Our Stories



A family-based organization for people with intellectual and developmental disabilities

ANNUAL REPORT

OUR MISSION

The Arc Has

Empower the people we support to make personal choices and realize dreams by providing them with resources to participate fully in community life.

OUR VALUES

Honesty & Integrity Empathy & Compassion Accountability Respect for Others Teamwork

The Arc.

Rockland New York

DUR VISION To be the region's leader and employer of choice in supporting people with disabilities.

Letter from the CEO & Board President

Dear Friends,

Beginning with our logo, the 2017 Annual Report reflects a year of change. We joined with sister chapters throughout the State and Country under The Arc logo—with our specific designation as The Arc Rockland. The bright orange and yellow colors and the upward swoop above The Arc signify optimism and forward motion. The combined voices of people affiliated with The Arcs across the nation speak volumes when advocating for people of *all abilities*.

We have begun the process of transforming our Residential Department to more accurately reflect the needs and aspirations of the people living in our homes. For some, this means moving from a larger residence to a smaller home. For others, it heralds the move from a house in the suburbs to an apartment in town. Upcoming plans include the creation of barrier-free homes for people with greater medical and ambulatory needs.

The search for two houses for a total of 10 individuals, begun in 2017, was finalized in 2018 with the signing of contracts for a home in Nyack for six men and a home in Stony Pont for four people. The decision to create two transitional apartments in Nyack will mean that four people, each with his/ her own bedroom, will have the opportunity to gain the skills necessary for more independent living. The revolving two-year *transitional program* will commence this year.

Launched in 2016, the agency's extensive strategic plan has seen a great deal of success. In the area of Governance, Dr. Daniel Spitzer took the helm as President of The Arc Foundation of Rockland. Diana Andriotis, Esq. and Lalitha Ravichandran, MD, recently joined the Foundation Board. The Foundation Board secured the assistance of a development consultant towards the goal of establishing a rigorous fundraising campaign.

A series of family events have brought together congenial gatherings of stakeholders, including adult siblings of the people who receive supports through The Arc.

Arc HealthResources expanded its practice to include satellite programs in Sparkill, Nanuet and Pearl River.

The Arc Rockland's Strawtown Jewelry in New City and Glaze Pottery and Art Studio in Orangeburg continue to provide employment for people with developmental disabilities while serving the public as popular business establishments.



The opening of The Arc's Nyack hub is the most recent addition to the growing number of locations situated in towns and villages throughout the County. Small groups of individuals with similar interests begin and end each weekday a t one of the hubs. During the intervening hours, they spend time volunteering at more than 100 not-for-profit agencies in the County and surrounding areas, engaging in educational and recreational activities, attending classes or exploring other community opportunities. The Arc hubs are located in Congers, Nyack, Pearl River, Orangeburg and Suffern, with more locations planned for the future.

Despite significant cutbacks in government funding, The Arc Rockland has remained true to its word to expand supports and services for people with intellectual and developmental disabilities. The continued growth and success of the agency is the result of efforts involving families, staff, community partners, Board members and the individuals who rely upon our services. We appreciate the commitment to excellence and professionalism that enable us to remain a leader in the field of human services.

Sincerely,

Carmine G. Marchionda Chief Executive Officer, ARC of Rockland

Richard Sirota Board President, ARC of Rockland

Prime Time for Kids Early Learning Center

PARKER ESTEY WITH TEACHER VERONICA BIURA

n our first visit to Prime Time for Kids Early Learning Center, we were blown away," recalls Amy Estey. "It seemed to have everything our daughter Parker needs. And since she started there in September,

she has made great progress." Four-year-old Parker has been diagnosed with an Autism Spectrum Disorder. In her case, that has meant difficulties in communicating and in socialization skills.

"As a baby, Parker wouldn't respond to noises. If you clapped your hands behind her head, she wouldn't react. When she was about 18 months old, we had her evaluated, and she began receiving Early Intervention Services, with speech and occupational therapists visiting her at home".

But, when Parker turned 3, her parents Amy and Richard, began to look for an appropriate preschool program. "Someone recommended Prime Time, and we were so impressed—the small classes where each child could

receive individual attention, the friendliness of the staff, the facilities which include indoor and outdoor playgrounds. We knew this was the place for Parker."

In the intimate class setting, the Prime Time staff has been able to closely observe Parker, learn her likes and dislikes, her strengths and weaknesses. "She enjoys playing in the toy kitchen. She loves coloring, playing musical instruments and participating in sensory activities using substances such as Playdough, sand and shaving cream," says her teacher, Veronica Bzura. "But she needs help in language skills and in learning to interact with others."

In addition to instruction from Ms. Bzura, Parker receives classroom

assistance from a Behavior Therapist Melissa Gleason, and a one-on-one aide Amanda Pegram. She also receives speech and occupational therapy three times-a-week.

> "Parker is very self-directed and likes to do things on her own, but she doesn't always understand safety issues," explains Ms. Bzura. "Melissa ensures that she stays safe, and she helps Parker transition from one activity to another. " Ms. Estey notes that when Parker first started Prime Time. "she wouldn't socialize with other kids. Circle Time and other group activities were difficult for her. But the classroom staff has been wonderful in helping her with that. I've noticed that she's now even able to interact with her cousins when we have family get-togethers." Communication is another area in which Parker is making welcome progress. "Using positive reinforcement, we've

been working on her language skills and encouraging her to respond to our prompts," says Ms. Bzura. "She's beginning to understand what is being asked of her. She'll now sit in the chair when asked, point to things that she wants and echo words. When we walk her over to the closet and say 'Parker, put on your jacket,' she'll put her hands in the sleeves, zipper it up and put on her hat. She's making good progress. We expect her to be well-prepared with some excellent skills to help her transition to kindergarten."

Parker's parents are enthusiastic as well. "We've come a long way," says Ms. Estey, "We credit much of that to the caring, knowledgeable professionals at Prime Time."

Day Habilitation

he Arc Rockland's Day Habilitation Program is designed to provide a wide range of weekday activities geared towards small groups of people with similar interests.

For John Coviello, those interests include volunteering at the JCC Food Pantry in West Nyack and delivering nutritious foods to Westchester schools through the Back Pack Program. Part of the Food Bank for Westchester, this project provides at-risk children with easy to prepare items for weekends and school vacations.

"It is important to volunteer because it helps people who need food and don't have the money to buy it," explains Mr. Coviello. "It makes me feel proud to help people."

"Giving back to the community is a significant aspect of The Arc philosophy," notes Jessica Pizzutello, Senior Director of Day Habilitation.

"Of the approximately 400 men and women enrolled in dozens of groups, most donate some time during the week at one of the more than 100 not-for-profit agencies within Rockland and surrounding communities. Volunteerism is a two-way street. We provide valuable services and, in return, the volunteers gain skills and confidence as they interact with members of the broader community."

When he is not volunteering, Mr. Coviello enjoys cooking classes at The Arc's Franklin Square campus in Pearl River. Reviewing a recipe beforehand, helping to purchase ingredients, making the dish, and finally, tasting the finished product foster independence.

"Many of the young people currently living with their families may one day wish to live in community residences or on their own. What better way to plan for the future than to practice the requisite skills?" asks Ms. Pizzutello. "Buying lunch at a local shop means interacting with the cashier, learning how to manage money, exchanging pleasantries with other patrons—these are real-life situations that take learning out of the classroom and into the broader world."

Day trips to sites of recreational and educational interest expand horizons. "Mastering appropriate social skills is especially important when it comes to inclusion," says Ms. Pizzutello. "Some of the people involved in our Day Habilitation groups aspire to work full-or part-time. Knowing how to interact with peers both on and off the worksite is essential."

> Mr. Coviello is a prime example. When he is not engaged in Day Habilitation activities, he is employed part time by HMS Host at the Sloatsburg Travel Plaza where he works as a Lobby Greeter. He secured the position through The Arc's Employment Services Department. "I love my job," he says. I'm not a shy person. I put a smile on my face and I say, 'Have a nice day.' At holiday time, I say 'Happy New Year or Merry Christmas."" A "die hard Yankees fan," Mr. Coviello is an athlete in his own right. Through The Arc's Recreation Department, he is a

JOHN COVIELLO

member of the Special Olympics team participating in basketball, floor hockey and soccer. He plays softball with Touching Bases, an adult softball league for people with disabilities. "And I go to The Stardust Ball (The Arc Rockland's annual gala), and I sometimes go to the dances at NY DanceSport in New City with the 20 Somethings Group.

Where Day Habilitation is concerned, the various groups begin and end each weekday at one of the Arc hubs located in Congers, Nyack, Suffern, Orangeburg and Pearl River. "Participants help to plan both daily and weekly schedules. Suggestions are always welcome." Says Ms. Pizzutello. "For some groups, the arts, including theatre and museums, are high on the list of destinations. For others, physical fitness is a common thread, with time in the gym a priority.

"Much of our success in Day Habilitation has to do with the exchange of ideas," comments Ms. Pizzutello. "We provide choices and options, we listen to what the people want, and then, we set things in motion."

"I am happy with all of the activities," says Mr. Coviello. "I make smart decisions, and I feel confident."

Employment

helma Buckhanon holds down two jobs, both of which she secured through The Arc Rockland's Employment Services Department. She works at The Arc's Strawtown Jewelry in New City, NY, on Wednesdays and at ShopRite in Northvale, NJ, on Mondays, Tuesdays and Thursdays.

"Thelma is one of the most enthusiastic and positive employees any company could want," comments Kathy Canter, Senior Director of Employment Services for The Arc. "She is easygoing, good natured, and she has excelled at her jobs because of her excellent people skills and her magnetic personality."

Ms. Buckhanon's positive attributes are evident in the smile with which she greets customers at Strawtown. "This is a nice place," she says of the charming shop on Main Street in the heart of the New City business district. "I enjoy working here. I work at the cash register. I help clean the store to make it look nice, and Stephanie Velez (Strawtown Manager) Is teaching me how to make jewelry. "At ShopRite, I bag groceries and I interact with the customers," notes Ms. Buckhanon. "I like working there. I've got friends everywhere."

THELMA BUCKHANON

When she is not at work, Ms. Buckhanon participates in one of The Arc's volunteer programs

through which she donates her time and talents to not-for-profit organizations throughout the County. Proud of her independence, Ms. Buckhanon is quick to note that she lives in her own apartment at the Kathy Lukens Independent Living Center in Orangeburg, NY. "I'm a good cook," she states counting meatloaf, apple pie and sweet potato pie among her specialties. She sometimes shares her creations with her five sisters and a niece and nephew with whom she is in regular contact.

Jermaine Blount works at The Arc's Glaze Pottery and Art Studio on Sundays. "I put the paints in order, clean and polish the tables and set up for parties," says Mr. Blount. "Everyone likes Glaze little kids, teens, adults—everyone comes here. It's a fun place."



Laurie Sullivan was recognized for 25 years of employment with HMS Host during a ceremony at the Travel Plaza on the New York State Thruway. Ms. Sullivan secured her position through The Arc's



Employment Services Department. She works as a dishwasher and performs additional tasks in Sbarros kitchen. Of her employment with HMS Host, she says, "I love coming to work."

For more than 25 years, The Arc Rockland has provided employment training, job placement and job coaching to people with intellectual and other developmental disabilities. Approximately 110 people are currently employed full or part time at 70 sites in Rockland and surrounding communities.

Residential Services

crolling past photos of friends and family on his smart phone, Eric Kavountzis finds the pictures he is looking for-the photos of his new home. Proudly, he shows off the modern, tiled kitchen and the spacious living room. But when asked what most excites him about the new house, the 49-year-old does not hesitate: "I have my own room."

For the past 18 years, Mr. Kavountzis has shared one of two Arc apartments in Nyack. He was actually one of the first to move into the Nyack apartments, each of which had two bedrooms-a double and a single. Eric was in one of the doubles. As part of a new 2017 initiative on the part of Residential Services to provide individuals with more choice in housing arrangements, the six men in those apartments were interviewed about their preferences.

L-R: ERIC KANO "We asked them if they would rather live in an apartment or a house, share a bedroom or have their own, stay in Nyack or move somewhere else," explains Residential Manager Ben Fedigan. "All six wanted to stay in Nyack, all wanted their own room, and five out of six preferred a house to an apartment (the sixth was fine with either)."

And now, their wishes have come true. Together, they will move into a newly purchased two-story house in the center of Nyack, with six bedrooms, hardwood floors, updated kitchen and bathrooms, and their very own washer and dryer "so they don't have to put money into the machines," notes Mr. Fedigan.

"It is the perfect solution," Mr. Fedigan adds. "They will move together as a group, so that they can remain with their friends. They will still have access to all the amenities of the town, which they love. And they will have more public and private space."

Mr. Kavountzis is very pleased with his new home, which will

eferred a reither)." ether, they will move center of Nyack, with a and including his nieces and nephews. "The kitchen in the apartment was too small," he says. "I like to cook my own breakfast and lunch."

> As for his private bedroom, he's full of decorating ideas. "Now I will have space to hang up my music and movie posters, and to have a TV, BlueRay, stereo and alarm clock. I grew up in a house with my family, and now I will be back in a house again. I love it."

> Nearly 200 men and women currently live in The Arc Rockland's 30+ homes and apartments located in towns and villages throughout the County.

ERICKNOW

Recreation

reeAnn Vogt is a popular participant in many of the Arc's recreational offerings. She bowls every Sunday morning at Hi-Tor Lanes in West Haverstraw, plays Bingo each week with her friends from The Arc, takes Zumba classes at the JCC of Rockland in West Nyack, and attends monthly dances at NY DanceSport in New City. She is also a member of The Arc Drama Club, which presents annual performances in conjunction with The Elmwood Playhouse in Nyack. As a member of The Arc's Young Adult Travelers Group, BreeAnn enjoys weekend day trips to theater,

movies, restaurants, museums and other places of interest.

"Thank God The Arc is here for us," says Ms. Vogt's mother Marsha. "What would happen to our children if there were no agencies like The Arc?"

Enthusiastic and energetic, BreeAnn Vogt belies the hurdles she has overcome throughout her 29 years. Born with supraventricular tachycardia (a rapid heartbeat), the condition has been controlled by years of medication which she no longer requires and by continued, frequent cardiac monitoring.

Looking lovingly at their daughter, the Vogts recall their child as an active, inquisitive toddler. But when she was 15 months old, "We noticed a slowing up," says her mother. Despite the pediatrician's assurances that all was well, and that the Vogts should "give her time," the couple insisted on a thorough evaluation with an eye towards Early Intervention. The results indicated that BreeAnn was eligible for a full gamut of services, including occupational, physical and speech therapies. She continued to see a range of medical professionals.

When BreeAnn was two years old, a neurologist delivered the devastating diagnosis of Chiari malformation, a condition in which brain tissue extends into the spinal canal. When their daughter was three, the Vogts were told to see a surgeon. While the treatment varies with each instance, in BreeAnn's case, the only recourse was surgery. Two doctors refused to operate citing the slim chance of the child's survival. A third surgeon agreed to perform the procedure with the admonition that,

"She might not make it." The Vogts credit the surgeon and a great PARENTS deal of prayer to their daughter's having pulled through. Yet, eleven months later, the condition repeated itself requiring yet another surgery. This time, an infection prolonged the hospital stay-a duration of six monthsduring which time Marsha Vogt remained at her daughter's side. "We had a lot of people praying for

The DIRECTOR, NY DANCESPORT IGOR SHARAFT us," says BreeAnn's father Edward Vogt. Marsha Vogt has vivid memories of the ordeal. "My greatest regret during that period was that I wasn't able to be with our son Edward Charles," she says. "He was just a year

younger than BreeAnn." Mr. Vogt, friends and neighbors pitched in to help care for the little boy. (Tragically, Edward Charles died in a car accident at age 23. An avid and loving advocate for his sister, he had frequently told his parents that, "We would never have to worry because he would take care of BreeAnn.")

BREEANN

When at last their daughter was released from the hospital, "She was pronounced healed," says her mother, "But she was not the same child we had known before the surgery." The once precocious toddler was cognitively impaired. She attended special education classes, graduating from the Cove Program at Tappan Zee High School. At age 21, she enrolled in The Arc Rockland's Day Habilitation Program where she pursues a range of interests including volunteering her time at the Meals on Wheels Senior Activity Center in New City, attending classes through The Successful Learning Center (a college experience for people of all abilities) and participating in activities at The Rockland Music Conservatory in Pearl River.

Setbacks notwithstanding, Marsha and Edward Vogt have always maintained a positive attitude towards their lives and the life of their daughter.

Pondering what might have been, Ms. Vogt says, "Think of years ago when they put people with disabilities in institutions. We are grateful for The Arc and for all of the programs that have helped BreeAnn."

When asked which of the many activities she most enjoys, BreeAnn says with a smile, "I love them all."

Arc HealthResources

Regen and Katharine Fulmor, recently decided to change his healthcare provider, and focused on finding a satisfactory replacement.

"We searched and heard really great things about Arc HealthResources," explains Ms. Fulmor. They have not been disappointed.

Mr. BergenFulmor, 36, "has about 10 different diagnoses in his records," including a hearing impairment and developmental delays, explains Ms. Bergen. "But our hope was that everyone, especially medical personnel, would form their own opinions about him rather than just rely on the records. The doctors at Arc HealthResources do just that."

Raymond sees both Arc HealthResources Medical Director Dr. Galit Sacajiu and Arc Psychiatrist Dr. Russell Tobe. "They speak directly to him, and really listen to his answers," says Ms. Bergen. "Everyone here is so professional. I am very impressed."

Mr. BergenFulmor shares his parents' enthusiasm. "The people here are so kind," he says. "I can come back and visit and talk with them. I love Dr. Sacajiu. All the staff members are nice. They have a heart."

Accessibility was also a plus for the family. Mr. BergenFulmor lives in a group home run by Abbott House in Rockland County, works part time in a local

thrift shop and participates in various programs and activities. "Arc HealthResources' Congers location is close to the house where Ray lives and offers afternoon and evening hours," notes Ms. Fulmor.

Arc HealthResources is a multidisciplinary practice specializing in the care of people with Intellectual and other developmental disabilities. Services cover primary and preventive care, mental health issues and therapeutic treatments. Dr. Sacajiu explains the approach to healthcare: "We believe strongly in the importance of giving our time as well as our expertise," she says. "Our patients may require some extra time to communicate concerns. We make an effort to listen to each person, to get to know each individual, and to provide an evidence-based health care program."

"WHO"CARES?

The Arc Rockland's Direct Support Professionals!

An ongoing project highlighting the agency's Direct Support Professionals was launched during 2017. A series of posters displayed at all agency sites, on The Arc Facebook page, website and through news outlets, tell the stories of the caring and competent men and women who interact daily with people who count on The Arc.

"The most rewarding part of my job is seeing people learn to do something on their own." Brian Smith "They challenge me, they humble me, and every day I go home with a smile." Jean Bellon "They need to know that, no matter what, I will still like them and care for them and help them to become more independent." Shenekwa Kellman

> "Loving what you do brings out the best in the people you serve." Rosemary Canalas

"Working at The Arc has helped rekindle my faith in humanity." Frank DiMaggio

"Reading facial expressions is crucial when interacting with people who have communication challenges." Katelynn Kahlke-Beyea

> "I cook for them the way I cook for my family. I drive them to activities, help them whenever they need help and share experiences with them." Anne Martial

"I guess you could say I saved a woman's life." Yesny Sandoval

"I have helped them to learn their jobs and overcome challenges." Marie Herisse

Fundraising Events

he 22nd annual A Taste of Rockland was truly a night to remember. Nearly 400 guests enjoyed an array of spectacular appetizers, entrees, desserts, fine wines and spirits donated by area restaurateurs, chefs, beverage purveyors and proprietors of dessert establishments. Once again, the lovely Hilton Pearl River proved to be the ideal venue for The Arc's premier fundraiser. A Silent Auction and the annual Lagana Challenge were highlights of an evening of generosity.

The 32nd annual Golf Classic was a hole in one for The Arc. Golfers enjoyed a continental breakfast, a round of golf, competitions, a Silent Auction and a celebratory meal at the beautiful Paramount Country Club in New City.

Dozens of fans cheered on competitive and recreational bowlers at The Arc Rockand's annual Bowling FUN-raiser at Hi-Tor Lanes in West Haverstraw. Individuals, families and owners of local businesses purchased lane sponsorships with proceeds going to The Arc.

Your Support in Action

Donations in the form of gifts and sponsorships impact the lives of people with intellectual and developmental disabilities. Below are some of the ways in which contributions ensure that individuals who receive supports and services through The Arc Rockland are integral members of the community.

- New technology improves communication skills of children and adults.
- Funding for recreational activities means interaction with people of all abilities.
- Expanded Day Habilitation Services headquartered in hubs throughout Rockland offer education, socialization and volunteerism in the community.
- Financial support for job coaching helps adults with disabilities secure gainful employment.
- Assistance with the cost of transportation provide access to events and activities in Rockland and environs.
- The Arc's business ventures including Strawtown Jewelry and Glaze Pottery and Art Studio, provide jobs and build skills.
- The transformation of The Arc residences turn houses and apartments into homes.
- Trips within the County for students in The Arc's Prime Time for Kids augment classroom education.
- The ongoing execution of The Arc's Strategic Plan is a roadman for the future of people with developmental disabilities

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FOOD & BERVERAGE PROVIDERS

14 & Hudson Alain's French Bistro Alain's Petit Bistro At Your Service NY Catering

Aunt Mia's Sweets Banchetto Feast Bella Gianna's BV's Grill at Time Hotel **BOCES Young Chefs** Carousel Cakes Del'Arte Restaurant Chocolatier Matisse Cookie Girl Bake shop Defiant Brewing Company Flagstone Restaurant at Crowne Plaza Giulio's Restaurant Hudson Water Club Kreyol Catering Manhattan Beer **Distributors /NY Wine** & Spirits Marcello's Ristorante Maura's Kitchen Mt. Fuji Steakhouse Patisserie Didier Dumas Pie Lady & Son Pier 701 Rad Grapes Restaurant X and Bully Boy Bar

Rockland Bakery Roost Slovenia Vodka Southern Glazer's Wine & Spirits Terresacre Wines of Molise The '76 House The Filling Station & 9W Market The Hudson House of Nyack Tree of Chocolate Two Henrys at Hilton Pearl River Two Spear Street **UNION Restaurant &** Bar Latino Wasabi Windsor Grill at Doubletree Hotel

MEDIA SPONSORS

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The Financial Picture

2016 Unaudited Financial Statements

/enue		2015 Dollars	2015 Percentages	2014 Percentages
M	edicaid & Medicare	\$34,176,790	80.9%	81.3%
Sta	ate Grants	\$3,682,392	8.7%	8.2%
	vestment Income/Other	\$3,661,459	8.7%	8.2%
Fe	ederal Grants	\$262,360	0.6%	1 0
	ounty Grants	\$272,500	0.00	
Fu	Indraising	610		
Prog	ram D			
loed N	ew Ir	for	maur	
Fu Progr	ew M	for	Maur	
	en la	\$18,860,738	44.4%	46.7%
Re	-			
Re	esidental Care	\$18,860,738	44.4%	46.7%
Re Da	esidental Care ay Habilitation	\$18,860,738 \$7,165,210	44.4% 16.9%	46.7% 20.7%
Re Da Ch Er	esidental Care ay Habilitation nildren's Services	\$18,860,738 \$7,165,210 \$2,966,217	44.4% 16.9% 7.0%	46.7% 20.7% 8.8%
Re Da Ct Er	esidental Care ay Habilitation nildren's Services nployment	\$18,860,738 \$7,165,210 \$2,966,217 \$4,390,870	44.4% 16.9% 7.0% 10.3%	46.7% 20.7% 8.8% 9.4%

\$42,497,575

100%

Total Expenses

100%

ARC of Rockland focuses on abilities. Services promote dignity and respect. In areas of education, employment, healthcare, housing, habilitation and recreation, ARC of Rockland ensures that people are full and contributing members of the broader community.



A family-based organization for people with intellectual and developmental disabilities

25 Hemlock Drive, Congers, NY 10920 845.267.2500 www.arcofrockland.org

