



**The Arc**<sup>™</sup>  
Bristol County



# Annual Report 2012



*Achieve with us.*



# The Arc™

## Bristol County

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### THE ARC OF GREATER FALL RIVER

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### DAY HABILITATION SERVICES

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Middleboro, MA 02346  
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### PROABILITY

333 George Washington Hwy.  
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### TAUNTON AREA RESOURCE CENTER

437 Bay Street  
Taunton, MA 02780  
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## Vision

People of all abilities are empowered to succeed by making their own choices.

## Mission

To foster community partnerships, promote individual advocacy and create a pathway for growth and innovation by offering exceptional support and services to people with all abilities through the attraction, development and retention of superior talent who passionately demonstrate best practices.

Dear Friends of The Arc,

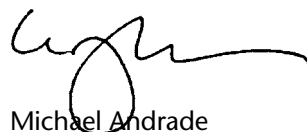
We are delighted to provide you with this Annual Report summarizing our accomplishments for the 2012 fiscal year. We are proud to report that The Arc of Bristol County is respected as a leader in the field of disabilities and as an organization known for its innovative services and steadfast dedication to over 2,000 children and adults with intellectual and developmental disabilities and their families.

For 53 years, The Arc has built upon a strong foundation, rooted in the passion and dedication of parents who came together with a common purpose: to ensure that their children with disabilities had the same opportunities in life that all children should be given. Their commitment - along with the growing number of parent groups with a similar cause throughout the country - helped to establish a movement that changed the long history of isolation and segregation for both children and adults with disabilities. We have much to celebrate relative to our accomplishments. However, we are closely watching possible dangers from system reform and managed care that could have negative consequences and take us backwards.

That these are difficult economic times is news to no one. However, The Arc has rallied, strategized and worked diligently to provide advocacy at local, state, and national levels to ensure adequate supports and services. Today, we are continually challenged with state cuts or changes to services for individuals and families. The Arc is very aware how stressful these pressures can be. Know that we will do our best to keep you informed of changes, and work with you to find solutions.

The strength of The Arc comes from empowered self-advocates, passionate families demanding services for their loved ones, devoted professional staff, and committed board members and community supporters/partners working together. On behalf of all of our stakeholders, we thank you for your ongoing support to The Arc's mission.

Sincerely,



Michael Andrade  
President and CEO



Paul Camille  
Chairperson, Board of Directors



## All Aboard The Arc

Dozens of people gathered in Taunton on Sunday, April 29th to see off thirty-three yellow-shirted riders board a motor coach to Boston for All Aboard The Arc. At the John Hancock Hall, these riders represented those served by The Arc of Bristol County, and celebrated the great strides made for individuals with intellectual and developmental disabilities and their families.

All Aboard The Arc, a civil and human rights movement by the nation's leading service and advocacy organization for people with intellectual and developmental disabilities, is the statewide signature event for The Arc in Massachusetts. 2012 marks the first year of involvement for The Arc of Bristol County that serves

people with disabilities throughout this region. "We wanted to get involved to raise funds for our organization, and also to raise awareness that the need for assistance for families affected by disabilities is constant. The Arc is grateful to those who participated in the event and the many sponsors of our riders," said Michael Andrade, President and CEO.



Patricia Kirby, Director of Development from The Arc with Kelly-Jean Robbins, Awarded most successful fundraiser for All Aboard The Arc.



The Arc of Bristol County at All Aboard The Arc send-off.

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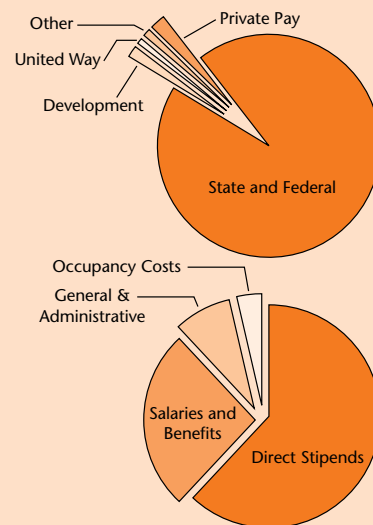
## Fiscal Year 2011-2012

### Revenue:

State and Federal	6,003,205	90.59%
Development	162,275	2.45%
Private Pay	204,615	3.09%
Other	135,520	2.05%
United Way	121,020	1.83%
<b>Total Revenues</b>	<b>6,626,635</b>	<b>100.00%</b>

### Expenses:

Direct Stipends	3,757,639	57.62%
Salaries and Benefits	1,797,782	27.57%
General & Administrative	561,231	8.61%
Occupancy Costs	404,274	6.20%
<b>Total Expenses</b>	<b>6,520,926</b>	<b>100.00%</b>



This statement is summarized from our unaudited financial statement. At your request, we will provide our audited statement upon its completion.



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## Supports and Services

**Acquired Brain Injury Program** helps move individuals living in nursing or rehab facilities out into the community. The acquired brain injury must have happened after the age of 22.

**Adult Foster Care (AFC)** is a MassHealth funded residential health care option. AFC offers Massachusetts residents who due to frailty; cognitive, physical, or mental disability; chronic illness; or advanced age; the opportunity to safely live in a family home. The Arc of Bristol County is committed to supporting AFC participants and caregivers to provide a unique family-centered living experience. Each participant receives the assistance they need with personal care and activities of daily living so they can remain as independent as possible. The Arc's goal is to provide participants with full inclusion in the family and community at large. The program has participants from Fall River, Franklin, Raynham, Seekonk, Dartmouth, Attleboro and Taunton.

**Community Directions** serves medically fragile individuals with developmental disabilities who are patients of the New Bedford Rehabilitation Hospital. Offering participants opportunities for individualized services and recreation, Community Directions serves as a model for rehab care for individuals.

**Day Habilitation Services** supports people with developmental disabilities to learn new skills in a community based setting. The supports and services at The Arc's Day Habilitation in Middleboro are designed to meet the changing needs and interests of each individual joining the program.

**Educational Advocacy** The Arc of Greater Fall River and The Arc of Greater New Bedford reach out to area schools and provide advocacy services, assisting with supports and resources needed for the children and teens to succeed.

**Family Supports** provides a variety of resources and supports to families and / or individuals in the greater Taunton/Attleboro area. Our Family Support Coordinators work with each person to understand their needs, as well as, provide individualized supports that will be meaningful to them. At times this means connecting families to existing services / supports in the area, but other times it may mean connecting to other families in similar situations or exploring non-traditional supports. In addition to service navigation, the Family Support Center provides a wide variety of trainings, talks, family days, support groups, supported recreation opportunities, and vacation clubs for school age children. Through our Project Kids Connect (PKC) program we connect children / teens with developmental disabilities and other community members. At times this is done by supporting inclusion at various community activities. In addition to these services we support a number of families who participate in the DESE / DDS partnership; a DDS referral program.

**Guardianship and Representative Payee:** Corporate Guardianship allows The Arc to be appointed by the Probate Court to assume responsibility for making personal, medical and/ or financial decisions on behalf of individuals with disabilities. The Arc can serve as the permanent/limited guardian of the person as well as Conservator or Trustee, and can also be Rogers Monitor. As a Representative Payee, The Arc assists individuals in developing a budget and managing their Social Security funds.

**Home and Community Based Waiver Services** The Arc of Bristol County is qualified to provide select support services for DDS. Presently, individuals are supported in the following service categories: Adult Companionship, Agency with Choice, Individualized Home Supports, and Respite Services.

**Individual and Residential Support Services** provide supports to individuals who live independently within their community. Staff assists individuals with banking, budgeting, medical transportation, recertification paperwork for their benefits, grocery shopping etc. throughout the greater Taunton/Attleboro region.

**Kids on the Block** Funded through the United Way of Greater Fall River, this educational puppet presentation helps students learn about their peers with intellectual, developmental and physical challenges in a fun and interactive manner.

**Project REC-Connect** Our national award-winning program provides a variety of community experiences for individuals to build their social skills, create wellness habits and develop meaningful relationships. This program's mission is to provide quality recreation and life enrichment activities to increase an individual's sense of confidence, self-esteem, health and accomplishment.

**Resource Centers** A day support option that combines small group learning with community connections, The Arc Resource Centers offer life-enriching activities for individuals in Taunton, Fall River and New Bedford.

**Trust Management:** The Arc works closely with individuals and family members or other interested parties to provide a comprehensive personalized plan to develop options that maximize wealth preservation, maintain funding and eligibility requirements for government programs, public benefits and prepare for long-term care. The Arc assists with special or supplemental needs trusts management, pooled trusts referral, health care proxies and powers of attorney.

## Spotlight on Adult Foster Care



Joan Bray and Ermelinda da Rosa are two people who never would have known one another if not for The Arc's Adult Foster Care program. Joan had been living on her own with some support from The Arc until it became clear that she needed a little more. Ermelinda found out about The Arc's AFC program from her sister, who is also a caregiver with the agency. Ermelinda and Joan were matched up together in 2008 and "clicked" immediately. Ermelinda says that "Joan has become a member of our family. Everyone loves her and nothing would be the same without her." Joan and her caregiver spend lots of time together each week doing things they both love. Joan loves when Ermelinda does her hair and nails on the weekends, and enjoys when Ermelinda and her spend time together shopping, playing cards, and visiting friends and family. Each AFC program member has a Coordinator and a Nurse who visit monthly and provide support to the family. Ermelinda says that "that support is what makes this possible." Joan's AFC Coordinator says that, "Ermelinda is such a wonderful caregiver and has really worked hard to give Joan a meaningful life. The family has accepted Joan as their own and gives her love and support that she would not otherwise have." Ermelinda says "Joan has taught me how to be more patient and caring with everyone. I never knew how many people like Joan are out there who need the love and care of a family."



Eight years ago Cindy Sloane moved in with her sister, Jane as well as their mom to help provide support. The family had always planned that Cindy would care for her sister should anything happen to their parents. Cindy and Jane have a wonderful relationship, Cindy is Jane's caregiver but she is also her friend. Together they enjoy going for rides, going out to eat and watching their favorite shows.

Jane likes to clap and sing and loves the attention she receives from her family members. Jane loves to visit with her other sister and brothers; but Cindy notes that she and Jane share a special bond. Cindy stated that Jane is fond of Christmas and other holidays, especially her birthday. Jane has a wonderful sense of humor and a wonderful smile.

AFC Coordinator Rebecca Barry stated that "Cindy is a phenomenal caregiver as there is nothing she wouldn't do for Jane. She is 100% committed to her sister and takes pride in knowing her every need. Jane and Cindy are fortunate to have each other." When asked what The Arc does for her, Cindy stated "Since joining the AFC program, I don't feel so alone. I appreciate the support The Arc gives; they provide me with access to resources that I didn't know about previously. Their staff are such a blessing; they always go above and beyond and I am so glad we became involved with The Arc!"



In the small town of Mattapoissett, a young woman, Jennifer Perry, is an active member of her community. Jennifer

earned her high school diploma from O.R.R. High School and is a college graduate with a degree in Liberal Arts from Bristol Community College. Jen takes pride in her accomplishments and is an employee at Kohl's as well as the Buttonwood Park Zoo, she also volunteers at the local library. Jen attends the M.O., L.I.F.E., Inc. program in Fairhaven and is active in her community every day. Jen would be described by most friends and family as a "social butterfly", she enjoys spending time with others and is very family oriented; she is especially fond of her nieces and nephews. Jen is very technically savvy, she loves her iPad and enjoys reading.

Jen's story may not seem any different than anyone else her age living in her town and that's exactly what her parents Addie and Robert hoped for. Addie, Jen's mother, provides Adult Foster Care Services to her daughter through The Arc of Bristol County. AFC is a program funded by MassHealth that provides a daily stipend to caregivers for overseeing the AFC member's activities of daily living. Addie said "The Arc's support enhances everything we are doing for her and what she is doing for herself. It allows flexibility and provides more community access and exposure. Their AFC Coordinator Tanya Viveiros stated "Addie is an excellent caregiver because she promotes and encourages Jen's independence. Jen has hopes and dreams to get her license and live independently in an apartment with a friend and her mom encourages her to accomplish anything she dreams of."

# Spotlight on Personal Assistance Services and Supports

proAbility offers home and community based supports to children with special health care needs throughout the State of Rhode Island. These services include Home Based Therapeutic Services (HBTS). This home based program offers structured 1:1 supports to the child and family aimed at eliminating challenging behaviors, enhancing daily living, transitional, and social skills while coaching parents in techniques designed to enhance the child's independence and the overall success of the family. proAbility also offers Personal Assistance Services and Supports (PASS), a program for children that focuses on teaching daily living skills, access to the community, and opportunities to practice social and problem solving skills. Here too, families are supported to establish skills to support ongoing success for their child and family.

For 7 year old Jennifer Deacon, PASS serves as a stepping stone to the world around her.

Meet 7 year-old Jennifer Deacon. Jennifer is a bright, loving, and humorous girl that lives with her parents, James and Josefina, in North Kingstown. Jennifer has visual and language impairments diagnosed as Pervasive Developmental Disorder. With

the help of HBTS services, Jennifer made steady progress and gained proficiency in practically all aspects of her home environment. As she progressed through HBTS, it became clear Jennifer was ready to broaden her surroundings and increase exposure to her community.

Like a turtle in its shell, Jennifer entered the PASS program a bit reluctant to start. An only child in a neighborhood with few children her age, Jennifer lacked the skills to establish and maintain friendships. Her mother worried Jennifer rarely stood up for herself and often "followed the other kids, even if it wasn't something she wanted to do." Support Worker Maria Nallathamby saw how Jennifer's lack of confidence caused difficulty in maintaining focus to many tasks. Jennifer would often avoid unfamiliar activities or refuse multi-step directions. "I don't think I can do it" was a common excuse Jennifer gave to her parents and PASS worker when pushed to try a new activity. Maria knew that Jennifer would benefit from community involvement and interaction with her peers.

Jennifer quickly took advantage of opportunities PASS services provided. Whether at a nearby

park or at the local YMCA, Jennifer steadily overcame her difficulty fitting in with kids her age. One of Jennifer's favorite places to visit is North Kingstown Library. There, she practices skills such as reading, writing, singing, story-telling and making new friends. Jennifer even opened up a lemonade stand, demonstrating her ability to count and handle money. With her friendly smile and positive attitude, Jennifer is increasingly determined to explore unfamiliar environments in her community.

Jennifer's success in the PASS program is attributed not only to her own enthusiasm and ability, but also to the strong collaborative efforts between staff and family. Family and staff bounce ideas and strategies off each other, deciding the best way for Jennifer to reach her PASS goals. Tony Costagliola, Treatment Coordinator, explains "It's critical for professionals to empower parents and promote involvement in services. Parental participation ensures that progress made by a child is sustained after the conclusion of PASS services."

Both proAbility staff and the Deacon family are impressed with Jennifer's hard work. Her mother Josefina states "Jennifer is now more focused and attentive than ever. Her patience and willingness to follow instruction has improved. PASS has provided opportunities to reveal a more confident Jennifer." Recently Jennifer was asked to describe her PASS services. In the midst of playing keyboard with her new friend, Jennifer paused for a moment before grabbing a nearby harmonica. She played a long, loud note before bursting into laughter. Somewhere close by, a turtle shell sat cracked open.





## proAbility Services

proAbility provides an array of services throughout the State of Rhode Island to adults and children with intellectual and other developmental disabilities.

- **Adult Services:** Individualized Day and Employment, Residential, Family Supports, and Shared Living Arrangements (SLA) offer life enhancing services.
- **Day Program and Employment Supports:** Opportunities include but are not limited to educational, vocational, and recreational options designed to meet the needs and interests of adults with intellectual and developmental disabilities.
- **proAbility** is also a certified State of Rhode Island Office of Rehabilitation Services (ORS) Vendor. This enables our team to provide a variety of supports to those interested in vocational skill building, assessment, and job training as well as securing and maintaining paid employment.
- **Shared Living Arrangements** offer individuals the opportunity to live in a family environment.
- **Residential 24 hour and other Community Based Supports** (otherwise known as Non 24 hour Residential and Family Supports) are available to adults in their own homes; promoting independence and community membership.
- **Children's Services** include Home Based Therapeutic Services (HBTS) and Personal Assistance and Support Services (PASS) individualized therapeutic services enhance the quality of the lives of

children from birth through age 21, delivered under the supervision of a State Licensed Clinician and provided in the child's home and in the community. These services are available state wide to Medicaid eligible children with special health care needs.



### By the numbers...

- 30 individuals supported in Individual Supports & Acquired Brain Injury Services
- 10 individuals supported under MA Residential Supports
- 5 individuals receiving RI Residential 24 hour Supports
- 7 individuals receiving RI Residential Non-24 hour Supports
- 458 individuals supported through Project Rec-Connect
- 32 individuals supported at Middleboro Day Habilitation Services
- 21 individuals participating in RI Day and Employment Services
- 14 individuals supported at Community Directions & New Bedford Resource Center
- 31 individuals supported at the Fall River Resource Center
- 40 individuals supported at Taunton Area Resource Center
- 313 individuals receiving Family Support & SSQUAL Support Services
- 22 individuals supported through the DESE/DDS program
- 28 children / teens supported through Project Kids Connect
- 304 information & referral calls received by the Family Support Center
- 19 children enrolled in RI Home Based Therapeutic Services
- 19 children enrolled in RI Personal Assistance and Supports
- 83 individuals participating in Adult Foster Care
- 9 individuals enrolled in Shared Living Arrangement and SLA Respite
- 293 individuals provided Guardianship, Conservatorships & Trusts Services
- 118 individuals provided Representative Payee Services
- 50 individuals received Flu Shots at our clinics

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Mr. & Mrs. Robert G. White  
Whittenton House of Pizza  
Dr. & Mrs. Michael Widak  
Dr. Frederick Woll  
Ms. Heather Wyrostek  
Ms. Valerie Zagami  
Ms. Tamatha J. Zerrenner  
Ms. Lynn Zorra

*We apologize if we have inadvertently omitted anyone.*

**Achieve with us.**