



**The Arc**<sup>™</sup>

Opportunity in  
North Central Massachusetts

*Achieve with us.*

# 2012 Annual Report

July 1, 2011 - June 30, 2012



*Celebrating 60 Years!*

# From the CEO



## Year In Review

- Completed Phase I of Renovation: all individuals in vocational training moved from the basement to a bright, modern, accessible space
- Achieved two-year accreditation from the Commission on Accreditation of Rehabilitation Facilities
- Announced new unified name: The Arc of Opportunity in North Central Massachusetts
- Completed Phase II of renovation
- Reached 60th Anniversary milestone
- Received recognition from The Arc in Massachusetts for leadership in rebranding The Arc
- Secured \$1M in MassDevelopment refinancing
- Received gift of \$200K from The George R. Wallace, Jr. Foundation

*The Arc has a rich history spanning 60 years. In 1952, a small group of parents came together to act as voices for change. Little was known about the condition of intellectual disabilities (at the time referred to as 'mental retardation'). It was common for doctors to tell parents that the best place for their child was in an institution. Emboldened by their collective desire to raise their children in the home and their stubborn refusal to accept that institutionalization was the only option, The Arc's founders fought even harder. Like every parent of any child, they wanted more for their children. They wanted their children to lead fulfilling lives out in the community and not shuttered away in dark institutions. It was in that spirit that The Arc was born.*

*The Arc of Opportunity has grown and adapted to the changes that people with disabilities face across their life span. We are the largest national community-based organization advocating for and serving people with intellectual and developmental disabilities and their families.*

*We encompass all ages and all spectrums from autism, Down syndrome, Fragile X and various other developmental disabilities. We provide a full spectrum of supports focusing on the unique abilities of each person and helping each person find their place in the community through job placement and training, advocacy, education, housing and recreation.*

*People with Intellectual and Developmental Disabilities deserve only one "R" word - and that is RESPECT. Throughout history people with disabilities have been subjected to discrimination, abuse and exclusion and must fight every day to live, learn, work and play as equal members of the community. As we celebrate our 60th anniversary, I invite you to get information, get involved, and make a friend by connecting with The Arc of Opportunity.*

*Yours in service,*

A handwritten signature in black ink that reads "Mary Heafy". The signature is written in a cursive, flowing style.

*Mary Heafy,  
President and CEO*



# By the Numbers



## Expenses

Staff	\$7,243,821	67.89%
Occupancy	\$440,587	4.13%
Program Costs	\$2,473,455	23.18%
Administration	\$214,635	2.01%
Depreciaton	\$298,131	2.79%
	<b>\$10,670,629</b>	<b>100.00%</b>

## Revenue

DDS	\$7,152,809	60.62%
MRC	\$117,165	0.99%
DMA	\$2,457,019	20.82%
Other Govt	\$152,420	1.29%
Commercial	\$323,618	2.74%
Fund Raising	\$967,430	8.20%
United Way	\$20,313	0.17%
Other	\$608,968	5.16%
	<b>\$11,799,742</b>	<b>100.00%</b>

## Service Statistics

Individuals may be counted in more than one program

### FAMILY SUPPORTS

Information & Referral	255
Family Events	337
Workshops & Training	54
Support Groups	152
Mailings	1065
Legislative & Informational Alerts	852
Giving Tree	153
Self-Advocacy	45

### RECREATION

Dances	1039
Trips	135
Fishing Derby	52
Sports Award Night	99
Holiday Parties	186
Bowling & Miniature Golf	82
Special Olympics	188
Weekend Drop-In Club	720

### SUPPORTED COMMUNITY

LIVING 65

### DAY SERVICES

Day Habilitation	68
Supported Community Options	48
Elder	19

### RESIDENTIAL

Worcester	14
North Central	26

DESE / DDS 16

### HOME BASED SUPPORTS

Shared Living	46
EAFC	33 individuals 54 families

### VOCATIONAL

Employment Resources	59
Enclaves	27
Competitive Placements	10
Assessments	29



# Programs

## Home Based Supports Shared Living

The Shared Living program matches adults with disabilities to people in the community who generously share their homes and lives, offering support, stability, and skill development so that the individuals can live in community settings and meet his or her personal goal of independence. Each home care provider undergoes an intensive screening process to be eligible for this program and must be approved by a committee before any placement is made.

## Home Based Supports Enhanced Adult Foster Care

The Enhanced Adult Foster Care (EAFC) program assists families caring for a relative in their home who has a developmental disability or who is elderly and in need of assistance with daily living or medical supports. The EAFC program offers a number of resources including nursing, trainings, and support manager visits along with opportunities to connect with other families involved with the program. In addition, each family receives a stipend to aid with additional expenses. EAFC gives the opportunity for a family member with disabilities to continue living at home where they thrive and lead fulfilling lives.

## Vocational Employment Resources

Employment Resources offers work to everyone who enters the vocational program through on the job training and skill building. The program offers a continuum of opportunities that allows people to progressively build the skills they need in order to obtain competitive employment including center-based production, small groups working in the community, and competitive employment placement.

### Tom

*"Tom is a man who enjoys being outside. I made it my mission to have him go camping."*

Read the full story online at [www.arcofopportunity.org/tom](http://www.arcofopportunity.org/tom)

### Michael

*"Michael and his family have enjoyed their additional relaxation time since receiving support."*

Read the full story online at [www.arcofopportunity.org/michael](http://www.arcofopportunity.org/michael)

### Bridgette

*"Bridgette made many new friends and could not wait to go to work to see them."*

Read the full story online at [www.arcofopportunity.org/bridgette](http://www.arcofopportunity.org/bridgette)





## Day Services

The Day Services program operates under two models: Community Based Day Supports (CBDS) and Day Habilitation. The Supported Community Options (SCOP) and Elder Services programs fall under the CBDS model. SCOP, a stepping-stone to and from full-time work, includes a blend of employment and recreational activities. The Elder Services program offers older adults a retirement option while supporting them through the aging process. Day Habilitation provides a therapeutic and medical approach to skill-building that includes physical therapy, occupational therapy, behavioral management, and health care supervision through nursing.

## Family Support and Advocacy

The Family Support program responds to families by providing a confidential and non-judgmental 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 holiday season, information and referral services, resource materials, as well as links to local specialized and main-stream services.

## DESE / DDS

The Department of Elementary and Secondary Education / Department of Developmental Services (DESE / DDS) program supports children between 6 and 21 years of age with significant behavioral and/or physical needs to continue living at home, thus preventing restrictive residential placements. The program provides the flexibility to deliver cost-effective family support services while meeting the necessary requirements to support the child's individual needs.

### *Migdalia and Lourdes*

*"Although we never had opportunities before, we were eager to attend the Day Habilitation program."*

Read the full story online at [www.arcofopportunity.org/sisters](http://www.arcofopportunity.org/sisters)

### *Anne Marie*

*"If she says she will do it, she will."*

Read the full story online at [www.arcofopportunity.org/annemarie](http://www.arcofopportunity.org/annemarie)

### *Shellmark*

*"The Arc gave me the opportunity to participate in my community."*

Read the full story online at [www.arcofopportunity.org/shellmark](http://www.arcofopportunity.org/shellmark)





# Programs

## Supported Community Living

The Supported Community Living (SCL) program provides people, 22 years of age or older, with person-centered case management supports necessary to live independently and safely within the community. Supports include assistance with housing, transportation, financial management, meal preparation, medical care, and other critical life skills. The SCL program actively supports participants to become integrated members of their community.

## Residential Supports

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

## Recreation

The 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 the Special Olympics, bowling and miniature golf leagues, monthly dances, a weekend recreation club, overnight trips, annual family vacations, holiday gatherings, and many other special events throughout the year.

### Ken

*"Ken lives independently, works full-time, participates in sports, and is active in his community."*

Read the full story online at [www.arcofopportunity.org/ken](http://www.arcofopportunity.org/ken)

### Tracy

*"We saw the most beautiful view of the ocean, right on the Cape."*

Read the full story online at [www.arcofopportunity.org/tracy](http://www.arcofopportunity.org/tracy)

### Madison

*"Madison's contagious enthusiasm earned her the award of 'Most Spirited Athlete'."*

Read the full story online at [www.arcofopportunity.org/madison](http://www.arcofopportunity.org/madison)





# The Arc of Opportunity

The Alliance for Resource Management, parent company of Matson Community Services and Arc Community Services, announced our new and unified name in February 2012: *The Arc of Opportunity in North Central Massachusetts*.

The new agency name reinforces 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.”

In 1999, the Alliance for Resource Management was formed as the parent corporation of Matson Community Services and Arc Community Services, which combined the expertise, service, and knowledge of both agencies. Both Matson and Arc were well known within their service community; however, operating under three different names was confusing to the public and diluted our impact in the broader community.

Through the strategic planning process in 2010, it was determined we must consider unifying the three agencies under one name to eliminate confusion and maximize our impact in the community.

In the fall of 2011, a challenge was put out to staff, people we support and their families, business partners, funders, and everyone in our local community to come up with new name suggestions. Forty-seven different names were submitted. A sub-committee of the Board worked to narrow it down to two names. The Board of Directors voted on the final name in November of 2011. The Arc worked hard to keep the name a surprise until the launch of the new name in February 2012.

The Arc of Opportunity in North Central Massachusetts continues to provide the excellent and extensive service and programs that both Arc and Matson delivered.

For more great stories, information about our programs, or to join our mailing list, visit us online at [www.arcofopportunity.org](http://www.arcofopportunity.org). You can also learn about **upcoming events**, how to **get involved** with our programs, and what you can do to **make a difference** for the people and families we support.



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**Thank You!**

To our donors, sponsors, members, staff, and dedicated volunteers - thank you for your continued support. Your contributions help the families and individuals we support.

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Your generous contributions create opportunities for each person in our community. Thank you!

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## *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.

## *Contact Us*

### **IN PERSON**

161 Boulder Drive  
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### **BY MAIL**

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### **BY PHONE**

978-343-6662

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

In partnership with the  
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*Celebrating 60 Years!*