



The Arc[™]
Bristol County

Annual Report
2013



Achieve with us.



The Arc™

Bristol County

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THE ARC OF GREATER FALL RIVER

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DAY HABILITATION SERVICES

5 Mill Street
 Middleboro, MA 02346
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THE ADVOCACY RESOURCE CENTER OF GREATER NEW BEDFORD

412 B County Street
 New Bedford, MA 02740
 Tel: (508) 996-8551 • Fax: (508) 996-8553

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 Smithfield, RI 02917
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TAUNTON AREA RESOURCE CENTER

437 Bay Street
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 Tel: (508) 884-2971 • Fax: (508) 884-2964



Vision

People of all abilities are empowered to succeed by making their own choices.

Mission

To foster community partnerships, promote individual advocacy and create a pathway for growth and innovation by offering exceptional support and services to people with all abilities through the attraction, development and retention of superior talent who passionately demonstrate best practices.

“When I was a boy and I would see scary things in the news, my mother would say to me, ‘Look for the helpers. You will always find people who are helping’.”

-Mr. Fred Rogers



Dear Friends of The Arc,

Looking back over the last year, what stands out is how many truly serious challenges we’ve faced in the shape of hurricanes, blizzards and terrorist bombings, and the utter determination of our community to come together and endure.

On smaller scales, but with no less determination and heart, the individuals and families The Arc serves face their own challenges every day. The Arc was founded to provide the needed assistance people require to be part of their family, their community and a contributing member of society, in the way that best fits their abilities.



When the Boston Marathon Bombing happened, the above quote from Mr. Rogers emerged as we witnessed people helping people, strangers helping strangers, and a pride in not being knocked down by those who tried to instill fear in the Commonwealth. The same spirit lies in the hearts of The Arc founders who said “no” to those who would keep their loved ones locked away and forgotten.

In this Annual Report, we include stories of individuals who are very active volunteers for The Arc and for their community. Amazing contributions are being made every day by men, women and youth with intellectual and developmental disabilities who are happy to help, eager to make a difference and proud of doing what they can for others. With The Arc’s assistance, a difference is being made throughout our region by people who aren’t letting their challenges get in the way. Please join us in celebrating the vital work we do, to empower people to find their strengths and give to others in need. Together, we are making a difference...

Sincerely,

Michael Andrade
 President and CEO

Paul Camille
 Chairperson, Board of Directors

Middleboro Day Habilitation Volunteering Highlights



The Middleboro Day Habilitation program has had various opportunities throughout the year to take part in a variety of philanthropic events.

- Program participants continue to work in the garden at Soule Farm in Middleboro. The program took part in the “grow a row” program donating much of their harvest to the local food pantry.
- The program hosted a food drive this year in support of the local food pantry where they volunteer.
- Participants volunteered at ‘Krazy Dayz’ in Middleboro passing out event maps and acting as event greeters.
- In support of Earth Day this year participants helped to beautify a local park by picking up litter.
- The program continues their recycling program at Allison’s Crossing. A pick up is completed once a week and taken to the local recycling center. The program also takes their recycling to the park weekly as well.

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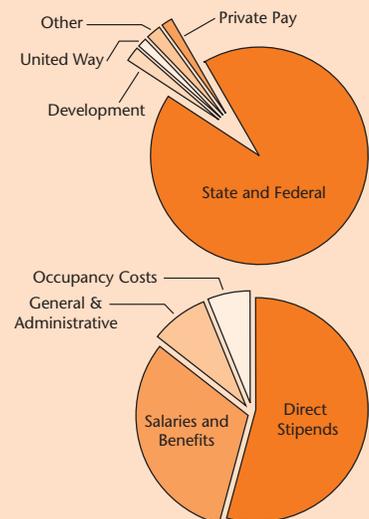
Fiscal Year 2012-2013

Revenue:

State and Federal	6,623,000	92.63%
Development	158,000	2.21%
Private Pay	97,500	1.36%
Other	155,000	2.17%
United Way	116,500	1.63%
Total Revenues	7,150,000	100.00%

Expenses:

Direct Stipends	3,814,839	54.30%
Salaries and Benefits	2,199,956	31.31%
General & Administrative	577,135	8.21%
Occupancy Costs	434,000	6.18%
Total Expenses	7,025,930	100.00%



This statement is summarized from our unaudited financial statement. At your request, we will provide our audited statement upon its completion.

A Salute to Volunteers



Kaitlyn Griffin is an extraordinarily kind and compassionate woman who has been an active volunteer for all of her

adult life. Kaitlyn has always loved caring for children. She volunteered at a child care center during high school and hasn't stopped since. After high school, she began volunteering at the Old Colony YMCA in Taunton, MA. For more than 10 years, Kaitlyn has been a child care volunteer working with children ages three through five. She sometimes volunteers with the infants and toddlers as well. Kaitlyn works with the teachers to supervise activities, ensure the children's safety, assist with nap time, and assist with outdoor play. Kaitlyn volunteers three days per week and always brings her big smile and great attitude with her. Kaitlyn is very flexible and is always willing to help where needed. The children Kaitlyn work with adore her and Kaitlyn truly has a gift for providing wonderful care to each child she works with.



From Therese LaPorte on why she volunteers for The Arc

I have volunteered at the Attleboro Arc for the last two years. I enjoy it very much. It makes me happy to be able to help others in any way I can. I can be shy at times and this helps me come out of my shell. I have to greet people when they come to The Arc. I always make them feel welcome. I also think it is important to give back to the

community and anything that you can do. It makes you feel happy to help other people and you may not know this but it helps you feel better about yourself. It also helps the people you are helping.

I volunteer at many places in the Attleboro area. Not only The Arc but the Attleboro Museum and my church every Sunday with Sunday school as well as the family cart every month. This is for families that can bring their families for a hot meal and things for the children.

This makes me proud to be able to give back to the community. I really think if people help each other we would be a better place.

Volunteering does not discriminate. It does not matter if you are slow or smart as long as you can help another person or your community.



Jennifer Perry is a participant in The Arc of Bristol County's Adult Family Care Program. Jennifer has been a great asset in her community.

In particular she has done a lot of work with the Mattapoisett Free Public Library, where she has been a volunteer since 2008. At the library Jennifer puts all the books in correct order and organizes them. She cleans off the books and shelves and makes sure everything looks presentable for the public. Jennifer also does various crafts projects with the children that go to the library. Jennifer stated "I love being surrounded with books, and I like to help out with cleaning, organizing, and making everything look nice at the library."



The Arc Angels Relay Team

In 2005, The Arc family lost two of its members who had been supported by the Arc for many years. Linda Perry and Larry Robbins lost their lives to cancer. The deaths of these two individuals inspired some of the staff and individuals to form a team called the Arc Angels to participate in the Greater Attleboro Relay for Life, which is the American Cancer Society's signature event to fight cancer.

In our first year of participation, the Arc Angels raised \$1,636.00. All the money is used by the ACS to provide services and support to cancer patients and their families, to fund groundbreaking research, and to deliver free information and assistance to nearly one million people. We also honored our cancer survivors and family members and friends who have been touched by cancer in some way.

This first relay was such a success that the Arc Angels continued to participate as a team for another 6 relays, and raised well over \$20,000.00 in total. Over the years, we have had as many as 23 team members and dozens of volunteers who have provided food, donations and pledges, equipment, and hours of assistance with transportation, decorating luminary bags, and setting up our campsite.



Family Advisory Council

The council consists of a group of families, caregivers, and individuals who advise the Department of Child and Family Services on the planning, implementation and evaluation of supports and services. Present members of the council include Bill Taksar, Susan Akell, Alison Ford, Paul and Sharon Lesage, Sandy Melo, Connie Wenzel-Jordan, and Peter and Heidi Zurbliis. The Arc extends its thanks to the members for their time and commitment regarding both The Arc's Family Support and Adult Family Care Services.

Family Groups

Since The Arc of Bristol County's inception it has been abundantly clear that families have lead the way for ensuring their sons and daughters have services and supports that they need. To this end we salute families who have given of their time and energy to not only provide for their loved ones but who go the extra mile in creating opportunities for the disability community at large. This year we wish to recognize three different groups that embrace the need to ensure a sense of community and the value of connecting with each other during this lifelong journey. The groups are Heartwood Apprentice, Mansfield Family of Friends, and a Taunton/ Raynham Group of Families. Karen and Jack Dempsey helped to create Heartwood Apprentice where members of this group are able to gain skills in building sheds. Ginnie Boucher and Doris Kalter and many

more have been the steering force behind Mansfield Family of Friends where members of this group continue to enjoy each others' friendship and participate in fun-filled activities. The last group, that to our knowledge does not have a specific name, is families who again are interested in helping their sons and daughters to have organized activities such as monthly dances, cookouts with a DJ, trips, and much more. Leaders in this group are Ted and Pat Griffin, Mike and Barbara Leary, Fran McCarthy and many more. The Arc thanks these groups.



Bailey's Team – making a difference

This past year The Arc received a very generous donation from Bailey's Team of an iPad mini for 11 individuals who have been diagnosed with ASD. Again we recognize that Bailey's Team consists of members of the community volunteering their time to fund raise and then generously giving funds to many organizations to promote opportunities for individuals with ASD. Bailey's Team has also given funds for The Arc's Project Kids Connect. Thanks is given to Sammi Robertson and the many volunteers through Bailey's Team.

Community Volunteers

Devon Melo has volunteered since January of 2012 at the Fairhaven Animal Shelter where he helps to take care of the pets. Devon enjoys working with the animals and also likes the people with whom he works. Thanks, Devon. Great job volunteering.



David Dix commits 10 hours per week to volunteering at Angelcat Haven. Four days a week David helps to care for cats that have found

their way to this animal shelter. He helps to feed the cats, put out fresh water, and helps with cleaning. David states that he gives the cats treats and spends time socializing with them. He will often go in and volunteer extra hours to fill in for other volunteers. David willingly volunteered on both this past Thanksgiving and Christmas to care for the cats. David also volunteers at his local library by vacuuming, and labeling and stamping books. David, your time and commitment is appreciated.



Christopher Costa is a participant in The Arc of Bristol County's Adult Family Care Program. Christopher has been a great asset

in his community. In particular, Christopher has done a lot of work at St. Luke's Hospital in New Bedford. He has been a volunteer at the hospital since the summer of 2011. He volunteers 3 days a week. While there he cleans the tables, sweeps floors, and makes sure that everything from the napkin holders to the salt and pepper shakers are filled. He also helps clean up the doctor's lounge, which he enjoys. He is extremely committed to his duties, and even goes in on holidays if they need him. Christopher stated "I like volunteering there because the people I work with treat me like family, and I also have made a lot of friends there."

Supports and Services

Acquired Brain Injury Program helps move individuals living in nursing or rehab facilities out into the community. The acquired brain injury must have happened after the age of 22.

Adult Family Care (AFC) is a MassHealth funded, home-setting health care program. AFC offers residents of Massachusetts who need assistance with activities of daily living due to frailty, chronic illness, advanced age, or cognitive, physical or mental disability the opportunity to safely live in a family home. The Arc of Bristol County is committed to supporting AFC participants and caregivers to provide a unique family-centered living experience. Each participant receives the assistance they need with personal care and activities of daily living so they can remain as independent as possible. The Arc's goal is to provide participants with full inclusion in the family and community at large. The Arc has extensive experience in supporting people who participate in AFC with their family of origin. The program has participants throughout Bristol County and the surrounding area.

Community Directions serves medically fragile individuals with developmental disabilities who are patients of the New Bedford Rehabilitation Hospital. Offering participants opportunities for individualized services and recreation, Community Directions serves as a model for rehab care for individuals.

Day Habilitation Services supports people with developmental disabilities to learn new skills in a community based setting. The supports and services at The Arc's Day Habilitation in Middleboro are designed to meet the changing needs and interests of each individual joining the program.

Educational Advocacy The Arc of Greater Fall River and The Arc of Greater New Bedford reach out to area schools and provide advocacy

services, assisting with supports and resources needed for the children and teens to succeed.

Extended Day Programs provide opportunities for individuals to attend community outings and skill building classes. Health and Wellness activities are achieved through exercise and healthy cooking classes. Extended Day programs are located in Attleboro, Fall River, Middleboro, New Bedford, and Taunton.

Family Supports Services provides a variety of resources and supports to families and/or individuals in the greater Taunton/Attleboro area. Our Family Support Coordinators work with each person to understand their needs, as well as, provide individualized supports that will be meaningful to them. At times this means connecting families to existing services / supports in the area, but other times it may mean connecting to other families in similar situations or exploring non-traditional supports. In addition to service navigation, the Family Support Center provides a wide variety of trainings, talks, family days, support groups, supported recreation opportunities, and vacation clubs for school age children. Through our Project Kids Connect (PKC) program we connect children/teens with developmental disabilities and other community members. At times this is done by supporting inclusion at various community activities. In addition to these services we support a number of families who participate in the DESE / DDS partnership; a DDS referral program. We also support individuals who receive Agency with Choice, Adult Companion, Individualized Home Supports, and Respite services.

Guardianship and Representative Payee Corporate guardianship appointed by the Probate Court allows The Arc to assume responsibility for making personal, medical and/or financial decisions

on behalf of individuals with disabilities. The Arc can serve as the permanent/limited guardian of the person as well as Conservator or Trustee, and can also be Rogers Monitor. As a Representative Payee, The Arc assists individuals in developing a budget and managing their Social Security funds.

Home and Community Based Waiver Services The Arc of Bristol County is qualified to provide select support services for DDS. Presently, individuals are supported in the following service categories: Adult Companionship, Agency with Choice, Individualized Home Supports, and Respite Services.

Individual and Residential Support Services provide supports to individuals who live independently within their community. Staff assists individuals with banking, budgeting, medical transportation, recertification paperwork for their benefits, grocery shopping etc. throughout the greater Taunton/Attleboro region.

Kids on the Block funded through the United Way of Greater Fall River, this educational puppet presentation helps students learn about their peers with intellectual, developmental and physical challenges in a fun and interactive manner.

Project Rec-Connect funded primarily by the United Way of Greater Attleboro/Taunton, our national award-winning program provides a variety of community experiences for individuals to build their social skills, create wellness habits and develop meaningful relationships. This program's mission is to provide quality recreation and life enrichment activities to increase an individual's sense of confidence, self-esteem, health and accomplishment.

Resource Centers A day support option that combines small group learning with community

connections, The Arc Resource Centers offer life-enriching activities for individuals in Taunton, Fall River and New Bedford.

Trust Management: The Arc works closely with individuals and family members or other interested parties to provide a comprehensive personalized plan to develop options that maximize wealth preservation, maintain funding and eligibility requirements for government programs, public benefits and prepare for long-term care. The Arc assists with special or supplemental needs trusts management, pooled trust creation, health care proxies and powers of attorney.

proAbility provides an array of services throughout the State of Rhode Island to adults and children with intellectual and other developmental disabilities.

- **Adult Services:** Individualized Day and Employment, Residential, Community Based Supports, and Shared Living Arrangements (SLA) offer life enhancing services.
- **Day Program and Employment Supports:** Opportunities include but are not limited to educational and vocational options designed to meet the needs and interests of adults with intellectual and developmental disabilities.
- **proAbility** is also a certified State of Rhode Island Office of Rehabilitation Services (ORS) Vendor. This enables our team to provide a variety of supports in vocational skill building, assessment, and job training as well as securing and maintaining paid employment.
- **Recreational Services** offers individuals the opportunity to participate in a variety of activities such as bowling, mini golf, fishing, vacation trips, seasonal events and parties.

- **Shared Living Arrangements** offer individuals the opportunity to live in a family environment.
- **Residential 24 hour and other Community Based Supports** (otherwise known as Non 24 hour Residential and Family Supports) are available to adults in their own homes; promoting independence and community membership.
- **Children's Services** include Home Based Therapeutic

Services (HBTS) and Personal Assistance and Support Services (PASS). These individualized therapeutic services enhance the quality of the lives of children from birth through age 21, delivered under the supervision of a State Licensed Clinician and provided in the child's home and in the community. These services are available state wide to Medicaid eligible children with special health care needs.

By the numbers...

32 individuals supported in Individual Supports & Acquired Brain Injury Services
9 individuals supported under MA Residential Supports
4 individuals receiving RI Residential 24 hour Supports
7 individuals receiving RI Residential Non-24 hour Supports
437 individuals supported through Project Rec-Connect
32 individuals supported at Middleboro Day Habilitation Services
27 individuals participating in RI Day and Employment Services
6 individuals receive RI Community Based (Family) Supports
20 individuals participate in RI Recreational Supports
4 individuals supported at New Bedford Community Directions
35 individuals supported at the Fall River Resource Center
45 individuals supported at Taunton Area Resource Center
267 individuals receiving Family Support
22 individuals supported through the DESE/DDS program
69 children / teens supported through Project Kids Connect
411 information & referral calls received by the Family Support Center
16 children enrolled in RI Home Based Therapeutic Services
17 children enrolled in RI Personal Assistance and Supports
90 individuals participating in Adult Family Care
6 individuals enrolled in Shared Living Arrangement and SLA Respite
280 individuals provided Guardianship
2 individuals have Conservatorships, 14 Trusts Services & 12 Pending Trusts
148 individuals provided Representative Payee Services
75 individuals received Flu Shots at our clinics
19 individuals supported at Attleboro's Extended Day program
17 individuals supported at Middleboro's Extended Day program
7 individuals supported at New Bedford's Extended Day program
34 individuals supported at Taunton's Extended Day program
Please note that some individuals participate in two or more programs/services.

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We apologize if we have inadvertently omitted anyone.

Achieve with us.