



**The Arc**<sup>®</sup>

*Opportunity in  
North Central Massachusetts*

# **FY2017 Annual Report**

**July 1, 2016- June 30, 2017**



*Achieve with us.*<sup>®</sup>

**The Arc.**

*Opportunity in  
North Central Massachusetts*

***Celebrating 65 years of The Arc!***

# The Arc Leadership

# Financials



**Mary Heafy**

President & CEO

## A message from the CEO...

Each individual with a disability deserves the opportunity to pursue their dreams and set goals for their future. At The Arc of Opportunity, more than 65 years of experience teaches us that “community-based” supports offer the best chance of helping them succeed. That’s why we are continuously working to build strong community connections that allow each individual the opportunity to achieve their goals.

The Arc of Opportunity goes beyond the basic supports of everyday living. We understand that to live life to its fullest potential means that we also need to offer opportunities for learning, growing, self-advocacy, and having fun. By ensuring that each individual has access to these life-enhancing resources, we strengthen confidence and empower individuals.

The evidence of our work can be seen in the community around you. We have assisted individuals to take part in more than 20,000 hours of competitive employment, 2,000 hours of job coaching to prepare for competitive employment positions, assisted 24 individuals to go into the community to work in groups at 5 different local businesses, and expanded our Pre-Employment Transition Services (PETS) to assist youths with disabilities to transition from school into competitive employment. Our day program has 83 individuals who participate in 50 different community-based learning opportunities each week, organized 462 individual experiences at the weekend recreation program, and had 39 individuals take part in self-advocacy group activities.

The Arc of Opportunity also began building 2 new group homes to support individuals with Acquired Brain Injuries, transitioned all of our Employment Supports to be 100% integrated and community-based, launched a newly designed and more user friendly website, and added “Smart House” technology in group homes to increase quality of life for individuals who are intellectually and physically limited.

Within this report, you will find our Financial Information, full Impact Report, Strategic Direction for 2016-2020, and a list of our generous and loyal supporters over this past year. Most importantly, you will be reminded that when our individuals are given opportunities they can do amazing things! We couldn't provide these opportunities without you and your dedication to our mission.

Mary Heafy  
President & CEO

## Board of Directors

**CHAIR**  
Jennifer LaBaire, Esq.

**TREASURER**  
Megan Riendeau

**CLERK**  
Lori Nogueira

**DIRECTORS**  
Andrea Thibaudeau  
Timothy Powell  
Daniel Kelser  
Diane Ruksnaitis  
Nancy Murray

## Staff

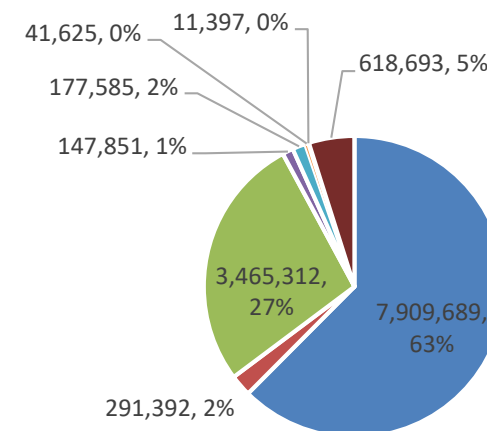
**PRESIDENT & CEO**  
Mary Heafy

**CHIEF FINANCIAL OFFICER**  
Lynne Sugar

**VP OF CORPORATE OPERATIONS**  
John Quist

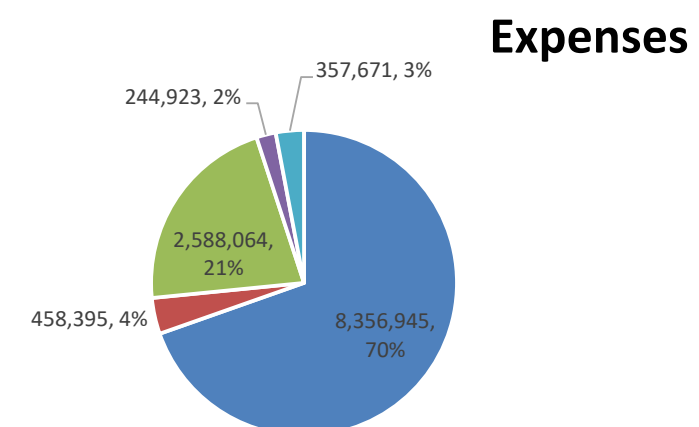
**VP OF DAY SERVICES**  
Kristen Lamoureux

**VP OF HOME SUPPORTS**  
Peter Van Voorhis



## Revenue

■ DDS ■ MRC ■ DMA ■ Other Govt  
■ Commercial ■ Fund Raising ■ United Way ■ Other



■ Occupancy ■ Program Costs ■ Administration ■ Depreciation



# The Arc of Opportunity Strategic Direction

2016 through 2020

## Programs & Services

- Implement holistic admission process that maximizes each person's experience
- Establish day and residential Acquired Brain Injury programs
- Achieve and maintain highest levels of licensing and certification
- Establish program supports to meet the needs of those on the Autism Spectrum
- Bring Electronic Medical Record system to full implementation covering all aspects of key individual, caregiver and facility data

## Engagement & Outreach

- Refresh the overall look and feel of our website, while also enhancing the experience for users on mobile devices
- Increase funds raised for operating support
- Analyze, develop, and implement fundraising strategies
- Engage all members of the Board of Directors in fundraising by providing orientation and training that builds confidence with and understanding of the process
- Implementation of a BOD Fund Development Committee and Fund Development Plan that integrates the BOD as chief volunteers in fundraising for The Arc
- Implementation of BOD Nominating Committee to work towards filling all 11 Board slots.

## Admin, Finance, IT & Human Resources

- Diversify programmatic funding sources and options
- Develop and maintain highly effective, reliable, secure and innovative systems to support all IT functions
- Establish an investment committee to advise the board and adopt an investment policy

- Adopt a comprehensive document retention plan
- Promote and recruit the best qualified people, recognizing and encouraging the value of diversity in the workplace.
- Provide a competitive salary and benefits package and develop the full potential of our workforce by providing training and development.
- Establish, administer and effectively communicate sound policies, rules and practices that treat employees with dignity and equality.

## Facilities & Transportation

- Develop 4-5 financially viable homes for adults with Acquired Brain Injuries
- Develop a state-of-the-art prototype "smart home" utilizing technology to enhance the independence of resident's lives and determine scalability of the initiative
- Maintain all facilities free from hazards and in compliance with laws and regulations pertaining to safety, environment, health, and fire safety in the most cost effective manner
- Maintain a reliable fleet of vehicles designed to meet the evolving needs of our individuals and programs in the most cost effective manner

**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.

**Our Vision:** A civil and human rights movement creating and supporting individuals with disabilities and their families in North Central Massachusetts.



# Impact Report

"We make a living by what we get, but we make a life by what we give."  
Winston Churchill

Thank you again for your belief in the mission of The Arc of Opportunity

## Family Supports and Recreation

- 462 individual experiences in Weekend Rec Club
- 409 participants attended a "sensory friendly" live performance of Mary Poppins, an activity that can otherwise be challenging for those with disabilities
- 182 children from 79 different families received gifts through our annual *Giving Tree* event
- 72 individuals participated in 6 overnight trips
- 39 individuals engaging in the *Self Advocacy* group
- 30% of Weekend Rec Club participants rely on scholarships in order to be a part of the exciting and fun social outings
- 22 individuals participated in "*Healthy Relationships*" class on sexuality and social skills

*Community Based Day & Employment Supports*

- 20,000 hours were worked for *competitive* pay by individuals in The Arc's *Independent Employment Program*.
- 2,000 hours of job coaching in the community to support individuals with a goal of obtaining competitive employment
- Over 24 individuals go into the community daily to work in groups at 5 different local businesses
- 83 individuals participate in 50 different community based learning opportunities each week

## EXPANDING OPPORTUNITIES

- Expanded the number of participants in the *Pre-Employment Transition Services*, which assists youths with disabilities to transition from school into competitive employment
- Transitioned our *Employment Supports* to be 100% integrated and community based as of July 2016.
- Added "Smart House" technology to increase quality of life for individuals who are intellectually & physically limited
- Began building 2 new group homes to support individuals with *Acquired Brain Injuries*, anticipated to open by spring 2018
- Redesigned and created a more user friendly website!
- Created "sensory friendly" room for individuals with *Autism Spectrum Disorder* for one on one and group activities

*Imagine the Possibilities*

What life enhancing experience will your donation make possible?

# Programs



The Arc of Opportunity’s mission is 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.

## Residential Supports

Home Based Supports

DESE / DDS Program

Employment Supports

Day Supports

Family Support

Self-Advocacy

Recreation

# Active Members

## Corporations:

Reagan & Company  
O.G. Croteau Plumbing & Heating, Inc.  
Rome Insurance Agency, Inc.  
H.H. Gagnon Housing

## Individuals:

Amico Family  
Ronald M. Ansin  
Jonathan Arnold  
Paul Aubuchon  
Mark Babeau  
Paul Banahan  
Berube Family  
Bombara Family  
Conrad Boudreau  
Christine Breton  
Jeremiah Briggs  
Brochu Family  
Jeremiah Brown  
George Butler  
John Butler  
Callahan Family  
Josephine Caporizzo  
Caswell Family  
Clabaugh Family  
Clouthier Family  
Constantino Family  
Costello Family  
Cote Family

Couture Family  
DiPerri Family  
Joan Driscoll  
Duteau Family  
Stacey Esbjorn  
Stuart Fay  
Marilyn Franklin  
Fredette Family  
Hugh Gardner  
Dana Germaine  
Phillip Gilley  
Bruce Goguen  
Paul Goguen  
Martha Guastella  
Jennifer Halfrey  
Kevin Hamelin  
Hanley Family  
Harvey Family  
Mary Heafy  
Steven Horne  
Laila Jarkko  
Kelser Family  
Jane LaFond  
Rollin Lane  
Langelier Family  
Lavigne Family  
Craig Leger  
Lewin Family  
Stephanie Long  
Longley Family  
Bruce Matson  
Ron Maxfield

Ann McGee  
Molter Family  
Richard Mossow  
Murray Family  
Jeff Murtland  
Dan Mylott  
Mike Newell  
Theodore Nikitas  
William S. Noone  
O’Leary Family  
Orlando Orsini  
Thomas Padula  
Pelullo Family  
Carolyn Quirk  
Lauren Reynolds  
Ronnie Richard  
Riendeau Family  
Brian Rochette  
Leo Rufiange  
Russell Family  
Santasieri Family  
Thomas Sheldon  
John F. Smith  
Wayne Spacek  
Patricia Stone  
Luigi Tassone  
Lynn Vailancourt  
Grace VanHillo  
Nicholas Veros  
Wood Family  
Woods Family  
Max Zbikowski



# FY2017 PERSONAL AUCTION DONORS

Lynne & Larry Dignan  
Eric Shapiro  
Ann McGee  
The Driscoll Family

Judy Driscoll  
Roberta & Luigi Tassone  
Megan Riendeau  
Mary Heafy

# FY2017 CORPORATE AUCTION DONORS & SPONSORS

W.E. Aubuchon  
Sterling Management  
Creative Print Products  
Butler Furniture  
D'Ambrosio

Research Results  
Bowditch & Dewey  
Economised Time Services, Inc.  
Workers' Credit Union

*Because of the support from our very generous donors,  
the 2016 Annual Auction raised almost \$13,500  
to benefit our Family Support program,  
which relays almost entirely on fundraising.*

*Thank you for a successful year!*

***Achieve with us.***<sup>®</sup>

# FY2017 DONORS

## ***Friends~ \$1 to \$249***

John & Sara Aalto  
Joseph Albee  
Emily Amico  
Rhea & Daniel Anderson  
Jonathan Arnold  
Brenda Arsenault  
Atlas Box and Crating Co., Inc.  
Paul Aubuchon  
David & Susan Babineau  
Jodie & Frank Balaguer  
Chris & David Baldini  
John Baranowsky  
Carmella Bealand  
Francis Bellafiore  
James & Judy Belliveau  
Jerry & Barbara Beloin  
Robert Benoit  
Amanda Bergeron  
Sharon Bernard  
Steven & Ann Berube  
David & Christine Binkunski  
Anne Marie & Robert Blake  
Jeanne & John Bombara  
Conrad Boudreau  
David Bouvier  
Josephine Bouvier  
Raymond Bouvier  
Christine Breton  
Jeremiah Briggs  
Patricia Briscoe  
Bob & Carolyn Brochu  
Jeremiah Brown  
Buffalo Wild Wings  
Patrick Burke  
William & Linda Burke  
John Butler  
Joseph & Maria Cadette  
Michael Callahan  
Mary Camacho  
Kathleen Camden  
David & Shauna Cameron  
Robert & Susan Campbell  
Can-Am Machinery, Inc.  
Wanda Cantlin  
Arthur & Theresa Caponi  
Josephine Caporizzo  
Wayne Carney  
Millie P. Caswell  
Charles W. Moore Lodge  
Robert & Joy Charters  
Richard & Cheryl Clouthier  
Ramona Congdon  
Mike & Karen Conroy  
Paul & Julie Constantino  
Patricia Corby

Clarisse Cormier  
Robert Cote  
Jim & Ruth Couture  
Mary Cringan  
Janice & Anthony Cristofono  
Ed & Susan Cronin  
Jean & Carol Crossman  
Day Self Advocates  
Anthony Dellogono  
Chuck & Gia Deming  
Michael & Suzanne Derby  
Dennis & Margaret Desilets  
Alan & Sandy Destroismaisons  
Mark Destroismaisons  
Porter & Sally Dickinson  
Frank & Diane Dimaria  
Paul & Jennie DiPerri  
Jack & Bonnie Doolin  
David & Jo-Ann Doucet  
Debra Drew  
Joan Driscoll  
Mark & Kathy Dufour  
Stacey Esbjorn  
F&M Tool & Plastics, Inc.  
FedEx Corporation  
Edson & Jo Ferrell  
Sett Firmani  
Fitchburg Firefighters Local  
Jennifer Flanagan  
Brian & Judy Foster  
Marilyn Franklin  
Ron Fratoni  
Norman & Sheila Fredette  
Brian & Pam Frye  
Francis & Jean Gagne  
Richard Galle & Cate King  
Gardner Elks Lodge #1426  
Garlock Printing & Converting  
Anthony & Michelle Gasbarro  
Paul & Patti Gauvin  
Dana Germaine  
R. Michael Giannini  
Philip Gilley  
Mark Giorgetti  
Bruce Goguen  
Alice Gonzalez  
Darla Graves  
Jane Greene  
Bryan Greiner  
James & Karen Guenette  
Jennifer Halfrey  
Kevin Hamelin  
John & Nancy Hanley  
Margaret A. Hanley  
Hannaford Lunenburg  
Hanover Insurance

Russ & Kelly Harvey  
William & Susan Hawk  
Barry & Deborah Hoberman  
Richard & Christine Hoeske  
Steven Horne  
Stanley & Sandra Howe  
Dorcas & Ron Hurd  
Michael & Diane Iannacone  
Ronald & Marie Ingemie  
J.D. Associates  
Jeannette Jaillet  
Gyliane Janvier  
James & Meg Johnson  
Pall G. Kalmansson  
Richard & Theresa Kazanjian  
John & Michelle Keeney  
Lesley Kenney  
Mickey & Paul Kerns  
Bryan Killelea  
Kristina Kindya  
John T. Kiosses  
John Kramer & William Hollis  
Yolanda S. Labelle  
Jane LaFond  
Edward & Orene LaFortune  
Kristen & Kathleen Lamoureux  
Rollin Lane  
Richard & Lucy Langelier  
Robert & Arlene Latini  
Richard & Sheryl Lavigne  
Leo & Rosemary LeBlanc  
Legends Grille & Sports Bar  
Beverly & Bob Lemieux  
Roderick & Donna Lewin  
Dorothy Littlewood  
Jonathan & Nancy Longley  
Anne Loomer  
M.P. Crowley Company, Inc.  
Kathryn Maldonis  
Claudia Martinez  
Pelino & Jeannette Masciangioli  
Roland & Norma Masse  
Steven Maxfield  
Larry & Lucille McClurken  
Ann McDonald  
Richard & Carol McDowell  
Ann McGee  
Carole & Donald Melanson  
Philip Melanson  
Richard & Suzanne Michel  
Armand & Carol Ann Millette  
Leo & Bethany Molter  
Michael & Janet Montuori  
Nancy Moody  
Therese Mooney  
Richard Mossow

Kevin & Sue Motta  
Kathleen Mulligan  
Nancy & Gerald Murray  
Jeff & Mary Murtland  
Dan Mylott  
Anthony & Nancy Niemi  
Theodore & Elizabeth Nikitas  
Lori Nogueira  
Arthur O'Leary  
Jim & Jane O'Leary  
Richard & Jean Olsen  
Pack & Postal Center  
Thomas Padula  
Jennifer Peck & Owen O'Callaghan  
Peter Pelletier  
Richard & Katherine Pelullo  
Jamie Pietluck  
Ben & Patricia Pinder  
James & Margi Piotrowski  
Euphemia Pippert  
Gordon Poirier  
Marlynn Powell  
Timothy Powell & Jane Phelan  
David & Lou Priest  
Rene & Kim Primeau  
Ann & Michael Prussel  
Karen Quinones  
Linda Racine  
Reagan & Company  
Patrick Reardon  
Lauren Reynolds  
Neil & Kathleen Rhodes  
Sandra Ricciutti  
Ronnie Richard  
Amanda Rivard  
Betty & Frank Robbins  
Robert Proctor Excavating  
William & Carol Roberts  
Brian & Jean Rochette  
Robert H. Rockel  
Michael & Margaret Root  
Aurelie Russell  
DJ Russell  
Laura Saldi  
David & Maggie Salvas  
Paul Salvatore  
Renee Scapparone-Hakala  
Wayne & Tina Schoales  
June Sears  
Paul & Jamyn Sheff  
Thomas Sheldon  
Kenneth & Marie Simms  
Brian & Barbara Slattery  
Smile.Amazon

# FY2017 DONORS

## Gifts ~ \$1 to \$249

Ryan Smith  
Thomas & Darlene Smith  
Rebecca Spencer  
Melissa Spinella  
St. Pauls Lodge, A.F & A.M,  
Charity Fund  
Frank & Carol Steffanides  
Bernie & Ann Louise Stephens  
Patricia Stone

Claire Sullivan  
Dennis Sullivan  
Diane C. Sultan  
Luigi Tassone  
Therrien & Sons Oil  
Ronald & Sheila Tiberio  
Kylee Tidman  
Vicki Tidman  
Clayton & Sally Tracy

Leonard & Carol Trinkle  
Joseph & Ann Trodello  
Lynn Vaillancourt  
Peter Van Voorhis & Elise Kaplan  
Bill & Donna Vanderclough  
Grace VanHillo  
Eugene Walsh  
Webster First Federal Credit  
Union Fitchburg Branch  
Jennifer & Mitch Weier

Westminster Country Club, Inc.  
David & Patti Weston  
Stephen & Barbara White  
Mary Whitney  
Richard & Mary Wood  
David & Patricia Woods  
Denise Wortman  
Francis & Carole Wyman  
Kristine Zamora  
Max Zbikowski

## Gifts ~ \$250 to \$499

David & Audrey Callahan  
Central Mass Oral Surgery  
William & Jane Clabaugh  
Complete Heating  
& AC Systems, LLC  
John Dellogono

Donald L. Frigoletto  
& Associates, Inc.  
Joan Ficarra  
Kevin & Christy Foley  
James & Michelle Galvin  
Stephan & Cynthia Hay  
James Hohman

Angela P. Matthews  
McKenzie Engineering Co., Inc.  
Melwood Training Center  
Allison & Mark Moscinski  
O.G. Croteau Plumbing  
& Heating, Inc.

Megan & Mark Riendeau  
Robert & Judy Russell  
UNO Pizzeria & Grill  
Margaret Wilson

## Gifts ~ \$500 to \$999

Celeste Bourgault  
Elaine Clarke  
Gary & Cathleen Costello

Economised Time Services  
Espresso Pizza  
Fidelity Bank

HealthAlliance Hospital  
Daniel & Verda Kelser  
John & Patti Quist

Allen & Barbara Rome  
Julie Scapparone &  
Peter Normandin  
Lynne & Stephen Sugar

## Gifts ~ Over \$1000

Anonymous

Bowditch & Dewey, LLP

Clementi Family Charitable  
Trust

Fitchburg State University

Mary Heafy & John Smith

Ned & Lauren LaFortune

Thomas LeClair

Rollstone Bank & Trust

Workers Credit Union



**Thank you for all your  
generous gifts!**