

2018 ANNUAL REPORT



The Arc

Monroe
New York

Furthering Opportunities for Independence



MISSION

To create an inclusive society where the people we support may live truly integrated lives and reach their full potential as a part of our community.

VISION

A progressive community that welcomes diversity, fosters meaningful relationships, and cultivates a life of fulfillment for those we support.



Message from Barbara Wale President and CEO The Arc of Monroe



Independence means something different to everyone. Here at the Arc of Monroe we work hard to make sure each and every person we support has the best opportunities to be as independent as possible. Independence may mean a place to live away from parents, somewhere to express creativity, employment, learning about finances or cooking a meal. We make sure there are broad opportunities within our community for each person to thrive independently, whatever that might mean to them.

Independence can change a person's world. To Jordyn it may mean being able to use a utensil by herself to eat her meal. For Marcus it's about having a job and being able to support himself financially. Brandy learned the necessary skills for her to move from certified housing into her own apartment. We facilitate each person choosing their goals then we help them to gain the skills they need to become as independent as possible.

A feeling of independence is incredibly empowering. It creates a sense of accomplishment and changes your outlook on life. Whatever the word independence means to someone, The Arc is here to be sure they achieve it.

Message from Carol Anne DeMoulin, Executive Director The Arc Foundation of Monroe



Just as independence means something different to everyone, so does fulfillment. Every day, we see the movement toward independence for the people we support. And every day, we hear and see the sense of fulfillment from the donors and volunteers who make meaningful gifts of time, talent or treasure to make better tomorrows for people who need it the most.

During 2018, volunteers provided hundreds of hours, helping to spruce up our residential homes, plant flowers at many of our sites, share their talents with our staff teams and people we support, and advocate with local and state legislators to advance our work. Knowing you can make a difference with even a few hours a month is incredibly fulfilling to our volunteers.

Donors provided financial contributions and in-kind gifts to help support improvements in all of our facilities and programs. From simple projects to those that were more involved, from supporting the "extras" in our residential and day programs to special celebrations for the people we support, our donors know how important their gifts are. Every gift, no matter the size, makes a difference.

Thanks to kindness and generosity of volunteers and donors from our community, moving toward independence became reality for more than 1,700 people supported by The Arc of Monroe's programs and services in 2018. It doesn't get more fulfilling than that.

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GETTING READY TO WORK

The Arc pre-vocational programs are mainly designed to introduce participants to the world of work and to prepare them for future jobs. We've had some great success over last year with our job readiness programs including Adult Project SEARCH®, ArcWorks, Job Path, Culinary Career Prep, LifePrep@Naz and MCC Experience.



ArcWorks

In 2018, ArcWorks transformed from a sheltered employment program to an integrated business operated by Arc of Monroe. The business works with a number of local manufacturers who outsource work to us. Work opportunities include packaging, assembly, soldering, electrical assembly, clean room medical and pharmaceutical assembly and packaging, etc.

Part of our business model is supporting people with intellectual or developmental disabilities (I/DD) in attaining employment readiness skills so that they can successfully secure employment in our community. We are excited to share that ArcWorks is accepting referrals for new enrollments into this employment readiness service.

Our service delivery model has several key components including:

- Classroom time learning work skills through our PACE program (People Achieving Community Employment)
- Volunteer time applying work skills in a variety of community settings
- Paid work time in a manufacturing environment; again applying work skills such as working as part of a team, following directions, being punctual, etc.

People with I/DD receive support, guidance, and encouragement from a team of staff. In particular, each person is supported by a Vocational Support Specialist (VSS) who understands their needs, goals, and desires and is available to them on a daily basis for support as they are working toward the goal of employment.



Culinary Career Prep

The Arc of Monroe's pre-employment program, Culinary Career Prep, provides training in food service at both ArcDeli, a full service cafeteria and catering business, and the Bistro at eHealth Technologies. People enrolled work on social skills, communication, math skills, and work hands-on with food preparation and serving customers. The program prepares people for jobs in food service or related industries. In 2018 four new people enrolled in Culinary Career Prep with a total of 14 people supported. Two people graduated, moving on to jobs in the community, one at Texas Roadhouse and another to Cracker Barrel!

Adult Project SEARCH®

A collaborative between The Arc of Monroe, Del Monte Hotel Group, University of Rochester Medical Center, Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) and NY State Office for People with Developmental Disabilities. This program is a hands-on internship hosted locally with the Del Monte Hotel Group properties at Hilton Garden Inn at College Town, Del Monte Lodge & Spa, Courtyard Brighton and the Rochester Airport Marriott Hotel. Instructors, job coaches and department managers work together to provide participants with all the support and accommodations they need to learn important job skills and be successful. This program is often a final step for adults with intellectual or developmental disabilities looking for full time employment. This past year, Sam, Melissa, and Kiana have all completed the program and are currently enjoying their jobs working in maintenance, in the kitchen, and in housekeeping.



LifePrep@Naz and MCC Experience*

These higher education programs give young adults with intellectual or developmental disabilities the opportunity to continue their education and development with peers in a college classroom setting. Throughout the year the students experience many aspects of college life, work on individual and group projects and also have the opportunity to attend a college class in a subject that is interesting to them. During the school year there are internship opportunities available with 1:1 support and recently have included Wendy's, Special Touch Bakery, Michaels, Marshalls, and The YMCA. The addition of another Community Prevocational Specialist has allowed people to increase their skill sets and be more prepared to secure employment upon graduation.

* LifePrep@Naz is a partnership between Victor Central School and The Arc of Monroe, hosted at Nazareth College campus.

* MCC Experience is a partnership between Greece Central School District and The Arc of Monroe, held at the Monroe Community College downtown city campus

Supported Employment

Job Path is an employment service that helps to connect people with a wide variety of disabilities (including intellectual or developmental disabilities, Autism Spectrum Disorders, and learning disabilities) with jobs in the community. It is the largest employment program in the region and annually supports more than 400 people.

Job Path expanded Summer Transition Employment Program (STEP) services in collaboration with Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR) to students at Greece Olympia High School following a successful pilot with the Rochester City School District (RCSD). Students participated in work readiness classes in the spring followed by paid summer internships. The paid summer internships took place through various sites with The City of Rochester and Rochester Regional Health. Internships opportunities included: Elder Recreation, Environmental Services, Food Service, Patient Transport & Guest Services, Community Libraries, Recreation Centers and Grounds keeping. In 2019, STEP will continue with RCSD, Greece Olympia High School and will expand to Greece Arcadia High School.

Autism Community Employment (ACE)

In 2018, Job Path partnered with ACCES-VR and two local high schools (Norman Howard & Brighton Central School District) to pilot an Autism-focused work readiness training followed by paid summer internships. The paid internships took place with local employers (Crickler Vending, Healthy Sisters and Goodwill) Internships opportunities included warehouse work, store associate and packing worker.

Staff with Autism certification through the International Board of Credentialing and Continuing Education Standards (IBCCES) provided supports for this new pilot. The Arc of Monroe has committed resources to staff training through TEACCH®, training which focuses on adolescents and adults with Autism transitioning to work in the community.

FOCUS ON HEALTH AND WELL-BEING



Arc Health Services

2018 was another great year for the Article 16 Clinic. Services include psychiatry, individual and group social work, speech therapy, physical therapy, occupational therapy, nutrition, and assessment service. The social work groups continue to be a significant asset to the clinic, as well as Cognitive and Dialectical Behavior Therapy. People who attend these groups have great success working with clinicians who care deeply in teaching these skills that truly impact them in their day to day lives. The Dating and Relationship Group and Identity Group are unique and offer supports and education for people with intellectual or developmental disabilities (I/DD) that are not typically accessible in this area.

The clinic is proud of their continued connection to teaching. Students from local colleges continue to enhance our services. Last year, the clinic partnered with Nazareth, Keuka, Roberts Wesleyan, Utica, and Rochester Educational Opportunity Center (REOC) to offer students a unique clinical internship opportunity specializing in care of people with I/DD.

Health Homes

In September 2018, we launched Health Homes at The Arc. Our Health Homes program is led by program coordinators who connect people with the right resources for their health and well-being. This can involve scheduling regular care

appointments with doctors, locating a safe place to live, or finding a way to get to and from medical appointments. The goal of the Health Homes program is to make sure members get the individualized health care and services they need. This may mean fewer trips to the emergency room or less time spent in the hospital. In the 4th quarter the Arc enrolled the first 25 participants and will continue to expand in 2019.

Health Homes is a NYS Department of Health program for eligible members receiving Medicaid. It is overseen by Greater Rochester Health Home Network (GRHNN) and The Arc acts as the care management agency.

INCLUSION AND COMMUNITY

Many day programs at The Arc of Monroe engage the people we support with different opportunities out in the community, including volunteering. Our day programs at Ballantyne, East Henrietta, Community Arts Connection, Fairport Day program, The James V.C. Anita Lambert Enrichment Campus, Community Connections, Community Explorations, and Silver Lining have had a great year of new experiences. They have participated in exercise classes at The YMCA, hosted an art show at Barnes & Noble, played music in a bell choir, toured the Genesee Valley Penny Saver production facility in Avon, planted flowers at the Public Market, danced in a Beats Dance competition in Wellsville, NY and volunteered to exercise dogs at Second Hand Dog Rescue.



Community Habilitation

This past year, Community Habilitation at The Arc of Monroe expanded its services to not only support adults, but also began supporting people under the age of 21. The Arc of Monroe began offering services to seven people, who have greatly benefited from the opportunity to build their daily living skills while getting the opportunity to try new things and explore new activities. The Arc of Monroe is currently working to expand this enrollment number as needs continue to grow. Community Habilitation also expanded its days of service to include both Saturdays and Sundays, making services available seven days a week.



Encore!

April 2018 saw the launch of Encore!, located at Community Arts Connection. This respite program is ideal for people in a day service program and provides an opportunity to extend their day and engage in fun activities until 6:00 pm.

SELF-ADVOCACY



Arc Alliance, The Arc of Monroe's advocacy group, elected two co-chairs to lead all meetings and initiatives. The Arc Alliance has seen great success and continues to grow in numbers. Currently, there are 18 people who attend regularly.

One of the self-advocacy co-chairs won a scholarship to go to the Self-advocacy Association of NYS (SANYS) conference in Albany. In addition to making friends and representing the Arc of Monroe, he learned about greater advocacy efforts

with state legislators, and how to make a difference through telling his story. One of the issues that stuck with him the most was transportation and accessibility for people to live in the community. He presented this to the group which ignited an interest for them to become more involved with these topics. This is on the agenda for 2019.

The Arc of Monroe won the Agency of the Year Award at the Western region Self Advocacy conference for excellence in supporting self-advocacy. Karen Readel, a person The Arc supports through Job Path, nominated the Arc for the award because of the great support she's received with helping her find and maintain employment in the community. Arc Alliance self-advocate and board member, Steve Blum, proudly accepted the award.

2018 Facts & Figures

Revenue

GOVERNMENT	36,454,157
GRANTS	1,391,683
FEES	3,588,909
OTHER	3,432,701
TOTAL	44,867,450

Expenses

SALARIES & FRINGE	31,924,576
OTHER PROGRAM EXPENSES	8,313,320
ADMIN	4,411,182
TOTAL	44,649,078

Distribution

CITY **65%**
SUBURBS **35%**

ETHNICITY

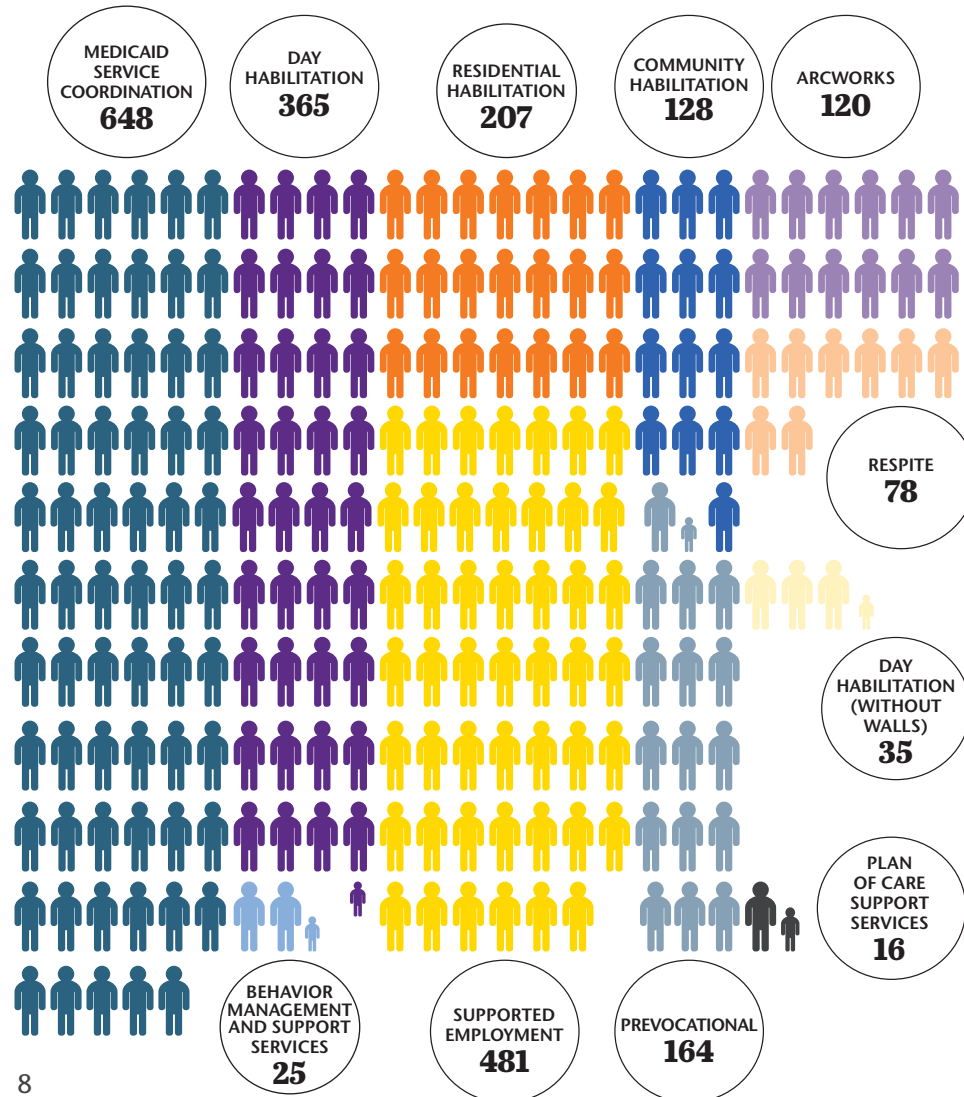
AFRICAN AMERICAN **21%**
ASIAN **1%**
CAUCASIAN **66%**
HISPANIC **4%**
OTHER **3%**
UNKNOWN **5%**

AGES

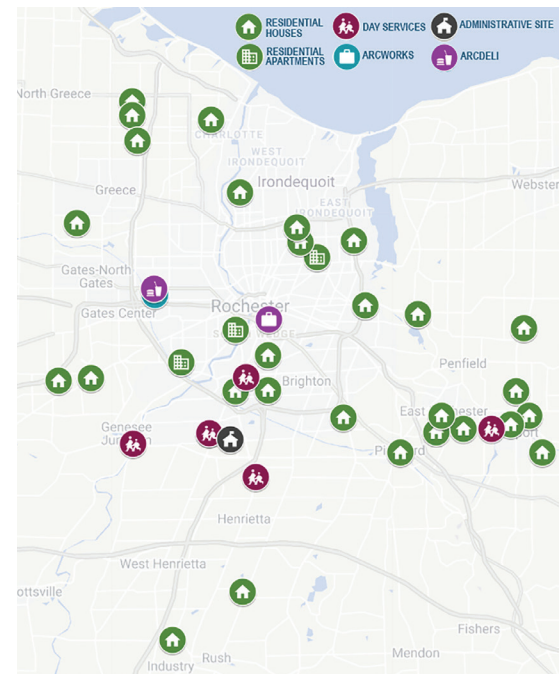
UNDER 18 **1%**
18-20 **3%** 41-50 **18%**
21-30 **31%** 51-60 **15%**
31-40 **23%** 61-70 **9%**

Types of services

IN 2018, WE PROVIDED SERVICES TO **1834** PEOPLE,
WITH **570** RECEIVING MULTIPLE SERVICES.



Locations



Thank you for your generosity

Annual Giving:

THE HEILBRONNER SOCIETY

The Heilbronner Society was established in 2013 to honor donors who commit annually to support the Foundation. The Society is named after long-time supporters, Warren and Joyce Heilbronner, and their outstanding commitment to The Arc of Monroe. It recognizes individuals who make a pledge of \$250 or more over four consecutive years, for a total commitment of \$1,000 or more, Friendship Circle (pledge \$250 a year), President's Circle (pledge \$500 a year) and Founder's Circle (pledge \$1,000 a year).

Legacy Giving:

THE TIM ROTHSCHILD LEGACY SOCIETY

The Tim Rothschild Legacy Society was established in 2011 in memory of Tim Rothschild, an individual The Arc supported through many programs and who lived in the Arc's residential home in Penfield. Tim was known for his generous spirit and concern for others, and when he passed away he made the largest legacy gift in the history of the Foundation. This Legacy Society includes those who have included The Arc Foundation in their will or in another way, such as naming the Foundation as a partial beneficiary of a retirement plan.

Leadership Giving:

STEVE & DEBBIE CHARTRAND SCHOLARSHIP FUND

The Steve & Debbie Chartrand Scholarship Fund was established in 2015 to honor the retirement of Steve Chartrand, long-time Arc Foundation CEO. Under his leadership and guidance, the Foundation completed a successful \$4.5 million capital campaign for the The James V.C. Anita Lambert Enrichment Campus and made a positive impact on many lives of the people we support and the professional staff at The Arc. This endowment fund provides educational opportunities for The Arc of Monroe staff who are interested in furthering their career in the field of developmental disabilities.

THANK YOU TO OUR GENEROUS DONORS

Visit arcmonroe.org/2018annualreport
to see the online version of the 2018
annual report that includes a list
of our generous 2018 donors.

