

## BOARD OF DIRECTORS

**CHAIR**  
Jennifer LaBaire, Esq.

**ASSISTANT CLERK**  
Lori Nogueira

**TREASURER**  
Megan Riendeau

**DIRECTORS**  
Kathy Hamelin  
Andrea Thibaudeau  
John Walsh  
Peter Hazel

**CLERK**  
Felicia Farron-Davis

## STAFF

**PRESIDENT AND CEO**  
Mary Heafy

**CHIEF FINANCIAL OFFICER**  
Lynne Sugar

**CHIEF OPERATIONS OFFICER**  
Susan Ash

**VP FOR CORPORATE OPERATIONS**  
John Quist

# Carlene Embraces Change

Carlene lives with her two caregivers, Russ and Sharon. She is part of our Home Based Supports Program and has been living with this family for over 5 years now.

Carlene, age 73, was pleasantly surprised when her home care providers gave her the news that she has a grandson from her first child who wanted to meet her.

Carlene had given her first child up for adoption not because she chose to but because that is what the state thought was the right thing to do at that point in history. Carlene remembers the day very clearly and knows that she did not even have the chance to "sign anything".

Carlene went on to have two more children who were part of her life. After her daughter passed away in early 2000s and her son moved out of state, Carlene was left without any relatives in the area and missed that sense of family. Carlene treats her home care provider's family as her own.

Carlene's home care providers received a surprise one summer evening back in June when a nice gentleman showed up on the doorstep asking if his grandmother Carlene lived there. The home care providers were caught off guard and told the man that they would speak with Carlene and directed him to contact The Arc.

Carlene's team came together to

discuss how to give Carlene the news and ask her if she would like to meet her grandson Dan. When asked about meeting her grandson, Carlene's face lit up with joy and she excitedly agreed to the meeting.

Within a few weeks the meeting of Carlene and Dan took place at Carlene's home in the comfort of her living room. Carlene chose who she wanted to be there to support her during this meeting. She went ahead and made nice apple bread. Carlene and Dan spent some time catching up and getting to know one another and now they look forward to having each other in their lives. And even more good news, Dan's wife just had a baby and this makes Carlene a great grandmother!



**The Arc**  
Opportunity in  
North Central Massachusetts



## FY2013 Brought us many celebrations and accomplishments

The Fiscal Year 2013 brought with it the celebration of our 60th Anniversary, ended with many accomplishments and an even stronger commitment to excellence in programming.

During the first quarter of the year, we completed the renovations to The Arc's Main Street building and moved staff from two other offices into one building resulting in greater communication and a stronger sense of teamwork. Individuals in program are thriving in the renovated space – there is a palpable change in their productivity, energy and enthusiasm. Along with new space, we added cloud computing, a new phone system, and began transitioning to electronic case records – all of which give our staff tools to increase their efficiency and effectiveness.

the Sheriff's Department, Cleghorn Neighborhood Center, and Fitchburg State University, Mount Wachusett Community College, Montachusett Area Rotary Club, Fitchburg Rotary Club, Rollstone Bank and Trust, and Worker's Credit Union. We are grateful to each of our partners for what they do to strengthen programming at The Arc.

Our funding picture improved with implementation of Chapter 257, the state's landmark law that requires Executive Office of Health and Human Services to put in place a contract system with fair and reasonable rates for human services purchased by the Commonwealth. Prior to Chapter 257 some of our contracts had not seen increases for more than 20 years. The Arc also completed the successful merger of H.H. Gagnon into The Arc.

# FY2013 Annual Report

July 1, 2012 - June 30, 2013

Our programs have focused on achieving excellence. Our residential programs restructured in a way that provides greater supports to the individuals and allows our staff the opportunity to advance professionally within the organization. Under the leadership of our outstanding division directors, all programs have experienced growth and new opportunities have been provided to the people we support. The Arc was also selected to participate in HealthMeet, a wellness initiative for people with I/DD funded by the CDC and The Arc of the United States.

FY 14 will have its own unique opportunities and challenges but with our dedicated staff, volunteers and board of directors, we will work unceasingly to provide lifetime opportunities to our individuals and their families.

Mary Heafy, President & CEO



We were intentional in partnering with other organizations this year knowing that together we can accomplish more than any of us can accomplish alone. Our partners include

**Achieve with us.**

To our donors, sponsors, members, volunteers and staff

The Arc of Opportunity in North Central Massachusetts is grateful to you for your continued support. Your generosity allows us to carry out our mission to create and support lifetime opportunities in the community for individuals with disabilities and their families to reach their fullest potential by providing advocacy, education, employment, residential, and recreational services to enhance quality of life.

View a complete listing of our donors, sponsors, and members at [www.arcofopportunity.org](http://www.arcofopportunity.org)

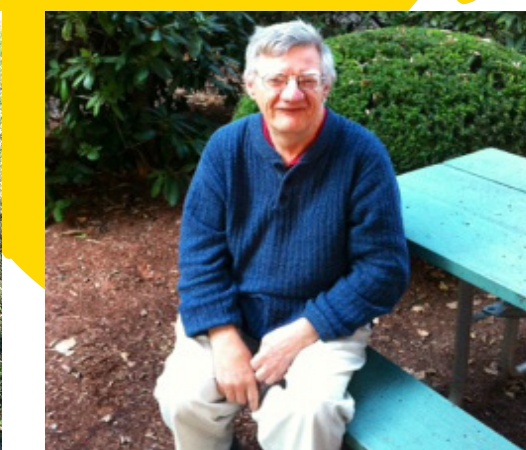
## CONTACT US

**IN PERSON**  
161 Boulder Drive  
Fitchburg, MA 01420

**BY MAIL**  
564 Main Street  
Fitchburg, MA 01420

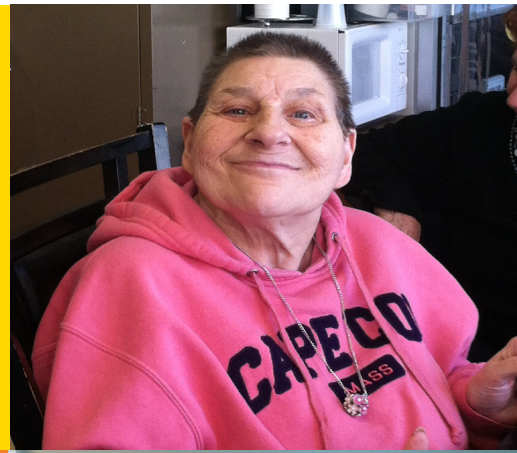
**BY PHONE**  
978-343-6662

**ONLINE**  
[www.arcofopportunity.org](http://www.arcofopportunity.org)



**DAY PROGRAMS**

DAY HABILITATION 64  
 ELDER SERVICES 16  
 SCOP 44



Our Day Services include:

- **Day Habilitation** - provides a therapeutic and medical approach to skill-building including physical and occupational therapy, speech and language, behavioral management and health care supervision through nursing.
- **Supported Community Options (SCOP)** - a stepping stone to and from full-time work that includes a blend of employment and recreational activities.
- **Elder Services** - offers older adults a retirement option while supporting them through the aging process.



**FAMILY SUPPORT**

INFORMATION & REFERRAL 218  
 WORKSHOPS & TRAININGS 35  
 LEGISLATIVE ALERTS 678  
 SUPPORT GROUPS 169  
 SELF-ADVOCACY 52  
 FAMILY EVENTS 376  
 GIVING TREE 157  
 MAILINGS 1228



The Family Support program responds to families by providing a confidential and non-judgemental setting in which to share information and get answers to situations they are facing. A variety of supports are offered including:

- Support groups, Family education and trainings
- Legislative and programmatic updates
- Family fun and networking days
- Food baskets and gifts during the holidays
- Information and referral services
- Resource materials



**RECREATION**

WEEKEND RECREATION CLUB 840  
 SPORTS AWARD NIGHT 117  
 BOWLING & MINI-GOLF 95  
 SPECIAL OLYMPICS 232  
 HOLIDAY PARTIES 180  
 FISHING DERBY 79  
 DANCES 960  
 TRIPS 144



Our Recreation program provides diverse, year-round leisure and group activities that play an important role in the emotional and social growth of people of all ages with intellectual and developmental disabilities. Programs include:

- Special Olympics • Bowling and miniature golf leagues • Monthly dances
- Weekend recreation club and overnight trips • Annual family vacations

The Recreation program receives no state or federal funding and relies solely on fundraising. The Arc's Annual Auction and other fundraising events support this critical program. Thank you to all who participate in making this event a success.



**RESIDENTIAL SUPPORTS**

SUPPORTED COMMUNITY LIVING 53  
 HBS - SHARED LIVING 30  
 HBS - ADULT FAMILY CARE 51  
 GROUP HOMES 38  
 DESE/DDS 16



- Supported Community Living program provides person-centered case management supports necessary to live independently and safely within the community.
- Home Based Supports (HBS) - Shared Living matches adults with disabilities to people in the community who share their homes and lives.
- Home Based Supports (HBS) - Adult Family Care assists families caring for a relative in their home who has a disability or who is elderly.
- Group Home provides supports in multiple community residences in the Worcester and North Central Massachusetts areas.
- DESE/DDS supports children from 6 - 21 with significant behavioral and/or physical needs to continue living at home.



**VOCATIONAL**

EMPLOYMENT RESOURCES 58  
 PLACEMENTS 12  
 ASSESSMENTS 33  
 ENCLAVES 22

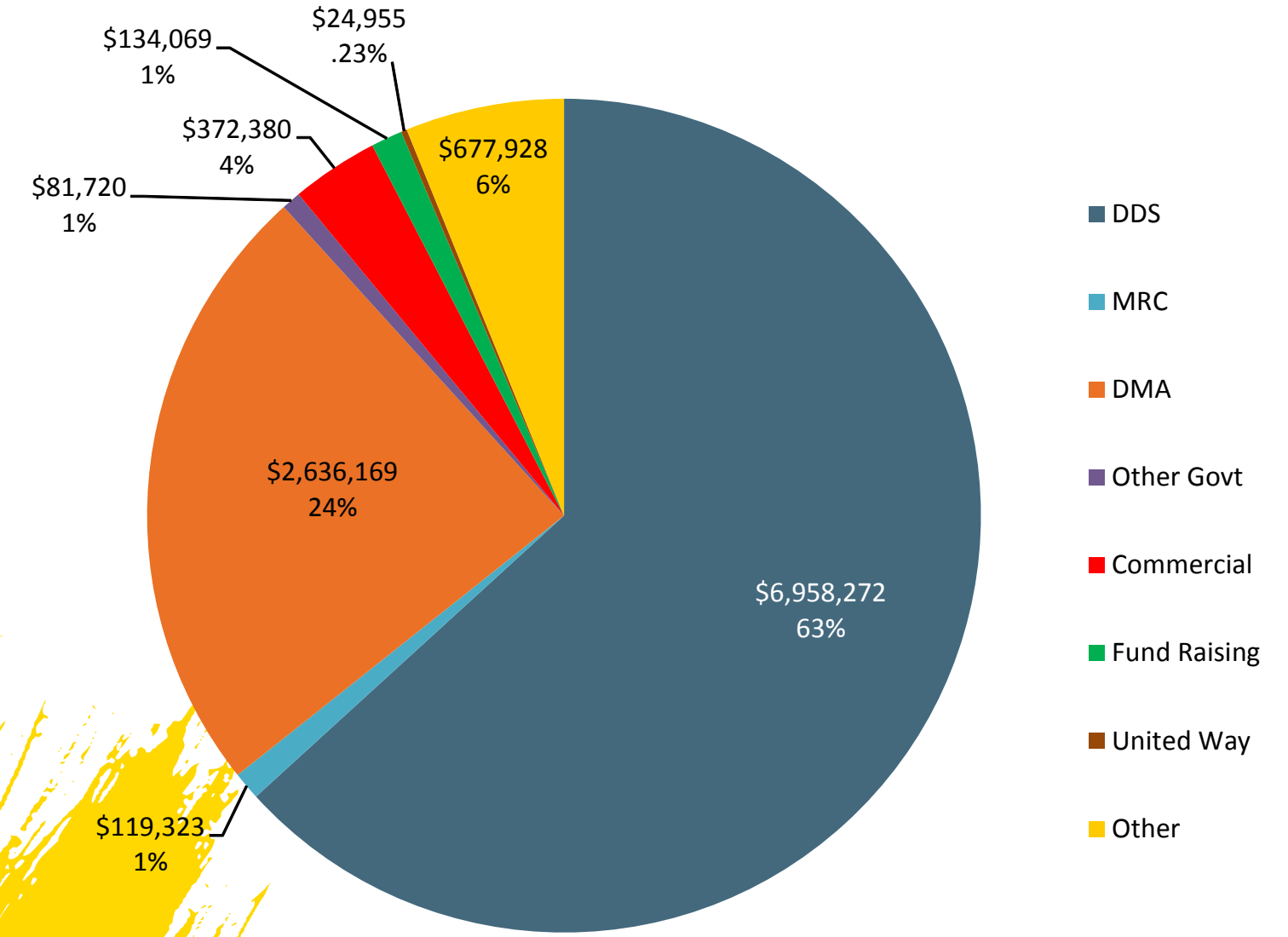


Our Vocational program offers a continuum of opportunities that allows people to build the skills they need in order to obtain competitive employment. Services include:

- Center-based production
- Small groups working out in the community
- Competitive employment placement



**Revenue**



**Expenses**

