From the Board

This past year has seen many challenges as well as opportunities for our agency. We have stepped up our advocacy efforts as changes in government, funding, and regulations for our programs have transitioned and changed as we move toward Managed Care. We continue to fight for adequate funding to pay our staff, especially Direct Support Professionals, living wages. We have added our voices to others crying out for funding for development for folks who need residential placement, as well as preschool rates that fully support the needs of that crucial program.

We appreciate the support of our local communities in terms of membership, fund raising, and volunteering as well as connecting with our elected officials to voice support for all our programs and needs. The volunteers who show up to our events are great, and the businesses in our area that are opening their doors to give individuals opportunities to experience community employment and build job skills are very valuable to us.

My family wishes to thank all of our dedicated, professional, and caring staff for all the hard work they do every day to keep my son Matt and all his friends safe, healthy, happy, and engaged in a meaningful life. I will continue to advocate for funding to support you and keep you working for us for many years.

As we look forward, the challenges are still there. The need is even greater for all of our “Arc family” to work and stand together to ensure that funding resources respond to our needs. Government leaders need to hear our message to support us with legislation, funding, and regulations that don’t restrict the continuing and developing programs that people need. We are continuously exploring ways to provide needed services in creative, innovative ways that are fiscally sound and make the best use of community resources. Please help us get the word out to all our elected officials of the great work we do and the help we need.

Cheryl Englert, Board President
Foundation Notes

In the face of adversity - strength!
In the throes of struggle - growth!
In spite of uncertainty - wisdom and knowledge!

The Arc of Livingston-Wyoming Foundation exists solely to support The Arc in its purpose, its mission, and its programs. Essentially, we raise money to give to The Arc!

The Foundation is truly blessed to have some outstanding staff made available to us to do the planning and implementation of a myriad of fund raising events and activities. But, make no mistake, that task is extremely daunting! Local economies, governmental priorities, regulations and oversight always seem to constrict instead of promote, and we ultimately brandish our successes in terms of “thousands” instead of “millions.” Such is the nature of rural not-for-profit agencies. No surprises!

The past 18 to 24 months have obliged The Arc and the Foundation to moderate, to morph, and to adapt to imposed changes by a process of reactive design. We do it because we need to continue to be ready for what tomorrow will bring. And the next day...! We continue to evaluate change, each and every day.

The Arc and the Arc Foundation literally could not exist without the support of the family and friends of those we serve and the continued support and enthusiasm of all citizens of Livingston and Wyoming Counties. In ways large and small, these citizens provide us with the means to improve each and every day. Good things are happening! Better things are on the horizon! Keep up your fervent support. We need you. We pledge to continue to provide quality, innovative, state-of-the-art services.

We will grow! We are strong! We are knowledgeable!

Foundation President Timothy McCallum

2018 Foundation
Timothy McCallum, President
Mary Conradt
Cheryl Englert
Dan Fitzpatrick
Lani Helmer
Jerry Koehler
Lyle Lehman
Marianne Miller
Chris Peterson
Marcy VanZandt

Fundraisers
In 2018, The Arc hosted a number of community events as fundraisers for The Arc Foundation:

• 20th Annual Taste of Livingston County
• 24th Annual “Friends Fore Life” Golf Tournament
• Tour de Perry Bike Trek
• 7th Annual Harvest Fest
• The Arc 5K Run/Walk in Memory of Ramon Rocha

Ellen and Beatrice
Penny Cartwright Honored
All Smiles
**KidStart Children’s Services**
Consolidated the Dansville and Mt. Morris locations into one central location at the Lehman Building, to help the program ensure fiscal responsibility and continued longevity of services.

Provided nutritious supplemental food to more than 30 families through the KidStart Backpack Program.

Planted and built a sensory garden in memory of the former KidStart Director, Margaret Harrington, who passed in 2017.

Achieved steady and dramatic growth of scores from Head Start CLASS Monitoring visits that have been completed by the University of Rochester’s Children’s Institute since Fall 2016. This data is used with staff to provide a plan for continuous instructional improvement.

**Transportation**
For the third straight year, achieved a perfect 100% NYS DOT vehicle inspection pass rate—198 inspections with zero defects.

Completed a successful NYS DOT Compliance Review.

Transported more than 250,000 one-way trips.

Performed more than 225,000 trips for employment and training, 35,000 individual wheelchair trips, and 9,000 medical trips.

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

Expanded the Office for People With Developmental Disabilities contract, adding over 40 individuals transported daily.

**Hilltop Business Services**
Developed a Hilltop Business Services brand platform and new logo (above) to support our integrated business.

Transformed the sheltered workshop to an integrated business called Hilltop Assembly & Packaging. This allows The Arc to continue to provide employment opportunities to people with disabilities in manufacturing jobs in an integrated setting at Hilltop Assembly & Packaging.

Partnered with Rochester Institute of Technology Engineering students on two innovative and successful automation projects: one focused on the Bottle & Can Redemption Center business, and the other on our Caldwell Window Latch Assembly process.

Worked closely with student interns from SUNY Geneseo’s Adopt-a-Business program to enhance social media and digital marketing strategies for Finders Keepers and Hilltop Printshop.

Continued to work with up to 19 school districts in the region to help design services for students transitioning out of high school.

**Residential**
Completed successful Office of Fire Prevention and Control (OFPC) survey visits, ensuring that each Individualized Residential Alternative (IRA) meets fire safety standards.

Experienced a 98 percent occupancy rate throughout the year.

Added a Staffing Coordinator position to focus on creative ways to recruit and retain Direct Support Professionals.

Clinical Services members created CAST Dragonfly, a copyrighted curriculum for end of life planning for people with I/DD.

**Around The Arc**
Learned from Personal Outcome Measures (POMs) data that: 100% of people surveyed felt they were experiencing their best possible health, 94% reported their home and community are safe and accessible, and 89% felt they made an informed choice regarding where to work.

Marked the 10 year anniversary of the LIVES college experience program through The Arc and SUNY Geneseo. In the Fall of 2018, 17 students were enrolled, and under the leadership of Professor Leigh O’Brien, the program is undergoing student-focused change.

Celebrated the longevity of 85 agency staff employees, including one with 35 years of service.

Eighty-four employees achieved perfect attendance.

Ensured that over 200 people in our area were trained in American Heart Association CPR, First Aid, and AED skills.
Looking back to last year, I am grateful that we are an agency comprised of strong members, employees, Board representatives, and individuals who are able to adapt gracefully and embrace change.

As we anticipated, 2018 was not always an easy road. We said goodbye to longtime friends and coworkers from Service Coordination, and formed the new Intake & Innovative Supports team. KidStart consolidated services at the Lehman Building. We rallied to address staffing crises in Residential, Transportation, and Day Services. Hilltop further found its footing as a Social Enterprise where individuals with and without disabilities work side-by-side.

Change isn't easy, even when it's for the better. But we are here to support each other, whether the circumstance warrants cheers or tears. It reminds me of the ways that we support the individuals enrolled in our programs, which is the highest compliment; nobody provides better service than Arc staff.

2019 continues our trend of challenges and opportunities. But even amid uncertainty, there are simple steps that any community member can take to help protect life-changing supports for our family, friends, neighbors, and coworkers: Join an Arc board committee, write to an elected official, write a letter to the editor, volunteer at an Arc event in your town, and sign up or renew your membership for as little as a dollar.

In recent months, I have connected in person with many of you at community meetings and other Arc events. I will continue to do so throughout the year. Working together, we have helped to refine Arc programs and services to best meet the needs of the people we support. Thank you for your thoughtful feedback, and for continuing to help us as we raise the bar on services and supports.

Together, I am confident we will continue to set the standard as our area’s premier quality- and person-focused organization.

Martin Miskell, Executive Director
Balance Sheet


<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
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</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>$7,701,821</td>
<td>$8,967,704</td>
</tr>
<tr>
<td>Property and Equipment, Net</td>
<td>$8,469,474</td>
<td>$8,838,351</td>
</tr>
<tr>
<td>Other Assets</td>
<td>$177,393</td>
<td>$101,531</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$16,348,688</strong></td>
<td><strong>$17,907,586</strong></td>
</tr>
<tr>
<td>Current Liabilities</td>
<td>$3,089,912</td>
<td>$2,658,963</td>
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<tr>
<td>Long-Term Liabilities, Net of Current Position</td>
<td>$4,544,424</td>
<td>$5,497,425</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>$7,634,336</strong></td>
<td><strong>$8,156,388</strong></td>
</tr>
<tr>
<td><strong>Net Assets-Unrestricted</strong></td>
<td><strong>$8,714,352</strong></td>
<td><strong>$9,751,198</strong></td>
</tr>
<tr>
<td></td>
<td><strong>$16,348,688</strong></td>
<td><strong>$17,907,586</strong></td>
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Looking Ahead

Join us throughout 2019 at these community events near you. To learn more, contact Suzanne Johnsen at (585) 658-2828 ext.133 or sjohnsen@lwarc.org.

- June 28 - Friends Fore Life Golf Tournament (Geneseo)
- July 13 - Tour de Perry bike ride (Perry)
- September 7 - The Arc 5K Run/Walk (Geneseo)
- October 1 - Harvest Fest (Warsaw)

In 2018, 92 cents of every dollar was spent on program services that directly help people experience the joys and challenges of life.
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.