

**MESSAGE FROM THE PRESIDENT & CHAIR**

On July 11, 2009, we marked 40 years of providing services to children and adults with special needs and their families. While that is a milestone for any organization, we are especially proud of our accomplishments and look forward to many more years of opportunities and challenges.

Ever mindful of our aim to be leaders in caring for persons with developmental disabilities, we developed a strategic plan to guide our efforts. We have four overarching strategies to inform our goals and efforts over the coming years. First, we will focus our resources so that we are able to serve a more diverse population throughout our programs and services. Second, we will invest in our infrastructure, including increasing the number of staff, improving salaries and benefits, and increasing technology and administrative support. Our third strategy will be to strengthen our business model. Being overly reliant on any one source of funding could easily put us in dire straits if it were to disappear. The downturn of the economy has brought that home very clearly. While we were glad to end the year on solid footing, we recognize the need to diversify our revenue streams as much as possible.

And last but not least, our final strategy is to have a greater emphasis on visibility. We were excited to add a marketing coordinator to our development staff. In a short time, she has helped to develop and promote a clear message of the Center's unique role and value in the community. We will continue working to increase community knowledge and utilization of the valuable services we offer. Our 40th year is proving to be exciting and challenging. We will continue to look ahead and plan for a future that ensures the best quality of life for children and adults with special needs. For now, we continue to provide daily care to the children and adults in all of our programs.

Thank you for your friendship and support over the years.

Mary H. Freeman  
President & CEO

Gary Ban  
Chairman of the Board  
TLC Operations, Inc.

Cover Photo: Children, residents and staff of Tammy Lynn Center programs and services.



Helping Children and Adults with Special Needs since 1969

2008 — 2009 ANNUAL REPORT

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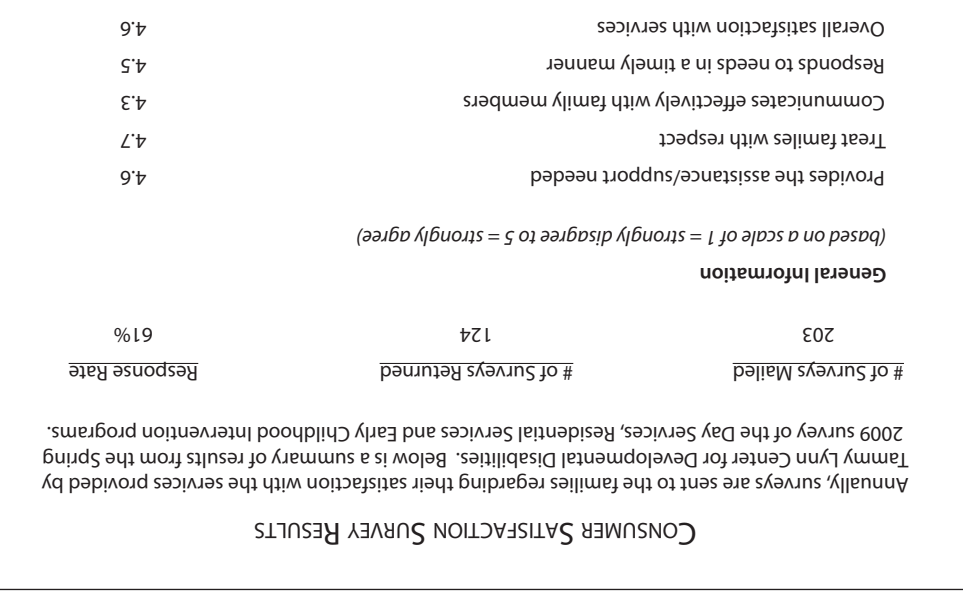
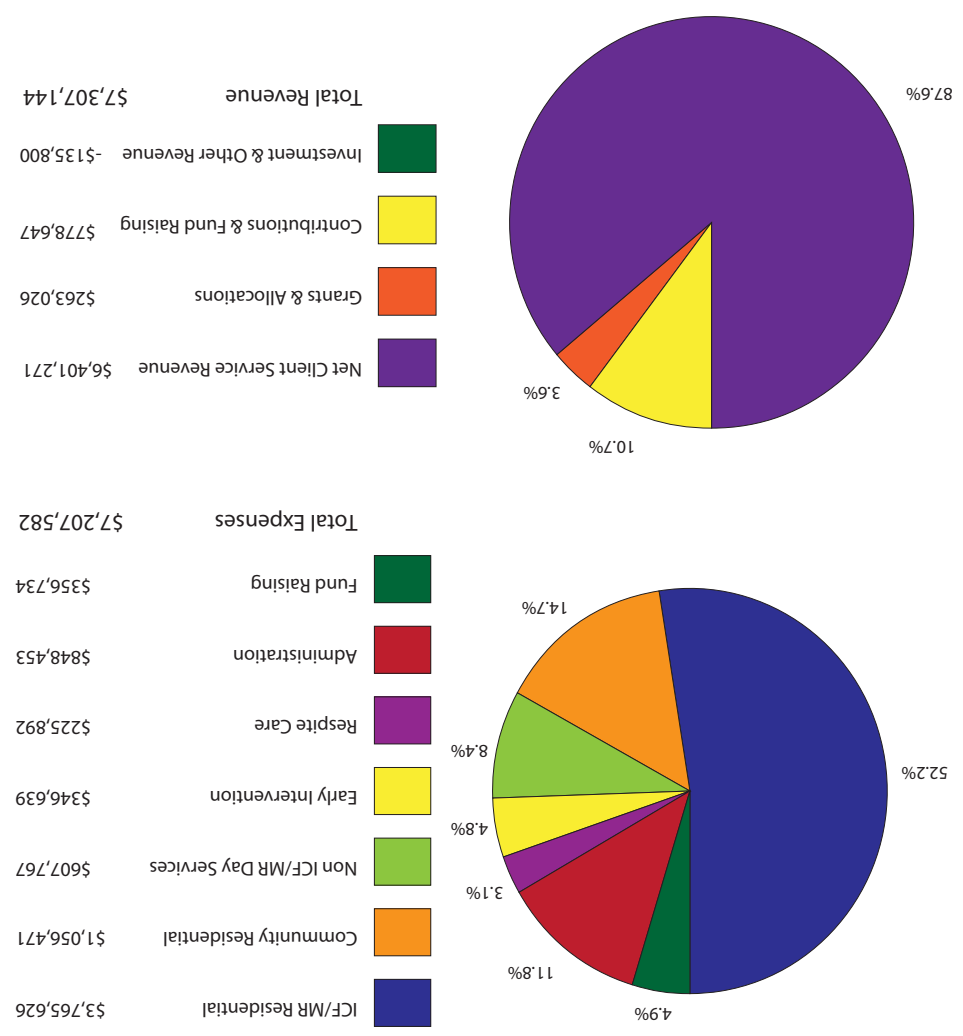
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**FINANCIAL HIGHLIGHTS**

July 1, 2008 — June 30, 2009

This information has been summarized from the fiscal year 2009 consolidated financial statements audited by Langdon & Company, Certified Public Accountants. The complete audited statements are available upon request.



**TAMMY LYNN CENTER**  
for developmental disabilities

**PAYING IT FORWARD...**

On April 18, 2008, my daughter Tabitha Marie Hilton passed away in a car accident. It was the worst day of my life. Hardin Construction came to my rescue. They paid for the funeral for my daughter because they wanted me to have one less thing to worry about.



Hardin Construction's Tom Booth, Dean Killen, Becky Flores, Eric Brinker, Bruce Knight (Board Member), Dawn Bartin, and Gary Ban (Board Member) pose with Oakley and Melanie, students in Tammy Lynn's Developmental Day program.

When I received money from the insurance company, I wanted to pay it forward. I donated the money back to Hardin Construction's Charitable Foundation because they were there for me when I really need the help and support.

In turn, Hardin Construction is now paying it forward by donating \$3,000 to a charity of my choice in remembrance of my daughter Tabitha. I have chosen Tammy Lynn Center for Developmental Disabilities because of the work that they do.

They offer educational, residential and family support services to children and adults with special need. I know that my Tabitha would be so proud to have this donation made in her name.

— Becky Flores



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# PROGRAM HIGHLIGHTS

July 1, 2008 — June 30, 2009

## Served 385 Children and Adults with Special Needs

**Early Childhood Intervention** — Child Development Specialists (CDS) provide developmental therapy to children birth to 3 years in their natural environment (child care setting, family home, etc). Services are provided to children "at risk" for developmental delays and those with specific diagnoses.

The CDS provides educational support to the families of young children with special needs and/or those at risk for delays while working directly with the children to help them improve skills and meet developmental milestones.

- ♥ Provided 1,988 hours of therapy for 103 children.
- ♥ Offered bimonthly group therapies to encourage and promote social interactions with peers, as well as help children adapt to a classroom routine in preparation for transition to preschool for six (6) children with autism up to age 3.
- ♥ Participated in video conference training sessions including Caring for the Caregiver; Fetal Alcohol Syndrome; Teaching Functional Communication to Children with Autism; Introduction of Mindfulness; and Continuum of Coping.
- ♥ Offered in-service training sessions approved for Infant/Toddler Program certification credit hours including Brainstorming Strategies & Interventions in Early Intervention, and Tutorial in Boardmaker.
- ♥ Three Child Development Specialists participated in "Beyond the NICU" training.
- ♥ One Child Development Specialist completed "Needs, Dreams, and IFSPs" training.



Tripp Tracy of the Carolina Hurricanes plays with Melanie.

**Developmental Day Services** — The Tammy Lynn Center provides specialized classroom education and related therapies (including nursing services) for children ages 3-22 years, along with before/after school care, a summer camp (3-10 y/o's), and a summer program for school-aged children.

The program provides instruction for students with developmental disabilities including developmental delay, cerebral palsy, and those children who are medically fragile. Our students benefit greatly from low student-to-teacher ratios, staff nursing, and specialized therapies.

Inclusive activities are possible through our two pre-school classrooms. These classrooms provide education to 4 year-old children who are typically developing and those who have some developmental disabilities or delay. These children also interact with the children in our developmental pre-school classroom.

- ♥ Served 47 students in specialized education, before/after school childcare and summer programs.
- ♥ Serve 28 More at Four students and graduated 24 preschoolers to Wake County Public School kindergarten programs.
- ♥ Maintained 4-star rating for before/after school care program and More at Four programs.
- ♥ Successfully completed eight (8) NC Extended Portfolios (our students' equivalent to end of grade/course testing) required for Wake County Public Schools.
- ♥ Latoya Darden, Day Services Manager, received her Special Education Licensure in Adaptive Curriculum.
- ♥ Recognized four staff members with over 20 years with the Center:
  - Martha Clay, *Habilitation Aide* — 32 years
  - Willa Mae Leathers, *Habilitation Aide* — 26 years
  - Dianne Frick, *Lead Teacher* — 25 years
  - Harriet Lynch, *Community Services Secretary* — 21 years

**Respite Care Services** — The Center provides temporary relief for Wake County families and caregivers from the direct care of individuals with developmental disabilities, head trauma, or who are at risk for developmental disabilities. Respite care helps reduce family stress and thereby helps preserve the family unit and support family stability. In addition, these services can prevent the need for lengthy and costly out-of-home placements.

Our respite care program focuses on care that is provided in the home of the family. Families may request a care provider through the Center, and some families may receive respite care services through the reimbursement program, which enables families to hire their own care provider and receive reimbursement through the Center to help pay for the care.

- ♥ Enrolled 177 children and adults with special needs.
- ♥ Provided 11,253 hours of Respite Care.
- ♥ Provided 1,841 episodes of individual care.
- ♥ Added 33 children and 2 adults into the program.

**Therapy Services** — Tammy Lynn Center provides support services to children, adolescents, and adults in the areas of physical therapy, occupational therapy, speech-language pathology, psychological supports, nutrition, social work, vision, and developmental therapies. Therapies are provided in the school and child care setting, in the residential setting, in homes of young children and in our out-patient clinic.

- ♥ Provided 2,053 hours of therapy and consultations to 83 children and adults.
- ♥ Multi-disciplinary collaboration to present programs to staff and to work on projects in the classrooms.
- ♥ Received grants from Junior League of Raleigh and the Raleigh Kiwanis Foundation to purchase a voice-output program, thus allowing children to participate in storytime, singing songs, conversations, etc.
- ♥ Received an upgrade in equipment to continue serving as host site for Telability video conferences, which allows for therapists to meet and collaborate with their peers across the state without traveling large distances.
- ♥ Julie Rockefeller, Speech Language Pathologist, received James Auten Moore Award for Excellence in Service.

*Tammy Lynn Center for Developmental Disabilities offers educational, residential and family support services to children and adults with special needs. The Center's goal is to provide the individuals it serves the opportunity to maximize their abilities in a loving, nurturing environment.*



Santa and his helper with our preschoolers during the Holiday party.



Linda and a volunteer work on a trick-or-treat bag during GSK's day of service.

**Residential Services** — Tammy Lynn Center operates an ICF/MR (Intermediate Care Facility for People with Mental Retardation), which provides an on-campus home for both children and adults who receive high-level nursing services, training and sensitive personal care 24 hours a day.

The Center also operates three group living homes that provide services for four individuals in each home. These homes rely on CAP-MR DD (Community Alternatives Program for Persons with Mental Retardation/Developmental Disabilities) funding and are staffed 24 hours a day. The individuals in these homes make use of medical services in the community.

Residents are nurtured and challenged continuously to become as independent as possible. Families remain actively involved in their loved ones' lives through regular visits and participation in treatment plans.

- ♥ Served 43 children and adults in on-campus and off-campus residences.
- ♥ Celebrated 12 years of operation for the Community Residential program.
- ♥ Residents enjoyed outings to statewide attractions and local events, including Tryon Palace in New Bern, NC Museum of History, NC State Fair, Joy Prom, Carolina Hurricanes Hockey Game, and A Toast to the Triangle™.
- ♥ Teresa Thorpe, Cook, received the Virginia Franks Achievement of Excellence Award from the North Carolina Association of Residential Resources (NORCARR).



Chris Yauch and her dog Fletcher meet JJ during pet therapy.

**Nursing** — Our 23-member nursing team provides 24-hour care to ICF/MR residents and students in the day services program, as well as provides critical healthcare supports to the off-campus supervised living program. With more than 100 years of combined experience in the field, the nursing staff is able to provide comprehensive nursing care with extraordinary sensitivity. Each nurse advocates for medical and dental care, diagnostic testing and other treatments, making full use of area hospitals and specialists. Our talented and dedicated nursing staff is composed of three registered nurses (RNs), nineteen licensed practical nurses (LPNs), and one certified nursing assistant (CNA).

As part of our interdisciplinary team, the nursing department advocates that each person reach his or her full potential, while confronting the challenges of medically complex clients and frequently changing health issues. The acuity of residential and day services students has continued to steadily climb. Nurses in the ICF/MR residential buildings were responsible for administering over 282,000 doses of regular routine medications and treatment in this fiscal year — this averaged out to almost 26 doses per resident per day.

- ♥ Provided comprehensive nursing service for 93 residents and day services students.
- ♥ Managed pharmacy services for 44 residential clients.
- ♥ Served as a pediatric clinical site for nursing students from Duke University School of Nursing and ECPI College of Technology.
- ♥ Provided post-operative nursing care for a variety of surgical procedures.
- ♥ Delivered nursing maintenance of high acuity resident needs, including tracheostomies, central lines, wound vacs, etc.
- ♥ Conducted individual staff in-service training session on suctioning, lifting and repositioning techniques, respiratory diseases, communicable disease and universal precautions, nutrition, etc.
- ♥ Provided by-monthly staff training session in Universal Precautions, OSHA Bloodborne Pathogens, TB Awareness, Client Related Health Issues, CPR and First Aid.
- ♥ Kimberly Whisenant, LPN, received the Ann Wolfe Outstanding Service Award from the North Carolina Association of Residential Resources

**Development** — The Center's development staff provides support for the operating budget, endowment fund and capital needs, as well as raises awareness of the Center's programs and services through various public relations and marketing efforts. The development staff also coordinates the volunteer efforts of individuals, schools, businesses, churches, civic organizations and youth groups throughout the Center.

- ♥ Raised over \$41,000 at the 5<sup>th</sup> annual Tammy Lynn Golf Classic.
- ♥ Raised over \$195,000 at the 24<sup>th</sup> annual A Toast to the Triangle™.
- ♥ Secured grants totaling \$258,424 for program expansion and capital repairs.
- ♥ Organized 2,773 volunteer hours by 437 individuals and 15 groups.