



**thrive upstate**<sup>™</sup>  
*redefining ability*



## MISSION

To provide all people with disabilities and special needs with meaningful services, opportunities, and support, so they may *thrive in life, work and play.*

## VISION

We will re-define abilities for each person served to maximize their independence and contributions to the community.

We will be recognized as providing the highest quality services and supports by adhering to best practices and national accreditation.

## VALUES

**We value and respect the persons we serve...**  
and their families as we best meet their needs and desires in work, life and leisure

**We value a compassionate, competent and well-trained staff and Board...**  
that actively seek to provide the best services possible to meet individual needs and desires of the people we serve

**We value our stewardship obligations...**  
to serve our public and private funders in exceeding program expectations, meeting operational and capital funding needs and achieving highest quality outcomes

**We value innovation and staying abreast of evidence-based research...**  
to ensure that our services are consistently among the best in the nation

**We value partnership and collaboration...**  
with families, private and public agencies, volunteers, and private funders as we collaborate to best meet the needs of the people we serve



## WELCOME TO THRIVE UPSTATE!

We are excited to report about the great things we have accomplished these past few years in this first Community Report. First and foremost our organization has changed and improved for the benefit of the citizens of Greenville County. To go along with the changed and improved operations, we are also changing our name to better describe the benefit provided by our organization...Thrive Upstate! It helps us get our message out about our important mission and work in the Upstate. It also helps us clear up any confusion that people may have about us being a government entity, which of course we are not.

As we leap forward into the future, we are moving away from being a traditional disability services provider to one that is proactive and innovative and have adopted the "Employment First Model" espoused by the Center for Medicare/Medicaid Services. This model focuses on employment being the basis that supports life and play for the individuals we serve.

Please look through this report and you will see that we are good stewards of the money we receive through our state contract, and our many cherished donors like you. Come visit us to see first-hand what we do on a daily basis to help people with disabilities Thrive in the Upstate, and how we are redefining everyone's abilities. Thank you for your support and for being part of this successful and growing organization right here in Greenville County.

Sincerely,



Alexander McNair  
*Chairperson*



John Cocciolone  
*Executive Director*

# WHAT HAVE WE ACCOMPLISHED IN THE LAST 3 YEARS?



## EXPERTLY SERVED OVER 2,200 INDIVIDUALS WITH DISABILITIES AND THEIR FAMILIES

through Case Management, Family Supports, KidVentures Early Intervention, Day Services, Employment Services, Head and Spinal Cord Injury (HASCI) Services, and Residential Services.

## SAVINGS AND SURPLUS

Reversed the 2009-2012 trend of poor financial performance and significant losses



SURPLUS IN 2013

CASH GAIN IN 2014

SURPLUS IN 2015

### Realigned staff assets to better meet the needs of individuals served.

REDUCED OVERTIME EXPENSES

\$350,000

SAVED IN PROGRAM STAFFING COSTS

\$120,000



### ENHANCEMENTS BY NEW BOARD OF DIRECTORS AND EXECUTIVE DIRECTOR

**TRANSPARENCY AND INVOLVEMENT**  
of individuals served and their families by creating and using numerous options for feedback and involvement.

**STRATEGIC DIRECTION**  
of the organization by creating and implementing a strategic plan.

**OVERSIGHT**  
by creating a dashboard report to monitor critical operations and activities of the organization.



**Enhanced Nursing services** that improved compliance and service coverage.



**Created IT Department** reducing outsourcing costs and system down time.



**Developed a Director of Operations** position to lead numerous improvements.



**Devised a Development and Marketing Department** to enhance community awareness and raise money to serve individuals unable to access services.



**Revamped Quality Department** to reduce risk, enhance compliance, and instill improvement practices within the organization.

# GRANTS AND PROGRAMS

Leveraged a grant from the state of South Carolina to address serious infrastructure problems not addressed over the years

# \$180,000



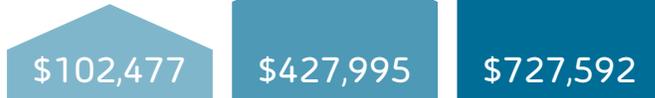
REPLACEMENT OF 15 CARS AND VANS IN TWO YEARS

MULTIPLE RESIDENTIAL REPAIRS

REPLACEMENT OF 3 RESIDENCE ROOFS

INVESTMENT IN TECHNOLOGY

Substantially increased wages for individuals with disabilities we serve



2012 EARNED WAGES

2014 EARNED WAGES

2015 EARNED WAGES

**Created 4 new micro-enterprises to employ more individuals in meaningful and productive employment.**

**Garden and Greenhouse** / Produce production and retail operations.

**DOMA** / Document conversion, storing and shredding service.

**Carwash and Detailing Service** / onsite and eventually mobile.

**CREW (Commercial and Residential Exceptional Workforce)** / janitorial and cleaning services.

## COMMUNITY PARTNERSHIPS



**GREENVILLE COLLABORATIVE ACTION NETWORK (G-CAN)**—

a true partnership of over 80 agencies and community advocates that came together to improve access for children and adults with disabilities and their families in Greenville County.

**OTHER PARTNERSHIPS:** Greenville Rec, Greenville School District, Feed & Seed, Generous Garden Project, Clemson Cooperative Extension, Gardening for Good, Ten at the Top, Trees Greenville, Carolina Dance Collaborative, North Greenville University Applied Theatre Arts, Warehouse Theatre, Piedmont Health Foundation, Community Foundation of Greenville, and the Barbara Stone Foundation to expand services for the individuals with disabilities in Greenville County.

# SUCCESS STORIES

## ADDI WALTER AND HER FAMILY FOUND A HOME WITH KIDVENTURES



Addison (Addi) Walter received the diagnosis of Down Syndrome at birth. It was of utmost importance to Addi's parents, Bridget and Robbie Walter, that they make informed decisions regarding services for their daughter.

After carefully considering their options, the family moved back to the Greenville area specifically to receive early intervention services from KidVentures, as their research led them to the conclusion it was the best provider for their child. According to Bridget, "You can only learn so much from Google, having a professional who knows your child and helps you navigate all the applications and processes along the way is invaluable. Our early interventionist has a vast knowledge of the available services and programs in the community. She encourages us and aides us in making the best choices for Addi's future."

Addi and her family have been receiving early intervention services since she was 9 month old. Addi is now a vibrant 4 year old. "Early intervention services have connected the dots and helped Addi be a happy and successful little girl. I can't say enough for the positive impact KidVentures early intervention has had on our family. I encourage other parents to make the time, it is so worthwhile," said Bridget.

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## EMPLOYMENT OPENS DOORS IN THE COMMUNITY FOR WILLIAM HAWKINS



William Hawkins has been working at Publix for 9 years stocking shelves and bagging groceries. William says, "Having a job has made me more confident, I used to be really shy." His job has allowed him to be a more engaged member of the Greenville community. He goes on to say, "My favorite part about working is meeting new people."

William met Timothy Sullivan, a local attorney and Publix customer. William and Timothy discovered they share a love of baseball and hockey. The two have become friends and enjoy attending Greenville Drive and Swamp Rabbits games together. When asked about their friendship William said, "He's a good guy, he takes me to baseball games. We're friends."

Less than a decade ago William Hawkins was unemployed and living in a homeless shelter. Since he began receiving residential and employment support from the organization he has been employed and thriving in life.

# THANK YOU FOR YOUR GENEROUS SUPPORT!

## THE CHAIRMAN'S COUNCIL (GIFTS OF \$1,000 +)

Anne and John Arrington	Arnold "Al" and Katherine Hill
James Brown	Peter and Karen Iacovelli. Iacovelli Charitable Foundation
Craig and Inge Byrd	James Long
John and Jane Cocciolone	John I. Smith Charities, Inc.
Peggy and Bill Farmer	ScanSource, Inc.
Robert Finke	Margaret Linder Southern Endowment
The Generous Garden	Michael and Joelle Teachey
J. Berry and Julie Garrett	
Paul and Brenda Hamberis	
Elise and Haywood Hardin	

## FRIENDS OF THE AGENCY (GIFTS UNDER \$1000)

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Sallie Austin	Tanya Joy	Ashok Shah
J. Clyde Baucom Revocable Trust	Robert Krueger	Cleaster Sheppard
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Peggy Camp	Carlos Moca	Desimber Wattleton
Amy Cann	Mary Nash	Julius Welborn III
Ronald Cunningham	Kate Patino	Peggy White
Tracie Elmore	Lori Patino	Audtrice Williams
Jason Gannon	Thomas Poole	John Williams
Greenville SC Council No. 444	Sandra Pritchard	
Robin Hinton	Stacy Robinson	

## 2016 BOARD OF DIRECTORS

Alex McNair, <i>Chairperson</i>	Peggy Farmer
Bob Ariail	Paul Hamberis
Clyde Baucom	Bern Mebane
Cindy Bauhan	Bryant Nixon
Jade Cox	



1700 Ridge Road  
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[thriveupstate.org](http://thriveupstate.org)

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with meaningful services, opportunities, and support, so they may  
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