



The Arc.

*Livingston-Wyoming
New York*



2017 Board Roster

Cheryl Englert
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Ken Hubacher
Vice President

Marcy VanZandt
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Beth Exton*

Scott Kamakaris

Chuck Keenan

Linda Leblond

Shelley Miller

Eric Parker

Tami Snyder*

Stefanie Tallman

Linda Unger*

* Resigned during 2017-2018

From the Board

When my son Matt entered Children's Services preschool in the fall of 1979, our family joined a new extended family that we are still part of today. Since then, our journeys have led us through almost every type of program and/or service that The Arc provides, yet today many of the same issues face the Board and families:



Rates that enable us to pay our professional staff living wages, and recruit- as well as retain - dedicated, trained staff;

Funding that allows us to support individuals in the Hilltop work centers so that they are able to come to work every day with their friends, in a clean friendly place in their community;

Legislation that doesn't take away choices or opportunities in the community work environment; and

Support from local, state and federal governments that enable us to expand needed programs to meet the ever changing needs of our diverse population.

We continue to need to build on our network of support. With 1,500 local members, a very active Self Advocacy group, and many social as well as fund raising events in the community, we strive to be best known for providing the highest quality of services in the Livingston-Wyoming area. Within this report are many examples of what we do every day to continue to provide the very best for everyone we serve.

I will continue to travel to Albany, Washington, DC and locally to repeat our message and keep up the pressure where needed - but the Board and I need your help! Please ask everyone you know to assist in making our future secure. There is power in numbers: membership, voting, and advocating.

Please do your part!

Cheryl A. Englert

Cheryl Englert, Board President



Recreation Trip to Hershey, PA



Jim Brunner Retirement



Peter Berns, National Arc CEO

Foundation Notes

Right off the get-go, I strongly and enthusiastically urge everyone to read this Annual Report. Let's be honest! Annual Reports are pretty dry reading at best! They are notorious for highlighting the "good" and deflecting the "not so good."

This report is quite justifiably filled with lots of the good stuff. For instance, this report reflects that Hilltop received governmental approval to transform the workshop to an integrated business; self advocates traveled to Washington, DC to meet with Congressman Collins and Senators Schumer and Gillibrand; The Arc received approval from OPWDD to open a new 6 bed IRA; we increased services of supportive living to over 100 people; and membership has risen to over 1,500! And, there are many, many more highlights to note.

Virtually every not-for-profit organization encounters some rough roads during the perpetual rise to continued excellence. We may be approaching one of these times. Adequate funding for our programs is becoming much more difficult to sustain. Agencies with missions similar to ours are beginning to encroach on our "turf."

The Arc needs you:

- *to be informed
- *to be active in your community, our agency, with your government
- *to be a strong advocate for The Arc
- *to get involved

Together, we will ensure that The Arc continues to be the prominent provider of the highest quality services for all citizens in Livingston and Wyoming counties with intellectual and other developmental disabilities, and maintain our role of leadership and advocacy throughout our region and across the State of New York.



Foundation President Timothy McCallum



2017 Foundation

Timothy McCallum, President

Mary Conradt

Cheryl Englert

Dan Fitzpatrick

Jerry Koehler

Lyle Lehman

Marianne Miller

Chris Peterson

Eileen Stack

Marcy VanZandt

Fundraisers

In 2017, The Arc hosted a number of community events as fundraisers for The Arc Foundation:

- 19th Annual Taste of Livingston County
- 23rd Annual "Friends Fore Life" Golf Tournament
- Tour de Perry Bike Trek
- 6th Annual Harvest Fest
- Ramon Rocha 5K Run/Walk



Proud Artist



Scott Kamakaris Honored



All Smiles



Sen. Patrick Gallivan at KidStart



Santa and His Elves

2017 Highlights



#bFair2DirectCare



In DC with Rep. Chris Collins

Residential

Worked with Office of Fire Prevention and Control to assure that Individualized Residential Alternatives meet fire safety standards.

Received approval for funding through the Office for People with Developmental Disabilities (OPWDD) to open up a new 6 bed IRA.

Opened 2 new Supportive Apartments, taking our total number of Supportive Apartments to 6.

Clinical team members were invited to present about end of life best practices at the CQL National Conference.

Hilltop

Received approval from OPWDD to transform the sheltered workshop to an Integrated Business, allowing continued employment opportunities to people with disabilities in manufacturing jobs at Hilltop Assembly & Packaging.

The Community Connections work readiness program grew to serve 30 people through the new Community Prevocational Waiver Service.

Currently working with our 4th group of people in the Pathway to Employment program.

The OPWDD funded Outreach Coordinator continued to exceed expectations with the number of people served in both counties.

Increased the number of individuals served by Supportive Living to approximately 100, helping people build the skills needed to live as independently as possible.

Transportation

For the second straight year, achieved a perfect 100% NYS DOT vehicle inspection pass rate—179 inspections with zero defects.

Completed successful NYS DOT Compliance Review, NYS DMV 19A Driver Audit, and NYS DEC Environmental Audit.

Transported more than 250,000 one-way trips, of which over 38,000 involved individuals in wheelchairs.

Performed more than 10,000 medical trips.

Continued our partnerships with Livingston and Wyoming County Offices for the Aging and Livingston County Skilled Nursing Facility.

Service Coordination

Continued preparation for the transition to Care Coordination.

Received no deficiencies in annual OPWDD (BPC) survey/audit, and excellent satisfaction survey results from individuals and families.

Continued implementation of CQL's POMs (Personal Outcome Measures), which will lead to people living richer or more meaningful lives.

Steady growth in the number of individuals who are self-directing their supports/services, which is part of OPWDD's transformational agenda.

Began Support Brokerage for those choosing to self-direct.

KidStart Children's Services

KidStart's Education Coordinators completed TLC Coaching Training and implemented coaching through the use of TLC (Teachers Learning & Collaborating).

The Health Advisory Committee was reestablished and expanded.

A nutrition committee was formed to work in collaboration with the kitchen staff to ensure the wide variety of nutrition needs of KidStart children are met.

A partnership was formed between KidStart and the Regional Primary Care Network Community Dentistry Program (RPCN) to provide portable dental services at both KidStart sites.

The Livingston County Department of Social Services provided training for the entire KidStart staff on meeting the mandated reporter regulations for handling cases of child abuse and neglect.

Around The Arc

Traveled to Washington, DC twice for meetings with Chris Collins, Chuck Schumer and Kirsten Gillibrand's offices.

Added a Sales Executive to source and secure opportunities with both new and existing customers for Hilltop businesses. Along with increasing sales, we continue to focus on improving the profitability of each business to ensure jobs and sustainability.

Added a Recruiter to our Human Resources team, to help attract excellent employees in an intensely competitive environment.

Achieved our goal of 1,500 members.



Service Coordination



With Brantley Gilbert



Foundation Hero William Carman



At Work



Arc Idol



Wegmans Volunteers

2017 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

Quality, innovation, and teamwork are words that describe The Arc in 2017 - and they will continue to serve as our fuel as we address future challenges and opportunities.



Quality: After an extensive visit by a representative from the Council on Quality and Leadership, our CQL Accreditation has been renewed and extended by four years.

Innovation: Speaking of CQL, our Clinical Services' Comfort And Support Team (CAST) caught the attention of that organization's leadership with their model for a social group for aging individuals with disabilities. Three of our CAST members spoke at the national CQL Conference in Indianapolis about end-of-life issues, and ensuring that individuals' wishes are met after death.

Also on the innovation front, we entered into a Shared Services Agreement with The Arc of Steuben to assist with their Transportation department. We helped improve their services by providing management, training, and maintenance support in all areas, including a shared Director and shared 19A Examiner/Trainer.

Teamwork: Thanks in large part to you; we surpassed our membership goal of 1,500. This ensures our agency an extra vote on the governing board of our state organization. The vote is important because not all agencies have the same programs that we do.

Our agency is unique among Arc chapters in that we offer birth to end of life care. We provide a wide range of programs, and we want to continue to do that. As we look to the future, we want to make sure that, if there are other programs or ideas out there, we are nimble enough to add them and creative enough to make them work.

We did not choose the many changes that are being imposed on us. But with quality, innovation, and teamwork on our side, it's also an opportunity to raise the bar. Together, we will be a better run organization, with even higher quality, that is more person-focused.

Martin Miskell

Martin Miskell, Executive Director



MDA Fundraiser



Advocacy



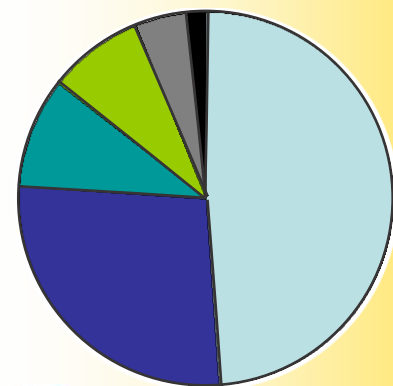
Partners with Mt. Morris Dam

Balance Sheet

Combined balance sheet for the year ended December 31, 2017 for The Arc of Livingston-Wyoming, Community Services Inc., and The Arc Foundation (with comparative totals for 2016):

	2017	2016
Current Assets	\$8,967,704	\$9,086,615
Property and Equipment, Net	\$8,838,351	\$8,696,606
Other Assets	\$101,531	\$101,531
Total Assets	\$17,907,586	\$17,884,752
Current Liabilities	\$2,658,963	\$2,494,158
Long-Term Liabilities, Net of Current Position	\$5,497,425	\$5,466,516
Total Liabilities	\$8,156,388	\$7,960,674
Net Assets-Unrestricted	\$9,751,198	\$9,924,078
	<hr/> \$17,907,586	<hr/> \$17,884,752

2017 Revenues



- Medicaid Fees (49%)
- Other Gov't Support (26%)
- Transportation (11%)
- Workshop Sales (7%)
- Rent from Individuals (4%)
- Other (3%)

Looking Ahead

Join us throughout 2018 at these community events near you. To learn more, contact Suzanne Johnsen at (585) 658-2828 ext.133 or sjohnsen@lwarc.org.

June 29 - Friends Fore Life Golf Tournament (Geneseo)

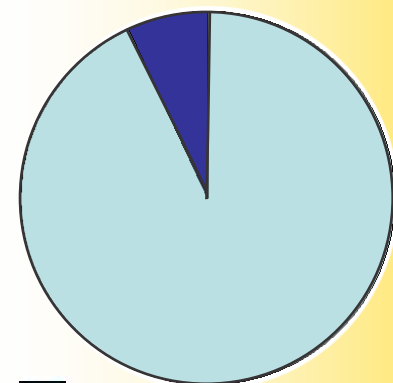
July 14 - Tour de Perry bike ride (Perry)

September 18 - Harvest Fest culinary event (Warsaw)

October 20 - Ramon Rocha 5K Run/Walk (Geneseo)



2017 Expenses



- Program Services (92.3%)
- Support Services (7.7%)

In 2017, 92.3 cents of every dollar was spent on program services that directly help people experience the joys and challenges of life.



Fun and Family



Godzilla Stomps Geneseo



Finger Lakes Cookie Co. Friends



Our Promise

Only The Arc of Livingston-Wyoming is here with you in our communities to provide comprehensive supports and services that offer the peace of mind, guidance and expertise families seek to empower their loved ones with disabilities to navigate the challenges and experience the joys at all stages of life.

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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