Celebrating 65 years of The Arc!
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 19 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.
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 an 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

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.

- 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.

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?
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**
- Callahan Family
- Josephine Caporizzo
- Caswell Family
- Clabaugh Family
- Clouthier Family
- Constantino Family
- Costello Family
- Cote Family

**Employment Supports**
- John Butler
- Callahan Family
- Josephine Caporizzo
- Caswell Family
- Clabaugh Family
- Clouthier Family
- Constantino Family
- Costello Family
- Cote Family

**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

**Day Supports**
- 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 Rulifiage
- 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
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.
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 Vandercock
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!