















































































ANNUAL REPORT 2009



























www.arc-matson.org

A Letter from CEO, Mary Heafy



Fiscal Year 2009 was a year of challenge and change for this organization. Long-term President/CEO Terry Kennedy resigned his position to accept a new opportunity at a sister Arc. Chief Operating Officer Laura Colburn stepped in to the role of interim CEO with skill and competence, never missing a beat while preparing for a smooth transition of leadership to the new President/CEO. The organization ran smoothly during this period of change, a reflection of the competence and commitment of each member of the organization's staff. Together, this team continued to move the organization forward, delivering top-notch services across all aspects of programming.

By the middle of the fiscal year, funding for our Family Supports program was in serious jeopardy because of 9C budget cuts. Many of you made your voices heard by our state legislators through attendance at rallies in Boston and many letters, emails, calls and visits to legislators. Funding was restored because of your advocacy.

Two significant aspects of the capital campaign were completed during the last fiscal year. A new roof was installed over the vocational area.

The roofing materials were carefully selected to maximize energy efficiency and cost savings. Significant structural work was required to complete the roofing project. In addition, structural work was completed in the vocational and second floor areas to bring our 100 plus year old building into compliance with current building codes. Because funds for the capital campaign are limited at this point in the project, VP of Corporate Operations John Quist has worked closely with his staff to carve out time for them to work on the capital project in addition to the work they do maintaining all our other facilities. This creative and careful use of staffing has allowed us to make the best possible use of capital campaign funds.

Fiscal Year 2010 will present us with challenges and exciting opportunities to meet those challenges with changes that will strengthen and stabilize our organization for generations to come. Emphasis will be placed on:

- completing a strategic planning process, which will allow us to create a three to five year plan for the organization;
- launching an agency-wide website that will increase our visibility with current and potential stakeholders, family members across multiple generations and locations, foundations and donors, staff and individuals;
- revitalizing the capital campaign by providing opportunities to give generously and by streamlining the plans to reduce costs;
- quantifying and publicizing our performance outcomes so that we can better market our services and celebrate our significant successes, solidifying the organization's identity in the larger community as a provider of excellent program services.

It will take all of us working together to position the agency to thrive in the years to come. I am committed to leading this strong and dynamic organization as it meets both challenge and change in the coming year. I invite you to join me!

Yours in service.

Mary Heafy, President/CEO

Programs

Recreation

Leisure and social activities play an important role in the emotional and social development of children and adults with developmental disabilities. The extensive variety of recreation programs, sponsored by ARC Community Services, provides fun, relaxation and social opportunities for hundreds of people every year. Programs include Sports & Special Olympics, the Weekend Recreation Club, and the children's recreation program.

More information: www.arc-matson.org/recreation

By the Numbers
Services Provided 2009

Recreation - 2,327

Employment Resources - 188

Day Programs - 119

Family Supports - 860

More details at www.arc-matson.org/stats



Employment Resources

Employment Resources provides on the job training and assists individuals in developing the necessary skills to find the right job for them. Skills taught by our Job Development staff include resume development, interview techniques, and topics related to keeping a job. Employment Resources offers School to Work and Summer Career Enrichment programs, designed to give students under 22 years of age an opportunity to develop important employment skills.

More information: www.arc-matson.org/employment-resources

Day Programs

People who attend the Supportive Community Options program can participate in community-based recreational/leisure activities, on-site paid work, off-site paid work, or taking part in the Program's entrepreneurial businesses. The Day Habilitation program provides educational and clinical services for individuals with substantial physical and/or cognitive challenges. The Elder Services program provides individuals over 50 the opportunity to participate in social/recreation and leisure-time activities.

More information: www.arc-matson.org/day-programs





Family Support

ARC's Family Support program responds to the needs of families by providing a neutral, confidential setting where family members can find and share information regarding questions and circumstances they are currently experiencing. Family and caregivers can find mutual support based on common experiences through ARC sponsored groups for the families of children with disabilities and a group specific to the needs of parents with adult children who still live at home and work in the local community.

More information: www.arc-matson.org/family-support

Residential Supports

By the Numbers Services Provided 2009

DESE/DDS Program - 22

Employment Resources - 188

Home Base Supports - 60

Supported Community Living - 67

More details at www.arc-matson.org/stats

DESE/DDS Program

The Department of Elementary & Secondary Education/Department of Developmental Services program provides community-based options for Special Education students between the ages of 6 and 21 who are at risk of requiring residential school placement. The range of services offered include helping families find respite supports, appropriate recreational activities, and adaptive equipment as well as assisting families in working with other social service agencies. This program also assists families in securing public services such as Mass Health and food stamps.

More information: www.arc-matson.org/dese-dds

Residential Services

The Residential program supports individuals with developmental disabilities in multiple community residences throughout the Worcester and North Central Massachusetts area. Individuals are encouraged and supported by staff to become independent, productive, and active members of their community.

More information: www.arc-matson.org/residential-services





Home Based Supports

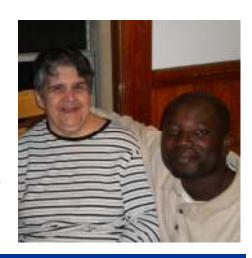
Matson Community Services' Home Based Supports programs find families in the community that are willing to open their homes to one or more adults with developmental disabilities. The caregiver provides the stability, support, and skills the client needs to succeed at home and in the community. All home care providers must undergo an intensive screening process to be eligible to provide services for this program.

More information: www.arc-matson.org/home-based-supports

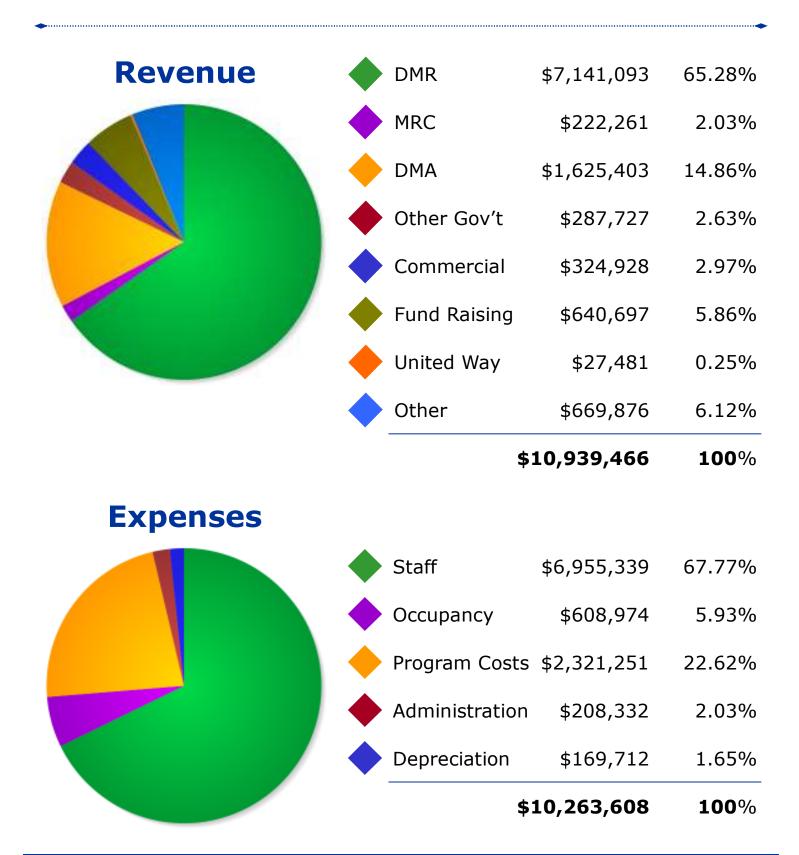
Supported Community Living

The Supported Community Living Program provides individuals with person-centered case management supports necessary to live independently and safely in the community. Case management supports include assistance with housing, transportation, Representative Payee for Social Security benefits, and assistance with other governmental services. Additional supports include life skills training in the areas of safety in the home and the community, money management, meal preparation, medical care, etc.

More information: www.arc-matson.org/supported-community-living



Alliance for Resource Management, Inc. Revenue & Expenses July 1, 2008 - June 30, 2009



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John Quist, VP for Corporate Operations
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The important work of this agency could not be done without the hard work from our volunteers who participate in a variety of ways throughout the year.







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