



2017 ANNUAL REPORT

Our Mission

The Mission of The Arc of Orange County is to create a person-centered environment that advocates for and supports people of all ages with unique abilities and challenges so they can live as respected members of the community.

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Ric Schwartz - *Executive Director*

It is an exciting and challenging time right now for the Arc of Orange County. As the new Executive Director, I am getting to know the individual staff members who make the organization tick. We are on a journey together that will ultimately join us with SullivanArc, where I have been Executive Director for over 15 years.

By joining the two agencies, under the guidance of the The Arc of New York and the Arc of the U.S., we will become a stronger organization, empowering us to give the best possible support to the people with developmental and/or intellectual disabilities that we provide services to in both Orange and Sullivan Counties. Our common missions are to enable the people we support to live full inclusive lives in their communities. We will have this unification process completed by the end of 2018. I am pleased to announce that our new name will be The Arc Sullivan Orange Counties, New York.

Thank you for your support and dedication over the years. I look forward to a long lasting relationship with all of our supporters, family members, friends, members of the community, and business associates.



Maureen Dart - *Board President*

I would like to tell you a story about Barbara. Barbara was my neighbor, and in 1963, we liked to play "Barbies" on her front porch. Barbara went to my elementary school, but I never saw her in school. Her classroom was in the basement next to the custodian's room. Barbara was not permitted to eat lunch with us or play on the playground when my class played. People called her an "imbecilic idiot" because Barbara had Downs Syndrome. As an eight-year-old, I just couldn't understand why Barbara was being treated so unfairly, and I made it my mission to change our school. It took a while and a "sit in," but Barbara was eating in the cafeteria and playing with me on the playground.

We have come a long way since 1963. The Arc of Orange County serves more than 1,800 people with developmental disabilities ranging from infants to senior citizens. We have 29 program locations throughout Orange County. We are the 7th largest employer in Orange County with more than 600 dedicated professionals providing high quality services.

Our new Executive Director, Ric Schwartz is leading us through new and ever-changing territory as we move toward unification with our SullivanArc family. As we go forward, we will continue to stand true to our mission of creating a person-centered environment that advocates for the support of people of all ages with unique abilities and challenges, so they can live as respected members of the community.

On behalf of the Board of Directors, I would like to thank each staff member for another year of outstanding work and commitment to the people we serve. Lastly, on behalf of The Arc of Orange County, I wish our beloved retiring Executive Director, Henry Viresema, a well deserved and healthy retirement.

Medicaid Service Coordination

The Medicaid Service Coordination Department at the Arc of Orange provided supports and services to 259 people in 2017. Much of the year was spent anticipating the roll out of care coordination and the impact that this change in service provision would have on staff and people supported. The department experienced a number of vacancies as people were uncertain of what the future would hold. Fortunately, this did not deter the department from carrying out its responsibilities of advocacy, support, and guidance for the people and their families.

Day Habilitation

There are five Day Habilitation programs at The Arc of Orange which served an average of 400 people at any given time throughout the 2017 year.

The largest program is the Campbell Hall site which is located on Bull Road in Campbell Hall. There are currently 164 Day Habilitation program participants at that location. While staffing vacancies were on the rise, the needs of the people supported also were increasing. Many of the people are medically involved, have behavioral difficulties, or have a combination of both. There are also a large group of elderly people who have difficulty being in a more active program.

The Middletown Group Day Habilitation which is located on Mount Hope Road in Middletown is our second largest Day Habilitation site. There are 77 people who attend that location. Like Campbell Hall, many of the people are elderly, have medical, or behavioral needs that require increased staffing.

Independence Unlimited is the former location of a site based program located on Route 211 in Scotchtown. There, the Community Builders program operates a "Without-Walls" type of program. There are over 60 people who attend that program and spend much of their time doing volunteer work, networking, and being active members of their communities. That physical location was also previously the home of the Art Gallery. Artists from all around the agency would visit the gallery to create beautiful pieces of art. A storm in the spring of 2017 caused structural damages to the building, and we are currently looking to locate the art program to another site in the near future.

Chester Life Choices is a small Day Habilitation located in the heart of Chester. With slightly under 30 people, the people who attend Chester Life Choices tend to be older and less active. They go on frequent outings with small groups of people and two staff, but they are not out all day every day. During the end of 2017, the staff began transporting the groups. Eliminating the Transportation Department in that program allowed us to move toward more community inclusion for the people who attend this Day Habilitation.

There are 50 people who attend Monroe Group Day Habilitation which was formally known as the Footings program. The program has recently changed from being more instructional based to being community based. Many of the participants who attend Monroe Day Habilitation come to program on a part-time basis. In addition to Day Habilitation, there are 20 people from Monroe who also attend the Supplemental Day Habilitation service program.

Day Service goals for 2018 include increasing the number of people supported, as well as filling staff vacancies.

CQL

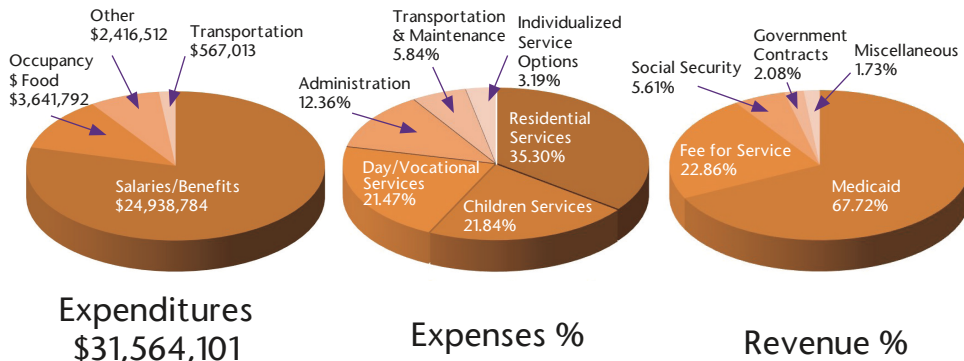
In 2012, The Arc of Orange County entered into collaboration with four other local Arc chapters to pursue accreditation by the Council on Quality & Leadership (CQL). This goal was realized in May 2014 with The Arc of Orange County achieving a 4-year accreditation with CQL.

In our work with CQL, we have strived to design services and supports based on what people tell us really matters to them. This journey begins with the completion of Personal Outcome Measures™ (POM) interviews with people receiving support. Interviews are focused on discovering how each person defines satisfaction in 21 areas of their life and to what extent they are exercising control over their lives and the decisions that affect it. There is no “norm” for the results of this conversation as each person and their perspective are unique. Armed with this information, we then speak with people close to the person to determine if services provided by The Arc support the person to achieve satisfaction as they have defined it in each outcome area. To date, 84% of those receiving residential supports from The Arc have been interviewed at least once. In 2017, 32% of outcomes and 39% of supports were found to be present for those interviewed. This represents a slight increase over 2016.

Prior to conducting interviews, staff must satisfactorily complete training in a 5-day workshop. At the end of 2017, there were 70 staff currently employed by The Arc who have completed this training. Despite this, the number of interviews completed has consistently fallen below expectations. A renewed commitment to the integration of the POM interview process as the basis for each person’s support plan is vital. From an organizational perspective, utilization of information gained from interviews will be essential going forward as we are challenged to pursue accreditation by CQL as the unified Sullivan Orange chapter in 2018.



Financial Snapshot



Residential Services

The past year saw continued challenges in the Residential Department, and inspiring stories of people meeting those challenges head on to ensure the best quality of supports are available to people in certified IRAs. The department serves over 140 people in 18 locations throughout the county, from Newburgh to Port Jervis, and everywhere in between.

The past year saw a continued focus in implementing Core Competency trainings and evaluations for staff, and in bolstering training and retention efforts for existing and newly hired staff in the department. These initiatives, some old, some new, reinforce our commitment to individualized services that respond to each person’s desire for quality of life as they define it.

Current projects include development of a new residence for people who require barrier free environments and enhanced supports in areas of daily living, whether physical or psychological. The IRA is being developed in the Town of Newburgh and will support eight people in a much more appropriate setting than many of those we currently have.

The department recently reorganized as we continue to proceed towards full and formal unification with SullivanArc, and leadership of the department has transitioned to Regina McKenny-Snead, Associate Executive Director, and Marco Ingoglia, Residential Director.

Dream Catcher and Dreamer Awardees, John Mann and Sean McDaid at the 2018 Dream Catchers Dinner



Vocational Services

The Workshop continued to offer 10 people the opportunity to work an hour each day before their Day Hab services start. As we only have a small amount of workers and limited hours, we have only continued working with one contractor totaling \$26,262.50 in 2017.

Transitional (School to Work) Services: January to June 2017, we provided services to five students with community experiences, resume writing, job readiness training, and work skills. In June of 2017, three students had graduated and gone on to supported employment, the other two continue the program and will be graduating this year. We continue to meet annually with the school district and BOCES to develop and contact students graduating with information on employment services.

ACCES-VR Employment Services: We have assisted 14 people to find employment and another 10 maintain their employment while funded by ACCES-VR extended services.

OPWDD Supported Employment: Includes enhanced training program, intensive and extended services, and business contract placements. In 2017, we helped provide over 51 people to obtain and maintain their employment.

Pathway to Employment: We provided services to 16 people in 2017. Of the seven completing the program, four have become employed and moved into Supported Employment Services. The others will be completing the program during 2018.

Education

The Arc of Orange County's Education Program has three schools: one preschool in Middletown at the George Robinson Center; one school age program in Middletown at the Jean Black School; and one preschool/school age program in New Windsor at the Preschool Learning Experience, which also houses our Jean Black School Annex. We provide special education services to more than 230 students ages 3 to 21 providing self-contained and integrated preschool classrooms, self-contained school age classrooms, and related services in Speech Therapy, Feeding Therapy, Occupational Therapy, Physical Therapy, Counseling, and Vision Therapy.

These programs provide high quality, developmentally appropriate learning experiences for all of the children with or without disabilities. The programs offer a student centered learning environment designed to meet each child's intellectual, physical, and social needs. Every child receives hands-on experiences in small classes in order to meet their individual needs.



Other Education Services:

- Preschool evaluations ages 3 to 5 - Initial and supplemental evaluations are referred to the Evaluation Unit from surrounding school districts. Referrals may include any of the following evaluations: Psychological, Social History, Observations, Educational, Speech/Feeding, OT, PT, or Vision.
- Special Education Itinerant Services - NY State Certified Teacher provides 1:1 instruction to preschool students in their natural setting (e.g. home, daycare, nursery school).
- Daycare for preschoolers ages 3 to 5 located at GRC - Affordable integrated daycare for children that may or may not attend GRC. Daycare hours are from 7:30am to 6:00pm.
- Positive Behavior Interventions and Supports (PBIS) is a proactive approach to establishing the behavioral supports and social culture needed for all students in a school setting. This helps to promote social, emotional, and academic success. Attention is focused on creating and sustaining school-wide, classroom, and individual systems of support that improve targeted behavior.

Moving Forward:

Our New Windsor location is currently housed in a temporary location, and we are in search of a new building.

At Home Supports/Recreation

Our At Home Supports Program has had another successful year providing in home and community based supports to people throughout the county. One of the most exciting aspects of this program, as well as the most challenging, is its flexible nature, and the potential for strong and lasting bonds of friendship to be formed between people receiving services, their families, and people providing services on a day-to-day basis. The program provides 36 people over 540 hours of in home or community based one-to-one supports each month, with seasonal variations. This often requires multiple staff to support one person in order to ensure seamless services.

Staff in this department have been working closely with our partners at Orange County Department of Mental Health and five other provider agencies in the county to create a one-stop shop for requesting respite and community habilitation services. The result is the Orange County Community Supports Initiative (OCCSI) – a place where people can register for services from providers with availability, and people's individual needs can be matched to qualified, competent staff.

The Respite & Recreation Programs have offered people the opportunity to take short term day trips, and slightly longer weekend trips, to areas and activities of interest throughout the region. Participants have visited Mystic Seaport, gone whale watching in Massachusetts, and taken a weekend escape to the Pocono Mountains. There have been trips to Broadway shows and some short one day trips to Albany, New York City, and other locations.

2018 sees the launch of evening classes that offer Zumba, cooking, and a "Pet Connection" class that connects participants with farm and other domesticated animals, in addition to old favorites such as painting, chorus, and arts & crafts. The program also runs regular dances and special events like our recent Carnival Night.

Our Board Members

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