



2016-2017
**ANNUAL
REPORT**





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

"I love my case manager..." – individual receiving Case Management.



Expanding Opportunities

Thrive Upstate continues to expand work opportunities for individuals with disabilities in Greenville County and the Upstate. This past year we opened a 28,000 square foot facility in Fountain Inn so that we can gear up for large projects employing more of our people. Thanks to Garrett's Golf Carts, one of our partner companies, for allowing us to rebuild carts for customization and refurbishment. It is just one of our expanded opportunities at the facility.

We haven't forgotten about our other facilities either. The garden and greenhouse operation is expanding and we can now provide produce to area markets and restaurants thanks to a generous grant from the Junior League that has allowed us to obtain cold storage and a washing station so we can safely produce and handle food for consumption that is fully licensed.

We owe a lot to our partners who help us fund and connect with the community at large. Without them, and the generous support of our donors, we would not be able to Thrive in providing opportunities for people with disabilities in the Upstate.

I hope you will take the time to come in for a tour of any of our facilities. We also appreciate the financial support from our friends. Together they make it possible for us as we continue **"Redefining Abilities"** one person at a time as we build on everyone's individual strengths.

Sincerely,

Robert Ariail
Chairman of the Board

Tyler Rex
Executive Director

ACCREDITATION



RECEIVED THE HIGHEST ACCREDITATION OUTCOME OF 3 YEARS

for ALL services, administration, and governance from the Commission on Accreditation of Rehabilitation Facilities (CARF).

SERVICES



- Expertly served over 2200 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.



- Opened the Southchase Manufacturing facility in Fountain Inn for the purpose of employing individuals with disabilities in a unique and innovative setting.



- Residential Services provides 24/7 housing options for 247 individuals with disabilities at our 40 residential locations throughout Greenville County.



HASCI is an unbelievable asset! It actually has made my son try harder.

- Parent of an individual served through the Head and Spinal Cord Injury program.



COMMUNITY PARTNERSHIPS

- Greenville Collaborative Action Network (G-CAN) is a network of self-advocates, service providers, families, caregivers, and professionals committed to making Greenville County a better place to live and work for individuals with disabilities. A network of 109 agencies promotes partnerships, cooperation, and local advocacy, so Greenville can be a more equitable and inclusive community in which to live.
- Expanding community partnerships for the benefit of our individuals is essential for our mission. We currently work closely with the South Carolina Department of Disabilities and Special Needs, the City of Greenville, Applied Theatre Center, Feed and Seed, Greenville REC, Choosy Kids, Ten at the Top, Warehouse Theater, Carolina Dance Collaborative, International Ballet, Barbara Stone Foundation, South Carolina Department of Vocational Rehabilitation, YMCA (Caine Halter branch) Center for Developmental Services, Clemson University Cooperative Extension Service and Greenlink for the benefit of the individuals we serve.



**150 Volunteers contributed
a total of
2,000 hours**

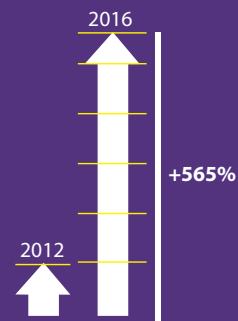
FINANCIAL INFORMATION



EMPLOYED 475 STAFF
MAKING THRIVE UPSTATE ONE OF THE
MAJOR EMPLOYERS IN GREENVILLE
COUNTY



INVESTED \$903,000
IN CAPITAL NEEDS
AND IMPROVEMENTS



INCREASED WAGES OF INDIVIDUALS
WITH DISABILITIES FROM \$102,477
IN 2012 TO \$682,397 IN 2016...
A 565% INCREASE!

Revenues: \$25,066,636

Federal: \$536,494

State: \$21,565,518

Other: \$2,964,624

Expenses: \$25,767,332*

Program: \$23,834,782

Administration: \$1,932,550*

*invested 3.5% in capital improvements

“**Excellent Management staff at the residence.**
– Family member of an individual served through Residential Services.”

Annual Satisfaction Survey Results

98%

would recommend
Thrive Upstate services
to someone else.

96%

are satisfied or very
satisfied with the services
and supports received.

94%

feel the services and supports
provided are making a
difference in their lives.

“**She sees my child in the big picture and has the ability to incorporate what all the therapists are working on into her treatment sessions. She also recognizes how the whole family is affected and incorporates this into her plan. She thinks outside the box. She is incredible.**
– Parent of a KidVentures child.”



SUCCESS STORIES

JOHN SLEDGE IS ON THE ROAD TO SUCCESS

John Sledge has been receiving employment support from Thrive Upstate since 2007. Prior to receiving services from Thrive Upstate, John, who enjoys being outside and working with his hands would cut the lawns of neighbors for a very low price. His grandmother felt that he was being taken advantage of due to his perceived disability.

All that changed when John began his employment as a member of Walgreens Distribution Center. He quickly excelled in this role. Through supports provided by Thrive Upstate, John has received training in money management, time management and positive work habits. He has also gained friends and a sense of belonging.

In 2013 with the support of his job coach, John transitioned into competitive employment in the community. He's worked for Bob and Lisa's Produce, THE CREW, and has currently been with Nutra for 2 years where he works as a custodial technician.

According to John, "Having a job has impacted my life in a lot of ways. I'm much more responsible now. I have a lot more confidence and independence in my daily life." Recently, John signed-up, paid for and successfully completed a driver's education course and received his driver's license. He has since purchased a truck and is able to get himself around town. When asked how having the ability to drive has changed his life John responded with, "Now instead of asking other people for rides, I have people asking me for rides. I say yes, but I ask for gas money!"

John's story perfectly outlines how instrumental meaningful employment is in helping people with disabilities reach their full potential.

LUKE HIBBS AND HIS FAMILY ARE THRIVING WITH SUPPORT FROM KIDVENTURES

Today Luke Hibbs is a chatty, curious, busy child. This was not always the case. When Luke turned one, his parents started to observe delays with walking, coordination and language. Luke's parents followed their instincts and sought help for their son.

Luke's mom, Amy Hibbs, has a background in Occupational Therapy and has an older son with substantial special needs. That being said, Amy wanted only the best services available to help Luke. When offered the choice of the available early intervention providers, the Hibbs selected KidVentures, Thrive Upstate's early intervention service. "KidVentures focuses on the entire family, not just Luke. We're given activities the whole family can do together. We were referred to occupational, physical and speech therapies. Our early interventionist helps all of these services come together for us. We've been provided with a network of support for our family to help Luke meet his goals."

Luke has been receiving services from KidVentures for 18 months. According to Amy, "He is now a child who is walking, talking and exploring. He is trying new movements and speaking in sentences to express his wants and needs. He's able to communicate with family, make friends and be the child God created him to be."

Amy encourages other parents not to be afraid to reach out for help and to trust their instincts. "The earlier you're able to get the help address the challenges your child is facing the better. The services our family receives will have a lasting impact on Luke's life."

“

Having a place where she can socialize and she feels empowered because she has a job & purpose is God sent.

— Parent of an individual served through Employment Services.

”

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THANK YOU FOR YOUR GENEROUS SUPPORT

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Russell Oltman
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Douglas Baker
Teresa M. Baker
Brandy Ballard Rush
Cynthia and Torrey Baughan
Kathryn Bell
Julie Black
Blue Vista Ventures, LLC
Patricia Bowman
Ronald and Emily Bridges
Kay Brooks
Sandra Brown
Taylor Bruce
Peter Butler
Maryellen P. Byrum
Susan Cardell
The Cellular Connection, LLC
Elizabeth L. Chamblin
Don Clardy
Kathleen Clark
Jill Clement
Ronald Clyde
Leslie Cook
Joyce G. Cordell
Katherine G. Corley
Crescent Community Club
Carrie Ann Culbertson
Ronald Cunningham
Jerri Davison
Paul L. Della Maggiora
Megan Dellosso
Lisa Edwards
Lena Forster
C. Allan Fowler and Gayle Fowler
Kate Franch
Sara Gillespie
Donald and Edna Gurney
McIntyre Hargrove
Pearlie Harris
Carolyn Adams Helms
Jill Hendrix
Mary Hipp
Lisa Hollingsworth
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Andy Windham
Barbara Zehe
Rhoda Zingale



“They make my son feel
confident and loved.
– Parent of an individual
served through Day
Services.”



Our mission is to provide all people
with disabilities and special needs
with meaningful services,
opportunities, and support, so they may
thrive in life, work and play.



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