



The Arc[®]

Livingston-Wyoming

NYSARC, Inc.



2016 Board Roster

Cheryl Englert
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Ken Hubacher
Vice President

Marcy VanZandt
Secretary

John Haugh
Treasurer

Diane Armbruster

Dr. David Breen

Beth Exton

Scott Kamakaris

Lyle Lehman*

Linda Leblond

Julie Marshall*

Shelley Miller

Eric Parker

Tami Snyder

Stefanie Tallman

Linda Unger

* Resigned during 2016-2017

From the Board

This past year has seen many challenges as well as opportunities for our agency. We have had to step up our advocacy efforts as changes in government, funding and regulations for our programs have changed. We have participated in the transformation and transition of the ways we deliver day, work, and residential services. We continue to fight for adequate funding to pay our staff - especially direct support - living wages. We have added our voices to others crying out for funding for development for folks needing residential placement as well as pre-school rates that fully support the needs of that crucial program.



We appreciate the support of our local community in terms of membership, fund raising, and connecting with our elected officials to voice support for all our programs and needs. The volunteers that show up to our events are great, and the business in our area that open their doors to give the people we serve opportunities to experience community employment and build job skills are very valuable to us.

To continue to provide the highest level and range of professional services that meets the changing needs of our population, we must have appropriate and consistent funding. Our ongoing challenge is to spread the message to all levels of government. Now is the time for all in or Arc family to step up and help us get the word out to all our elected officials of the great work we do and the help we need. There is strength in numbers, as we witnessed when Gov. Cuomo put \$55 million in his budget for direct support wages.

As we look forward to the coming year, we as the Board of Directors are looking to respond to the changing needs and environment in which we work. Together, we will find ways to provide needed services in creative, innovative ways that are fiscally sound and make the best use of our community resources.

On behalf of my son Matt, thank you for your continued dedication.

Cheryl A. Englert

Cheryl Englert, Board President



Advocacy Matters



The "Show of Shows"



Direct Support Picnic Fun

Foundation Notes

I have been extremely blessed to be provided a viewpoint of The Arc of Livingston-Wyoming from a seat on the Board of Directors of The Arc of Livingston-Wyoming Foundation. And what a wonderful view it is!



The Foundation has been charged with raising and dispersing funds to support the mission and the many activities of The Arc while simultaneously highlighting our staff and programs to the people of Western New York. The past 12 months have been extremely active, to say the least.

On the forefront, we combined a land purchase with a land donation in Hampton Corners at our KidStart facility. We have begun the process of developing the 17 acre property for use not only by the students at KidStart, but also friends, families, and hopefully the general public. We have a commitment from an architect to begin the design phase of the project.

In addition, we have donated monies to the Geneseo Parish Outreach and The Arc US Disaster Fund. We have awarded over 30 camping scholarships to Arc program participants to support their attendance at summer camps. We sponsored the "Screenagers" program at the York Central School. We assisted in the purchase of a hospital bed for a needy person and family in the area. We aided in the purchase of auto hand controls for an area resident so he could continue to drive to work. We are helping sponsor an individual with his expenses in providing public speaking presentations at area school on the topic of Driving While Impaired. And we have awarded scholarships to three area high school seniors to assist with college expenses while they pursue degrees supportive of the mission of The Arc, and three Continuing Education Scholarships to aid persons already employed in the field of teaching persons with disabilities. The list goes on.

We are truly blessed to have extremely dedicated volunteers on our board and super energetic and visionary staff to keep our mission in sight and our goals attainable. Thanks all!

A handwritten signature in black ink that reads "Timothy D. McCallum".

On We Go!

Foundation President Timothy McCallum

2016 Foundation

Timothy McCallum, President

Mary Conradt

Cheryl Englert

Dan Fitzpatrick

Jerry Koehler

Lyle Lehman

Marianne Miller

Chris Peterson

Eileen Stack

Marcy VanZandt

Fundraisers

Each year, The Arc of Livingston-Wyoming hosts a number of community events, many of which serve as fundraisers to benefit people with intellectual and other developmental disabilities through The Arc Foundation. Thank you for joining us at these events in 2016:

- 22nd Annual "Friends Fore Life" Golf Tournament
- Ramon Rocha 5K Run/Walk
- 5th Annual Harvest Fest Culinary Event



Wyoming County Proclamation



Scholarship Winners



All Smiles



Pike Fair



Board Bonding

2016 Highlights



Hilltop Bottle & Can Return



Keeping Cool

Hilltop

Joined Source America Consumer Product Packaging Group as a founding member, with the goal to establish the single largest network of qualified commercial co-packers in the country.

Maintained certifications for ISO 9001 and SQF (Safe Quality Foods) to ensure customers receive quality products and services.

Submitted a proposal to OPWDD to transform the work center into a Social Enterprise to maintain valuable jobs.

Pathway to Employment continues to be a very popular service with the people we serve.

Supported Living experienced significant growth, with a 25% increase in services delivered in the community.

Outreach Coordinator continues to exceed expectations for the number of people reached and served.

Service Coordination

Ended the year with a record high combined Service Coordination/Person Centered Services & Supports enrollment of 600 individuals.

With Jennifer Powers serving as our agency POM (Personal Outcome Measures) Coordinator, conducted 42 POM interviews with people we support.

Achieved excellent 2016 satisfaction survey results from people supported and their families.

Received another deficiency-free OPWDD survey.



Finishing a 5K



Costume Fun



Breakfast with Santa



Good Friends



Arc Do-Gooders



Rep. Chris Collins Visit

Transportation

Was profitable for the third consecutive year, with a margin of \$172,446

Traveled more than 1.98 million miles and performed more than 335,00 one-way trips of which 40,672 were for people in wheelchairs (175 wheelchair trips each day).

Served over 1,000 individuals in Livingston and Wyoming counties.

Continued to grow our Non-Emergency Medical Transportation business. We saw an increase of 23% versus 2015 and a 45% increase versus 2014.

The maintenance team continued their level of excellence and once again had New York State DOT pass rate of 100%. This is the 9th consecutive year of 99% or better.

Residential

Successfully secured funding to open three new Supportive Apartments, bringing the total to seven.

Two individuals successfully graduated from the Supervised IRA program and moved into their own apartments in the community.

Received grant funding to introduce smart technology to people receiving services to increase independence and pursuit of individualized outcomes.

Clinical Services created a Comfort and Support Team (CAST) to improve practices surrounding aging issues and end of life care.

KidStart Children's Services

University of Rochester's Children's Institute provided a HighScope Curriculum training for all classroom staff in August and observed all KidStart classrooms using the Classroom Assessment Scoring System (CLASS) during the fall and spring semesters.

Mount Morris Central School implemented a full-day Universal Pre-Kindergarten program, and invited KidStart to collaborate with the district.

Participated in Environmental Health and Safety, CLASS, and Fiscal Integrity/ERSEA (Eligibility, Recruitment, Selection, Enrollment, and Attendance) reviews by the Office of Head Start (OHS), and was found to be compliant in all three areas.

Hosted an all-day training for staff and 50 other local preschool professionals. "Sensory and Behavior: A Comprehensive Approach to Addressing Challenging Behaviors" was presented by Occupational Therapist Gwen Wild.

Around The Arc

Introduced Medisked, an electronic health records system to assist with data management and outcome measurement.

Very active Family Advocacy and Self-Advocacy Groups continued to meet with elected officials and advocate for issues important to people we serve and their families.

Hired an additional Corporate Compliance staff member to enhance compliance efforts.

Focused on strategies to improve business performance and new marketing initiatives to help build successful work opportunities.

2016 Senior Staff

Martin Miskell
Executive Director

Mike Fitch
Strategic Development

Christa Hartigan
Human Resources

Kellie Kennedy
Day Services

Chris Lynch
KidStart

Jim Mullin
Information Technology

Lori Peraino
Corporate Compliance

John Prospero
Transportation

Eileen Stack
Finance

Jeff Thomas
Public Relations

Deborah Tuckerman
Residential

Jennifer Warner
Service Coordination

Let's Get Social

Are you connected with The Arc of Livingston-Wyoming on social media? Like us on Facebook for all of the latest news and information.

Executive Comments

2016 has been all about adapting and advocating.

We are continuing to adapt to the changing times as a provider of supports and services to individuals with Intellectual and Developmental Disabilities (IDD). The pressure on our field to change from a fee for service system to a medical model under Managed Care is a huge leap. The guidance and time lines keep shifting, but three things are clear: individuals will continue to receive support, quality of care will be measured, and the ability to share electronic data is essential.



We are not eliminating any programs, but are continuing to add programs. We are CQL accredited which is a testament to our commitment for quality care. We have invested in Medisked, which is electronic health records software that will allow us to share data and to support our billing. These steps are preparing us for an uncertain future in the best way we can.

Advocacy for our work centers and for a living wage for our Direct Support Professionals took us to Albany and to Washington, DC. We have made some progress navigating through OPWDD's vision for work programs. A plan for transforming our work centers has been submitted, but is contingent on final guidance from the state.

After months of rallies, petitions, letters, emails and phone calls (thank you all), Gov. Cuomo agreed to include money in the budget for 2018 to keep up with the minimum wage increase and help offset some of the wage compression being created.

To continue to adapt, we have gone through a branding exercise to help us to define who we are, how people perceive us, and what we need to focus on in order to become what we want to be. A new website with new informational materials will debut shortly.

We will also be incorporating these branding ideas into a 12-18 month strategic plan to help us navigate these changing times. Rest assured our focus will continue to support individuals with IDD and families.

Martin Miskell

Martin Miskell, Executive Director



#Fair2DirectCare



Community Support



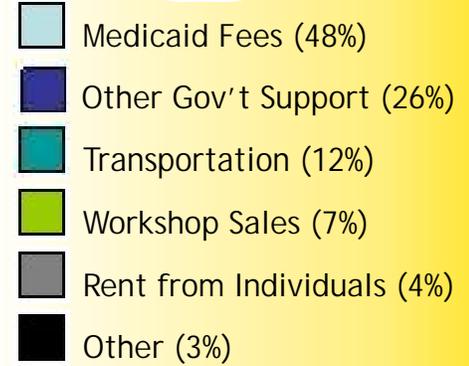
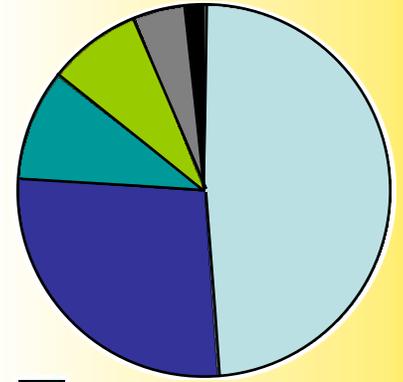
Special Olympics

Balance Sheet

Combined balance sheet for the year ended December 31, 2016 for The Arc of Livingston-Wyoming, Community Services Inc., and The Arc Foundation (with comparative totals for 2015):

	2016	2015
Current Assets	\$9,086,615	\$8,527,226
Property and Equipment, Net	\$8,696,606	\$8,707,778
Other Assets	\$101,531	\$185,755
Total Assets	\$17,884,752	\$17,420,759
Current Liabilities	\$2,494,158	\$2,699,970
Long-Term Liabilities, Net of Current Position	\$5,277,350	\$5,586,560
Reoffering Premium, Net	\$189,166	\$217,811
Total Liabilities	\$7,960,674	\$8,504,341
Net Assets-Unrestricted	\$9,924,078	\$8,903,608
	<hr/>	<hr/>
	\$17,884,752	\$17,420,759

2016 Revenues



Looking Ahead

Join us throughout 2017 at these community events near you. To learn more, contact Suzanne Johnsen at (585) 658-2828 ext. 133 or sjohnsen@lwarc.org.

June 23 - Friends Fore Life Golf Tournament (Geneseo)

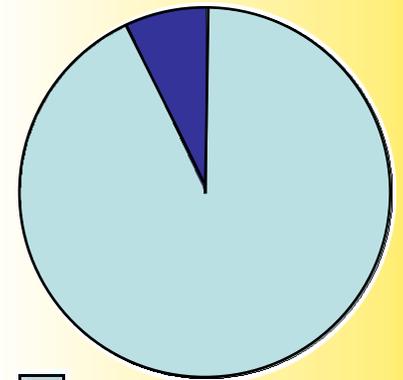
July 8 - Tour de Perry bike ride (Perry)

September 20 - Harvest Fest culinary event (Warsaw)

October 14 - Ramon Rocha 5K Run/Walk (Geneseo)



2016 Expenses



Program Services (92.6%)

Support Services (7.4%)

In 2016, 92.6 cents of every dollar was spent on program services that directly help people experience the joys and challenges of life.



Volunteering



LIVES Students



Holiday Party



Membership Matters

From our local towns and villages to Washington, DC, your membership to The Arc of Livingston-Wyoming means advocacy and support for your neighbors with intellectual and other developmental disabilities.

Help to strengthen services for individuals and their families, and ensure that their voices are heard.

Annual membership starts at just \$1.00. Visit www.lwarc.org to sign up right now.

Has your address changed or is your name spelled incorrectly?
If so, please contact Suzanne Johnsen at sjohnsen@lwarc.org or 585.658.2828 ext. 133.



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