



The Arc™

Ridge Area

Annual Report 2012



WELCOME!

It is time once again to celebrate the achievements made by the people Arc serves and the people and businesses that have assisted them to achieve. In addition to the award winners, there were several notable achievements made by others during 2012.

Mike, after residing for many years in an Arc group home, moved to his own apartment, continued operating his own business and was appointed to the Avon Park Housing Authority board of directors by the Avon Park City Council.

Laverta, estranged from family members for nearly fifty years, was reunited with two of her sisters.

Kerrie's art work placed second in the state in the Able Trust Christmas card contest.

The Aktion Club, sponsored by the Kiwanis Club of Sebring and Ridge Area Arc, won the International Single Service Award for their efforts to clean up Highlands County. The Aktion Club held a Political Rally where they were able to hear from and meet many of the individuals running for public office. They also held training sessions on the election process.

The golf cart driving program has been a huge success. Several individuals are realizing their dreams of driving by completing the golf cart program.

In 2012 we also celebrated the life of Mary Ellen Ward who passed away May 19, 2012. Mary Ellen and Franklyn Ward founded Ridge Area Arc in 1957. Franklyn served as the first president and Mary Ellen later served as president and long term board member. Their involvement to help individuals with disabilities reached to the state and national levels when they served on the National Arc Board of Directors. Mary Ellen spearheaded the fundraising efforts to build the Arc's first Day School in 1960 and later organized the Highlands County Special Olympics and was instrumental in the startup of the Highlands Group Home (now known as Pleasant St. Group Home).

I want to thank the many volunteers who generously give of their time and resources and the employees who provide quality supports and services. Because of each of you we look forward to another year where we can invite individuals to ***Achieve with us!***

Rhonda Beckman, CEO

Achieve with us.



Board of Directors

Victor Divietro - Chair
Phil May - 1st Vice Chair
Donna Doubleday - 2nd Vice Chair
Donna Vinson - Secretary
Tom Nunnallee - Treasurer
Mary Basso
Dee Dee Harstine
Ralph Meyers
Kim Schlosser
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Louise England - Vice Chair
Doris Magowan - Treasurer
Phil May - Secretary
Victor Divietro
John McClure
Marcia Ward
Donna Vinson
Kimberly Batty-Herbert
Dee Dee Harstine

Staff Years of Service Recognition

Fifteen Year Employment Anniversary

Janet Tooley - ABE Instructor - SFSC
Tonja Weed - Office and Facilities Manager

Ten Year Employment Anniversary

Raimunda Johnson - Residential Assistant
Tiffany Perry - ADT Specialist

Five Year Employment Anniversary

Dreena Brown - Supported Living Coach
Betty Rowland - ADT Program Specialist
Velvorie Walker - Residential Assistant

Volunteer of the Year Award

Acknowledges a person who has the desire to elevate the lives of people with developmental disabilities and has actions and commitment to make change happen.

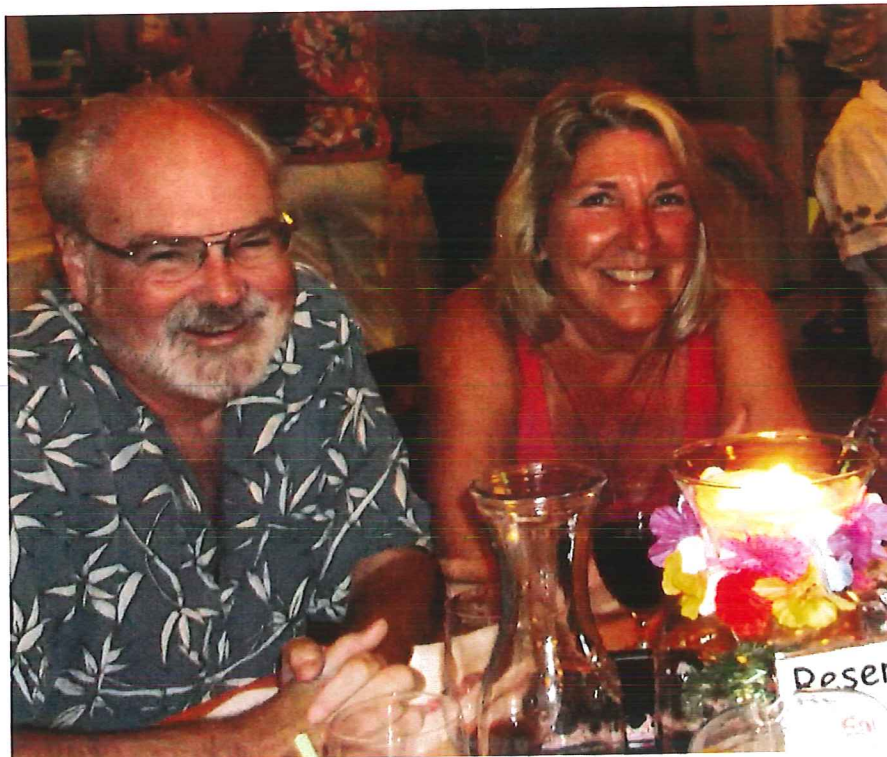
Andy and Mary Basso

Andy and Mary Basso have given numerous hours of their time volunteering with Special STARS. They have volunteered at bowling, softball, and track and field events. They sponsor a softball team on the Coed Softball League where community partners play with the special athletes. Andy and Mary coach the team and play on it as well. They help recruit volunteers and financial resources for STARS.

They hire people with disabilities to work in their business (Coffee News). Andy drives an individual around to job sites so that he can make his deliveries.

Mary, who joined the Arc Board of Directors in 2012, has been an active, contributing member of the board.

They treat the Special STARS athletes with respect and dignity. They have the ability to put smiles on all their faces. Through their volunteer efforts they encourage and allow individuals to be as independent as possible.



Pictured: Andy and Mary Basso

Community Partner Award

Acknowledges an organization for its commitment in nurturing a mutually beneficial relationship.

Mulberry Pharmacy

Mulberry Pharmacy has delivered prescription medication to the residents of the Arc's group homes for several years. When the accounts were first established Mulberry Pharmacy provided a fax machine for each of the homes. The machines made it possible to fax in prescriptions on a timely basis.

They provide the Medication Administration Record forms for each resident which includes the medication names and instructions. These printed forms are a huge improvement over the handwritten forms that had been used in the past.

Mulberry Pharmacy had promised to provide training to all of Arc's staff and they delivered on their promise. They provided training and even modified some of the training as needed to meet the changing requirements of the Agency for Person with Disabilities. Training included medication administration and documentation, bloodborne pathogens and HIV/AIDS, CPR and First Aid. Training was provided free of charge with the exception of the CPR/First Aid classes. Then in October of 2012 they announced they were eliminating the fee for CPR/First Aid. These free trainings make a significant impact on our training budget.

Mulberry Pharmacy is a true partner that adheres to strict quality control, close work with doctors, and providing resources and consultation to care providers to ensure the patient gets the best possible outcome.



Arc Hero of the Year

Recognizes an individual or group who have provided on-going services and/or resources to promote Arc's mission.

Frannie Gillilan

The Arc Hero award recognizes an individual who has provided on-going services and/or resources to promote Arc's mission.

Frannie Gillilan, who has been a volunteer with Special STARS since 2004, personifies the definition of a hero. Frannie's efforts focus on the school students. She is co-coordinator of the track and field event held every fall where there are now more than 150 students competing each year.

Frannie also helps with the adult programs in STARS such as softball, track and field, bowling, and swimming plus the recreational events and parties. She includes her young daughters in helping and even her husband sings the national anthem at several of the STARS events. She helped raise money by taking pictures at Easter during the Heartland Horses & Handicapped event. She recruits volunteers and gets the color guard lined up for the events.

She is also active with Miracle League in Lake Placid, a specialized baseball league. Recently she has been honored as the Exceptional Student Education Department Teacher of the Year. Frannie is also leading an initiative to start an AMBUCS chapter in Highlands County to help individuals with disabilities be outfitted with adaptive tricycles. She is a pediatric physical therapist and has been employed by the Highlands County School Board for 13 years.



Pictured: Frannie Gillilan

People First! Advocate Award

Honors an individual, group or organization which consistently demonstrate a leadership role in the advocacy of people with developmental disabilities.

The Arc of Florida

The Arc of Florida has a long history of advocating for people with intellectual and developmental disabilities (I/DD) starting with the passage of Florida Statute 393 into law. This statute set the stage for many years to come as to how services would be offered in Florida. Other important advocacy efforts include the class action lawsuit to close Sunland; the passage of zoning legislation to permit groups of six or fewer individuals to live in single family residential zones; the landmark legislation that prohibited the use of noxious and painful stimuli in training programs; the expansion of the “Bill of Rights”; and adding community services to the list of services authorized in statute.

Through the leadership of Deborah Linton, the current Executive Director, The Arc of Florida has once again stepped up its advocacy efforts. They have advocated for people on the state’s waiting list for funding. Last year they received a \$2 million special appropriation to provide limited services to those on the wait list through local Arc chapters. This year the Legislature has approved carrying forward funding to provide much needed dental care to individuals with I/DD.

After three years of pushing for the intellectual disabilities bill it was recently passed and is awaiting the governor’s signature. This will remove the term “mental retardation” and replace it with “intellectual disability” in state statutes.

Their most recent advocacy endeavor began when it was learned that Florida may have institutionalized hundreds of children with intellectual and developmental disabilities in nursing homes for years. They are pushing for these children to be returned to their home communities.

The Arc of Florida advocates at the state and national levels for the local chapters on issues that affect the provision of quality services. They have also assisted chapters in fundraising efforts by establishing a statewide vehicle donation program and receiving charitable donations through Florida driver’s license renewals and vehicle registrations.



Pictured: Deborah Linton



ADT Consumer of The Year

Elba Ortiz

Elba exceeded even her own expectations this past year by transferring from the Training Center to the Avon Park Resale Store. She has expanded her employment *skills of sorting, tagging, and re-stocking and has learned every task given to her.*

Elba, who is highly motivated and likes to keep busy, asks for additional tasks when finished with her work. She offers suggestions to improve things at the store and is especially safety conscious. She is always willing to assist staff in any way she can, including helping interpret for Spanish speaking customers.

Elba's future goal is to work with a veterinarian to help animals.

ADT Intensive Consumer of The Year

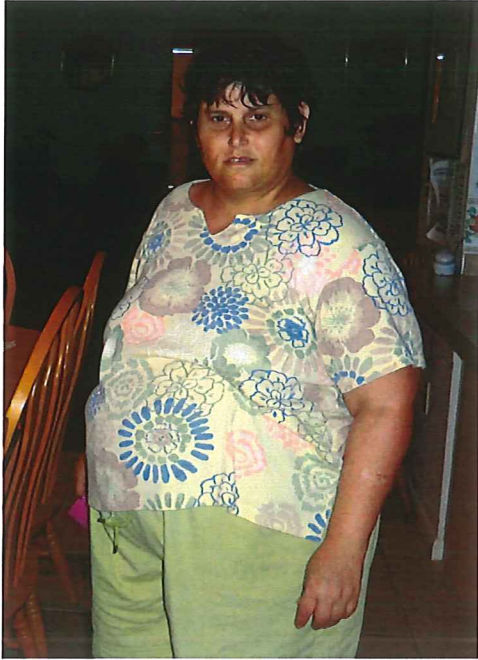
Rene Herrera

Rene has become a role model for his peers. He is always happy and willing to assist in any way. He is willing to try new things. He has learned to be more patient with others which has helped him to be helpful with staff and peers whenever needed. Rene has grown from a person who wanted to alienate himself from others to wanting to be the center of attention surrounded by other people.

He is a very fun loving person who enjoys the horse program, playing pool, volleyball and doing art projects.

Rene's goals are to continue to increase his patience and to participate in more group activities.





Residential Consumer of The Year

Dama Massey

Dama moved into the Pleasant St. group home on April 14, 2012. She made great strides over the past year in adjusting to her new home and housemates. She learned new and more appropriate ways to express her wants and needs allowing her more opportunities to make friends and access her community more freely.

Dama enjoys going out to eat, going to the movies and Special STARS sporting events. She especially enjoyed camping at Highlands Hammock State Park with STARS.

Her goals for the future are to continue to gain independence by working on paid tasks, going to exciting places, cooking, and establishing a healthy diet.

Community Services Consumer of The Year

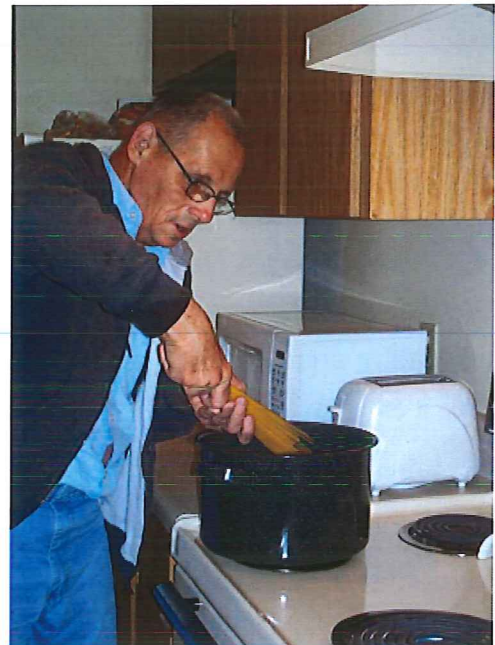
Terry Richardson

Terry is a true gentleman. He answers “yes, ma’am” or “no, ma’am” and is always willing to help others especially if it involves fixing things.

One of his goals was to save his receipts so that he would have a record of what he was spending. He greatly improved in saving his receipts for his bank account which enabled him to carry more spending money. He has learned to use his credit card and knows the direction to swipe it and makes sure he receives the receipt for purchases.

Terry is proud of his accomplishments in Special STARS competition, especially his first place finish in shuffleboard at the Senior Games. He also placed in the 50 meter walk and softball throw.

At age 65 Terry considers himself to be retired and has chosen to retire from some activities such as the Aktion Club.





Community Employment Consumer of The

Justin Brown

Justin has completed his second year of employment at Taco Bell. He continues to develop and expand his skills and abilities not only as an employee but as an individual.

During the past year Justin was given the opportunity to learn how to fill customers' food orders, which is a very fast paced process. Justin is learning how to prepare all the food items on the menu and how to read the screen which displays the customers' orders. Justin can now fill in as a food prep line worker whenever an extra hand is needed.

When Justin started his job at Taco Bell he was hired on for the weekend evening Lobby Attendant, with hours from 5:30 – 8:00 p.m. Friday, Saturday and Sunday. In November, 2012 he was offered the day shift for 5 days a week. For Justin, this was his dream come true.

In 2012 Justin also passed his driver's test and graduated from Sebring High School. Justin would like to become a permanent Food Prep line worker. He is working towards that goal with his enthusiastic spirit and his commitment to his managers, co-workers and his customers.

Ridge Area Arc Foundation

The foundation, governed by a board of trustees, is responsible for building an endow fund, the interest from which will support the Arc for years to come.

The goal of the foundation is to cultivate contributions through wills, estate plans, and major gifts to insure that the foundation will grow. The foundation does not solicit monies through local fundraising events.

After suffering a loss in 2011, the Arc Foundation's assets realized a net increase of \$392,872 in 2012.

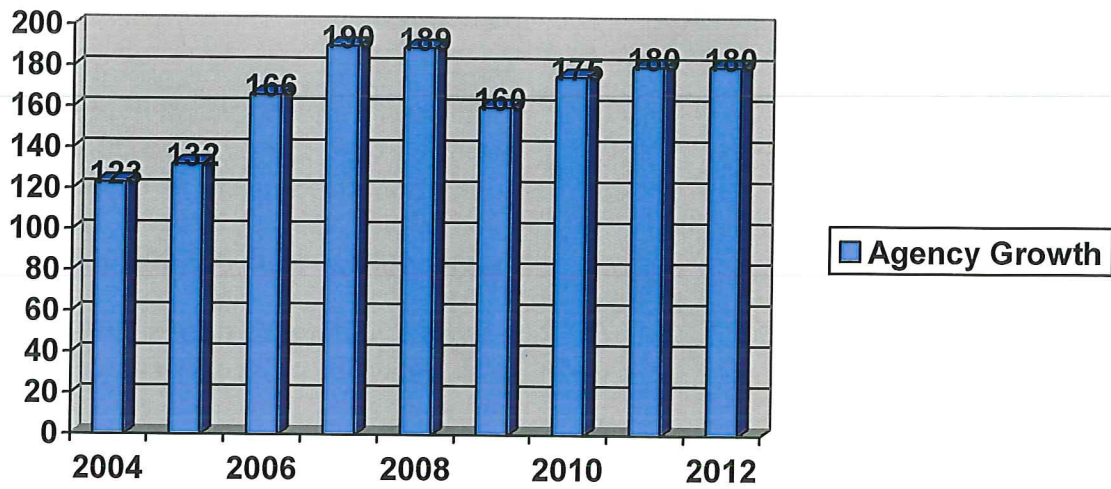


Outcome Measurement Report 2012 Annual Summary

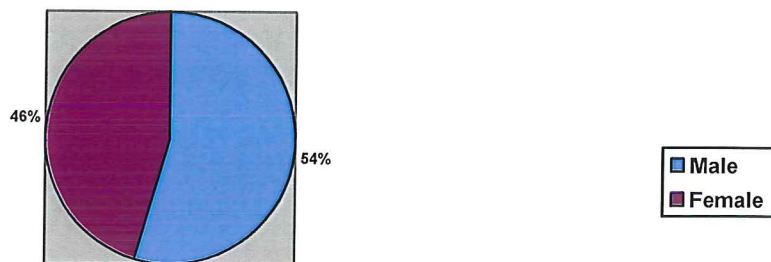
AGENCY OVERVIEW:

The following charts reflect the 2012 Agency Overview for Ridge Area Arc.

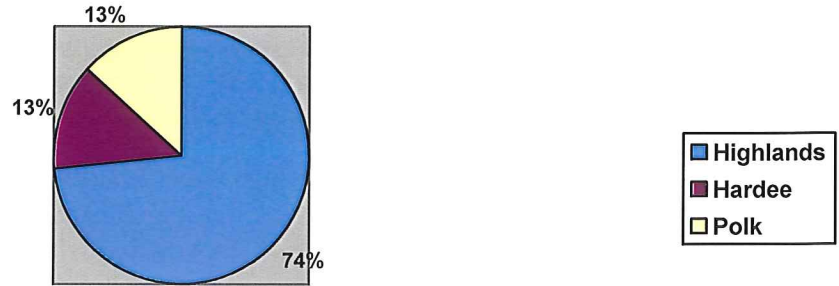
Agency Growth:



Gender:



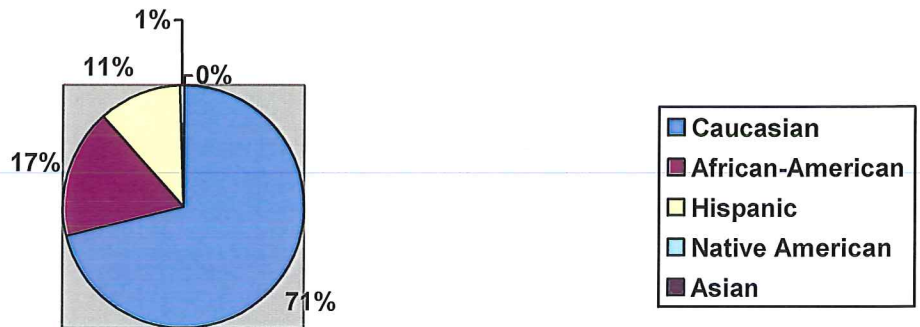
Service Area:



Age:



Ethnicity:



In 2012, Ridge Area Arc served 180, which remains consistent with 2011.

The Medicaid Waiver system moved to the ibudget system as projected in 2012 for our local area. The ibudget replaced the tier system for all of the individuals receiving Medicaid Waiver services. Basically, the ibudget allows the service recipient the ability to move their service funds around to meet their needs – as long as they stay within their budget. Each person’s budget is determined by an algorithm set by the Agency for Persons with Disabilities.

Ridge Area Arc hired 30 new employees in 2012 and had 27 employment separations. Six employees were terminated within the 90 day probationary period. The remaining employees leaving employment left for either retirement – 4, other employment – 3, just cause – 7, relocated – 4, resigned without notice – 0, and resigned with notice – 3. In comparison with 2011, Ridge Area Arc had 18 new employees with 22 separations.

The cumulative agency report for Ridge Area Arc revealed that overall the consumers were 99% satisfied with the services offered by Ridge Area Arc. Stakeholders, predominately the funding provider, were satisfied with Ridge Area Arc by 99%. Ridge Area Arc did achieve the goal for persons achieving the goals on their support plan. The goal was set for 80% and cumulative programs averaged 80%.

COMPARISON OF CUMULATIVE AGENCY OUTCOMES

Comparative Report for Cumulative Agency								
		RESULTS						
	PROGRAM OBJECTIVE	2007 Data	2008 Data	2009 Data	2010 Data	2011 Data	2012 Data	Difference 2012-2011
1	Persons achieve goals on their support plan during the year.	82%	77%	86%	78%	77%	80%	+3%
2	Persons served are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey have been addressed.	96%	96%	100%	96%	99%	99%	0%
3	Stakeholders are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey have been addressed.	99%	98%	100%	100%	99%	99%	0%

ADULT DAY TRAINING (ADT)

128 individuals were served in the ADT program for 2012 (which is a combination of Wauchula ADT/Resale, Ridge Industries, Avon Park Resale and the Intensive Program).

The ADT program had many guest speakers throughout the year for the individuals served. The speakers included: Heartland Career Center, South Florida State College, Health Department, Fire Department, Highlands County Sheriff’s Office, Florida Hospital, Highlands County Elections Office, and various political candidates. Presentations covered health, medical, safety, employment and the voting process.

During this past year, many individuals expressed an interest in more fitness and recreational activities. To meet those needs, many activities were held on and off campus including volleyball, basketball, Wacky Olympics (United Way Day of Caring), tennis, swimming, horse therapy and shuffleboard. Some chose to participate in various art competitions.

Many in the ADT program enjoy working to earn a paycheck. Currently, assembly work availability on the main campus has faltered, allowing the individuals only a few choices for work. Those that remain on the main campus receive pay opportunities through janitorial, lawn crew, or gardening. For those that are wishing more employment opportunities, the resale sites are engaged to meet those needs.

The Wauchula ADT program began having a van available one day a week for community inclusion activities. They have begun receiving services from Reality Ranch in Zolfo Springs.

Several volunteer activities were available including stuffing envelopes for Nu-Hope, Adopt a Street Project through the Aktion Club, and gift wrapping at Lakeshore Mall.

Projected Service Outcomes Achieved

Persons served are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey have been addressed – 100% (no change).

Stakeholders are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey are addressed – 100% (no change).

As per the services requested on the support plan, persons served are provided with necessary supports to achieve the support plan goal(s) – 89% (up from 86%).

Persons served annually who have a stated support plan goal to be employed in the community, have been provided with specific information, opportunities for exploration, and the necessary support to make progress toward this goal on supported employment, competitive employment opportunities, or volunteer opportunities – 100% (no change).

Persons are assisted in being healthy and free from injury, abuse, or neglect – 100% (no change).

Quality Improvement Plan:

No Quality Improvement Plan needed due to each of the Adult Day Training goals being met.

RESIDENTIAL HABILITATION TRAINING:

2012 was a busy year for many in the group homes. In February, Queen Palm Group Home had one resident who returned to living with his family while another individual immediately moved into the group home. Two new individuals moved into Pleasant Street Group Home and a long term resident moved out to his own house with supports from a supported living coach.

Beginning in the fall, Ridge Area Arc decided to close the Valencia Group Home and move all the residents to their former house, Lotela. The process began in 2012, although, the move did not take place until January.

Queen Palm had extensive remodeling with two bathrooms being remodeled to one large bathroom to make it handicapped accessible. Additionally, Cornell had extensive remodeling as well. Two bathrooms were also combined to make one large bathroom. Additionally, a track system was installed at this house to link two bedrooms to the bathroom. The track system will provide those in the house a safer system to move from their bedroom to wheelchairs, showers, and toilets as needed. Other houses received many facelifts with new furniture, fresh paint, and tree/shrub removal.

As in past years, licensing for the residential program went extremely well and licensing standards were met.

Residential services participated in many outings throughout the 2011 year. Some of these outings were based on family vacations, taking trips with travel agencies that offer specialized service for persons with developmental disabilities, or going to Camp Thunderbird. Special STARS events were a major highlight of activities for residential services including: softball, tennis, basketball, swimming, bowling, billiards, volleyball, and track & field. Additional STARS activities included plays at Highlands Little Theatre, parties and dances, and attending local sporting events. Additionally, the group homes have paired up to provide theme based parties throughout the year with each home taking turns to host the party.

Projected Service Outcomes Achieved

Persons served are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey have been addressed – 98% (down from 100%).

Stakeholders are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey have been addressed – 99% (down from 100%).

Persons are allowed maximum freedom of choice, including being informed about rights, service options, and making all possible decisions with regard to the conduct of their lives – 99% (down from 100%).

Persons are assisted in being healthy and free from injury, abuse, or neglect – 94% (down from 100%).

Quality Improvement Plan:

As per the services requested on the support plan, persons served are provided with necessary supports to achieve the support plan goal(s). Goal: 80%; Outcome: 75% - Goal not met.

Plan: Last year, this goal was only achieved at 52% and this year the goal was achieved at 75%, a 23% increase. Many did not achieve or show improvement due to declining medical conditions. Several goals were never implemented giving the individual the opportunity to achieve their support plan goal. Some goals were not written based on a person-centered planning, hence, the goal was not something that the person wanted to

work towards. Goals should be written on a person-centered method, giving the person the desire to achieve or make improvements towards their goal. Also, for those that have declining medical conditions, the goals should be written to maintain their current health status.

COMMUNITY SERVICES:

Community Services provided services to 12 individuals in the 2012 year. One individual, who had 12 years of living in his own apartment, voluntarily returned to living in a group home due to serious medical complications. One individual who had been living in an Arc group home for 23 years was able to realize his dream of living on his own with the support of a supported living coach. Ridge Area Arc did receive a referral for supported living services for one additional individual. We attempted to assist this person with moving into his own apartment within the community, however, due to the past service providers he would be unable to get an apartment because he had left many apartment complexes with outstanding debts. This hindered him with locating an apartment within the community that he could financially afford. Due to this, Ridge Area Arc did not accept the referral for services.

Most individuals in the supported living program continue to have increasing medical issues. Of the individuals, 37% are diabetic and need specialized diets. Because of their independence, most do not follow a diabetic diet which seriously impacts their health and causes additional medical issues.

Most individuals who are in the community services department continue to receive some sort of meaningful day activity, either working in their community or attending day training.

Projected Service Outcomes Achieved

Persons served are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey have been addressed – 100% (no change).

Stakeholders are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey have been addressed – 100% (no change).

Persons are supported to live in their own homes – 97% (up from 96%).

Persons demonstrate freedom of choice in the areas of their lives as evidenced by being fully informed about service options - 100% (no change).

Quality Improvement Plan:

As per the services requested on the support plan, persons served are provided with necessary supports to achieve the support plan goal(s). Goal: 80%; Outcome: 75% - Goal not met.

Plan: Several goals were never implemented giving the individual the opportunity to achieve their support plan goal. Some goals were not written based on a person-centered planning, hence, the goal was not something that the person wanted to work towards. Goals should be written on a person-centered method, giving the person the desire to achieve or make improvements towards their goal.

COMMUNITY EMPLOYMENT:

Employment Services accepted 19 new referrals into their employment program. Of those 19 new referrals; 17 were referrals from the Division of Vocational Rehabilitation and 2 were from APD's general revenues grant. Of these 19 new referrals and as a result of successful completion of their VR contact, 2 referrals transitioned out of the employment program, 1 referral chose to discontinue employment services and 1 referral was discharged from employment services. Additionally, 8 individuals enrolled previous to 2012 were also placed into integrated employment within their respective communities.

Overall, 15 placements occurred during 2012 which in itself, proved to be quite an accomplishment in a marketplace that is still working through tough economic times. Throughout 2012 our employment staff worked with several employers to gain a better understanding of their employment needs, such as; specific hiring criteria, identification of their "entry-level" qualifications, and reasonable accommodations for successful placement outcomes. In many instances, the qualifications for potential new hire goes beyond the skill sets of some of those we serve in our program. The bar has been raised so to speak and employers have added additional job requirements in their job descriptions. One major skill added to entry-level positions is being able to run a cash register and handle money transactions. Another skill is multi-tasking from one task to another efficiently and effectively while maintaining great customer service. Employers are also looking at the potential new hire's flexibility and availability to meet the employer's work schedule demands. This poses transportation challenges for many in our program.

Projected Service Outcomes Achieved

Persons served are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey have been addressed - 100% (no change).

Stakeholders are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey have been addressed – 100% (no change).

As per the services requested on the support plan, persons served are provided with necessary supports to achieve the support plan goal(s) – 80% (down from 94%).

Assistance is provided in securing employment according to desired outcomes, including type of work environment, activities, hours of work, level of pay and supports needed – 100% (up from 96%).

Persons in the individual model, during follow along (phase 2) do not need paid job coaching in excess of an average of 20% of the person's average work hours – 100% (no change).

Quality Improvement Plan:

No Quality Improvement Plan needed due to each of the Community Employment goals being met.

RESPITE:

Respite services were utilized this year by three individuals within the group homes. Two of the individuals returned back home to their family. One individual, due to failing medical condition, was unable to return to his independent living environment. His was an emergency respite authorized by APD until his residential placement services could be approved.

Since last year, all respite services required the family to complete an expectation of services prior to providing the service. In this manner, Ridge Area Arc was able to ascertain that the services that the family wanted were able to be met by the agency. Since implementing this system, all the satisfaction surveys were met at 100%.

Projected Service Outcomes Achieved

Persons served are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey have been addressed – 100% (up from 95%).

Stakeholders are satisfied with the services based on the results of the annual satisfaction survey, or are satisfied that their concerns raised during the survey have been addressed – 100% (up from 96%).

Percent of referrals met – 100% (up from 91%).

Quality Improvement Plan:

No Quality Improvement Plan needed due to each of the Respite goals being met.

Special STARS



Special STARS has been organized in Highlands County since 2004 under the direction of Volunteer Coordinator Cindy Marshall. Special STARS has grown to offer 12 different sports and six recreational activities for approximately 400 children and adults with mental and physical disabilities in Highlands, Hardee, and Okeechobee counties.

In the past year, the growth of this program has more than doubled with the increase in school students participating in the Highlands County School District Track & Field competition held in the fall. There are now 150 school students competing in Special STARS. Frannie Gillilan is the liaison for the school district coordinating that program.

Hardee County opened up its program in 2012 to offer bowling and track and field competitions. There are approximately 50 athletes in Hardee competing. A dance was also held for athletes there last winter. Missy Ziegler took on the responsibility of being the volunteer director for the Special STARS program in Hardee. Hardee and Okeechobee athletes compete in a district-wide bowling competition with Highlands County athletes in June.

Membership continues to grow in Highlands in both the sports and recreational programs. This club offers six different parties a year for approximately 150 people with disabilities. The newest adventure enjoyed by 26 club members was a camping trip at Highlands Hammock State Park in Sebring in November followed by a picnic for the remaining club members. Sport events include bocce, horseshoes, shuffleboard, cycling, track and field, volleyball, basketball, softball, golf, tennis, swimming, and bowling.



Charles Hodgkinson and Tim Johnson compete in the track and field event

Financial Report

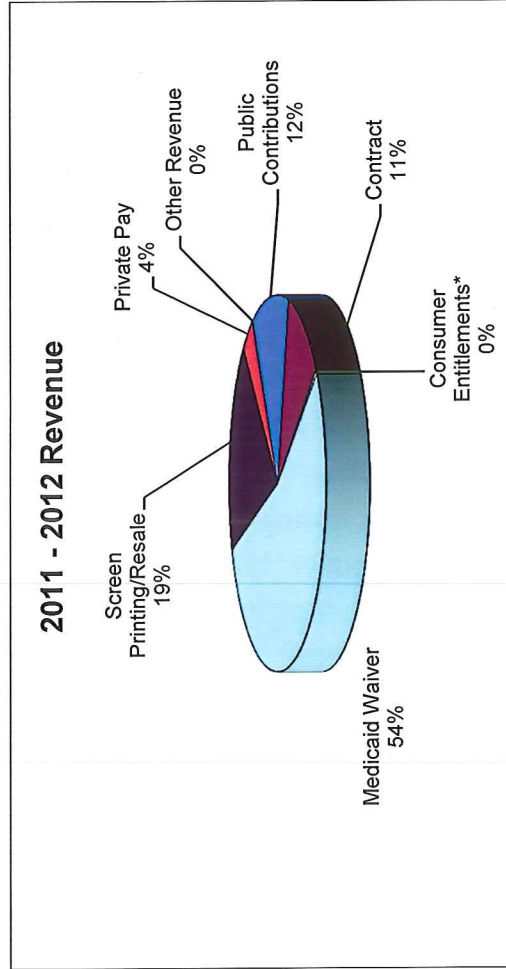
The information contained in this annual report was taken from the 2011-2012 financial report prepared by Wicks, Brown, Williams & Co. As indicated below, Ridge Area Arc requires a substantial amount of revenue to provide essential services and training for persons with developmental disabilities. We use our resources to assist individuals become as productive and independent as possible. All contributions from companies and individuals in the community are essential in assisting the agency in offering a better quality of life for individuals with developmental disabilities. A copy of the agency's most recent audit can be obtained by contacting Ridge Area Arc, 120 West College Drive, Avon Park, Florida 33825.

Revenue

Public Contributions	\$	398,515	12%
Contract	\$	364,601	11%
Consumer Entitlements*	\$	13,172	<1%
Medicaid Waiver	\$	1,785,159	54%
Screen Printing/Resale	\$	611,169	19%
Private Pay	\$	120,174	4%
Other Revenue	\$	7,575	<1%

Grand Total: \$ 3,300,365

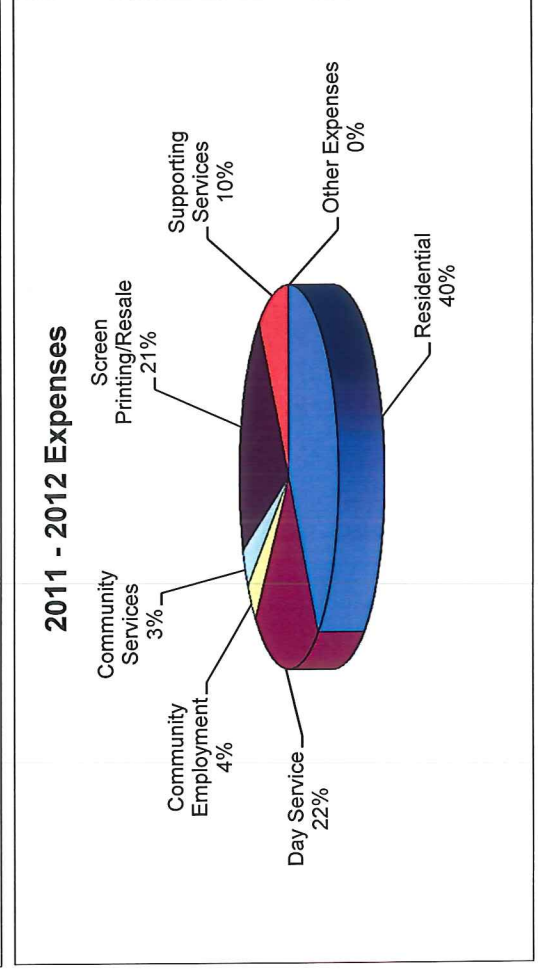
*Food Stamps



Expenses

Residential	\$	1,318,642	40%
Day Service	\$	724,339	22%
Community Employment	\$	118,150	4%
Community Services	\$	110,169	3%
Screen Printing/Resale	\$	698,314	21%
Supporting Services	\$	328,020	10%
Other Expenses	\$	7,090	0%

Grand Total: \$ 3,304,724



Donations

A special thank you goes out to the following individuals and organizations who provided monetary support to the agency in fiscal year 2011/2012

\$25,000 and up

Florida Department of Transportation
United Way of Central Florida

\$10,000 to \$24,999

Highlands County Commissioners
Ward Trust

\$5,000 to \$9,999

Mr. and Mrs. Stephen R. Aldrich
Anonymous
The Ridge Area Arc Foundation
Ms. Nancy Carr
Highlands County Health Facilities

\$2,500 to \$4,999

Avon Park Bingo, Inc.
Mr. & Mrs. William Eisnor
Highlands County Sertoma Club
Mason G. Smoak Foundation
Tom Perry Family Foundation

\$1,000 to \$2,499

Anonymous
64 West Collision Repair, Inc.
Mr. & Mrs. John M Cozart
Florida Hospital - Heartland Division
Heacock Financial
Heartland National Bank
Mr. & Mrs. Craig D. Johnson
Knights of Columbus #14717
Knights of Columbus #5441
Lake Placid Motorcar, Inc
Pathology Associates of Sebring, PA
Publix SuperMarkets Charities
Sebring Sunrise Rotary Club
Mr. & Mrs. James Snively
The Matred Carlton Oliff Foundation
Waypoints Financial

\$500 to \$999

A Action Pest Control	Mr. & Mrs. William O'Donnell
American Legion Auxillary #69	Reflections on Silver Lake
Ben Hill Griffin, Inc.	Mrs. & Mrs. Charles Reynolds, Jr.
Mr. & Mrs. James Brooks	Mr. & Mrs. Terry Reynolds
Mrs. Lois E. Brown	River Greens Golf Course
Mrs. Colleen Chambliss	Sebring Noon Rotary Club
Mr. Joe L. Davis	Mr. Charles R. Schumacher
Ms. Kelly Dressel	Sebring Elks, Inc.
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Just Like Home Pet Hotel	Ms. Jill Willingham
Keep Highlands County Beautiful, Inc.	Women of the Moose

Major In-Kind, Non-Cash Donations (\$500 +)

In addition to the donors below, Ridge Area Arc received many cash gifts in 2012 valued at less than \$500 which are not listed here. This list also does not include gifts made to the Resale Store. The value of the gifts below are established by the donor.

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Mr. & Mrs. Ted Glarner
Mr. Max Gooding
Highlands Today
Musselman's TV & Appliance

News-Sun
Dr. & Mrs. Ron Owen
Mrs. Michelle Poole
Mr. Robert D. Wood

Vision Statement

The vision of the Ridge Area Arc is to be the best consumer-focused provider of services for individuals with developmental disabilities in Highlands and the surrounding counties.

Mission Statement

Serving and advocating for individuals with developmental and other disabilities so they may have the opportunity to choose and realize their goals.

Value Statement

The value statement of the Ridge Area Arc will provide guidance as we pursue our mission. These values are:

- Treat everyone with respect;
- Treat every person as an individual;
- Respect and honor opinions and choices;
- Encourage independence and inclusion; and
- Always act with integrity.



The Arc[™]

Ridge Area

Achieve with us.

The Arc is supported by:



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www.ridgeareaarc.org

