



The Arc[™]
Bristol County

Annual Report 2011



Achieve with us.



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TAUNTON AREA RESOURCE CENTER

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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.

Who Is The Arc?

The Arc is the largest national organization of and for people with intellectual and related developmental disabilities and their families, promoting and protecting their human rights and actively supporting their full inclusion and participation in the community throughout their lifetimes. We foster respect and access, giving people with I/DD the power to achieve a full and satisfying life through a strong grassroots network of 140,000 members affiliated through more than 700 state and local chapters across the nation. At the national level, a 22 member national board of directors and a delegate body of representatives from each chapter guide The Arc's work. National headquarters staff located in Washington, D.C. carry out their decisions and directives.

Why Is The Arc Needed?

The Arc works to ensure that the estimated 4.6 million Americans with intellectual and related developmental disabilities have the services and supports they need to grow, develop and live in communities across the nation. These services include, but are not necessarily limited to, early intervention, health care, a free and appropriate public education, and supports for their families. For adults, services and supports may include preparation for employment, help in finding a job, independent living skill training, leisure and recreation activities and any other supports needed across the lifespan.

How Does The Arc Carry Out Its Vision?

The Arc is recognized as the foremost partner for families and people with intellectual disabilities to support and enhance the quality of their lives. The Arc does this through advocacy on behalf of individuals and families at all levels of The Arc and in the legislative, systems and individual advocacy arenas. Providing information and technical support to individuals, families and organizations assists them in fulfilling their dreams. Advocacy takes place at the personal, local, state and national levels. Locally, individual advocacy is available through every local chapter of The Arc. At the state level, advocacy occurs with the executive and legislative branches of government, administrative agencies, school districts and other providers. At the national level, advocacy opportunities exist with regard to influencing federal agencies, policies and funding for disability programs and services.

The Arc also educates policymakers, people with intellectual disabilities, service providers, families and the greater community on best practices and issues that impact people with intellectual disabilities and their families. The Arc's is a national force that creates the environment and the opportunities for people with intellectual disabilities and their families to have choices as they live their lives in the community.

Why should I become a member of The Arc?

- Because I care about persons with disabilities.
- Because I know joining my voice with thousands of other Arc members will be heard louder by politicians, the community and all those who need to learn more about this population.
- Because I want to be counted among those who support people with disabilities.
- Because I believe that The Arc of Bristol County will be tireless in advocating for the rights of persons with disabilities, and I wish to support for their efforts.

What membership means:

- You are counted as a member of The Arc of Bristol County and as a member of The Arc of the United States
- You will receive updates and news concerning the disability community
- You qualify for discounts events of The Arc, and national insurance
- You are helping to fund The Arc of Bristol County, your local advocate for over 2,000 people with intellectual and developmental disabilities and their families

How do I become a member?

A \$25 annual membership fee is all we need to make you a member of The Arc of Bristol County. We also invite you to giving an additional contribution to The Arc, which helps us to fulfill our mission. As a non-profit organization, your donation qualifies for tax benefits and we will provide documentation of your gift.

Can my business be a member?

Yes. Business members can be community partners, and we are grateful to the community support of area companies.

Nothing is impossible; the word itself says 'I'm possible!' - Audrey Hepburn

Friends of The Arc,

Looking back at the past year here at The Arc leaves us wondering, "How did we do all that?" and sometimes "How did we survive all that?" But mostly we look back on the past year with a deep sense of pride; pride in our mission, pride in the dedicated people who work for The Arc, pride in the community that supports us, and pride in the many families that entrust us with the care of their loved ones with disabilities. We will never take that trust for granted!

Considering the state of the country, the economy and uncertain health care issues, what we have been able to accomplish in the past year has been nothing less than doing the impossible:

- While some nonprofits are downsizing and closing, we have continued to expand throughout Bristol County MA and RI, serving more families in a greater region.
- While many companies are laying off workers in vast numbers, we have increased our number of qualified, professional and compassionate staff by 30%.
- While other organizations are reducing their operations, we have expanded our menu of services at all our locations; and now are certified to offer acquired brain injury services in MA.
- When most business are pulling back on marketing, we have launched a new brand which links us with The Arc on a national level, informing more people of our mission, reaching additional families in need, recruiting increased support for our efforts.

On an organizational level, we have clearly accomplished much this past year. The real miracles happen every day in the hearts of the people we serve. The things we have heard:

- "Our doctors told us our son would never speak. He just told me his toy needs new batteries. He's done so well."
- "I was told I could never have a job. I love my job! I feel like I'm accomplishing something."
- "Look, I got my learner's permit! Can you believe it? I'm going to be a driver!"
- "I made this picture myself. I never knew I could create something myself! I love it!"

Accomplishing the impossible... or what some people may think is impossible. Possibilities, opportunities, respect, hope, inclusion, experience, determination, and achievement... these are what The Arc is about.



Thank you for being a vital part of all we do.

With gratitude and hope,

Valerie Zagami

Valerie Zagami
Board Chairperson

Michael Andrade

Michael Andrade
President and CEO

It's kind of fun to do the impossible. - Walt Disney

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Supports and Services

Adult Foster Care: The Adult Foster Care Program (AFC) allows participants to stay at home with their families. Participants must have a medical need to be in the program and therefore it is funded through MassHealth. AFC has dedicated nurses and case managers that visit monthly. The program has grown very quickly in the last four years that now it has over 72 participants from Fall River, Franklin, Raynham, Seekonk, Dartmouth, Attleboro and Taunton.

Community Directions: Community Directions serves nine 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: Opened in Middleboro in February 2009, the goal of Day Habilitation Service is to support people with developmental disabilities to learn new skills in a community based setting. The supports and services at The Arc's Day Habilitation program are designed to evolve to meet the changing needs and interests of each individual joining the program. In the past year, 17 individuals with disabilities received services, receiving a total of 14, 496 hours of support.

Educational Advocacy: The Arc of Greater Fall River and The Arc of Greater New Bedford reached out to area schools and provided advocacy services to 247 students

in 2010, assisting with supports and resources needed for the children and teens to succeed.

Family Support Center: The goal of our Family Support Center is to assist families of individuals with disabilities to stay together and to become welcomed, contributing members of their own communities. Family Supports brings together families, professionals and local resources in a working partnership to meet challenges through one's lifetime. In 2010, The Arc of Bristol County provided family support services to 270 families, information and referral to 100 families, Agency with Choice to 2 families and SSQUAL for 6 families. Project Kids Connect provided inclusive social and educational opportunities for 78 children/teens in 2010.

Guardianship and Representative Payee: Corporate Guardianship allows The Arc to be appointed by the Probate Court to assume responsibility for making personal, medical and/or financial decisions on behalf of 108 individuals with disabilities. The Arc serves 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 74 individuals in developing a budget and managing their Social Security funds.

Individual Support and Residential Services provide supports to 42 individuals who live independently within their community. This means that the individual receives less than 15 hours of support a week from the

support staff. Staff assist individuals with banking, budgeting, medical transportation, recertification paperwork for their benefits, grocery shopping etc. Almost all of the individuals supported under Individual Support Services work competitively in the community or attend vocational workshops or day habilitation programs. Currently, individuals are being supported throughout the Taunton/Attleboro and surrounding communities. Acquired Brain Injury Services were started in December 2010 here at The Arc. This program is to help move individuals that are presently living in nursing or rehab facilities out into the community. Residential Services are provided to 14 individuals who live independently within their community and receive more than 15 hours of support from the staff but less than 24 hours.

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. Kids on the Block reached 6,401 students in 2010 with this informative and entertaining program.

proAbility: Offering services to individuals with intellectual and developmental disabilities in Rhode Island, proAbility provides a variety of life enrichment, educational and recreational opportunities. proAbility offers custom-designed services for 40 adults and 30 children with

Continued on page 6

Spotlight on Day Habilitation

The Arc of Bristol County's Day Habilitation Program has grown quite a bit since opening in February 2009. Many of the people who were involved in the program's first few days and weeks of service are surprised to see so many new faces when they return to Middleboro for a visit.

The program strives to teach individuals of all abilities the skills they need to live independent lives, build upon their interests and give back to their community. Each of the staff members at the program brings their gifts and passions to the program to share with everyone... but they are not the only ones doing so.

Noel Levasseur joined the program on Valentine's Day this year after a meeting at The Arc with his mother and his Service Coordinator, Susan Griffin to talk about The Arc's Day Habilitation Program. Noel says that during the meeting he thought he'd "love to join the Arc, I was feeling kinda shy, but I was happy".

Since joining, Noel has made a positive addition to the program. He was given the opportunity to share his feelings about his experiences and this is what he wrote:

"The Arc program is great and I enjoy it so much. The classes are



good for me to learn cooking, computer and money math skills and exercise too."

"I have a best friend named Barry and Aaron too. They are the Best Friendships Ever. They are nice and Barry's mom knows my mom. I have a friend named Michael that works at the Lakeville Haunted House with me, and Phillip and another Michael too. They are all my Good friends at the Arc. I even went over Barry's house and it was the first time I ever went over a friend's house."

"I love the computer, cooking and music classes. They are my favorite things to do. I also like to help friends and teach sign language. I feel awesome in the Arc program and I am very Happy for My Friends and Staff. They will Always be The Best."

-Noel Levasseur

I can speak for all the staff when I say that it feels good to teach participants at the program new things, but it feels even better when participants like Noel and his friends decide that they too have something to teach. In addition to sign language, Noel has also created presentations to educate us about everything from classic monster movies to the importance of treating others with respect. The most important things I've learned from Noel however were not included in his presentations and he probably never realized he was still teaching, but by watching him work toward his goals the best he can, seeing him turn strangers into friends and listening to him exclaim that each day has been a good one, I've learned something new about everyone's capacity to achieve great things when we stay positive.

- Matt Vaillancourt

Supports and Services continued from page 4



intellectual and developmental disabilities throughout the state of Rhode Island which includes: Individualized Day and Employment, Residential, Family Supports, and Shared Living Arrangements (SLA) offer life enhancing services. Children's Services include Home Based Therapeutic Services (HBTS) and Personal Assistance and Support Services (PASS). Services are provided in the home and in the community. These services are available state wide to 35 children with special health care needs who are also Medicaid eligible.

Project REC-Connect: 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. We promote fun, friendship, good health, competition, and learning for everyone. Activities range from sporting events to dance classes, drawing classes, healthy cooking, trips to local museums, whale watches or theatres. 385 individuals participated in Project Rec-Connect in 2010.

Resource Centers: An alternative day support option that combines small group learning with community connections, The Arc Resource Center offers life-enriching activities for over children and adults with intellectual and developmental disabilities. Some of the activities include arts and crafts, dinner and a movie, indoor and outdoor walking clubs, Photo Club,

Bingo, computers, and Wii Fitness. The Arc's Resource Centers are held at our Taunton, Fall River and New Bedford offices and support over 100 individuals.

Shared Living Services are provided to 15 individuals that need assistance and can no longer live independently. The individual lives with a provider in the provider's home.

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 and public benefits and prepare for long-term care. The Arc assists with wills, special or supplemental needs trusts management, pooled trusts referral, health care proxies, powers of attorney, guardianships, representative payee and Roger's monitor. The Arc provided Trust Management services for seven individuals in 2010.

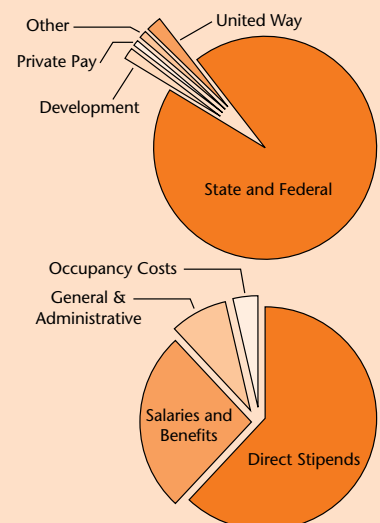
Fiscal Year 2010-2011

Revenue:

State and Federal	5,454,095	94.21%
Development	94,049	1.62%
Private Pay	54,939	0.95%
Other	59,420	1.03%
United Way	127,000	2.19%
Total Revenues	5,789,503	100.00%

Expenses:

Direct Stipends	3,547,384	62.08%
Salaries and Benefits	1,488,437	26.05%
General & Administrative	477,304	8.35%
Occupancy Costs	201,526	3.53%
Total Expenses	5,714,651	100.00%



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

Spotlight on Home Based Therapeutic Services

When proAbility was introduced to four-year-old Julianna Correia in May 2010, it was obvious that this little girl had big potential, despite her special needs.

Julianna's vision is compromised by congenital cataracts and Cortical Visual Impairment (CVI), as well as delays in cognitive functioning due to strokes she suffered in utero and an ongoing seizure disorder. She requires leg braces and a special walker to get around and receives occupational and speech therapies to build her core body strength and help her learn to speak.

For these reasons, she is eligible for Home Based Therapeutic Services (HBTS), a Medicaid funded program provided through the RI Department of Human Services (DHS) for children ages 0-21 with special emotional, behavioral, or other health care needs. HBTS, with its team of Clinicians, Treatment Coordinators, and Specialized Treatment Worker (STW), is intended to teach parents how to implement specific strategies for their children that will decrease behaviors like tantrums or physical aggression, and increase self-calming skills and independence in social and activities of daily living.

"When we started HBTS services with proAbility, Julianna was not interested in doing things for herself," says Julianna's mother, Heather Correia. "For example, she wouldn't participate in getting dressed or brushing her teeth; she would eat an only an extremely limited variety of foods and required enormous assistance to use her utensils. Mealtimes consisted of me preparing three or more options, just to get her to eat. She also refused to sit in her specialized chair or her stroller for any length of time and would have tantrums



Jodi verbally prompting Julianna to eat independently, using a specialized placemat created by proAbility.

when she didn't get her way. All of these things made it pretty much impossible to participate in activities other families take for granted, like going to the zoo, a restaurant, and even some family events."

Four days each week, Julianna's STW, Jodi Van Nieuwenhuyze, arrives at the home to assist Julianna in practicing dressing, eating, tooth brushing, and other goals, while coaching Julianna's mother and father, Victor, on how to respond when Julianna tantrums by crying, screeching, and throwing herself onto the floor.

Clinical Supervisor, Kristen Sorrell, LICSW, explains, "HBTS is only effective when the family fully participates in treatment. That means working with us to develop a comprehensive treatment plan and being willing to follow it, even when the STW isn't present. Julianna has demonstrated such spectacular progress because her parents are consistent, dedicated to the program, and work cooperatively with Jodi each week."

Victor says, "Because of HBTS, Julianna will now assist in getting herself dressed. She enjoys brushing her teeth, relying on verbal cues and minimal physical assistance. She washes her hands, dries them, and throws away the paper towel almost entirely on her own! The list of foods she'll eat has greatly increased and multiple meal choices no longer need to be prepared! She will sit contentedly in her specialized chair and needs little assistance managing her utensils. Julianna will also tolerate her stroller so we can now enjoy walks to the park as a family."

"We are very happy with the HBTS services we receive through proAbility and with Julianna's progress. It's exciting to see her able to increasingly participate in her world, like other kids her age do and we look forward to her becoming even more independent as time goes on."

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