



The ArcTM

Ridge Area

Annual Report 2014



WELCOME!

In 2014, with rates for services 14 percent lower than they were in 2004, given no hope of a wage increase, Arc employees were asked to be as cost efficient and frugal as possible, to limit the mileage they put on the vans, to cut food costs in the group homes while still following the menus required by the dietician, and to cut back on overtime yet still safely meet the health and safety needs of the consumers.

Yet despite of it all, Arc employees still provided quality services. They still encouraged someone to do their best, to try another way, to take another step, to reach higher than before. They still made a bed, helped someone to the bathroom, prepared a meal, balanced a checkbook, trained a new daily living skill, performed a bed check, and listened to a concern.

They helped a consumer to file his income taxes, made someone's day, offered an explanation of why, helped someone remain calm and safe, baked cookies, identified a health issue, helped pick out a special outfit, planned a party, created a date night, visited someone in the hospital, sent a card, cooked a turkey, advocated for the rights of individuals with ID/D, saw the abilities in others, and held the hand of someone in need.

Why? Because they cared. Cared about the people with developmental and other disabilities they work with and for! Because of these caring and compassionate employees, consumers at the Arc did achieve goals, increased their independence, gained jobs in the community, made new friends, and had new experiences.

At the same time, Arc achieved a 99% score from the Delmarva Review, coasted through the Long Term Residential Care reviews and annual licensing of the group homes; survived a Medicaid Integrity audit with no recoupments and the Social Security Representative Payee review with no findings.

This annual report is dedicated to you, the employees of Ridge Area Arc.

Rhonda Beckman, CEO

Victor Divietro, Board Chair

Board of Directors

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Tom Nunnallee - 2nd Vice Chair
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Donna Doubleday - Treasurer
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Manuel Cortazal
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Phil May - Secretary
Tina Cardinas
Victor Divietro
Rick Helms
Christen Johnson
David Schumacher
Marcia Ward

Staff Years of Service Recognition

Twenty Five Year Employment Anniversary

Candice Ciesla - Director of Programs and Services

Ten Year Employment Anniversary

Brent Golden - Residential Assistant 3
Cheryl Longabaugh - Director of Human Resources
Cindy Marshall - Director of Program Development/Staff Trainer

Five Year Employment Anniversary

Bobbie Irvin - Resale Store Manager
Anna Hill - Resale Cashier

Community Partner Award

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

Jaynath Bolaram, MD

Dr. Bolaram is a valued community partner to the Arc's group homes and to the new Psycho-Social Rehabilitation Services (PSRS) program. He has demonstrated a caring approach to serving individuals with intellectual and developmental disabilities most noticeably by spending time talking directly to them as opposed to staff or others around them. He seems to enjoy working with our consumers and communicates this to them and as a result; they seem to really like him.

Dr. Bolaram always shows concern about his patients' physical well-being in addition to their mental health status. He has diagnosed physical conditions other physicians have overlooked and has advocated for services to address them by making recommendations or referrals to specialists. One example a group home resident was having frequent dizzy spells. He had been to his primary physician for this condition however, he continued to fall. After discussing this at a routine visit with Dr. Bolaram, an MRI was ordered for the resident. The MRI indicated hydrocephalus (water on the brain) and would explain the frequent dizzy spells. Dr. Bolaram then sent him to a neurosurgeon, who said he was probably born with it and had been living with this his whole life. If not for Dr. Bolaram's caring attitude, this may never have been found.

There are other examples of Dr. Bolaram identifying possible medical conditions which were later diagnosed and treatment recommended. The most notable example of Dr. Bolaram's caring attitude was evident when, after repeated, failed attempts to get a group home resident the final care he needed by his doctors, he went to a routine appointment with Dr. Bolaram. As soon as Dr. Bolaram looked at the resident, he said the resident was nearing death and needed hospice services which he immediately made arrangements for. A week later the resident died peacefully, free from pain, and in his own home thanks to Dr. Bolaram.



People First! Advocate

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

Sophia Nerdon

Sophia Nerdon, a waiver support coordinator, has a long history of advocating for individuals with developmental disabilities. She questions issues, not willing to take the first, easy explanation. She sees both sides of issues or disputes and helps to get what the individual she works for really wants. She is proactive, bringing up topics, such as guardianship needs, that might be uncomfortable or something that the individual or their family had just not thought about.

She actively listens to the individuals while gathering information for their support plan meeting. During a meeting one of Sophia's customers stated she wanted to retire, however, during the meeting this person went on to say she wanted to sell items at the local flea market. It was decided that retiring is not the customer's goal but rather opening her own business at the flea market was more of what she wanted to do.

She works collaboratively with other providers of services to make certain there is a cohesive working arrangement between both agencies to meet the need of the individual. She even initiated a meeting with another waiver support coordinator and another group home provider to help facilitate her customer's visits with her daughter. Sophia actually got all parties involved for the good of both ladies.

Sophia is very thorough as well. If an individual needs something such as; dental care, wheel chairs, cushions, repairs, etc. Sophia does not stop until she can fulfill the need of the individual. She will explore all options and present them to the individual in a person centered approach and come to a solution to all issues with the utmost regard to the individual.



Arc Hero of The Year

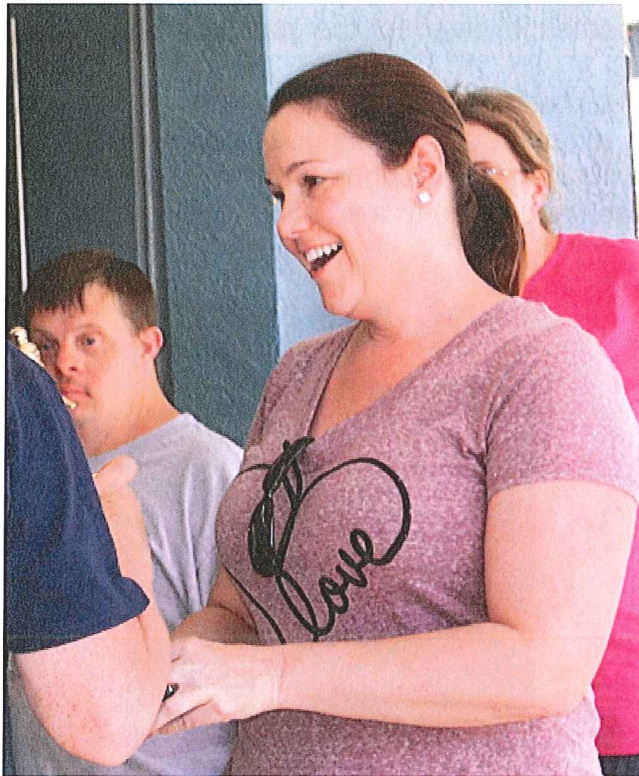
Recognizes an individual or group who has provided on-going services and/or resources to promote Arc's mission.

Angela Ruckman

Angela Ruckman, better known as Angie, is a volunteer, friend and advocate. She has volunteered countless hours with Special STARS and the Aktion Club of Highlands County.

Angie was involved with STARS while her step-brother, Joe Singha, was a participant. Although Joe passed a few years ago, Angie still stays involved with people with disabilities and volunteers at their events to help Joe's friends. She is always there for them, whether it is volunteering a ride or advice or just an ear to listen.

Through her employment with the law firm of Robert Livingston, she has represented people with disabilities along with others in legal issues to make sure they get the services they need. The court appoints an attorney to represent the Ward. Angie frequently sees issues when parents of handicapped children find out they can no longer make decisions on their behalf once they turn age 18. Angie provides information to the parents on how they can become a Guardian Advocate.



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.

Victor Divietro

What do you say about someone who has served on the Arc Board of Directors from 1998 to 2015 and served as the board chairman for 12 years during that time? How can we begin to describe the contributions of time, energy, expertise or financial resources given during that time?

For just a glimpse of that history, we let's look at the year of 2014. Victor Divietro, and his business associates at Waypoints, was the event sponsor for Kokomo. He recruited donations and auction items and invited friends to attend as well. He, along with his daughter, brought his golf cart to the Halloween Race to carry items to set up for the race and offer assistance to walkers who needed a rest or a ride back.

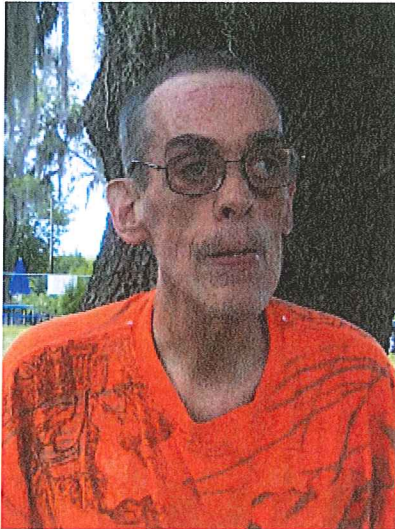
As the board chairman, Victor advised the CEO on financial and legal questions when he knew the answer or suggested resources to get the information. He was always just a phone call away and willing to lend an ear, give advice or offer moral support. Victor continued to remind board members of their responsibility to give or get others to give to the Arc. In his profession, he advocated for the Arc by sharing our mission resulting in an annual cash donation as well as gifts left through estate planning.

Thank you for 17 years of dedicated service to help promote, guide, and advise the Ridge Area Arc Board of Directors.



Residential Consumer of The Year

Gary Barwick



Gary moved into Sunset Group Home in October of 2013 from another group home in which he had lived for many years. It became quickly evident that he preferred not to have people in his personal space. Gary did not want to be in crowded or loud and noisy places. With the help of caring staff, Gary has made the transition and become a very special addition to Sunset Group Home.

Gary works very hard on showing respect towards others. Staff does role playing with him in order to understand and complete his goals. Gary sometimes uses a coping skill of telling himself to put his hands in his pockets to help him maneuver through a crowd or other stressful situation. He now will tell you if people are standing too close or if he needs to get away from a crowded or noisy place. One time he asked a housemate to move away from him but when the person did not move, rather than get upset, Gary went to a staff member and asked them to please ask the person to move. When the person obliged, Gary thanked them.

He likes the staff at Sunset very much and likes them to accompany him out into the community. Gary participates in the Self Governing Meetings, discussing the community outings, house rules, and other items on the agenda. He helps out around the house doing household chores.

Gary has made friends with his housemates partly due to his helpful and considerate nature. Recently, while boarding the van, a housemate said she forgot her lunch box. The staff continued to help the residents who needed physical assistance onto the van while the housemate repeated that she had left her lunch box. Gary got off the van, went back into the house and came out with the lunch box for her.

Community Employment Consumer of The Year

Eva Monk



Eva will soon celebrate her tenth anniversary working as a Housekeeper at the Jacaranda Hotel. She has worked part-time, one or two days per week, however, after requesting more hours, she is now working three days per week.

Eva's job is very important to her. She is very professional in her approach to the job and is always well groomed. She is very thorough and if she sees something that needs to be done she does it. She stays focused on the task at hand and works until it is completed. She hates to see clutter or dirt so will tackle anything that is not as it should be.

She works independently, remembering her job duties and schedule, and is always on time for work. Eva will gladly perform other duties when assigned by her manager. Eva has learned enough about the Jacaranda and the personnel there to answer guests' questions or direct them to the person who can further assist them. Eva is well liked by her manager and co-workers.

Eva communicates well with her employment coach so the coach can quickly help Eva deal with the rare problems that she encounters such as communicating time off requests or contacting her transportation provider.

When not working Eva enjoys learning to use a computer and working on her reading skills. She was proud that she saved her wages to pay for her recent cruise.

Supported Living Consumer of The Year

James Reed



Bad habits are hard to break. Just like for everyone else, it takes continued effort and support from people who care. James never seemed to have enough money to buy the things he wanted. If he did get what he wanted then he did not have the money to pay his rent or buy groceries.

That is the situation James faced. His supported living coach helped him to identify “wants” versus “needs”. The coach encouraged him to budget his money and to understand that needs come before wants. They identified that for James, cigarettes are an expensive want. They also identified that he would have more money to spend if he had a job. He decided to quit smoking and to attend Arc’s Adult Day Training program where he could get paid for completing janitorial duties.

It sounded easy, but James found it was not going to be easy and would be an ongoing battle to break the old habits of smoking, sleeping in, not following any kind of schedule, and not cleaning his apartment. With encouragement from his coach, he has quit smoking for several months. He continues to work on his attendance at ADT and likes receiving a pay check. His dependability in following his ADT and Psycho-Social Rehabilitation Services program has increased.

James took a big step forward in budgeting for a “want” when he put a lap top computer on layaway so he could make payments in small amounts. He has also made significant improvements in keeping his apartment clean and tidy. Step by step, James is committed to continuing to work on breaking those old, bad habits and replacing them with new and better ones.

Life Skill Training- ADT Training Center Consumer of The Year

Patrick Patterson



Sometimes we find ourselves in a rut and can't seem to get out. Other times we create our own rut, doing the same thing over and over. Patrick experienced being in that rut. He wanted only to put up the flag and be outside working with the lawn crew. His work attire consisted of his Wrangler jeans, work shoes, and a red Arc T-shirt. He had very little interaction with others during the day.

ADT staff reassured Patrick that if he could make the transition from working on just the lawn crew to also working on the janitorial crew he would continue to earn a paycheck. Patrick loves to work and that is his purpose in attending ADT. Once Patrick made the transition his attitude seemed to change. He now loves to try new things.

He helps daily with anything needed. Patrick has consistently put the flag up and takes it down every day and did not want anyone else to touch the flag. He is now willing to teach others how to fold the flag for when he is absent (but said he is not going to be absent that much). He always volunteers to help set up for parties and special events at the Training Center, Grogan Center, or wherever needed.

Patrick has become more active in different activities at ADT. He now wears a couple of different pairs of tennis shoes, black jeans, and new dark blue jeans and seems proud of his appearance. He dresses for the occasion more now such as for parties. He is also talking more, initiating conversations with consumers and staff.

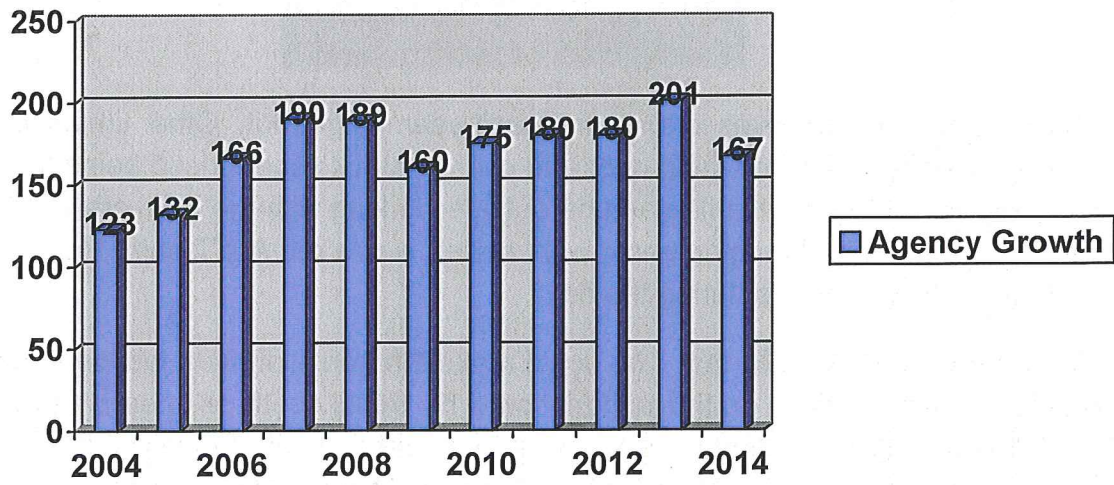


Outcome Measurement Report 2014 Annual Summary

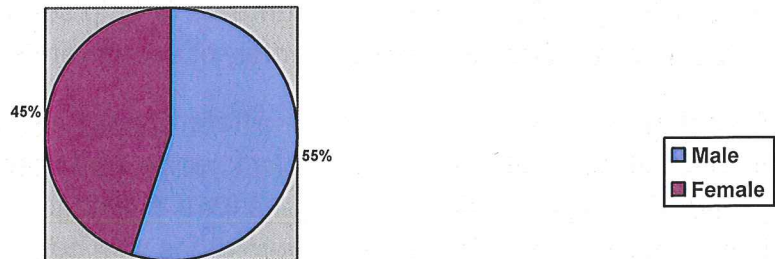
AGENCY OVERVIEW:

The following charts reflect the 2014 Agency Overview.

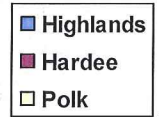
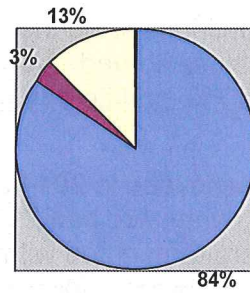
Agency Growth:



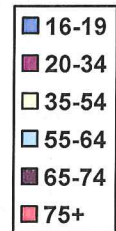
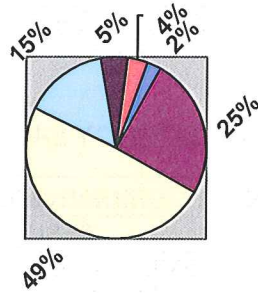
Gender:



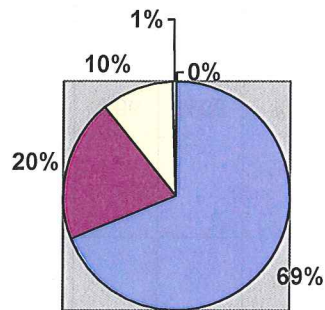
Service Area:



Age:



Ethnicity:



In 2014, Ridge Area Arc served 167 individuals which is a decrease of 54 from 2013, primarily the result of closing the Adult Day Training program in Wauchula.

The Medicaid Waiver system continues to be the primary funding source, providing funding for services for 62% of those served. Vocational Rehabilitation funded 20%, Highlands County School Board 7%, private pay arrangements 6%, and state general revenue 5%.

Ridge Area Arc hired 23 new employees in 2014 and had 18 employment separations, compared to 2013, when Arc had 21 new employees with 26 separations. Six employees were terminated within the 90 day probationary period. The remaining employees left employment for either retirement – 0, other employment – 2, just cause – 2, relocated – 2, resigned without notice – 6, and resigned with notice – 2.

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 93%.

COMPARISON OF CUMULATIVE AGENCY OUTCOMES

Comparative Report for Cumulative Agency								
	PROGRAM OBJECTIVE	RESULTS						Difference 2014-2013
		2009 Data	2010 Data	2011 Data	2012 Data	2013 Data	2014 Data	
1	Persons achieve goals on their support plan during the year.	86%	78%	77%	80%	82%	93%	+11%
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.	100%	96%	99%	99%	100%	99%	-1%
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.	100%	100%	99%	99%	100%	99%	-1%

ADULT DAY TRAINING (ADT)

111 individuals were served in the ADT program in 2014 (down from 141 in 2013) which is a combination of Ridge Industries, Avon Park Resale, and the Intensive Program. This was a tremendous drop in the number of individuals receiving services due to the closing of the ADT program in Wauchula.

As a part of Arc's Strategic Plan, strategies were developed to limit the number of consumers earning wages in the ADT programs and thus reducing the liability to the Arc. During 2014, additional measures were taken to continue with this plan. The Avon Park Resale site reduced the number of consumers earning wages to 10 while several returned to the Training Center on Arc's main campus. There are ten individuals earning wages in the Training Center with opportunities such as; janitorial, lawn maintenance, and horticulture. In the last 18 months, the number receiving wages, and considered employees by the IRS, was reduced from 66 to 20.

The Training Center developed additional classes such as reinstating a cooking class, increased opportunities in arts and crafts, and opening a senior classroom for those who would like to have a slower pace. Computer classes and recreational activities remain available as well.

Community events are always a highlight with the ADT program. The consumers participated in several activities and events including attending a concert with New World Sun, holiday festivities, a fashion show at Avon Park High School, and events at South Florida State College. A summer fun day was introduced this year which had various games and activities including water activities, corn hole and horseshoe tournaments.

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 – 99% (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 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) – 90% (down from 91%).

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 of 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:

35 individuals were served in the residential program. In May, the residential and ADT programs experienced the loss of a long time resident of our Sunset Group Home. It was decided not to fill the vacancy at the group home due to the needs of the other residents. The Lotela Group Home had a vacancy throughout 2014. This vacancy allowed the group home to offer respite services to a family on multiple occasions throughout the year.

Currently, 23% of our residents are over 65 – with our oldest resident being 79 years old. As the years progress, the health and medical issues of our residents increase requiring our staff to be more sensitive to the needs of elderly residents. Vehicles that are easier to access are needed as the individuals' mobility continues to decrease.

Hiring qualified staff in the residential program has been extremely difficult during the past 4 years. Due to the hiring requirements set by the Agency for Persons with Disabilities, finding staff to meet the requirements continues to be a challenge. Additionally, once hired many of the staff are not able to pass the rigorous trainings that are required to do the job. Another potential hiring issue is the schedules of each of the group homes requiring individuals to be available in the later evening and weekend hours when the residents are home. Due to these issues, group homes were not fully staffed and resulted in many staff covering multiple shifts. A Director of Residential Services was hired in July 2014 bringing fresh ideas and changes to the residential program.

Due to licensing requirements, an approved menu by a licensed dietician had to be sought for our group homes. This menu was created to meet all of the nutritional requirements. There are four weekly menus that are alternated in the course of a month. Because of the changes in our menus and the new food items introduced, food costs have increased.

Residents participated in many outings throughout the year. Some of these outings were based on family vacations while others enjoyed summer camps. Special STARS events were a major highlight of activities for residents including: softball, tennis, basketball, swimming, bowling, billiards, volleyball, and track & field. Additional STARS activities included plays at Highlands Little Theatre, parties and dances. 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 – 99% (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 – 97% (down from 99%).

As per the services requested on the support plan, persons served are provided with necessary supports to achieve the support plan goal(s) – 98% (up from 74%).

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 – 93% (down from 96%).

Persons are assisted in being healthy and free from injury, abuse, or neglect – 100% (up from 98%).

Quality Improvement Plan:

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

RESPITE:

Ridge Area Arc has received very few respite referrals since implementation of the ibudget. Most individuals do not have funds in their individualized budget to pay for respite services. Respite services were utilized this year by one consumer within the year. This consumer returned back home to their family.

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 address – 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).

Percent of referrals met – 100% (no change).

Quality Improvement Plan:

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

COMMUNITY SERVICES:

Community Services provided services to 14 consumers (down from 16 in 2013). One individual who had been in the supported living program for a number of years had health issues resulting in needing additional supports that were not available in supported living. This individual moved into a medical licensed group home. Another individual was closed by Ridge Area Arc due to our inability to locate her at scheduled times to provide supports.

One individual in supported living decided to relocate after living in a house for several years. She made this decision with the hopes that an apartment would be less expensive and allow her the ability to have money for other things. It was also suggested that she relocate due to the area and individuals that she was interacting with posing a potential safety concern. Several of the individuals in supported living are employed and a few others are seeking employment.

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) – 86% (up from 76%).

Persons are supported to live in their own homes – 85% (down from 90%).

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:

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

COMMUNITY EMPLOYMENT:

Community Employment provided supports to 43 individuals, down from 54 in 2013. Several people were closed from the program due to their failure to follow through on assignments.

60% of the funding for community employment is received from Vocational Rehabilitation. Vocational Rehabilitation provides referrals based on short-term employment outcomes; such as placing the individual into competitive employment until the employee reaches their 90/150 day benchmark. Once the employee has reached this benchmark, the services are closed with Vocational Rehabilitation. For some, if a developmental disability is identified, then the individual may have the opportunity to receive ongoing supports through either the Medicaid Waiver or General Revenue through the State of Florida.

Of the 43 individuals served, 17 received services to maintain their employment and 26 were assisted with job seeking or job placement. Employers in Highlands and Polk Counties included: Kmart, Comfort at Home Caregivers, LegoLand, Petco, Wal-Mart, Olive Garden, Panera Bread, Publix, Human Arrows, WIS International, Rodeway Inn, Grannies Nannies, Marshall's, Dollar Tree, Lowe's, Sunny Hills of Sebring, Taco Bell, and the Jacaranda.

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 – 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 83%).

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% (no change).

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.

Special STARS

Special STARS celebrated its 10 year anniversary with a formal dinner and dance with the California Toe Jam Band. The organization was recognized at the All Highlands Parade of Athletes Banquet in Sebring in June and they were the grand marshal of the Lake Placid Christmas Parade in December.

One of the Special STARS athletes Shawn Squires achieved a major goal by bowling a perfect 300 game during a regular league competition at Heartland Bowl in Sebring. He received a ring, plaque, and recognition for this accomplishment.

Under the direction of Volunteer Coordinator Cindy Marshall, Special STARS offers 12 different sports and eight recreational activities for approximately 400 children and adults with mental and physical disabilities in Highlands, Hardee, and Okeechobee counties.

South Florida State College partners with Special STARS in offering a grant through the Adult Education Program for the softball and bowling programs. The money is used to help fund services in both of those sports so more adult athletes can participate.

School students participate in the Highlands County School District Track & Field event held in the fall. There are approximately 150 students competing in Special STARS. Some children also participate in the other sports and recreational programs offered throughout the year. Frannie Gillilan is the liaison for the school district.

Hardee County Special STARS offer bowling and track and field competitions. Their coed unified softball team returned to compete in the Special STARS Softball Classic in Highlands County. There are approximately 60 athletes in Hardee competing. Hardee and Okeechobee athletes compete in a district-wide bowling competition with Highlands County athletes in June.



Financial Report

The information contained in this annual report was taken from the 2013-2014 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	\$ 530,911	16%
Contract	\$ 363,664	11%
Consumer Entitlements*	\$ 8,082	<1%
Medicaid Waiver	\$ 1,673,162	51%
Screen Printing/Resale	\$ 527,891	16%
Private Pay	\$ 174,713	5%
Other Revenue	\$ 1,981	<1%

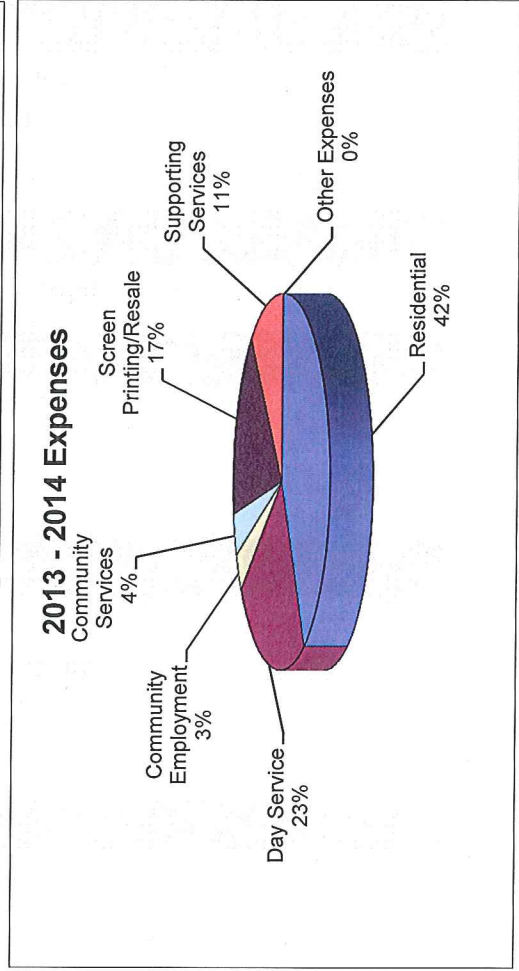
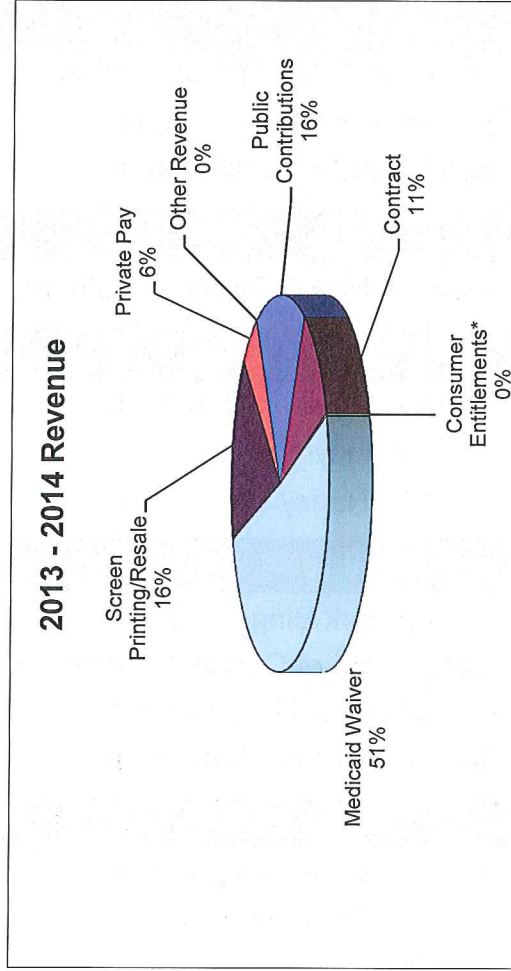
Grand Total: \$ 3,280,404

*Food Stamps

Expenses

Residential	\$ 1,446,658	42%
Day Service	\$ 812,263	23%
Community Employment	\$ 115,900	3%
Community Services	\$ 125,510	4%
Screen Printing/Resale	\$ 572,767	17%
Supporting Services	\$ 388,548	11%
Other Expenses	\$ -	0%

Grand Total: \$ 3,461,646



Donations

A special thank you goes out to the following individuals and organizations who provided monetary support to the agency in fiscal year 2013/2014

\$25,000 and up

Florida Department of Transportation
Ridge Area Arc Foundation, Inc.
United Way of Central Florida

\$10,000 to \$24,999

Highlands County Health Facilities Authority

\$5,000 to \$9,999

Mr. & Mrs. Stephen R. Aldrich
Anonymous
Ms. Nancy Carr

\$2,500 to \$4,999

Avon Park Bingo, Inc.
Highlands County Board of County Commissioners
Highlands County Hospital District
Tom Perry Family Foundation

\$1,000 to \$2,499

64 West Collision Repair, Inc.
Bill Jarrett Ford Mercury, Inc.
Mrs. Lois Brown
Mr. & Mrs. William Eisnor
Heacock Insurance
Johnson-Stivender Wealth Managers
Knights of Columbus #14717
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In addition to the donors below, Ridge Area Arc received many non-cash gifts in 2013 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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Ridge Area Arc Foundation

The foundation, governed by a board of trustees, is responsible for building an endowment 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 money through local fundraising events.

The Arc Foundation realized a net increase of \$168,152 despite giving Ridge Area Arc \$160,000 in needed financial support in 2014.



The Arc[™]
Ridge Area

Achieve with us.

The Arc is supported by:



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