



impact report 2023-2024

The Stories and Voices of LIFESPAN Services:
Our Mission in Action





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1973

A year of beginnings

- Five children excluded from Charlotte-Mecklenburg Schools were taught at St. Mark's Lutheran Church, doubling attendance by year's end.
- Adult services began at Myers Street School.

1982-1983

Growth and Expansion

- The Developmental Day Program began serving children ages 3-4.
- Five men moved into LIFESPAN's first residential home in Charlotte.

1988-1993

Inclusion and Opportunity

- St. Mark's teachers and students joined the CMS school system through our In-School program.
- Supported Employment launched, connecting individuals with vocational training to jobs at ESM in Charlotte.
- LIFESPAN opened its first inclusive preschool, now Early Learning Centers, where children of all abilities learned together.

2000-2008

A New Era

- St. Marks Center became LIFESPAN, Inc., and earned its first CARF national accreditation, maintaining it ever since.
- LIFESPAN transitioned from sheltered workshops to community services, ending sub-minimum wage services, and received a Program of Excellence Award.
- After 20 years, LIFESPAN passed on education for individuals with disabilities to Charlotte-Mecklenburg Schools.

2020-2024

A Bright Future Ahead

- LIFESPAN adapted during COVID-19, providing essential services and launching the Everyday Enrichment virtual model.
- We now serve 1,100 individuals across 20 counties, supported by 371 ambassadors.
- We're aiming for program margins of 5% in Education, 14% in Residential, and 10% in Program Services by 2025.
- LIFESPAN remains dedicated to empowering individuals, enriching communities, and supporting a strong, engaged workforce.



Leadership Perspective

A Year of Impact

It's the little things in life that matter, and when I see LIFESPAN's employees, our Ambassadors, provide compassionate care for more than eleven-hundred individuals with intellectual and developmental disabilities across 24 North Carolina counties, I'm reminded that these little things are often time, attention, effort, and generosity of spirit. These little things, pieces of ourselves which we give to others, have tremendous impact that cannot be measured, and yet have remarkable value.

The Dalai Lama says, "Just as ripples spread out when a single pebble is dropped into water, the actions of individuals can have far-reaching effects," and we see this every day, the ripple effect that kindness and care have on the physical and emotional well-being of the people we serve.

The impact of LIFESPAN's work is not just reflected in numbers, but in the moments that define our community — a shared laugh, a helping hand, a milestone achieved. Each photograph in this report captures those moments, showcasing the dedication of our Ambassadors and the resilience of the individuals we serve. For over 50 years, LIFESPAN's commitment has extended far beyond services and programs. It's seen in the friendships formed, the confidence built, and the dreams pursued. These are the stories that truly measure the value of our mission — stories of care, connection, and the lasting ripple effect of kindness.

Ken Fuquay

CEO & President

Our Reach **Our results**



Our Individuals at a Glance

LIFESPAN supports individuals in building independence, exploring opportunities, and thriving in their communities.

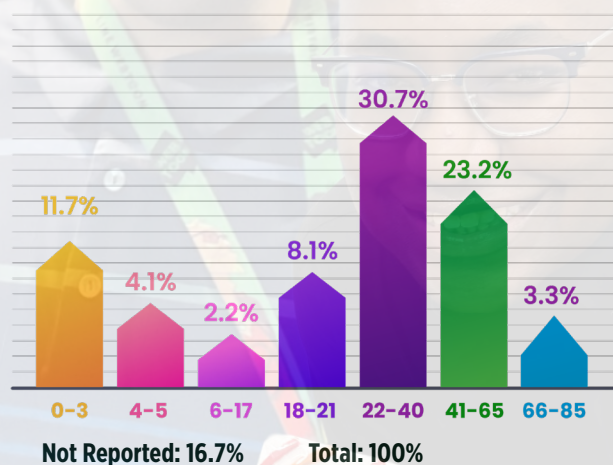
100%

of individuals served by Lifespan have been diagnosed with an Intellectual or developmental disability

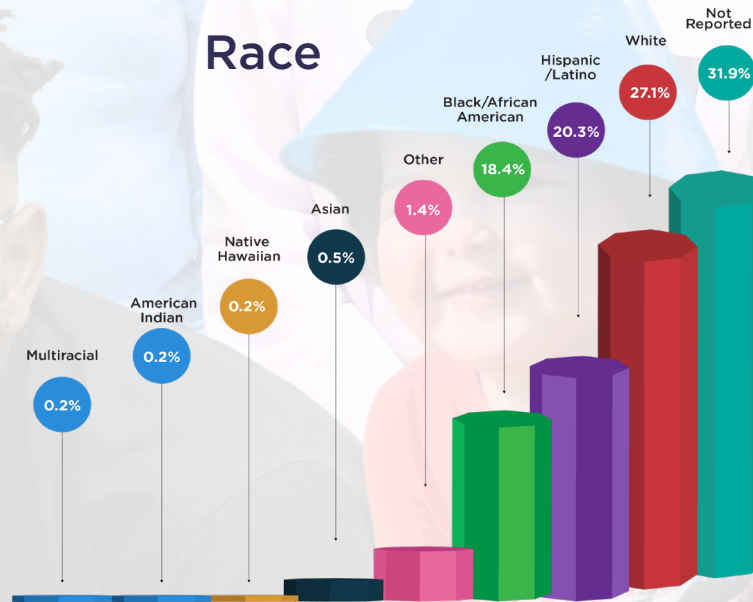
Diagnosis Insights

- 63.3% General
- 20.9% Autism Spectrum Disorder
- 3.4% Down Syndrome
- 4.2% Cerebral Palsy
- 4.4% Genetic or Chromosomal Disorder
- 3.8% Learning Disability

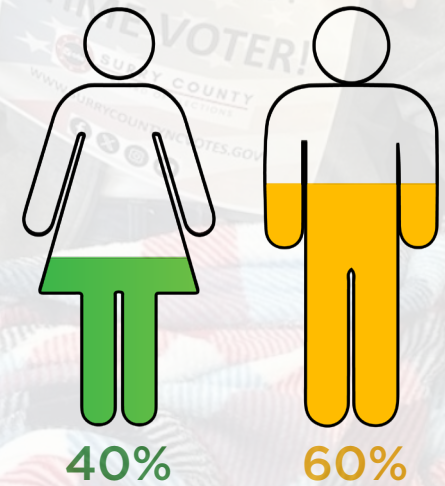
Age



Race



Female Male





Breaking Barriers

How Dyhan Found His Voice and Independence

Dyhan's journey with LIFESPAN is one of growth, resilience, and new found independence. Born in India and moving to the U.S. in 2013, he faced challenges adjusting to a new education system while navigating life with cerebral palsy. With fewer resources available in his early years, Dyhan struggled with communication and confidence.

Through LIFESPAN's Lifeworks program, Dyhan gained the support he needed. His job coach, Bobby, helped him build workplace skills, improve his typing, and strengthen his independence. From learning financial literacy to enhancing communication, Dyhan's confidence grew. He now completes tasks independently, communicates more effectively, and actively participates in his community.

His progress extends beyond work—Dyhan now helps at home, orders food on his own, and even enjoys strategy games with peers. With continued support, he dreams of a data entry job, utilizing his growing skills in Microsoft Word and Excel. Dyhan's story showcases the power of opportunity, proving that with the right support, every individual can thrive.



From Pottery to Purpose

Alison's Story of Art and Generosity

Since joining LIFESPAN in 2015, Alison has found a true passion for art. She became part of Mosaic Makers Market in 2017, where she enjoys painting pottery and selecting glazes—especially red, her favorite color. More than just a creative space, Mosaic is where she connects with friends and shares her talents.

Selling her artwork fills Alison with pride, knowing that others appreciate her creations. With her earnings, she treats herself to DVDs and pretty nightgowns. But her impact goes beyond art—she gives back by volunteering at Family Room, sorting clothes for foster families, and making handmade cards for Home Instead senior center in Greensboro.

When she's not at Mosaic or volunteering, Alison treasures time with her mom, sister, nieces, and nephews. Her creativity and generosity continue to brighten the lives of those around her.

Ambassadors

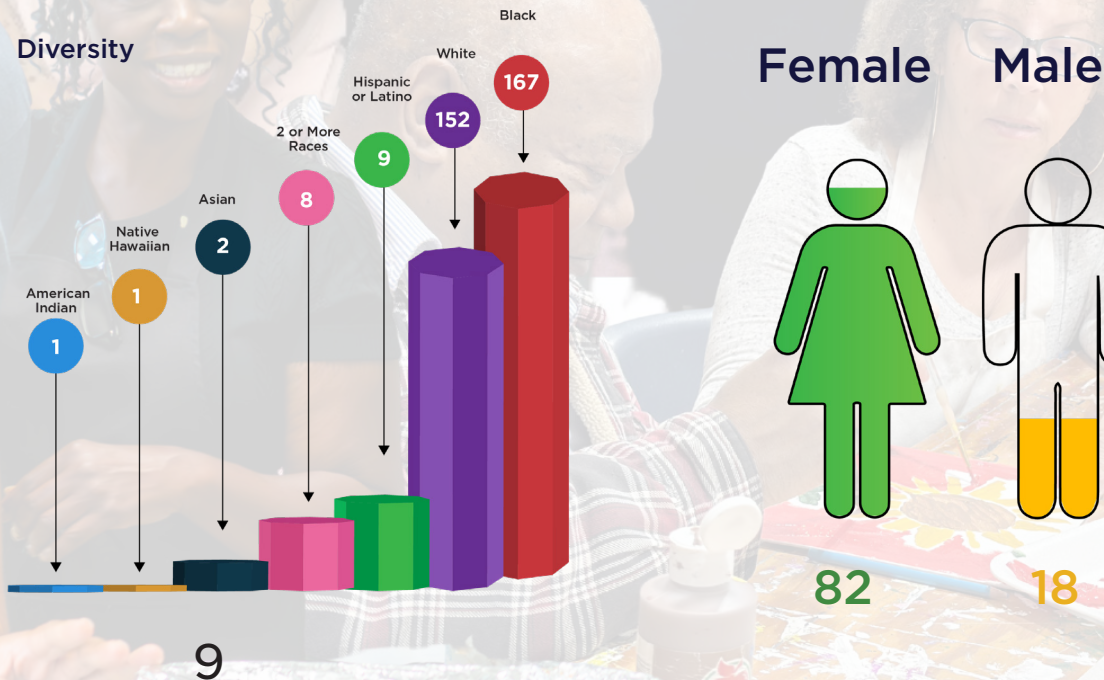
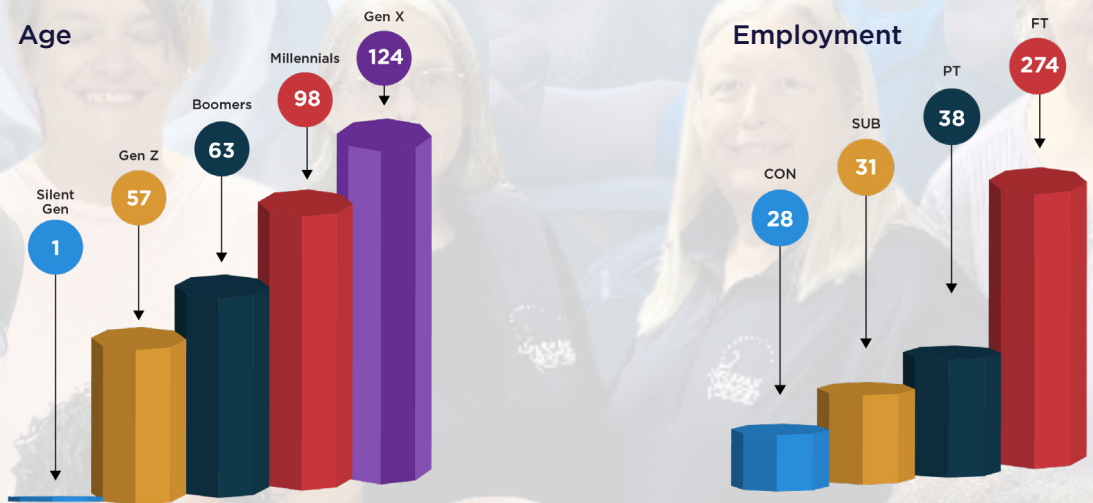
LEADING THE WAY

At LIFESPAN, our ambassadors are the heart of our mission, bringing dedication and diverse perspectives to every individual we serve.

371
Ambassadors

6.37
Average Tenure

95%
Retention Rate



Revenue & Resources: How We Fund and Operate

A breakdown of how we generate revenue, manage expenses, and drive impact.

Revenue

Contributions & Grants

\$839,067

Program Service Revenue

\$19,403,450

Investment & Other Income

\$250,133

Total

\$20,492,650

Expenses

Program Expenses

\$17,325,014

Management Expenses

\$2,184,933

Fundraising Expenses

\$389,325

Total Expenses

\$19,899,272

The Power of Giving

OUR KEY CONTRIBUTORS

\$100,000+

State of North Carolina

\$20,000 - \$35,000+

Bank of America Foundation
Bill and Sharon Allen Family Foundation
Betty C. Willis
City of Statesville

\$10,000 - \$19,999

Doctor Foundation
Iredell County Partnership for Young Children
United Way of Alamance County
United Way of Iredell County

\$5,000 - \$9,999

Reginald Burks
Ben Dobson
Ernst & Young
Evergreen Foundation
Healthgram
HFCB
Iredell County Community Foundation
PAVCO
Pinnacle Bank
Regions Bank
Dan & Eddy Richardson
TRANE Technologies
Evan & Brenda Turtz

\$2,000 - \$4,999

Autobell Car Wash Inc.
William & Woodsen Bradley
Steve Cherok
Columbia Forest Products Foundation
Dan and Linda Gordon Family Foundation
Jeff Denny
Enterprise Fleet Management
Erie Insurance
Harris Teeter
HH Webb & Nora Midkiff Webb Benevolent Trust
Timothy Hunt
Rebecca Karner
KPMG
David Lombardo
Netsafe Solutions
Roxanne & David Pardue
Bob & Lori Spence

Jim Staples
The Home Depot Foundation
Tom Tenaglia
Visual Edge IT

\$1,000 - \$1,999

ACO Med Supply
AvidXchange
Rajeev Bhawe
Richard L. Bovard
Patrick & Melissa Boyle
Nathaniel Brookhouse
Michael Bundy
CBRE
David Defehr
H. Leigh Derby, IV
Chris & Leigh Ferrante
Chris Edwards
Joel Ford
Janet & Frank Fortner
FSS, Inc.
Jon Fuquay
Kenneth Fuquay & Terry Goble
Mickey & Jamal Jackson
Alex Johnson
Carole & Richard Joyner
Joyner Benfield Distinctive Land and Waterscapes
Alan D. Kulwicki
Lamb Foundation of NC Inc.
Grace Mauney
Jacob L. Mauney
Craig Pavlish
Don A. Ray
Robert Rich
Randy Russell
Mark Schneider
Michal & Alicia Shepard
Charlene & Tom Swilling
Michael Thomas
Mary Vickers-Koch
Mary Wells
Betty C. Willis
Russell & Ashlie Zusi
J. T. Zusi
John Zulueta

Board of Directors

Carolyn Allison
Charlotte Community Health Clinic

Rich Bovard
Carter, P.C.

Nathaniel Brookhouse
The Home Depot

Robin Carson
VP Goodwill Industries, retired

Janet Fortner, Chairperson
Hospice Palliative Care Charlotte Region CEO, retired

Joel Ford
Sentinel Risk Advisors

Mickeia Jackson
CBRE/Global Workspace Solutions

Gwendolyn Lewis
Michael Best & Friedrich LLP

David Pardue
VP Asset Protection for Harris Teeter, retired

Shay Prosser
Catapult

Dan Richardson
HFCB

Michal Shepard
Harris Teeter

Evan Turtz
TRANE Technologies

Mary Vickers-Koch
Central Piedmont Community College, retired

Russell Zusi
Regions Bank

Stewardship Team

Ken Fuquay
President/Chief Executive Officer

Robin Devore
Chief Compliance & Quality Assurance Officer

Sara Trexler
Chief Philanthropy Officer

Christopher White
Chief Operating Officer

Barbara Wilson
Chief Human Resources Officer



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#AbilitiesIlluminated

