



The ArcTM

Ridge Area

Annual Report 2016



Message from the CEO

On behalf of the Ridge Area Arc Board of Directors and Staff, it is my pleasure to present our 2016 Annual Report. This report is intended to share the accomplishments as well as the issues affecting the Arc and its services.

In 2017 Ridge Area Arc is celebrating 60 years of service to the community. I would like to give you a brief overview of its history.

The Arc was founded in 1957 by Avon Park residents, G. Franklyn and Mary Ellen Ward. At that time there were no services for their son Rob, and other children in the area. They started with a Day School serving children ages seven and older.

Over the years, a number of new programs and services were developed. These included: a work activities center, services were extended to adults, an Early Intervention program for children ages of birth to three years, residential services, Supported Employment, and Supported Living.

In 1983 Ridge Area Arc leased 17 acres of land from the State of Florida for the Arc's campus on College Drive in Avon Park. It was later dedicated as the Ward Campus in honor of the founders.

In 1994 the Wards and a group of investors established the Ridge Area Arc Foundation with a beginning balance of \$167,427.00. Their forward thinking has resulted in several major gifts to the Arc over the past years.

I offer my sincerest gratitude to the family of Franklyn and Mary Ellen Ward. I also share my great appreciation to our volunteer Board of Directors, Foundation Trustees, community partners, donors, volunteers and staff for their caring and commitment to the people served by Ridge Area Arc. Together we proudly, yet humbly continue the Ward's legacy of helping individuals with developmental and other disabilities to choose and realize their own goals.

Rhonda Beckman, CEO

Board of Directors

Donna Doubleday - Chair
Dee Dee Harstine - Vice Chair
William Allbritton - 2nd Vice Chair
Nicky Dilday - Secretary
Tom Nunnallee - Treasurer
Ralph Meyers - Advocate Liaison
Mary Brown
Tina Cardenas
Kathy Mee
Donna Massey

Ridge Area Arc Foundation Board of Trustees

Rick Helms - Chair
David Schumacher - Vice Chair
Dee Dee Harstine - Treasurer
Marcia Ward - Secretary
William Allbritton
Tina Cardenas
Victor Divietro
Christen Johnson
Debra McCullough
Donna Massey

Staff Years of Service Recognition

Twenty Five Year Employment Anniversary

Debbe Roberts - ABE Instructor - SFSC
Susie Hart-Bolton - Director of ADT Services

Twenty Year Employment Anniversary

Debra Stratman - Lead ADT Program Specialist

Fifteen Year Employment Anniversary

Heather Hull - Residential Assistant
Phyllis Klepser - ABE Instructor - SFSC
Henry Lewis - Residential Assistant
Heather Hodge - Case Manager Coordinator
Linda McClellan - Administrative Assistant - HR

Five Year Employment Anniversary

Marlene Lucas - Receptionist
Tammy Newton - ADT Program Specialist II

Community Partner Award

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

HEACOCK INSURANCE GROUP

Heacock Insurance Group has served as Arc's insurance broker for many years. First George Hensley, and later Beth Johnson, have wisely overseen our accounts. They along with the customer service representatives assigned to the Arc have delivered the excellent customer service as would be expected of the Heacock Insurance Group.

They have advocated for the Arc to get the best rates possible for each of our insurance coverages. This advocacy was most evident during negotiations for the employee's health insurance and Arc's worker's compensation coverage which has been precarious at times.

Over the years Heacock Insurance Group has provided financial support by sponsoring several of Arc's annual fundraising events and making various donations. As an active supporter of the United Way of Highlands County, it has indirectly supported Ridge Area Arc's programs.

Nancy Gaines, Heacock's health insurance advisor, provided guidance and gave a recommendation for Arc's application to Florida Blue for a Florida Blue Foundation grant each of the past few years. When Arc found itself insufficiently prepared to comply with the requirements for the Affordable Health Care Act, Nancy obtained the assistance of a Heacock Payroll employee who voluntarily guided us through our responsibility to complete the new reports.



People First! Advocate

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

Aktion Club

The Aktion Club of Highlands County, formed in 2006, is a community service group composed of approximately 70 adults with disabilities. They strive to be good leaders by giving back to their community and helping others who are in more desperate need. The club has won numerous state and international awards for their service to others.

In Highlands County, the club has helped hundreds of needy children at Christmas; collected thousands of diapers for babies in low income families; picked up trash along College Drive; delivered Easter baskets to children; maintained two community gardens; collected and moved furniture and items for domestic violence victims; cleaned yards for the elderly; prepared food baskets at Thanksgiving for needy families; and collected school supplies for abused children.

The Aktion Club has educated its members to advocate for themselves. They empowered some members by teaching them the voting process and got new voters registered. They trained them on fire safety, CPR and first aid. Through the community gardens members learned how to care for plants and grow their own food.



Arc Hero of The Year

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

Seminole Brighton Casino

In 2015 Ridge Area Arc was contacted by Seminole Brighton Casino, we had been nominated to receive their Christmas Wish by one of their staff, Mackenzie Bowers. The Casino hired a Christmas float for Sebring and Okeechobee parades for the Arc consumers to ride. Seminole Brighton Casino provided Santa hats for the consumers to wear and candy to hand out. Sebring went off without a problem, however it was softly raining for Okeechobee's parade. We offered to drive the consumers in our vans but they wouldn't hear of it, they wanted to ride on the float! However, the Casino had another surprise for us; one of our staff was invited to a private Christmas party at the casino where we were presented with a \$5,000 check. Ridge Area Arc used the donation to purchase gifts which were wrapped and placed under the Christmas trees at the group homes.

In 2016, Seminole Brighton Casino once again adopted Ridge Area Arc for the Christmas Wish. How could they possibly top 2015? Well this year the Casino staff actually built a float with a Winter Wonderland theme, complete with blowing snow. The casino provided hats and scarves to compliment the theme of the float. One consumer actually was so excited to ride the float she was shaking with joy! Once again we were surprised by being invited to a private Christmas party where a check for \$5000 was presented. Ridge Area Arc is thankful that Seminole Brighton Casino staff has gone out of their way to promote and bring awareness of our mission.



BRIGHTON

Volunteer of the Year Award

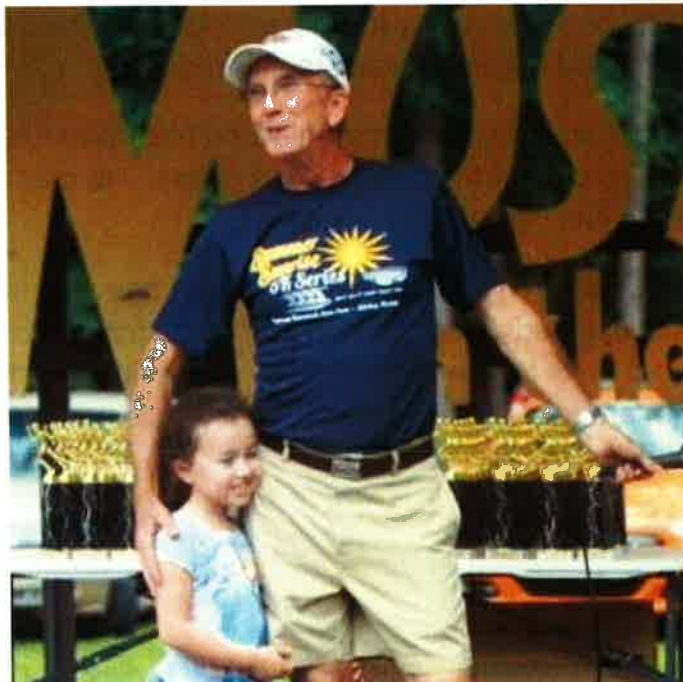
Acknowledges a person who has the desire to elevate the lives of people with developmental disabilities and has actions and commitment to make change happen.

Chet Brojek

Chet Brojek, well-known throughout the running community, said he would like to coordinate a 5K race to benefit Ridge Area Arc. He sat down with Arc staff and laid out the steps needed to get started. That was nine years ago. During that first race and each of the races since, Chet has donated his time to help organize, recruit other racing enthusiasts to volunteer to run and time the races. His wife Christine helps with the registration, timing and posting of results.

Through the 5K and now 5 & 10K races, Chet has helped Arc raise nearly \$50,000. A substantial portion of those funds were received from a title sponsorship, requested by him, from MidFlorida Credit Union.

But organizing races is not the only way Chet supports Ridge Area Arc. He is one of Arc Screen Printing's top customers. Chet's involvement with the Central Florida Striders/CFS-Timing, Inc. group has resulted in large quantity orders for races such as the Hammock Half Marathon, Summer Sunrise Series 5K, 4th of July Firecracker 5K, Turkey Trot 5K, and the Gator Gallop to name just a few. He not only places orders for his events, he also recommends Arc Screen Printing to those he organizes races for.



Residential Consumer of The Year

Perry Bright



Those who live at Sunset Group Home are fortunate to have Perry as a housemate. Sunset individuals are aging and some are not able to do so much anymore but Perry steps in all the time and helps. He takes dishes to the sink for those who are not able and hands people's lunch boxes to them if they are already on the van and forgot their lunch. Each of these is without anyone asking! Not only does Perry help others at the group home but he also shows his ownership of his home by taking the garbage cans to the street and returning them after pick up. He also checks the mail on a daily basis. Arc has helped Perry reach this level by initially asking him to help but now he has branched out on his own and helping in even more areas.

Perry is very independent and keeps his room tidy, putting away his own laundry, making his bed and taking care of his own hygiene needs. He only on occasion asks staff assistance when he can't quite get something.

Perry enjoys joking around with his housemates but also has a sensitive side to those in his life. He is always concerned about his staff and housemates. He greets his staff with "how are you?" and waits for the response. If he feels that staff are not okay, he always follows up with "are you alright?" Perry genuinely cares for those around him and it shows in his care and concern.

Community Employment Consumer of The Year

Mark Rieke



Mark works at Walmart as a Maintenance Associate. His main responsibility as part of the “Clean Team” is to make sure the aisles are free of debris and safe for customers to walk on. Mark also assists with restocking supplies in the restrooms and storing the cleaning supplies in their proper places.

Mark’s parents are very supportive and offer a great deal of assistance with his work schedule and provide him with transportation to and from work. Mark enjoys working at Walmart and would like to continue to maintain his current position while taking on more responsibilities, and having the opportunity to be a valued co-worker and employee.

Mark has many positive attributes that make him a valued employee, which include engaging in polite conversations with customers, excellent time management skills, and being very thorough on his assigned duties.

Supported Living Consumer of The Year

Gary Barwick



Gary moved into the Sunset Group Home in October 2013. Due to a history of an inability to cope with crowds, loud noises, and other individuals' proximity, he was given the option to transition into Supported Living. In October 2015, Gary's dream of having a living environment with small crowds, little noise, and lots of room was realized. A team consisting of the Supported Living Supervisor, Case Manager, and Supported Living Coach assisted him to find the perfect apartment.

Since most of Gary's life was spent living in group homes, he required full assistance to complete all of his daily living skills. It was a proud moment when he was handed the key to his own apartment. He gave visitors tours of his kitchen, living room, and bedroom. Gary works intensively with his coach to learn to do his laundry, make his grocery list, sign checks for purchases, use his credit card, and take his medications independently. He had always relied upon staff to complete many of his daily living tasks – including using the telephone. Gary now proudly answers his phone stating "Hi". Gary is motivated to master all of these daily living skills as he has a desire to live independently.

Gary continues to show growth in his own apartment as a new personality is emerging. He is happy!

Life Skill Training- ADT Training Center Consumer of The Year

Bobby Brewington



Coming from working at the Ridge Area Arc Resale store, Bobby transferred to the ADT program in 2014. He continued to work on the Janitorial Crew and earn a paycheck. At 77 years old and with limited use of one hand, he does not let anything keep him from working or completing any job or task. Bobby is able to independently perform all janitorial duties assigned without supervision or correction. When asked to complete a task, he begins to do so without any further prompting and is eager to help in any way.

Arc is helping Bobby to learn to be more aware and proactive with his health and ensuring he maintains optimal health as he ages. He has expressed that he would like to retire soon. Staff is assisting him with this transition by offering the Senior Class activities such as Arts and Crafts and Leisure activities. This will allow Bobby to keep busy when he does choose to officially retire.

Bobby is a very pleasant man who always has a kind word to say. He enjoys helping others and will often self-initiate helping by volunteering to assist his peers or staff with whatever they may be working on at the time. He enjoys staying busy and has donated several hours of his time working with the maintenance of the community garden located at the Housing Authority by pulling weeds, picking vegetables, and planting seedlings. Bobby is an excellent role model for his peers with his work ethic and the social skills he demonstrates.

Life Skill Training- ADT Intensive Consumer of The Year

Tim Johnson



Tim began with Ridge Area Arc before he graduated from Sebring High School in 1992. Over the years, he began losing his mobility and required using a wheelchair. As he is a very independent young man, the use of a wheelchair was not going to be a struggle for him. Tim needed to learn to use this new equipment safely to keep him and others safe. Arc staff worked with him on how to wheel himself and be patient when doing so. Tim has progressed tremendously.

Recently, Tim received a new wheelchair that has a chest brace to help him improve his posture and use more of his upper body strength. Even though he uses a wheelchair the majority of the time, he is still encouraged to maintain his strength by taking daily walks with the staff while using a gait belt.

Tim wants to maintain his independence often telling staff "I'll do it" and enjoys helping others. This drive for independence shows that he is not going to give in to other obstacles that may come his way. Tim likes to complete crossword puzzles, math problems, reviewing magazines and newspaper articles, and watching Looney Tunes. His favorite character is Tweety Bird.

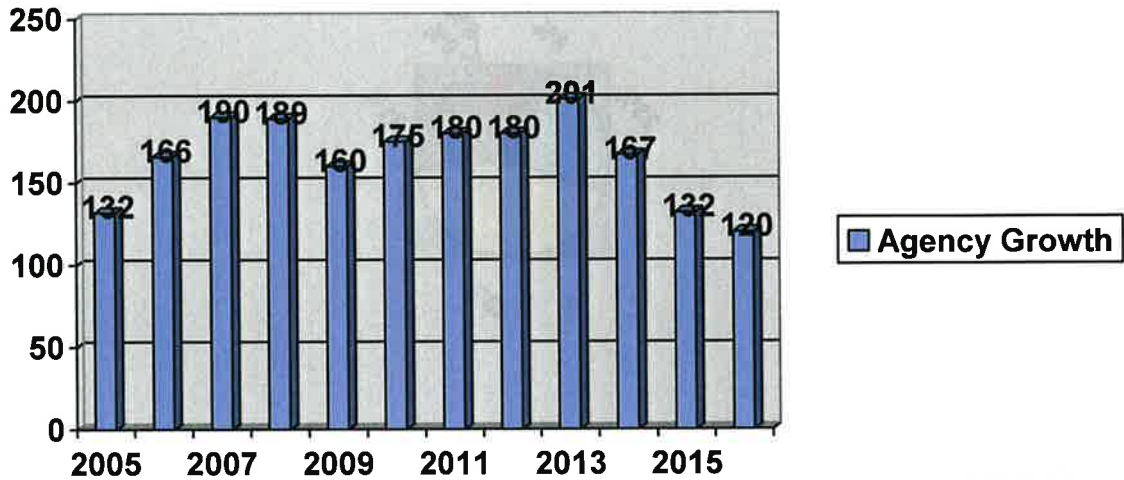


Outcome Measurement Report 2016 Annual Summary

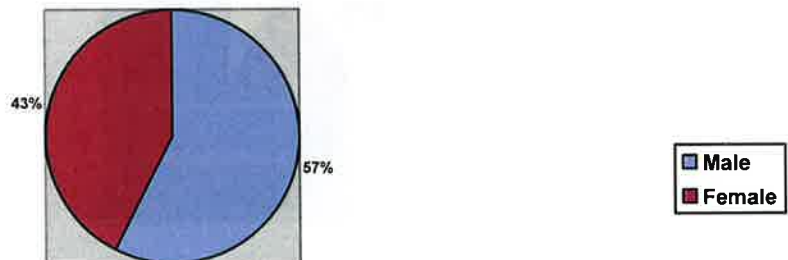
AGENCY OVERVIEW:

The following charts reflect the 2016 Agency Overview for Ridge Area Arc.

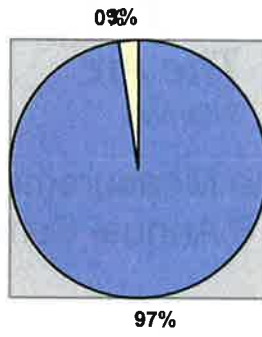
Agency Growth:



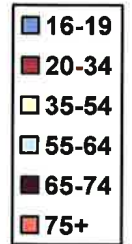
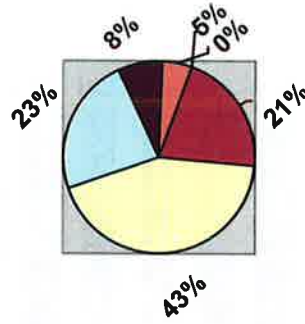
Gender:



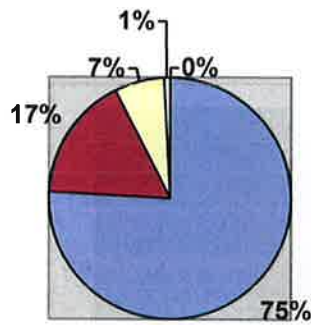
Service Area:



Age:



Ethnicity:



EMPLOYEES

Ridge Area Arc hired 17 new employees in 2016, up from 11 in 2015, and had 26 employment separations compared to 14 the prior year. Seven employees were terminated within the 90-day probationary period, two were permanently laid off, one did not return from a medical leave, and three were terminated with just cause. The other 13 employees leaving employment left for other employment – 12, or relocated – 1. Eleven (11) resigned with notice and two resigned without notice.

78% of Ridge Area Arc’s workforce has been employed for more than two years. 56% have been employed five or more years while 18% have been employed less than one year.

In 2016, Arc celebrated two years of no lost time due to workplace accidents. The efforts of our employees and the \$AFETY PAY\$ incentive program are both credited with accomplishing this feat.

PERSONS SERVED

In 2016, Ridge Area Arc served 120 individuals which is a decrease of 12 from 2015. These numbers do not include Special STARS participants. The Adult Day Training Program experienced the largest decrease (14).

The Medicaid Waiver continues to be the primary funding source, providing funding for services for nearly 73% of the individuals served. The second largest funding source was Vocational Rehabilitation which provided funding for 17% of the individuals served.

The cumulative agency report 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 achieved 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 2015-2016
	2011 Data	2012 Data	2013 Data	2014 Data	2015 Data	2016 Data		
Persons achieve goals on their support plan during the year.	77%	80%	82%	93%	86%	88%	+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.	99%	99%	100%	99%	100%	100%	Same
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%	99%	100%	99%	100%	100%	Same

ADULT DAY TRAINING (ADT)

88 individuals were served in the ADT program during 2016 which is a combination of the Training Center (formally known as Ridge Industries) and Avon Park Resale. This is a decrease of 14 individuals compared to 2015.

Ridge Area Arc closed the Psychosocial Rehabilitation Services (PRS) program in 2016. PRS served individuals with a dual diagnosis of a developmental disability and a mental health disability. The program was terminated due to it continuing to run in a deficit.

The ADT program hired a new director in 2016 due to the resignation of the previous director. The new director, who was a previous ADT Program Specialist for 25 year, is working towards developing the program to its' full potential. She has identified new ideas to improve the program including: Zumba classes, increased community inclusion activities, and more skill training for individuals who want employment. In order to meet these goals, the director needed to hire additional staff and in late 2016 postings for staff were up. Zumba was implemented late 2016 with only a few consumers participating; however, later in the year almost all consumers in the program were participating and enjoying the twice a week dance classes. Community inclusion included trips to Lakeshore Mall, the Housing Authority's community garden, Donaldson Park, and the Martin Luther King parade. At the housing authority's community garden, the consumers are able to plant seeds, weed, and cultivate vegetables. The group has been able to bring the vegetables into the day program and prepare the items to cook. Everyone is excited to participate in this activity and enjoy the 'fruits' of their labor.

Each month, birthdays are celebrated for those who have a birthday during the month. The group votes on a chosen location to enjoy a nice lunch off campus. The South Florida State College women's volleyball players continued to provide volleyball clinics which everyone greatly enjoyed.

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 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) – 88% (no change).

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.

- a) Number of medication error reports – 6. Not achieved – goal was set at zero.
- b) Average percent of persons who, as a part of accident/injury/exposure reports, have appropriate follow-up actions - 100% (no change).

Quality Improvement Plan:

All medication errors that were due to staff action/inaction had corrective measures including returning to medication training classes. All other medication errors that were due to family and/or caregivers actions have been addressed by educating responsible parties on Arc policies and procedures and APD regulations.

RESIDENTIAL HABILITATION TRAINING:

32 individuals (down from 34) were served in the residential program for 2016. In May, the residential and ADT program experienced the death of a long time resident of our Pleasant Street Group Home. It was decided not to fill the vacancy due to the needs of the other individuals residing at Pleasant. Additionally, two individuals at Pleasant Street Group Home were discharged due to the needs of the consumer exceeding the abilities of the agency. One individual moved into an intensive behavioral group home while the other individual moved into an intermediate care facility. Lastly, one individual at the Queen Palm Group moved away with his mother who relocated back to Puerto Rico. Ultimately, these discharges resulted in moving each of Ridge Area Arc's group homes toward being six-bed facilities.

Hiring qualified staff in the residential program has been difficult for the past 5 years. Hiring difficulties included locating staff with the experience required and the ability to pass the rigorous trainings. In 2016, Ridge Area Arc received news that the hiring requirement set by the Agency for Persons with Disabilities to hire staff with one year's experience is being modified. Additionally, Ridge Area Arc removed the requirement of Advanced ABC training. It is hopeful that lessening the requirements will allow Ridge Area Arc to find new staff from the staffing pool that this offers.

Residential services participated in many outings throughout the 2016 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 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. Throughout the year, individual group homes hosted parties for residents of the other Arc homes.

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) – 89% (down from 95%).

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 – 91% (down from 92%).

Persons are assisted in being healthy and free from injury, abuse, or neglect.

- a) Number of medication error reports – 25. Not achieved – goal was set at zero.
- b) Average percent of persons who, as a part of accident/injury/exposure reports, have appropriate follow-up actions – 100% (no change).

Quality Improvement Plan:

There were 25 medication errors for the past year. Staff responsible for the majority of those errors have been sent back to retake the medication class. Some of these errors were due to family members dosing while on home visits. These family members continue to be educated on proper dosing instructions.

COMMUNITY SERVICES:

Community Services provided services to 12 consumers in the 2016 year.

One gentleman who had been in supported living for many years decided that he would like to make contact with his siblings that he had not seen for over 30 years. His supported living coach helped him locate one of his siblings in the panhandle and facilitated calls and a local visit. In December, this consumer was able to spend a week for the holidays with his sibling. This visit opened the doors for many more visits and reunited two brothers.

One lady who had been working for many years yet only able to get by with a minimal amount of money received a large back payment from social security. She spent the next two months redecorating her household.

Lastly, one individual who has a daughter in another provider's group home, often wanted to take her daughter out to eat or to activities in the community rather than only being able to visit in the group home facility. Ridge Area Arc and her supported living coach were able to help her facilitate a meeting with the other parties, including the group home operator and APD. She now visits her daughter at the group home and on other occasions in the community.

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) – 89% (up from 80%).

Persons are supported to live in their own homes – 82% (down from 84%).

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 27 individuals in 2016. The majority of the funding for community employment is received by Vocational Rehabilitation who provides referrals based on short-term employment outcomes. For those who receive services paid through APD, all 6 maintained their employment.

Due to the increase in Vocational Rehabilitation referrals and the amount of time it takes for an individual to be successfully employed, Ridge Area Arc hired another full-time staff person to also work with the referrals received.

Out of the 27 individuals served in Employment Services, 6 received services to maintain their employment and 17 were assisted with job seeking or job placement.

Ridge Area Arc's employment department continues to maintain a successful employment relationship with Walmart, Publix, Winn Dixie, Taco Bell, Pizza Hut, Steve's Sport Shop, Office Depot, and the Jacaranda Hotel among others.

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) – 87% (up from 80%).

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 – 96% (up from 84%).

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 partnered with Heartland Horses & Equine Activities and Learning Inc. to provide for the first time an equestrian program and competition for special athletes. The athletes trained on horseback before being judged during a horse show to win awards. There were 20 participants who saddled up for the experience.

Avon Park High School Varsity Cheerleaders offered a new cheerleading clinic for Special STARS. After participating in the clinic, the special athletes cheered along with the varsity team at an Avon Park High School football game. Other sports offered included bocce, horseshoes, shuffleboard, cycling, track and field, volleyball, basketball, softball, golf, tennis, swimming and bowling.

The Special STARS Recreation Club organized its first community-wide STARS Got Talent Show by showcasing people with disabilities and senior citizens on stage competing for prize money.

The club offered two new activities this past year - a fishing adventure and watching an Avon Park High School football game. The club also enjoyed camping; watching volleyball and baseball games at SFSC as well as theatrical performances; hosting a Halloween party; watching a Highlands Little Theatre show; dancing at the luau at the Highlands Social Center; singing Christmas carols at nursing homes; and hosting its first formal Christmas Party and Dance.

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

Special STARS was organized in Highlands County in 2004 under the direction of Volunteer Coordinator Cindy Marshall. Special STARS offers 14 different sports and eight recreational activities for approximately 400 children and adults with mental and physical disabilities in Highlands, Hardee, and Okeechobee counties.



Financial Report

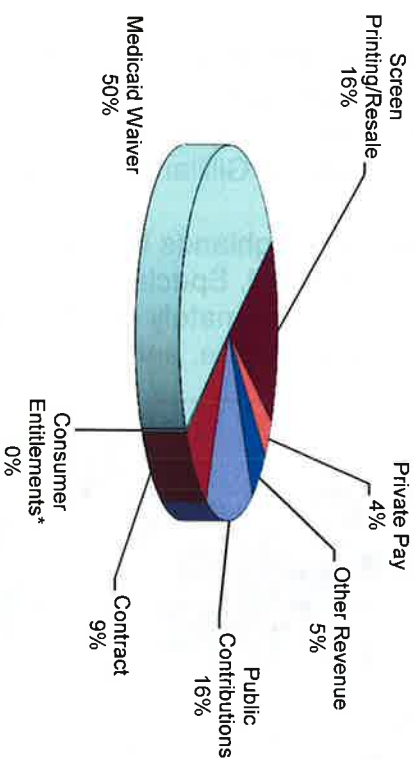
The information contained in this annual report was taken from the 2015-2016 financial report prepared by Wicks, Brown, Williams & Co. As indicated below, Ridge Area Arc requires a substantial amount of revenue to provide essential services and training for persons with developmental disabilities. We use our resources to assist individuals to 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, 4352 Independence St., Avon Park, Florida 33825.

Revenue

Public Contributions	\$ 522,845	16%
Contract	\$ 289,942	9%
Consumer Entitlements*	\$ 11,351	<1%
Medicaid Waiver	\$ 1,672,304	50%
Screen Printing/Resale	\$ 527,458	16%
Private Pay	\$ 114,812	3%
Other Revenue	\$ 180,973	5%
Grand Total:	\$ 3,319,685	

*Food Stamps

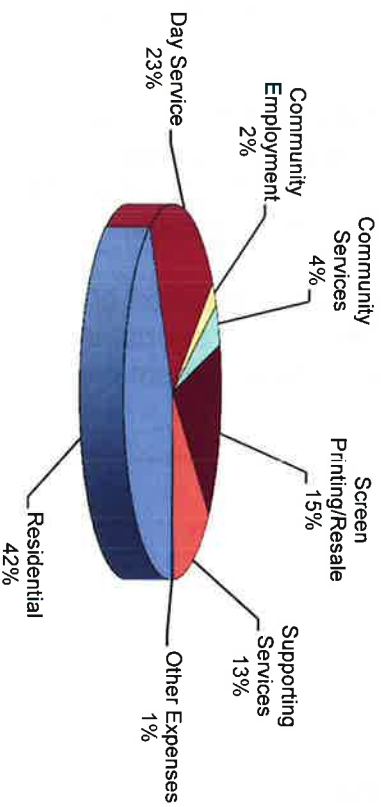
2015 - 2016 Revenue



Expenses

Residential Day Service	\$ 1,324,584	42%
Community Employment	\$ 725,720	23%
Community Services	\$ 70,442	2%
Screen Printing/Resale	\$ 114,192	4%
Supporting Services	\$ 483,777	15%
Other Expenses	\$ 416,022	13%
	\$ 16,608	1%
Grand Total:	\$ 3,151,345	

2015 - 2016 Expenses



Donations

A special thank you goes out to the following individuals and organizations who provided monetary support to the agency in fiscal year 2015/2016

\$25,000 and up

Florida Department of Transportation
Ridge Area Arc Foundation
Transdev
United Way of Central Florida

\$10,000 to \$24,999

Avon Park Bingo Inc
Highlands County Health Facilities

\$5,000 to \$9,999

Anonymous
Nancy Carr
Seminole Casino Brighton

\$2,500 to \$4,999

Mr. & Mrs. Stephen R. Aldrich
Florida Blue Foundation
Knights of Columbus #5441
Mr. & Mrs. David Magowan
Sissines Business Solutions of Orlando

\$1,000 to \$2,499

Angela Ruckman	Lampe & Kiefer Hearing Aid Center, Inc.
Duke Energy	MIDFLORIDA Credit Union
Florida Hospital Heartland	The Matred Carlton Olliff Foundation
Mr. & Mrs. Richard Farmer	Rep. Cary Pigman
Senator Denise Grimsley	Publix Super Markets Charities
Glades Electric Cooperative, Inc.	Mr. & Mrs. Terry Reynolds
Germaine Land Surveying, Inc.	64 West Collision Repair, Inc.
Viktor Hirschmann	Southwood Garage Doors
Heacock Insurance	Tom Perry Family Foundation
Heartland National Bank	Vitas Hospice Services, LLC
Johnson-Stivender Wealth Advisors	Wells Motor Company
Knights of Columbus #14717	Waypoints Financial

\$500 to \$999

Agero Administrative Service Corp.	Highlands Sertoma Club, Inc.
Alan Jay Automotive Management	Mr. & Mrs. Tom Nunnalee
American Legion #69	Quarters For A Cause
Ben Hill Griffin, Inc.	Sebring Elks, Inc.
Bill Jarrett Ford	Mr. & Mrs. James Snively
Coffee News	Katherine Swaine
Clark Air, LLC	Sons Of The American Legion
Camper Corral	TD Charitable Foundation
Colleen Chambliss	Thakkar Foundation
Harbor Community Bank	Winners Circle Sportsbar & Grill
Angel Hammond-Wiggins	Wheeler Farms, Inc.

\$250 to \$499

Alliance Bus	Mr. & Mrs. William O'Donnell
Lois Brown	Dale Ramsey
Barben Fruit Company	Rent A Wreck
Blinds ASAP of Sebring	Laura Rankin
CDF Sales and Associates, Inc.	Sebring Lion's Club
Citrus Animal Hospital	C. Parke Sutherland, P.A.
George Devore	Stephenson Nelson Funeral Home
Dee's Place	Sherwin Williams Paint Store, Sebring
Robert Hendrix	Dr. & Mrs. Kevin Strathy
Beef O'Brady's of Sebring	Taylor Oil Company
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\$100 to \$249

Arc of Florida	Hardee Homes Specialized Services, Inc.
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Heartland Real Estate Corp.	Marcia Ward
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Major In-Kind, Non-Cash Donations (\$500 +)

In addition to the donors below, Ridge Area Arc received many non-cash gifts in 2015 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.

Cohan Radio Group
High Impact Scuba
Highlands Today
News-Sun, Inc.
OK Corral Gun Club

PRP Wine International
The Palms of Sebring
South Florida State College
Under Pressure Sports
Walt Disney World Co.

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 received contributions of \$214,183 and donated \$120,000 to The Arc. They realized a net increase of \$180,972.



Achieve with us.

The Arc is supported by:



4352 Independence Street
Avon Park, FL 33825
(863) 452-1295

