



2012 Report
to the Community

Photo by Jonathan Baker

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Rauch Industries &
Corporate Office



Historic Photo of Fairmont
Neighborhood Center



Fairmont
Neighborhood Center



Rauch Housing at
Hawthorn Glen

Management Team Members

Bettye Dunham, *Chief Executive Officer*

Sandra Braunbeck, *Director of ADA and ACCESS*

Deanne Byrd, *Director of Human Resources*

David Calvert, *Director of Interpreting Services*

Tony Euler, *Director of Industrial Services*

Teressa Jackson, *Director of Development*

Danny McPherson, *Chief Financial Officer*

Johnny Fussell, *Employment Services Program Manager*

Terri Thomas, *Director of Supported Living*

Amelia Williams, *Director of Children's Services*

Nick attends Rauch's
Adult Developmental
Activities program

Contact Info / Locations

Online:
www.rauchinc.org
facebook.com/rauchinc
Twitter: @rauchinc

Phone (all locations):
812.945.4063

Rauch Industries
& Corporate Office
845 Park Place
New Albany, IN 47150
812.941.8820 fax

Employment &
Interpreting Services
Rauch on Spring
215 E. Spring St.
New Albany, IN 47150
812.941.5243 fax

Healthy Families
Children's Academy
of New Albany
1111 Pearl Street
New Albany, IN 47150
812.948.7949 fax

Children's Services,
ACCESS & Adult
Developmental Activities
Programs
Fairmont Neighborhood Center
2525 Charlestown Road
New Albany, IN 47150
812.941.5239 fax

Employment Services
Satellite Office
941 W. McClain Ave., Ste. D
Scottsburg, IN 47170
812.754.1401 phone

Supported Living
Hawthorn Glen Subdivision
5316-5325 Bettye Dunham Dr.
Charlestown, IN 47111



Historic Photo



Dear Friends,

2012 was another exciting year at Rauch, Inc. We were thrilled to successfully complete our agency's first capital campaign with \$3.06 million raised on our \$3 million goal. We owe our success to the generosity of an anonymous individual, the Ogle Foundation, the James Graham Brown Foundation, the Indiana Housing and Community Development Authority, the Federal Home Loan Bank, and many individuals, foundations, and businesses in our community. As we looked toward our 60th year of service in 2013, we were able to accomplish many needed upgrades and improvements to bolster Rauch's viability for the next 60 years thanks to this generous support.

Phase II of our Hawthorn Glen housing was completed in 2012, welcoming twelve new residents to four additional homes, bringing our total capacity at the development to 24. These residents included Alan, who you will meet in the pages of this report. As the capital campaign ended, construction on the development's clubhouse, pool, and park began.

We are continually grateful for the tremendous ongoing support we receive from the community. Because of people like you, Rauch has been honored to meet the needs of children and adults with developmental and other disabilities since 1953. With your continued help, we will be able to continue to do so for Alan, Aaron, Kevin, JR, Nick, Lesley, and the 1,000 individuals who receive our services each year.

Sincerely,

Bettye Dunham

Bettye Dunham
Chief Executive Officer, Rauch, Inc.

Jason Lopp

Jason Lopp
President, Rauch, Inc. Board of Directors



Jason Lopp
President, Rauch, Inc.
Board of Directors



Bettye Dunham
Chief Executive Officer,
Rauch, Inc.

2012 Highlights

Interpreters completed
2,952
assignments

Rauch Industries had an
0.0083%
defect rate

100%
of Adult Developmental Activities stakeholders were satisfied

86% of children saw improvements

66% of ACCESS group outings involved a volunteer activity

12 more individuals with disabilities found a home at Hawthorn Glen

90% of Healthy Families objectives were met at or above minimum levels

Over **77%** of Supported Employment clients retained employment at least 180 days

Over **1,000** individuals served

The artwork featuring these buttons and the artwork used throughout this report were made by Rauch Adult Developmental Activities (ADA) program participants. Visit The Studio at 2525 Charlestown Rd. in New Albany to see more artwork and purchase a piece for your home or office.

Making a Difference in the Lives of People in Your Community

Meet Aaron

Aaron could have easily become a product of his environment. Poverty sometimes displaced him from his home, and made it difficult to keep a job. Although he is big and strong, he can be easily lead astray. Polite, funny and an aspiring rap artist, Aaron also happens to have autism. His easy smile and charm make you comfortable. He sees the important things in life and helps others focus on what really matters.



See Aaron in our Employment Services commercial at youtube.com/rauchinc

Sometimes, however, Aaron's smile disappears. His brow frowns as he thinks about the needs of his family, their safety, and their home. He doesn't always understand what's expected of him, and can get frustrated. He wonders if people are against him and why they act the way they do. These feelings can lead to misunderstandings at work if no one is there to help him understand.

Aaron came to Rauch Employment Services in a defensive state as a result of his last employment experience. Rauch's staff worked to win him over and prove they were on his side. They wanted to do everything in their power to make him successful. He had lost his previous job because he didn't understand that staff couldn't eat the food on the shelf. He had seen others do it, but when he did, he got in trouble. Food is very important to Aaron because he didn't always get to eat at home. There wasn't always food on the table; you had to eat when you could and whatever was available.

Rauch's role was to find the right fit for Aaron. Staff found him work in the kitchen at Westminster Village. Everyone at Westminster is friendly and patient with him, and best of all, he gets a free meal each time he works. Aaron has successfully closed his case with Rauch and remains gainfully employed.

Three Lives Saved

Rauch's Healthy Families Floyd County program helps new parents adjust to their bundle of joy, providing parenting advice and education, connecting families with resources, and simply being there when someone needs to talk. Healthy Families staff person Brittany was working with a single mother of two who was having difficulty waking up, and complained of dizziness, fatigue, and a constant headache. Brittany had a hunch, and worked with the mother to contact her apartment manager. As she suspected, the stove was leaking potentially deadly carbon monoxide. Thanks to Brittany's quick thinking, the problem was addressed immediately and the mother and her two small children were saved.

Helping Kevin Thrive

Have you ever needed help, but not known where to turn? For Pat, that moment came just two weeks after her precious son arrived. It was then that little Kevin stopped breathing for the first time due to what was diagnosed as asthma and sleep apnea.

By 9 months old, Kevin weighed just 12 pounds – 8 pounds less than most babies his age. He had difficulty swallowing, and the alarmed doctors addressed the situation by administering a feeding tube.



Pat knew Kevin needed help. His low muscle tone, difficulty eating, and other problems put him at risk of further delays. She found an answer when the pediatrician referred Kevin to Rauch Early Intervention Services, where he participated in speech, physical and occupational therapy.

By the time Kevin left Rauch, he had a strong foundation to succeed. Although he continues to battle health problems, he has grown into an exceptional 16-year-old who excels academically and is a leader in his church. Looking back, Pat says, "Rauch services were a major part in his success. Without them, I don't think he'd be the person he is today."

Technology Helps Identify Skills

NISH (the National Institute for the Severely Handicapped) awarded a grant in 2012 to purchase several iPads for use in training program participants at Rauch Industries. One benefit of this technology was that it helped show Rauch staff the skills clients possess, many of which we were not previously aware. JR is just one example of this phenomenon. He has limited communication abilities, and it is sometimes difficult for staff to assess his full capabilities. However, when faced with an application designed to teach individuals to differentiate between different types of coins, he immediately and repeatedly was able to get the correct answer. The more that Rauch staff is able to learn about those we serve, the more we can improve the quality of our programs and services. Thanks to NISH and several individual contributors, we have one more tool to assess these abilities.



Keeping Alan Connected

Alan, a participant at Rauch's Adult Developmental Activities (ADA) program for over 20 years, recently moved into Rauch's supported living housing development at Hawthorn Glen. His parents have always been very involved in his life. They often visited him when he lived in a group home and continued to regularly visit as he moved into Supported Living.

Through the years, Alan would always visit his parents' home for Sunday supper and a visit. When Alan's father lost his ability to drive, Supported Living staff began taking Alan to their house to visit. When a staff person needed to begin staying during the visits to assist with Alan's needs, it became difficult to arrange due to staffing needs for other clients in Alan's home.

A solution was devised so that Alan could maintain this important connection. Since he also continues to participate in the ADA program, his services were altered so each Wednesday a staff person



Photo by Jonathan Baker

takes him to visit his parents. His mother prepares their lunch, and then Alan waits for her to sit on the sofa with him and read him his favorite books.

Alan and many other individuals have fuller lives because all of Rauch's departments can work together to provide the best, most comprehensive services. However, the individuals served aren't the only ones who benefit. As ADA staffer Jon Faith stated after taking Alan for his weekly visit, "I think this is the most rewarding and important thing I do each week."

Interpreting a Crisis

Rauch Interpreting Services staff are often faced with very difficult and emotional circumstances. They spend many hours in courts, doctors' offices, and other delicate situations. One day, a woman entered our doors hysterically crying. She finally calmed down enough to explain her situation to our Director of Interpreting Services, Dave Calvert. Using sign language, the woman, who was deaf, told Dave that her son had been removed from her custody by Child Protective Services (CPS). She was very confused and had little information about the situation.

Dave telephoned CPS and was able to interpret a conversation between the two parties, and later in the week, our staff accompanied the mother to meet with the caseworkers. The woman returned to the office a few days later, but this time it was to express her gratitude. She had been able to work through the situation and regain custody of her son. Since that time, she has continued to rely upon Rauch Interpreting Services on a regular basis.

Keep in touch with the lives of those Rauch serves.
Follow us on Facebook at [facebook.com/rauchinc](https://www.facebook.com/rauchinc)

2011-2012 Program Outcome Highlights

ACCESS

ACCESS is a day program for adults with disabilities. Participants enjoy full-day and half-day trips to local museums, attractions, parks, and retail establishments. Small group and one-on-one community activities help strengthen the participant's ties to the community and give them the opportunity to speak and act on their own behalf.

Outcomes:

66% of group outings were used to perform a volunteer activity.
100% of stakeholders rated services as satisfactory.
87% of program objectives were met at the minimum level or above.

Adult Developmental Activities (ADA)

ADA is a day program for adults with disabilities designed for those who have been diagnosed with significant physical, mental and/or behavioral disabilities. ADA clients participate in activities to build skills including creating artwork, learning daily living skills, and establishing good behaviors. One of their rewarding activities includes making beautiful works of art at The Studio at Fairmont Neighborhood Center.

Outcomes:

100% of stakeholders rated services as satisfactory.
60% of client families received 10 contacts over the course of a year.
100% of program objectives were met at the minimum level or above.

Children's Services

Children learn and develop best through play experiences. This philosophy has guided Rauch's family-centered children's services since 1953. Choosing a Rauch provider for your child's early intervention needs ensures that your therapist meets the highest level of professional standards. Rauch works to support your child socially, emotionally, physically, and mentally, and offers such a wide variety of services including speech, physical, occupational and developmental therapy.

Outcomes:

100% of parents rated services as satisfactory.
100% of program objectives were met at or above the goal level.
86% of children showed at least a 4-item gain from pre-test to post-test.

Employment Services

Employment Services programming provides placement services to clients with disabilities and other life challenges. Clients obtain and maintain community-based employment through career explorations, job readiness, soft skills training, job development, follow along services, and individual job coaching.

Outcomes:

Clients averaged 89 days from intake to job placement.
90% of Vocational Rehabilitation successful case closures retained at least 180 days of employment.
94% of Supported Employment Follow Along clients retained employment 4 weeks. Of those, 77% retained employment for 1 year.
100% satisfaction rating among clients & 90% among employers.
88% of program objectives were met.

2011-2012 Program Outcomes (continued)

Healthy Families Floyd County

Healthy Families is a no-cost, voluntary parent support program designed to help families who are expecting or have just had a baby adjust to parenthood. Rauch accomplishes this by providing support, encouragement and information to families who choose to participate in services.

Outcomes:

92% of participating families had no CPS reports.
90% of program objectives were met at the minimum level or above.

Rauch Industries

Rauch Industries, a division of Rauch, Inc., offers work opportunities in a safe and structured environment, while providing a valuable service to the business community. Rauch Industries offers an integrated workplace that employs people with and without disabilities. Works Services staff address clients' needs and ensure individual planning occurs in an open, friendly, and organized manner. Rauch, Inc. Landscaping & Lawn Care is a service line of Rauch Industries.

Outcomes:

99.8% of contracts met customer deadlines.
Defect rate for contract work was 0.0083%.
75% of work services program objectives met at minimum or above.
Clients worked an average of 22,851 hours per quarter.

Supported Living

Rauch Supported Living services helps individuals with disabilities find a home in their income range, offers financial guidance, teaches daily living skills, provides transportation and helps plan recreational activities. Clients who are eligible for this program must be on the Autism, Traumatic Brain Injury or Developmental Disabilities Waiver. In FY 2012, Supported Living opened its second four homes at Hawthorn Glen subdivision in Clark County, each serving three clients, for a total capacity of 24.

Outcomes:

100% of program objectives were met at the minimum level or above.
63% of client goals were met.
Clients participated in an average of 63 social and/or recreational activities.
No client or stakeholder surveys required corrective action.

Interpreting Services

Rauch Interpreting Services has contracts with over 40 certified professional interpreters to serve the needs of individuals in our community who are deaf and hard of hearing. Interpreting and translation services are also available for many foreign languages.

Outcomes:

100% of deaf and hard of hearing customers were satisfied with services.
An average of 2,940 hours were interpreted per quarter.
98.5% of requests for interpreters were fulfilled.

Contributions July 1, 2011 to June 30, 2012

Businesses & Organizations

Advanced ENT & Allergy
Aebersold Florist
American Beverage Marketers
American Legion Post #42
Baptist Healthcare System
Benefit Payee Services
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McDonalds
Michell Timperman Ritz
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Neace Lukens, Inc.
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Ohio Valley Blind Association
PC Home Center
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Senator Ronald Grooms
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Individuals, Continued

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Aaron Hodge
Mr. & Mrs. Gary Jacobi
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Ruth Kendall*
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Anonymous
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Mr. & Mrs. Steve Grace
Mr. & Mrs. David Frey

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for Martina's Garden**
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Ms. Kathy Wachter
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Jeanette & Bob Williams
Kevin & Beverly Zurschmiede

**In Memory of
Mary Margaret Kruer**
Paul Andres Family
Anonymous (3)
Douglas & Janice Fessel
Dan & Mary Gronotte
Bonita & Anthony Kruer
Kerry & Debbie Stemler and
employees of KM Stemler Co.
Jim & Dot Thomas

**In Honor of Helen Parson's
100th Birthday**
Mr. & Mrs. Gary Jacobi

In Memory of Robert L. Ritz
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In Honor of Amelia Williams
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programs in action in our agency video



Building Blocks Campaign

Rauch's Building Blocks Comprehensive Campaign was completed in 2012. Thanks to bountiful support received from foundations, businesses & individuals, the campaign raised an amazing **\$3,059,875**.

Funds supported the construction and furnishing of the clubhouse, pool and park at Hawthorn Glen and upgrades across the agency including the implementation of a new client-tracking software system, numerous computer hardware upgrades, an upgraded agency-wide telephone system, industrial equipment, and new lighting and air conditioning for Rauch Industries. Thank you to our incredible supporters for making these desperately needed improvements possible for the benefit of those we serve.

Major Campaign Benefactors

a very generous anonymous contributor

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Indiana Housing & Community Development Authority



Lesley participates in Rauch's Adult Developmental Activities program -7



Dennis & Dorothy Ott

Manuel & Mary Lou Tippos

Ron & Mary McKulick

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Aebersold Florist
American Beverage Marketers
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in Memory of Steve Andres
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at Hawthorn Glen*

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Mr. & Mrs. William E. Smith, III
Courtney & Justin Smith
Southern Indiana Diabetes &
Endocrinology, PSC
Gift in Memory of
Eva Gohmann Stein
Mr. David Stemler •
PC Home Center
Ms. Cathy Summers *on Behalf of
David & Bob Summers*
Margaret F. Timmel •
Timmel Law, LLC
Mr. & Mrs. Lawrence J. Timperman
Tooter & Tinny Tinius
Trash Force, Inc.
Page & Karen Walker
Rose & James Wathen
Mr. Edward J. Weinmann
The Wells Family
Arnold & Norma Whitaker
Robin & Jennifer Wilcox
Ed & Suellen Wilkinson
Don & Rose Williams

Kathryn & Van Willis
Mr. Alfred E. Winslow
Ed & Sue Woertz
Ms. Melissa Woods
Mr. Doug Woodward
Ronald S. & Edith Woodward
Janet & Rick Zoeller
Ms. Shirley Zumstein

*Take a virtual tour
of our Hawthorn
Glen housing
development. Visit
[youtube.com/
rauchinc](https://www.youtube.com/rauchinc)*





The Imagine Awards celebrate those who are committed to making a better community and world for people with disabilities... "A Community Where

Everyone Belongs." Proceeds benefit The Rauch Foundation. Three awards are given to recognize the accomplishments of individuals with disabilities, community leaders who have worked to benefit and/or advocate for individuals with disabilities, and organizations which have helped individuals with disabilities. The 2012 award recipients were:

Individual: **Gregory Thomas Court**

Leader: **Geradine Schultze** • Org.: **Tunnel Hill Christian Church**

2012 Title Sponsor



2012 Silver Sponsors

American Beverage Marketers
Brown-Forman Corporation
Dennis Ott & Company
The Hartfield Company
Hitachi Cable Automotive Products
McCauley, Nicolas & Co./
Capital Asset Management
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Indiana University Southeast • Your Community Bank

2012 In-kind Sponsors

Accuprint of Kentuckiana • Clear Channel
Endris Jewelers • Jamey Aebersold Jazz • The Marketing Company

event website: www.imagineawards.org

2012 Lucas Oil Golf Scramble

Rauch's fourth annual scramble was held Monday, August 27, 2012 at Fuzzy Zoeller's Champions Pointe Golf Club. Rauch was very fortunate to have the support of the community through sponsorships, team and individual participation — especially the return of Lucas Oil as the title sponsor. Thanks to this tremendous involvement, the event was Rauch's most successful scramble yet! ALGOOD Food Co. took first place, Duke Energy placed second and S&J Precision won the Nth Place Prize (15th place, drawn at scramble).

Title Sponsor



Silver Sponsor

ALGOOD Food Company

Contest/Prize Sponsor

Jacobi Oil Service

Cart Sponsor

Louie 104.3 FM Radio

Hole in One Sponsor

Crosley Radio

Dessert Table Sponsor

State Representative Ed Clere

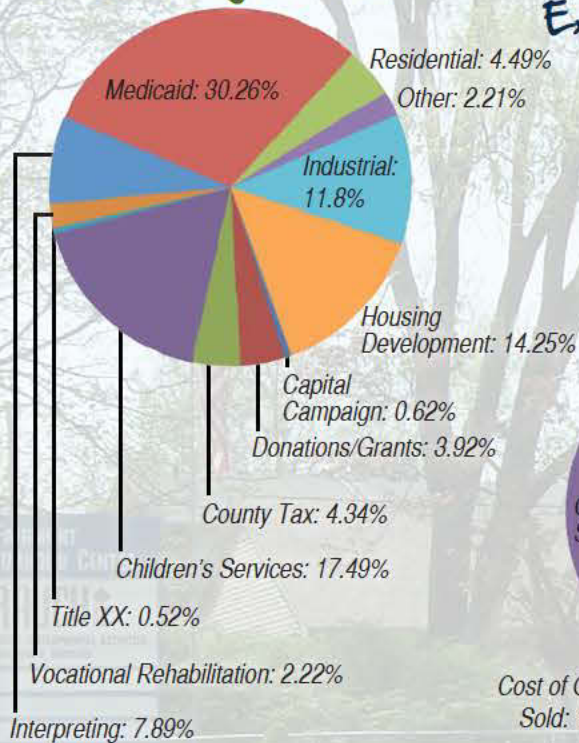
event website: www.rauchgolfs scramble.com

Hole Sponsors

ALGOOD Food Co.
Byrne's Garage
C&G Technologies
Clark Co. REMC • Duke Energy
Deming, Malone, Livesay & Ostroff
Duplicator Sales & Service
Falls Cities SERTOMA Club
Geo. Pfau's Sons Co., Inc.
L&D Mail Masters • L&J Cleaning
Lucas Oil Products
Mathes Pharmacy
MEMO Investors • Neace Lukens
Retailers Supply Co.
Rodefer Moss
Wayne Howell State Farm Ins.
State Rep. Ed Clere
Stock Yards Bank & Trust Co.
The Hartfield Co. • W.M. Kelley Co.
Ward-Pinaire Financial
Young, Lind, Endres & Kraft
Your Community Bank

2011-2012 Financials

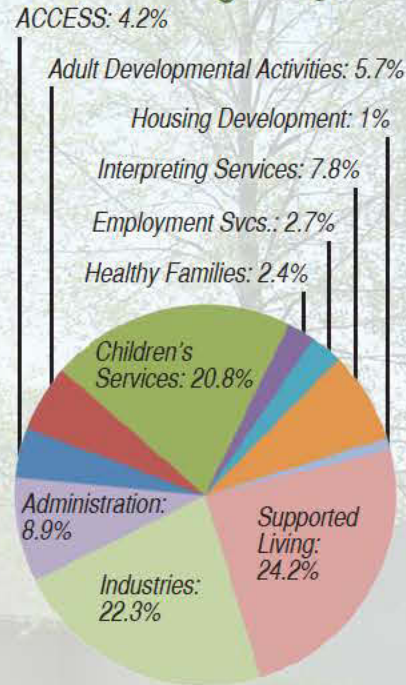
Revenue by Source



Expenses by Category



Expense by Program



Total Revenues & Support: \$9,475,888 • Total Expenses: \$7,911,822
Net Assets at End of Year: \$8,822,119 • Net Increase in Total Assets: \$1,564,066



845 Park Place
New Albany, IN 47150

phone: 812.945.4063
fax: 812.941.8820

www.rauchinc.org
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Rauch's mission is to support people with disabilities and their families while encouraging a community that acknowledges the value and contribution of all people.

Photo by Jonathan Baker

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