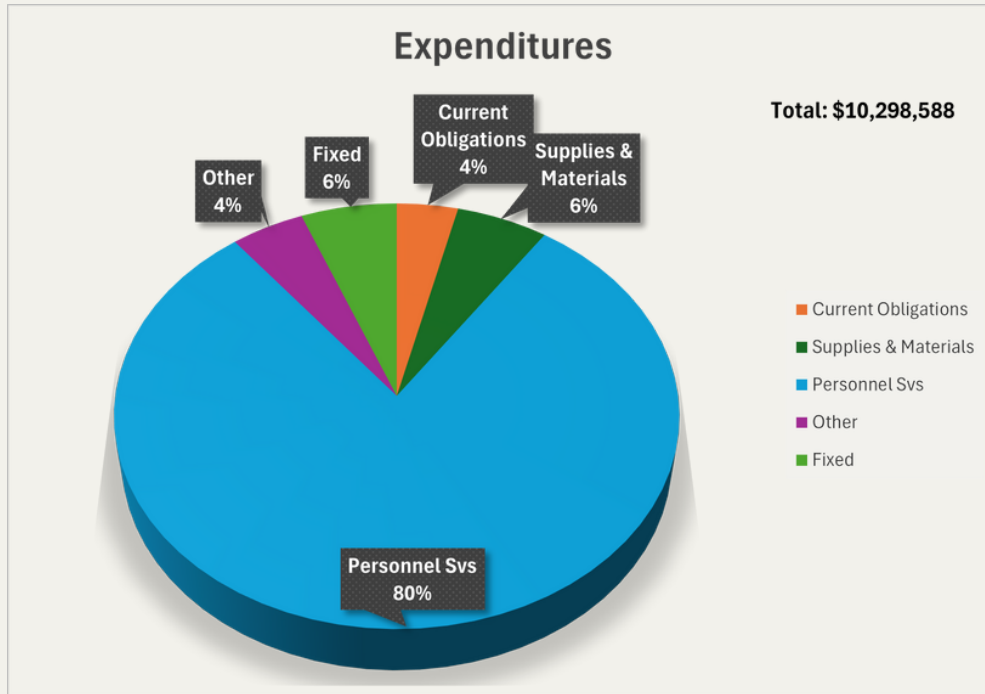
Hours of  
staff training

133

Direct Care  
Staff

# Financial Summary

## 2022-2023



# Building Today for *Tomorrow*

## *Reaching for the Stars at StarPoint*



In 2024, Ralph Scott Lifeservices is set to embark on a mission to reshape the outdoor surroundings at the StarPoint Day Program facility. The goal is to create an enriching environment where individuals of all abilities, both physical and intellectual, can enjoy activities mirroring those available to the broader community - right in their own backyard.

The envisioned space includes safe and fully accessible walking tracks, swings, gardening beds, areas for sporting activities, and the infusion of beautiful gardens and plant life.

The overarching aim is to cultivate a serene atmosphere that fosters sound physical and mental health, upholds dignity, and promotes a healthy lifestyle for all participants.

We hope you will join us in this endeavor and help us fulfill our commitment to serve, support and empower those we serve.



# Thank you to our *Board of Directors*

**We are grateful for your dedication and  
commitment to our mission**

Amy Chandler, *Chair*  
Chris Gaddis, *Vice Chair*  
Paula Reardon, *Secretary*  
Liz Hill, *Assistant Secretary*  
Jerry Sparrow, *Treasurer*  
Patrick Mills, *Assistant Treasurer*  
Kevin Dull, *Immediate Past Chair*  
Caitlin Brooks  
Oddete Cambrani-Dove

Amy Chinnici  
Jamila Freeman  
Mike Gee  
Patrick Mills  
John Nicholson  
Dan Shannon  
Phil Thompson  
Nick Wright

## *Welcome 2024 Board Members*



*L to R: Dan Shannon, Jamila Freeman, Phil Thompson*