

*You make a difference*



THE GREATER RICHMOND  
**ARC**  
RichmondARC.org

2016 Annual Report

**Vanessa Parham** said she first heard about ARC from a friend who said they hired people with special needs.

She suggested her son, Jonta', 23, apply. "I've been fighting for him since he was three years old," she said, adding that as his mother she is "an advocate for my boy."

Jonta' went to his interview in a suit jacket, and Vanessa said ARC was impressed by his appearance and personality. Now employed at the Defense Supply Center in Richmond, Jonta' works evenings performing janitorial duties, saying the people are "nice."

He is diligent in his work, following his mom's advice to "be the best you can be."

With his first earnings, Jonta' bought sneakers and hats, and even a ring for his mother. "Jonta' likes bling-bling," she said, smiling.

But success has not come quickly or easily. Vanessa said her son was misdiagnosed as a youngster and she "kept fighting" on his behalf. "I am not going to give up," she says. "Jonta' comes first."



COVER – Clockwise from top left: Orlagh (ICDS); Noah (Afterschool); Leona (Adult Day Support); Sherry (Workforce Development).

Photo credits – Scharetg Pictures, James Haskins Photography and the Greater Richmond ARC.



*"Be the best  
you can be."*

Vanessa Parham

Jonta' with his mother, Vanessa



## Letter from the President

**The Greater Richmond ARC** was founded over 60 years ago by families that wanted a better life for their loved ones with disabilities. Today our Mission says, “In partnership with families, the Greater Richmond ARC creates life-fulfilling opportunities for individuals with disabilities.” The hard work and passion of our staff and volunteers, the generosity of our over 600 donors and the dedication of our families to their loved ones makes this mission come true.

### 2016 was a great year at ARC:

- We provided services to 1,304 individuals and their families (up 2% from 2015).
- We developed a Vision for the future of our organization and a Strategic Plan to make that Vision come true.
- We implemented an entirely new Curriculum in our Workforce Development Program to better prepare these clients for employment.
- We implemented many positive changes at Camp and Respite, and as a result had a great year in those two programs.
- We survived the implementation of the new system of Medicaid Waivers.
- We strengthened our processes around compliance with the many regulations that are a critical part of our ability to serve our clients.
- We successfully completed the renewal and extension of several of our largest federal contracts.
- We increased the number of children served by our Infant & Child Development Services team by 15%.
- We had a record year in fund raising for our Annual Fund.
- We increased our focus on technology and are now prepared to make major improvements in our tools and infrastructure next year.
- As of year-end, we employed 396 people, 241 of whom had some form of disability.

**As part of our new Vision we set a bold goal.** It states that “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 3000 individuals with disabilities.” There are two critical pieces to this goal:

1. Providing best in class services.
2. Providing services to individuals regardless of their ability to pay.

Making this goal come true will take tremendous effort by everyone involved with ARC; from our Board and other volunteers, to our staff and families and certainly including our donors. Rest assured we are hard at work trying to make this dream become reality.

ARC is a wonderful place. Our success is not about our buildings or our programs. It is all about, our staff, volunteers, families and donors working together to make the dream of those families long ago come true by creating a better life for their loved ones. I look forward to working with all of you to make great things happen in and for our community in the future.

**John Walker**  
President and CEO

# Infant & Child Development Services (ICDS)

**There is a reason** why Tiffany Brooks doesn't sit in during her five-year-old son Tai'Vonne's speech therapy sessions.

She wants him to tell her all about it afterwards.

Tiffany realized a while ago that hearing about everything her son accomplishes during speech encourages Tai'Vonne to talk even more.

Not that he needs much prompting. "He talks a lot on his own" nowadays, his mom said, adding that when they first began working with ARC, "he could not talk. At first I thought it was a kid thing, but then I saw his friends at the same age were saying more." Even more puzzling, Tai'Vonne could clearly understand what others were saying, but could not respond.

In the past three years, he's come a long way, with the outgoing little boy speaking in full sentences.

"Now he can talk a hole in your head," says his mom, smiling.

- **536 children and their families were served through ICDS in 2016.**
- **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.**



*"He's come a long way and is speaking in full sentences."*

Tiffany Brooks



Tai'Vonne  
and Tiffany

*"Takai has blossomed."*

Angela Crute



Takai Crute

**Takai Crute**, 16, has a smile so warm and friendly that you just have to grin back.

A participant in ARC's afterschool program for the past three years, her mom Angela says Takai loves it "because she gets to be social with her peers."

Making friends was challenging when her daughter was younger.

"Children didn't play with her," said Angela. Now at ARC, she can "have a normal social life" and since joining ARC her daughter has "just kind of blossomed."

Activities like cooking after school are also a lot of fun. "She likes to cook, and she likes to eat, so it's perfect," said her mom.

"She has really come a long way."

- **89 students were served in year-round Afterschool in 2016.**
- **95% of students in year-round Afterschool made progress on health and safety goals.**



# Adult Day Support Services

James “Patrick” Brown’s got rhythm. Just ask anyone. When ARC holds its annual dance, he’s up front keeping time with the music.

The beat goes on every action-packed day, with Patrick, 39, participating in activities at ARC including cooking and arts and crafts.

He’s been part of the program since infancy, first receiving occupational, physical, and speech therapies, and then when older enjoying Camp Baker summer fun.

His mom Patricia says she first heard about ARC when she passed a bus sign asking, “Need help?” with a phone number. The rest is history.

“It’s just awesome that they are about the total family and provide opportunities across the lifespan, treating their clients with total respect and honoring the people they are,” she said.

“It’s a happy place to go.”

- 95% of adults in Day Support volunteer and enjoy community activities through Meals on Wheels, YMCA, SPCA and other greater Richmond area community programs.
- 95% showed progress in personal care, physical fitness and community safety.



*“They are all about the total family... with total respect.”*

Patricia Brown

## Camp Baker Summer Camp & Respite Care

*"I know he's in good hands...  
The organization does  
a phenomenal job."*

Suzanne Smith



Dean Smith

When Dean Smith, 14, was handed the microphone at ARC's annual awards banquet, he knew just what to do.

He began singing a popular rock song much to everyone's delight.

As "Individual of the Year in Respite" at Camp Baker, Dean was recognized for his contributions as a longtime program participant. He spends one weekend a month at respite camp, where he has a chance to socialize with his peers, while his parents have a "very liberating" break, says his mom Suzanne. "He's safe and having fun, and we have peace of mind."

"You feel like you can just exhale. I know he's in good hands," she said, adding that participating in ARC has been "life changing." "The organization does a "phenomenal job."

Dean particularly enjoys respite's community outings that include everything from going putt-putt and shopping, to even visiting nearby landmarks.

"I don't know what I would do without ARC," Suzanne said, adding it is comforting for their family that with its many programs, "Dean will be able to enjoy all the organization has to offer for years to come!"

- 376 summer campers and 107 respite attendees were served at Camp Baker in 2016.
- 100% of Respite participants and 84% of summer campers enjoyed community activities such as trips to Kings Dominion, Colonial Williamsburg, Ripley's "Believe it or Not," Pocahontas State Park, horseback riding and boating.
- At least 95% made progress in health and safety goals.

# ARC Employment Services

**Sherry Taylor**, 52, has been part of the ARC family for 30 years. Now in Workforce Development, Sherry spends her day in job training; honing her skills twice a week at the Science Museum of Virginia, for instance, where she cleans and dusts the “cool exhibits.”

Her dream is to someday get a “job where I can help fix different meals.” In the meantime, she volunteers with ARC at Meals on Wheels, and delivers food to the frail elderly and others in need.

One of her closest friends at ARC is deaf, and Sherry has been a strong advocate in learning ways to communicate with people who are hearing impaired, including using flash cards and learning basic sign language. “I would like to help people who cannot hear,” she says

Most of all, Sherry wants to continue to “learn about work and jobs.” She helps in the production facility at ARC by packing batteries for alarms and also performs light cleaning in an ARC-related project for Megabus.

And what does this people-loving, fierce advocate for people with disabilities enjoy and continue to want more of at ARC?

“Job coaching.”

*“I want to continue to learn about work and jobs.”*

Sherry Taylor





*"It's nice  
to make  
money."*

Sean Stout



Sean Stout

## The Force is with Sean Stout.

Every week day, the avid Star Wars fan rises early to arrive for work on time at ARC's Westwood production facility.

This is Sean's first job. "We package stuff and send it off," says the 27-year-old, who got his start in the program first as a volunteer and now is a paid employee.

Sean currently packages Fatwood bundles for Plow & Hearth, saying he loves the work and his co-workers, who are "nice," adding, "Other people make the time go fast."

And he says there are other perks to earning a paycheck. "It's nice to make money to buy Star Wars stuff."

- **282 men and women with disabilities were learning work skills or were employed in ARC programs in 2016.**
- **9 individuals transitioned to outside employment from ARC's Employment Services Programs.**



# ARC Donors Make a Difference

*“Humankind has not woven the web of life.  
We are but one thread within it.  
Whatever we do to the web, we do to ourselves.  
All things are bound together.  
All things connect.”*

CHIEF SEATTLE



Antoine Moore  
Camp Baker Day Support.

## A Thank You to Our Donors

**Because you,** an ARC donor, have made it a priority to share your treasure with individuals served at Greater Richmond ARC, you are providing a safe and nurturing place for people with disabilities to spend their days. Your financial commitment to ARC provides opportunities for people like Antoine (pictured) to enjoy a fulfilling life. He spends his days volunteering, learning important life skills, and developing relationships that enhance his life. And you have a very important part in that. His life and the lives of 1300 others are richer and our community is stronger because of your generosity.

We are so grateful.

*This very important work could not be done without your help.*

A great way to see how your donation impacts lives is to tour one of our facilities. Come and see us. Your heart will be touched and you will know that you are a vital part of something good.



# Our Donors

The Greater Richmond ARC recognizes and thanks the following for their generosity and dedication to helping people with disabilities. We could not provide the services we do without your help. Your gift makes a difference and those served through ARC programs are extremely grateful!

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Sam and Justin of ARC Employment Services enjoying the 2016 ARCpark SummerFest.

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Volunteers from Deloitte help spruce up  
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Camp and Afterschool.

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**\*ARChampion Monthly Giving Club** – For information on becoming a sustaining supporter please contact [Nita.Starr@richmondarc.org](mailto:Nita.Starr@richmondarc.org)

Donor categories recognize the total of outright gifts, pledge payments, and pledges made in 2016. Regardless of the amount, every gift to the Greater Richmond ARC is valuable to the children and adults served, 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 2016, and your name has been omitted or listed incorrectly, please accept our apology and contact Nita Starr, Annual Fund Director, at [Nita.Starr@richmondarc.org](mailto:Nita.Starr@richmondarc.org) so we may verify our records and acknowledge your gift correctly.*

# Tribute Gifts

## ***In Memory of Anne Hammond Hendrick***

Bill & Helene Downs  
Joyce Hann & Robert Hunt

## ***In Honor of Anne Thompson***

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## ***In Honor of Anne Walker***

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Jessica Wittkamp  
Marie Yates  
Kim & Jon Zaninovich

## ***In Memory of Bill Wahl***

Meg & David Downs

## ***In Honor of Bruce Boardman***

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## ***In Memory of Carl Bishop***

Hal & Betty Starr  
Wilma Bishop

## ***In Memory of Charlie Harris***

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## ***In Memory of Dan Kane***

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## ***In Memory of Doris Marie Nelson***

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Marguerite Foley

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Edward & Jean Middleton  
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Joe Walshe  
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Chuck & Sharon McCurdy

## ***In Memory of Gregory Milo Gotwals***

Allan & Cinda Williamson  
In Honor of Heather Egan  
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## ***In Memory of Jane Lambert Kidd***

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Patty Michalak  
Leslie Newton  
Andrea Patenaude  
Allen Pickels  
George Rhodes  
Luther & Cindy Rowe  
Trinity USA Contracting, Inc.

# Tribute Gifts

## ***In Honor of Jane Rhyne***

Chamberlayne Heights United  
Methodist Church

## ***In Honor of Jared Davis***

Burgess Inspections, Inc.

## ***In Honor of Jean Matthews***

Joyce Hann & Robert Hunt

## ***In Honor of Jennie Dotts***

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## ***In Honor of Jim Brooks***

Burgess Inspections, Inc.

## ***In Honor of Jim Daniels***

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## ***In Honor of Joey & Evan Niamtu***

John & Helen Alexander  
Gilly & Lora Roberts  
Jose & Anne Vazquez

## ***In Honor of The Niamtu Family***

Franz & Gerd Mayr

## ***In Memory of John R. Story, Jr. & Geraldine B. Story***

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Lil Palmer  
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Pearl Randolph  
Deborah Story  
Geraldine Story  
Carolyn Trimmer  
Sharon Turner-Friley  
Keshia Warren  
Delbert Wigfall  
Sarah Woodard

## ***In Memory of Judy Lankford***

Nelson Lankford

## ***In Honor of Justin Poythress***

Bill & Karen Poole

## ***In Honor of Karen Berkness***

Burgess Inspections, Inc.

## ***In Honor of Ken Edwards***

Burgess Inspections, Inc.

## ***In Memory of Liddy Horsey***

Richard & Mary Jo Averell  
John Manning  
Andrew & Jill Stefanovich  
Kim & Larry Watson

## ***In Honor of Marilyn Rice***

Catherine Durvin

## ***In Memory of Mark Balbach***

Jeffrey & Mary Ann Markunas

## ***In Memory of Mark Thomas Jarrett***

Steve & Kimberly Jarrett

## ***In Memory of Martha Jane Blake***

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## ***In Honor of Matt Jareau***

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## ***In Honor of Max & Terry Solano***

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## ***In Honor of Meg Downs***

Bill & Helene Downs  
Arthur Hendrick  
Laura Kottkamp

## ***In Memory of Mr. Jack Ferguson, Sr.***

Randy & Meade Welch

## ***In Honor of Neil Gewanter***

Harry & Cynthia

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Cindy Boswell

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Lauren Bauer

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Craig & Jane Burns  
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## ***In Honor of Rosemary & Cullen Seltzer***

Sheldon & Carmen Seltzer

## ***In Honor of Sarah Ewing***

Burgess Inspections, Inc.

## ***In Honor of Sarah Seltzer***

John & Diane Golden  
Stacy Seltzer

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Burgess Inspections, Inc.

## ***In Honor of Tammy Gomer***

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## ***In Honor of The RVA Group***

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## ***In Honor of Thia Rose-Hansen***

Mim & Chuck Scalin

## ***In Honor of Thomas Haskins & Family***

Clifford & Sherry Roffis

## ***In Honor of Ty Dwyer***

Burgess Inspections, Inc.

## ***In Honor of Virginia Adeline Wyatt***

John & Lindy Wyatt

## ***In Honor of Waverly Abell***

Emily Abell

# Our Program and Event Volunteers

*We would like to thank all of the program and event volunteers who spent endless hours over the past year giving of themselves to help people with disabilities. Your investment of time and talent made a difference!*

Makayla Allen  
Lauryl Andrus  
Bonnie Atwood  
Joseph Atwood  
Ailar Barns  
bbgb tales for kids  
Brandon Benton  
Jack Berninger  
Zac Blanco  
Darryl Blocker  
Rob BoClair

Anne Broadhead  
Dave Brotherton  
Richard Brown  
Karen Butterfield  
Ben Campbell  
Xiomesis Canales  
Maureen Carley  
CarMax  
Cathedral of the Sacred  
Heart Youth Group  
Cynthia Carter

Nathan Carter  
Cindy Cates  
Rich Coon  
Tonya Croston  
Janis Crowder  
Tiffany Davenport  
Matt Davis  
David Downs  
Cathy Dumur  
First Book  
Lynn Foster

Fountain Bookstore  
Alessandro Gildner  
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Brandie Graham  
Mary Hall  
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Nancy Harmon  
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Kathleen Hershner  
Thom Horsey  
Sindhu Jaideep  
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Carol McIntyre  
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Jeff Penny  
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Colby Raines  
Taylor Ramey  
Warren Redfern  
Bill Reinhart  
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Connie Rigsby  
Trice Rigsby  
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Laura Sullivan  
Mary Margaret Sword  
Dustin Tanner  
Dan Todd  
Patricia Vanneman  
Arlene Waller  
Daniella White  
Peter Williams  
Amanda Wilmoth  
Jeff Wilmoth  
Karen Witt  
Suzanne Yates



Josh Beall and Chris Ringer of CarMax Corporate help re-stain the ARCpark wooden structures.



## Letter from the Chair, Board of Directors

**Flexibility and growth.** That's the name of the game in an ever-changing world.

Those with disabilities and their families already understand this. They have often had to abruptly change course to overcome unforeseen obstacles and challenges throughout their lives. These families are strong and they have adapted. ARC, too, has adjusted to change over the last 62 years, and I feel certain it won't be the last time!

Today, narrowly defined and complex regulations are dictating what and how programs can be delivered to those with disabilities right here in our community. At ARC we are continuing to make investments to ensure that we remain compliant, while also remaining committed to providing choices to our clients that do not limit individuals by utilizing a one-size-fits-all model.

As we move forward with our strategic plan, we are focused on becoming the most respected human services agency in the Commonwealth. We won't forget to listen to the individuals and families who depend on us. Their perspective will remain at the forefront of everything we do. Understanding our families' needs and wants is one of five core values at ARC that are just nonnegotiable.

In 2016, we strengthened ARC's foundation, to better meet the challenges in the future and continue our journey to being "best in class."

- We hired a director of compliance to keep us in front of complex and still-unfolding industry requirements.
- We committed to learning how each of us can play a role in ARC's fundraising, so we can expand our network of loyal supporters.
- We commissioned a brand study, in preparation for creating messages that will bring clarity about what we do and will bring those messages to a broader community.

Individuals with disabilities, their families and our community are counting on us at the Greater Richmond ARC. They are counting on you and me to sustain and expand strong community programs that are making a difference. We can't let them down. Not now. Not ever.

A handwritten signature in black ink, appearing to be 'W. Redfern, Jr.', written in a cursive style.

**Warren C. Redfern, Jr.,**  
ARC Board Chair

## ARC Board of Directors

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---

## 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*

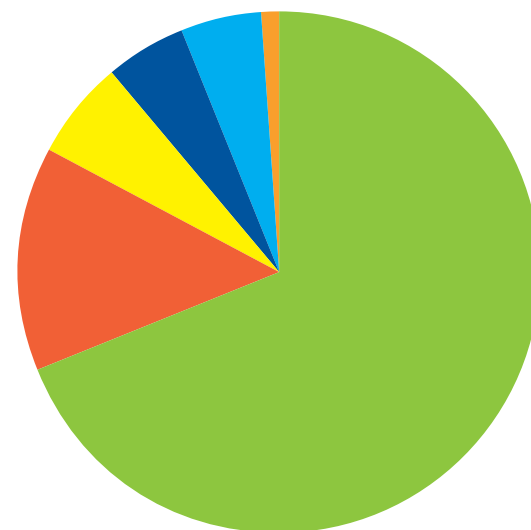
# Financial Responsibility

## 2016 Financial Information by Program

(\$ in thousands)

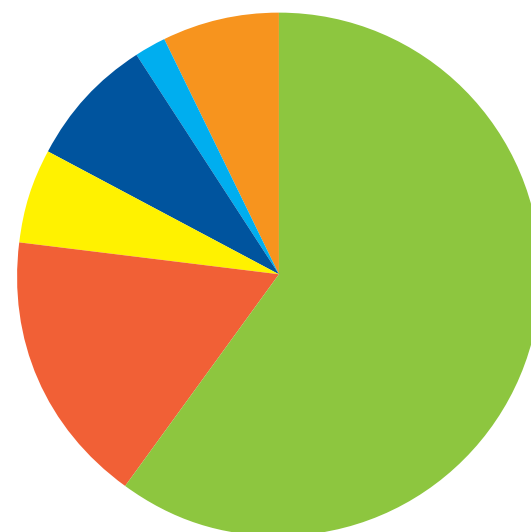
### Program Revenue

ARC Employment Services	\$9,960	69%	
Day Support Services	2,058	14%	
Infant & Child Development Services	852	6%	
Respite & Summer Camp	668	5%	
Development	787	5%	
Other Income	103	1%	
<b>Total Revenue</b>	<b>\$14,428</b>	<b>100%</b>	



### Program Expenses and Increase in Net Assets

ARC Employment Services	\$8,865	60%	
Day Support Services	2,422	17%	
Infant & Child Development Services	935	6%	
Respite & Summer Camp	1,222	8%	
Development	322	2%	
Other Expense	955	7%	
<b>Total Expense</b>	<b>\$14,721</b>	<b>100%</b>	



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



Tai'Vonne, ICDS

## Our Mission

*In partnership with families, the Greater Richmond ARC creates life-fulfilling opportunities for individuals with disabilities.*

## Our 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

THE GREATER RICHMOND

# ARC

RichmondARC.org

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Richmond Virginia 23227  
(804) 358-1874  
(804) 353-0163 fax

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