Back to the Future

Hailey, ICDS

THE GREATER RICHMOND

ARC

RichmondARC.org

2015 Annual Report

It's Time to Look to the Future!

Taylor, Day Support
with Marvin, Lead Staff

Last year, The Greater Richmond ARC celebrated sixty years of service in the Richmond community. At the same time, we had already begun looking toward the future.

After an intensive staff-driven Visioning process in the fall of 2015, we've reexamined our mission, revised our core values and created an ambitious long-term goal.

Our values and goals say it all. They explain who we are and what is important to us, as we carry out our mission with a renewed sense of pride and commitment.

Mission

In partnership with families, ARC creates life-fulfilling opportunities for individuals with disabilities.

Core Values

- **Integrity –** Doing the right thing, even when no one is looking
- **Respect and dignity –** Treating others the way we want to be treated
- **Passion –** Dedicating ourselves to our mission and always giving our all
- **Striving for excellence through continuous improvement –** Never being satisfied with the status quo, because we can always do better
- **Caregiver and person perspective –** Seeking to understand and meet the needs and wants of our families

Big Hairy Audacious Goal

By 2025, Greater Richmond ARC will be the most respected human services agency in Virginia, recognized for providing the highest quality services for individuals with disabilities regardless of their ability to pay. As a result, we will have grown to serve over 3,000 individuals with disabilities.

Letter from the President

I joined The Greater Richmond ARC on June 1st after spending over 30 years in the corporate world. People from both inside and outside the organization gave me a warm and friendly welcome to my new world. Thankfully, I was able to spend many hours with Marshall Butler who was a willing teacher, advisor and coach to me. Having Marshall here to assist during this transition was a great benefit to both me and the organization. I greatly appreciate everything he has done for the organization in the past and everything he did to help me get oriented to ARC.

In some ways, 2015 was a time to celebrate past accomplishments; it was also a time of transitioning to the future. We celebrated both Marshall Butler's retirement after 37 years leading the organization and Greater Richmond ARC's 60-year anniversary. 2015 also featured the grand opening of the ARCpark, the only park in central Virginia designed for the use and enjoyment of individuals of all ages and all ability levels. It is an accomplishment our founding families would have been particularly proud to witness: the ARCpark was designed from its inception with our mission top of mind. It is also the first ARC initiative to open its gates to the larger Richmond community.

It was an excellent year for the Greater Richmond ARC. Together, with all of our supporters, we were able to accomplish a great deal. Here is a brief list of some of our most meaningful accomplishments:

- We provided services to 1,278 individuals and their families.
- As of year-end, we employed 401 people including 249 with some form of disability.
- We opened the ARCpark.
- We grew ARC revenues to an all-time record high of over $14.5 million.
- In October, we began work on our new Vision which was developed by a diverse group of 23 members of our staff. If each of us believes in the Vision and lives the Core Values each and every day, Greater Richmond ARC will be able to provide best-in-class services for our clients and their families far into the future.

However, the Greater Richmond ARC is not an organization content to rest on its laurels. While we honor our past and all the hard work that has gone into creating programs and services for individuals with disabilities and their families, we have our sights set on the future and the opportunities that lie ahead.

All of us are reminded daily that our success is not about our buildings or our programs. It is all about the people we serve, their families, our staff and our stakeholders. None of the great things we accomplish would be possible without the dedication and passion that our staff and stakeholders demonstrate every day. This organization has accomplished great things in the past, but I am convinced that together we will accomplish even more in the future.

I am even more excited to be here now than I was on June 1, 2015. This is a great organization focused on a great cause. Together we can make wonderful things happen for our clients. Thank you for your continued, strong support.

John Walker, ARC President/CEO

Infant and Child Development Services

Liam and Dad

Liam had such a rough start to life that mom Nicole wanted to cry.

Two years later, she did. But they were tears of joy, thanks to the help of ARC.

Liam was born with a hernia, colic, reflux, and developmental delays, and was an "unhappy and unhealthy little boy," Nicole said.

Now twenty-seven months, Liam's "life has improved so much. He's an extremely happy little wild man."

Nicole credits the help of ARC occupational and physical therapists who meet with her and her son regularly to help him catch up.

While it was "quite horrible" in the beginning, Liam improves every week, now sitting and even beginning to stand. Nicole said she worried initially about being a good mom, because even though she already had a four-year-old, there is so much to know about Liam's care. ARC showed her how to help him tackle self-feeding, and how to coach him in developing fine and gross motor skills.

It's been a tough journey; one that Nicole says she couldn't have undergone without ARC's "miracle workers."

- **471 children and their families were served through ICDS in 2015.**
- 100% of parents expressed greater confidence and competence in meeting their children's needs because of ICDS.
- 85% of infants and toddlers receiving therapy mastered their goals or showed significant progress within six months of enrollment.

Afterschool & Summer Day Services

Darrall

Like most teens, Darrall, 13, likes to stay busy. And like most parents, his dad Darrall, Sr. thinks that's a good idea.

Both Darrall and his brother attend ARC's Afterschool program and their dad says they both like the daily activities that include art projects, cooking classes, and community outings. "It's nice. That's what kids need."

"They don't ever want to miss it," he added, saying Darrall especially enjoys ARC-sponsored trips to places like the grocery store, where they learn to shop. (Also, as a typical teen, he "likes to eat.")

Darrall attends ARC every weekday afternoon during the school year and all day during the summer.

"I don't know if there's any program better than ARC. It not only saves me, it saves them, too," Darrall Sr. concluded.

- **90 students were served in Afterschool in 2015.**
- 79% of caregivers with children in Afterschool remained employed, gained employment or continued their education.
- 90% of high school juniors and seniors in Afterschool achieved their Work Readiness transition goals.
- 91% of students in Afterschool participated in weekly volunteer activities in the community.

Adult Day Support Services

Dazeray

When Dazeray graduated from high school in 2011, her parents wanted to find a program where she wouldn't "sit around," her mom said.

Dazeray keeps busy in our Day Support program at Camp Baker. An outgoing person, she likes the Day Support program's daily activities that include swimming and horseback riding in the summer, along with trips to local parks and shopping trips year round. She also shines at the holiday dinners, where she's been known to give instructions on good table manners.

"She enjoys going there and when she's away from ARC, she talks about it constantly. At times I've tried to look at other places, and she says, 'No way,'" her mom said. Without Day Support, Dazeray probably would be staying with relatives during the day where there would be less activity. So this program has been the best solution.

"They look out for her there. I feel she's safe."

- **117 adults were served in Day Support in 2015.**
- 96% of adults in our three Day Support locations volunteered in the community.
- 96% of adults in Day Support routinely participated in community outings.
- 96% of adults in Day Support achieved their individual wellness goals.

Camp Baker Summer Camp & Respite Care

Colleen and Mom

The chance to stand on her own two feet.

That's what attending Camp Baker Summer Camp has given Colleen.

Wheelchair bound, when Colleen, 28, returned home from overnight camp last summer, she was better able to stand briefly and pivot on own.

For her mom Missey, it was "the most wonderful thing, "adding that it was just one example of how well the counselors encouraged and nurtured her daughter's abilities.

"Colleen is so used to us as her sole caretakers; being with others just opens up her world. They read to her, talked with her, and were absolutely far more patient than I am at 3 a.m.," Missey said, noting that one of her daughter's challenges is being able to sleep.

In fact, Missey describes Colleen's entire camp experience with activities like a talent show, swimming, boating, and arts and crafts, as "expanding" and "exhilarating."

"For us, this has been a Godsend."

- **402 summer campers and 109 respite attendees were served at Camp Baker in 2015.**
- 98% of campers indicate they want to return to camp in 2016.
- 86% of families with members attending summer camp indicate reduced stress as a result of camp services.
- 87% of families indicate reduced stress as a result of respite care.

ARC Employment Services

Sayfullah is a document imaging operator at ARC. It is his first job ever.

A native of Brooklyn, New York, Sayfullah and his family moved to Richmond a few years ago, where his mom heard about the Greater Richmond ARC's Employment Services and urged him to apply.

His first stop was the production facility's assembly line, but he then transferred to the scanning division, where documents are shredded and stored electronically.

A practicing Muslim, ARC supervisors accommodate Sayfullah's schedule for his daily Adhan, or call to prayer.

Because he also commutes by bicycle an hour each way every day, ARC also ensures he is able to travel home during daylight.

Now with ARC for two years, Sayfullah says he's glad to be employed, and at such a welcoming place.

"It is a very nice company," he says. "I like it."

Sayfullah

ARC Employment Services

Drew

Drew, 23, is an example of what people can accomplish when they try.

He is blind in one eye and uses a walker, but is always willing to tackle something new. He's helped answer phones, pack boxes, and shred paper, all part of ARC's Pre-vocational Job Training program.

"If they can find something for me to do, they can find something for anyone," he says, adding his multiple disabilities initially made it hard for him and his mom Janet to find a day program in Richmond where he could participate.

Drew's incredible "can do" spirit may have earned him the program's "Individual of the Year" award, but he says every day is its own reward at ARC. "There's never a dull moment."

- **297 men and women with disabilities were learning work skills or were employed in ARC programs in 2015.**
- 81.4% of people with disabilities employed at federal contract sites retained employment for at least 12 months.
- 83.6% of people with disabilities employed in the Production Facility retained employment for at least 12 months.

Because
ARC Donors *Matter*

Abraham Lincoln once said *"The best way to predict your future is to create it."* Because you have made investing in our work a priority in your giving, you are helping create ARC's future. You are an integral part of making ARC's Vision a reality. We cannot successfully meet the needs of our clients without engaged, committed supporters and energetic volunteers like you. Our hearts are filled with gratitude for all the ways you help.

If you've read just one of the stories about people who are helped by ARC in this annual report – if you've looked at just one smiling child, one man, one woman, one family – you will see how your support is making a difference. Better yet, if you haven't visited us yet, come meet some of the people you are helping.

Your time, talent and resources will continue to play a critical role as we look to a future that holds still unimagined possibilities for everyone.

Contact us if you'd like to find out other ways you can help.

Becky, ICDS

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The Greater Richmond ARC recognizes and thanks the following for their outstanding generosity and dedication to helping people with disabilities.

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In Honor Of Jenny Maraghy
Burgess Inspections, Inc.

In Honor Of Linda Burns
Burgess Inspections, Inc.

In Memory Of Judy Lankford
Nelson Lankford

In Honor Of Lawrence Liesfeld & Family
Piedmont Construction Co., Inc.

In Honor Of Grace Helms
Burgess Inspections, Inc.

In Honor Of Renee Burleigh
Burgess Inspections, Inc.

In Honor Of Marianne Donahue
Burgess Inspections, Inc.

In Honor Of Roslyn Cousins
Burgess Inspections, Inc.

In Honor Of Jana Fisher
Burgess Inspections, Inc.

In Honor Of Missy Bingaman
Burgess Inspections, Inc.

In Honor Of Val Caldwell
Burgess Inspections, Inc.

In Honor Of Dawson Boyer
Burgess Inspections, Inc.

In Honor Of Susan Cullen
Burgess Inspections, Inc.

In Honor Of Bob Shaffer
Piedmont Construction Co., Inc.

In Memory Of Preston E. Mathews
Vonda Mathews

In Honor Of Elizabeth Menneti
Carol Edwards

In Honor Of Linda Moody
Burgess Inspections, Inc.

In Honor Of The Niamtu Family
Gilbert De Biasi
John Alexander
Gilbert Roberts

In Honor Of Mark Sowers
Piedmont Construction Co., Inc.

In Honor Of Doug Sowers
Piedmont Construction Co., Inc.

In Honor Of Piedmont Construction Co., Inc.
Piedmont Construction Co., Inc.

In Memory Of Robert M. Todd
Paula Poston

Donors and Volunteers

In Honor Of Herbert Fitzgerald & Richard Nuckols
Piedmont Construction Co., Inc.

In Honor Of Ken Heland
Burgess Inspections, Inc.

In Honor Of Wally Hughes
Burgess Inspections, Inc.

In Honor Of Roger Brooking
Burgess Inspections, Inc.

In Honor Of Jane Rhyne
Chamberlayne Heights United Methodist Church

In Honor Of Mona, Charlie, & Susan
Piedmont Construction Co., Inc.

In Honor Of Vince Radford
Burgess Inspections, Inc.

In Honor Of Rosemary & Cullen Seltzer
Stacy Seltzer

In Memory Of John Story Jr.
Kevin Brandon

In Memory Of Kathleen O'Flaherty
Mary Tracy

In Memory Of Alvin Shrek
Patricia Horsey

In Memory Of Robert Tonacci
Thomas Haskins
Charles Thacker
Norma Doss
Jean Couch
Richard Ryan

In Honor Of Fran Brooks
Burgess Inspections, Inc.

In Honor Of Taylor Cantrell
Piedmont Construction Co., Inc.

Event Volunteers

Mike Atkins
Jack Berninger
Cheryl Boltz
Aftyn Brandon
Dave Brotherton
Ric Brown
Carrington Castle
Chamberlayne Heights United Methodist Church
Cara Coffman
Laurie Condrey
Merle Condrey
Heidi Schlicher Cook
Kevin Cook
Suzy Copeland-Lowery
Tonya Croston
Janice Crowder
Stacy Davis
Tad Davis
Meg Downs
Mike Foley
Ben Garris
Sheryl Gibbs
Mike Goff
Joyce Hann
Jodi Harris
Gwen Hart
Patty Haymans
Sue Hellem
Ethan Hitchcock
Amy Horan
Thom Horsey
Jocelyn Howell
Chris Jones
Eleanor Jones
Lynn Kirstein
Synika LaLande
Emily Lehmann
Paige McBath
Jason McQuaid
Vicki Mirandah
Sue Mitchell
Eunice Morck
Jule Mueller
Lisa Nelson
April Niamtu
Matt O'Connell
Marce Pascual
Malcolm Peacock
Jeff Penny
Camesha Peters
Irene Poindexter
Ruthann Priest
Taylor Ramey
Warren Redfern
Bill Reinhart
Jane Rhyne
Pat Robson
Chris Russell
Kat Simons
Adrienne Snead
Lauren Soles
Kendall Solo
Janet Sommerville
Bob Sommerville
Cindy Spear
Dave Spear
Rob Steele
Jennifer Stertzer
Heather Stertzer
Don Stevens
Linda Stevens
Liz Stokes
Rob Stone
Charles Story
Valerie Tillies
Shirley Torrence
Bob Tranium
Caleb Violette
Anne Walker
Anne Waring
Camille Washington
Pat Williams
Jeff Wilmoth
Amanda Wilmoth

Donor categories recognize the total of outright gifts, pledge payments, and pledges made in 2015. Regardless of amount, every gift to Greater Richmond ARC is valuable to the children and adults we serve, and in turn, to the greater community.

We have made every effort to ensure that each donor is included correctly. If you made a gift in 2015, and your name has been omitted or listed incorrectly, please accept our apology and contact Kim Watson, Vice President of Development & Communications, at 804.358.1874 so we may verify our records and acknowledge your gift correctly.

Letter from the Chair, Board of Directors

Last year was a time of transition for the Greater Richmond ARC. The Board of Directors hired John Walker as our new President and CEO in June and helped longtime President Marshall Butler celebrate his retirement in October. ARC Employment Services completed a successful independent CARF accreditation last spring; we opened the ARCpark in late summer; and the organization worked on a renewed Vision in the fall.

As our executive leadership was transitioning, we were also preparing for impending changes that will significantly impact the environment in which we operate. We had begun to examine how emerging government policies might affect the way we deliver services and to explore ways we can offer more community-inclusion opportunities for those with disabilities.

Although we don't yet know exactly what our future will look like, we do know that we will continue to offer families a wide variety of services and choices across the life span. We also know our envisioned future will include highly regarded best-in-class services for our clients and their families.

To achieve these goals, ARC, like most not-for-profit human service organizations, will need the support of our community more than ever before. We will need support, not just for capital initiatives, but also to help us achieve and sustain high-quality, outcome-driven programs that are accessible to all. Our Board and staff have gained insights and experience during our successful ARCpark fundraising campaign. We hope to build on that success, as we ask others to join us in making a difference for our families and our community.

We have celebrated and continue to build on our past successes, but as our founders did, ARC's Board of Directors and staff are also boldly moving toward the future.

Thank you for your support.

Robert L. Sommerville

Robert L. Sommerville, ARC Board Chair

ARC Leadership

ARC Board of Directors

Robert L. Sommerville
Chair

Warren Redfern
Vice Chair

Chad Logan, Esq.
Secretary

Donald D. Darr
Executive Committee

Meg Downs
Executive Committee

Richard D. Brown
Harvey Crone
Heidi Dix
Thomas Horsey
Jeff Penny
William Poole
B. Patterson Robson, Jr.
LaToya Renea Smith
Rob Stone
Valerie Fleming Tillies
Anne Waring

Camp Baker Management Board

Vince Burgess
Patrick Knightly
James "Punky" Lumpkin
Robert Mills
Ed Nicely
William Poole
Dabney E. Short, Jr.
Michael "Mick" Simms

ARC Executive Officers

John Walker
President & CEO

Julee Fletcher
*Senior Vice President & CFO**

Matt O'Connell
Vice President Employment Services

Charles Story
Vice President of Human Resources

Kim Watson
Vice President of Development & Communications

**began 1/4/2016*

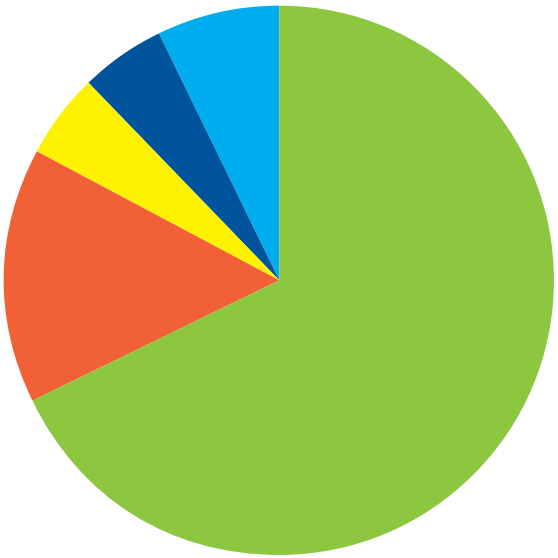
Financial Responsibility

2015 Financial Information by Program

($ in thousands)

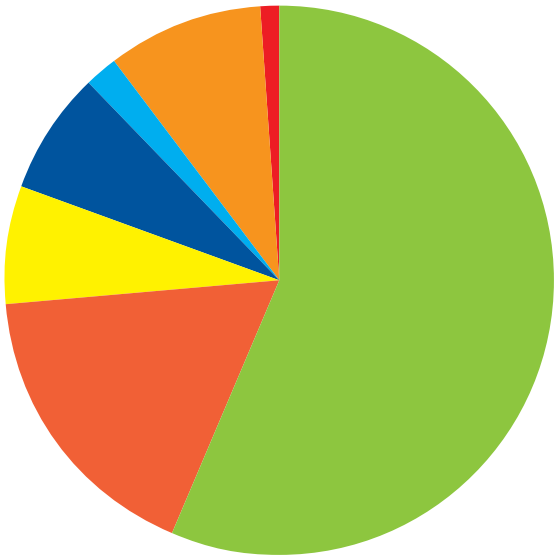
Program Revenue

ARC Employment Services	$9,937	68%
Day Support Services	2,175	15%
Infant/Child Development Services	793	5%
Respite & Summer Camp	684	5%
Development	963	7%
Other Income	(11)	0%
Total Revenue	**$14,541**	**100%**



Program Expenses and Increase in Net Assets

ARC Employment Services	$8,171	56%
Day Support Services	2,528	18%
Infant/Child Development Services	1,023	7%
Respite & Summer Camp	1,063	7%
Development	282	2%
Administration	1,282	9%
Increase in Net Assets	192	1%
Total Expense	**$14,541**	**100%**



If you would like more information about our finances, please contact Julee Fletcher, Senior Vice-President & CFO, at 804-358-1874, Ext. 245.

THE GREATER RICHMOND

ARC

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