



**The Arc**<sup>®</sup>

*Ridge Area*

**2017**

**Annual  
Report**





## Message from the CEO

Please take the time to review the 2017 Annual Report and help us celebrate the accomplishments made by the people Ridge Area Arc serves. These accomplishments were made possible by our caring staff, volunteers, and community members.

A highlight of the year was Arc's Diamond Jubilee. We celebrated 60 years of service to the community by hosting a Tri-County Chamber mixer, speaking at each of the chambers' lunch meetings, and holding a glitzy annual awards celebration at South Florida State College.

Then Hurricane Irma came to visit, leaving us with no power and eight damaged roofs. Fortunately, there was no major damage and most importantly, no one was hurt. The good people of Highlands County came to our aid.

Our unsung heroes include a man who delivered gas for the group home generators, several individuals and groups who prepared hot meals, a church that provided lunches and a cool place to congregate, another church that provided space for the Adult Day Training program to operate, individuals who brought water, food and ice, and the list goes on.

Unsung heroes also include Arc employees who went over and above their job duties to assist those in need even though they themselves were without power, had damages to their homes, and family issues to contend with.

And then on October 9, 2017 William "Rob" Ward passed away. A true celebration of life was held for Rob, who so profoundly impacted not only his parents (and founders of Ridge Area Arc), relatives, and friends, but also everyone he met through his kind spirit.

Although the year has been one of extreme ups and downs, we continue our quest to provide for those who need our services. We hope the upcoming year is full of positive experiences for everyone.

Rhonda Beckman

## 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 Adams  
Kathy Mee  
Jeff Roth  
Donna Massey

## Ridge Area Arc Foundation Board of Trustees

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

## Staff Years of Service Recognition

### Twenty Year Employment Anniversary

Tonja Weed - Office & Facilities Manager  
Janet Tooley - ABE Instructor, SFSC

### Fifteen Year Employment Anniversary

Tiffany Perry - ADT Program Specialist II  
Raimunda Johnson - Residential Assistant

### Ten Year Employment Anniversary

Velvorie Walker - Residential Assistant  
Betty Rowland - ADT Program Specialist II

### Five Year Employment Anniversary

Ronnie Chavis - Maintenance  
Elba Soto - Supported Living Coach

## People First! Advocate

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



### Heather Padgett

What better way to advocate for individuals with disabilities than to put your belief into action and hire them. If you make them your employee, you demonstrate your belief to other people and set an example for other employers.

Heather has gone above and beyond to hire individuals with disabilities at the Office Depot Store in Sebring, which she manages. Not only does she hire them, she trains them with one on one attention and creates new positions to meet the needs and abilities of the individual. This is especially helpful when employing an individual enrolled in Arc's employment services department.

Heather feels that all people should be treated equal regardless of their disabilities and wants to give them a chance. She has offered to accommodate Arc's Summer Youth program with a job shadowing/mentoring day at Office Depot.

It is an added bonus for Ridge Area Arc when an advocate and employer is also a volunteer and donor. Heather has volunteered for Arc's fundraiser, Kokomo, for several years and donated items for the auction to help Arc raise needed funds.

## Community Partner Award

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



### Adult Protective Services

Many times the community, provider agencies, and families have a negative view of the Adult Protective Services. A family or organization may be defensive especially when an investigator arrives at one's door with a sheriff's deputy in an unsolicited visit. Rarely do people see or think about the positive aspect. However, Ridge Area Arc has repeatedly seen the positive aspects of Protective Services and recognizes the valuable assistance it provides.

Adult Protective Services, a program of The Florida Department of Children & Families, "is dedicated to protecting vulnerable adults from further abuse, neglect, exploitation, or self-neglect and enabling adults with disabilities to remain in the community." Ridge Area Arc has witnessed the assistance provided by protective services such as arranging for family supports for an individual and their family to receive education on diabetes management, regular routine health examinations, facilitating arrangements for an elderly person to continue to provide the love and care of their disabled child, and being instrumental in the training of service providers to protect the health and safety of all vulnerable adults in Florida. The Arc recognizes that Protective Services is instrumental in providing the assistance that is necessary to protect the individual's health and safety.

## Volunteer of The Year

*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.*

### Jeanette Phipps, Karen Bolin & Jayden Bolin



Jeanette and Karen have a long history of volunteering. They have assisted the Aktion Club by donating school supplies during the Back to School Drive; diapers during Diaper Dump Day; baked goods for bake sales and parties; and they adopt needy children every Christmas to buy toys, clothes, and food.

Jeanette coordinates officials for the Special STARS Softball Classic and she and Karen umpire during the event. They have helped officiate the STARS Kick It League kickball games when needed. They have also helped with track and field.

During Hurricane Irma, they and their son Jayden were especially generous with their time and resources. The three of them cooked hot meals, packaged them for delivery and even served meals to Supported Living consumers and their neighbors in Castle Hill Apartments in Avon Park.

## Arc Hero of The Year

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

### Robert Hendrix



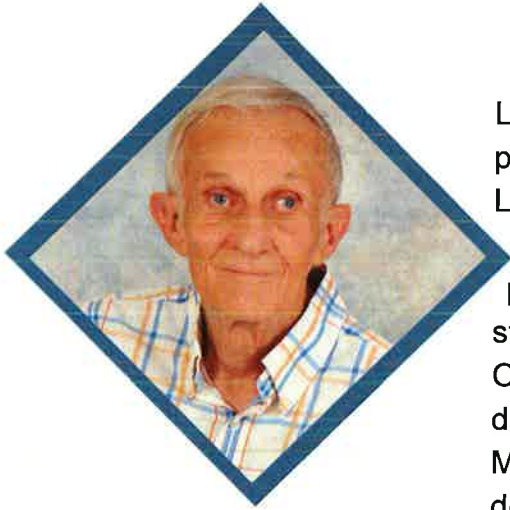
Robert has done a lot for Special STARS, Aktion Club, Ridge Area Arc, and all people with disabilities. He was recognized at the Special STARS Softball tourney with the Jonny "J.T." Tanner Heart of Gold Award for going beyond the ball field to reach out to people with disabilities to make them feel loved, appreciated, and respected. The umpires also chose him for the "Coach Sportsmanship" award for his outstanding attitude on the field.

Robert not only sponsored, but also took on a team as coach and pitched during the Special STARS Softball Classic. He has also coached, played, and sponsored teams in the Special STARS kickball league for 5 seasons.

Robert secures donations of items from the community and donates them to help people with disabilities. He has given time and equipment to help the Aktion Club to assist elderly people in our community who needed yard cleaning projects done free of charge. Robert has involved his entire family and friends to work with the Aktion Club members on these projects.

After Hurricane Irma, Robert hired 4 special athletes to work with his crew at Hendrix Lawn Service to do yard cleaning projects. Robert also fed several supported living consumers and their neighbors by offering meat out of his own freezer so they could have a hot meal.

## Residential Consumer of The Year



### Leslie Hollandy

Leslie came to live at Pleasant Street group home in June 1982, previously living independently with the assistance of a Supported Living Coach. However, due to medical issues, he occasionally stayed at Pleasant Street as respite but eventually it became his permanent home. Leslie attended the ADT program then and still does today in the Senior Room; he will be 77 years old on October 10<sup>th</sup>. Leslie demonstrates a true love for cars, as displayed in his car collection. He has a special love for Mustangs, there is not a time when he is in the community that he doesn't eye a Mustang, either on the road or in a parking lot and

is very quick to point it out to anyone that wants to see it.

Leslie has worked very hard on the goal to keep his room tidy and to keep his closet organized. Leslie demonstrates a willingness to share with others by choosing to donate extra stuff to Resale or giving to others.

## Supported Living Consumer of The Year



### Eva Monk

Eva had a strong desire to learn to read and expressed this goal to her Supported Living Coach. Initially, when she expressed this interest, she was unable to read many words, but with the help of her coach, Eva has completed the goal at 76%. Eva visits the public library, purchases books with her employment checks, utilizes her IPAD and LeapFrog – all helping her to develop reading skills. She continues to work on this goal and is now able to read labels on foods and use a cookbook to prepare healthy meals at home.

Throughout the years, Eva, who was once so reserved and quiet, has begun to blossom. She always went along with others – “not rocking the boat”, well not anymore!! On occasion she has let staff know that she was not happy with services, requesting changes in physicians until she found one that she felt comfortable with. Eva now speaks up at physician appointments and is her own advocate. Eva never lets someone else struggle - if she hears someone is having problems she is one of the first to jump in to help!

## Life Skill Training- ADT Consumer of The Year

### Carlita Hawkins



Carlita dealt with and overcame many struggles in 2017 including the loss of her mother, relocating to a new home, and relying on her sister and niece to provide for her care and support. Unfortunately, her health was impacted resulting in admission to the hospital and a new diagnosis of diabetes.

Ridge Area Arc's staff assisted Carlita on employability skills and educating her on eating a healthy diet to maintain a healthy glucose reading. Carlita learned about growing vegetables in the community garden and how to prepare snacks based on those fresh vegetables. Recently, while eating a snack, a staff member asked her if this was a healthy snack. Carlita replied "my sugar is good." Staff explained why her sugar levels would not be good if she eats that type of snack. She understood and decided to purchase a healthier snack. Family members stated that her sugar levels are good at this point. She is learning the important skills to improve her health so that she will be able to achieve all the goals in her life that she enjoys, like working and making money so that she can go on trips with her church.

Ridge Area Arc continues to work as a team with Carlita, her family, and people in the community to ensure that she maintains a healthy lifestyle.

## Life Skill Training- ADT Intensive Consumer of The Year

### Maria Pena



Maria has attended the ADTI Program for two years. At first she struggled with the new environment and cried excessively and could only attend half days. Her parents worked with the staff and got Maria use to attending full days and interacting with her staff and friends on a daily basis. She now enjoys participating in Bingo, beach ball tossing, watching cartoons, and being outside. Maria is now happy to attend ADTI.

Maria's parents have expressed the joy and excitement that Maria shows when she's getting ready to go to Arc. When her family's vehicle gets to the college she starts vocalizing, clapping her hands, and kicking. If the van has to stop for the light she starts crying because she has to wait to come to Arc. Mr. & Mrs. Pena

say it gives them joy to see their daughter happy to attend ADTI to spend time with her friends and staff.

The staff assist Maria to learn to increase her communication of her needs and wants through pictures, gestures, and body language. They also work with her to increase her upper body strength through exercise to help with transitioning from her chair to bed.

Ridge Area Arc staff and the Pena's continue to work as a team to make her experience at the ADT enjoyable and one that she will look forward to attending for years to come.

## Community Employment Consumer of The Year

### David Headley



David, who enrolled in the Employment program in 2016, is self-driven and has a positive outlook on life. During his time spent with his employment specialist, David updated his resume, practiced customer service skills, and learned how to do on-line job research.

After multiple bi-weekly meetings with his job coach, completing on-line applications, going on many interviews and following up with phone calls, David was offered employment at "Belk" in the Sebring Mall. His job duties include unloading the trucks in the early morning, helping stock the inventory and maintaining the cleanliness of the store. David takes pride in his work and has been given added responsibilities in the short time of his employment at Belk.

David lives independently in his own apartment and drives to work each day. He is well liked by his co-workers and customers. David's supervisor states that "he is reliable, dependable and always displays a positive attitude."

David has reached each of the benchmarks outlined in the Supported Employment program and is now considered successfully employed.

## Special STARS



Special STARS continues to offer sports and recreational activities throughout the year for adults and children with mental and physical disabilities.

Special STARS saddled up with Heartland Horses & Equine Activities and Learning Inc. to provide an equestrian program and competition. The Avon Park High School Varsity Cheerleaders offered a cheerleading clinic for the athletes. This year, the participants got to cheer at a basketball game at the high school with the Avon Park High School cheerleaders.

The adult kickball league in Avon Park known as the Kick It League incorporates some special athletes on their roster. STARS enjoyed attending volleyball and baseball games at SFSC and a show at Highlands Little Theatre. They also have the option to play bocce, horseshoes, shuffleboard, cycling, track and field, volleyball, basketball, golf, tennis, and swimming.

The Special STARS Recreation Club continues to host the community-wide *STARS Got Talent Show* where individuals compete for prize money. The club also hosted a Halloween party, Christmas Party and Dance, a camping trip at Highlands Hammock State Park, and a Luau.



**60  
Years**

**1957-  
2017**

**Arc  
Program  
Funding**

**Adult  
Day Training**

**Employees**

117 Served  
70% Medicaid Waiver  
22% Vocational Rehabilitation  
4% APD Gen. Revenue  
4% Private Pay

79 Served  
Main Campus—65  
Intensive—10  
Personal Supports—4

63 Employees  
75% > 2 years  
56% > 5 years

**Resale**

**Resale**

4 Consumers Employed  
Volunteers provided 2868  
manhours

Provides for victims of fire and  
other emergency situations.

**Arc  
Programs**

**Community  
Services**

**Group Homes**

100% of stakeholders who  
completed the annual survey  
were satisfied with services

12 Served  
Supported Living—12  
Personal Supports—4

5 Group Homes  
30 Residents  
1 Respite

**Community  
Employment**

**Community  
Employment**

33 Served  
Follow Along Services—7  
Successfully Placed—9

One consumer achieved  
20 years of employment  
at Taco Bell

**ADT &  
STARS**

**Community  
Employment**

**Arc  
Programs**

Partner with  
Heartland Horses & Equine  
Activities & Learning, Inc.

New Employers:  
Belk, Office Depot, Goodwill  
The Palms of Sebring, &  
Central FL Neuropsychology

91% Achieved support plan  
goals or made progress  
toward their goals

**Special  
STARS**

**Special  
STARS**

15 different sports  
8 Recreational Activities  
Approximately 400 participants  
Serves Highlands and  
Hardee Counties

50 Athletes from Hardee  
County Participate  
The 19th Annual  
Softball Classic raised over  
\$5,000

**Achieve**

**with**

**us**

# Financial Report

The information contained in this annual report was taken from the 2016-2017 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, 4352 Independence St., Avon Park, Florida 33825.

### Revenue

Public Contributions	\$ 331,822	12%
Contract	\$ 248,339	9%
Consumer Entitlements*	\$ 9,993	<1%
Medicaid Waiver	\$ 1,494,393	52%
Screen Printing/Resale	\$ 461,460	16%
Private Pay	\$ 107,138	4%
Other Revenue	\$ 207,229	7%

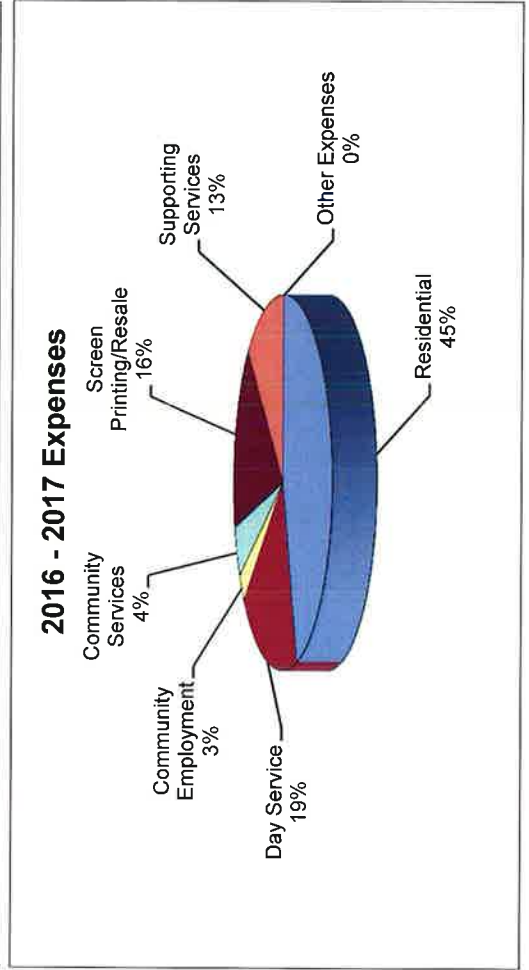
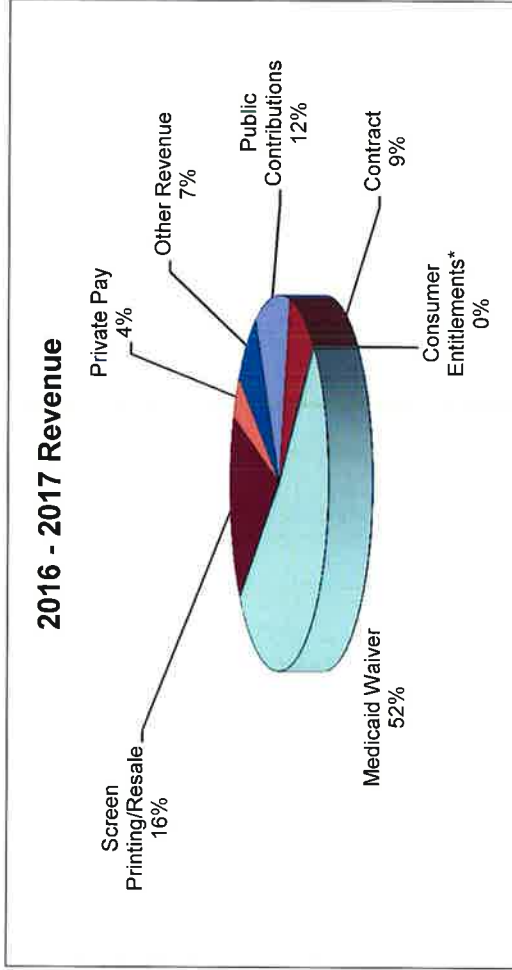
**Grand Total: \$ 2,860,374**

\*Food Stamps

### Expenses

Residential	\$ 1,383,695	45%
Day Service	\$ 585,974	19%
Community Employment	\$ 77,420	3%
Community Services	\$ 134,587	4%
Screen Printing/Resale	\$ 493,984	16%
Supporting Services	\$ 392,259	13%
Other Expenses	\$	0%

**Grand Total: \$ 3,067,919**



## Donations

*A special thank you goes out to the following individuals and organizations who provided monetary support to the agency in fiscal year 2016/2017*

### \$25,000 and up

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

### \$10,000 to \$24,999

Highlands County Health Facilities

### \$5,000 to \$9,999

Mr. & Mrs. Stephen R. Aldrich  
Avon Park Bingo  
Nancy Carr  
Viktor Hirschmann  
Patriot Productions, LLC  
Seminole Casino Brighton

### \$2,500 to \$4,999

City of Avon Park - CRA  
David Singha  
Johnson-Stivender Wealth Advisors, Inc.  
Knights of Columbus #5441

### \$1,000 to \$2,499

American Legion #69	Publix Super Markets Charities
Bill Jarrett Ford	Schumacher Foundation, Inc.
Lois Brown	TD Charitable Foundation
Florida Blue Foundation	The Matred Carlton Olliff Foundation
Florida Hospital Heartland	64 West Collision Repair, Inc.
Heacock Insurance	Tom Perry Family Foundation
Heartland National Bank	Mr. & Mrs. Richard Turner
Lampe & Kiefer Hearing Aid Center, Inc.	Marcia Ward
Mr. & Mrs. David Magowan	Waypoints Financial
MIDFLORIDA Credit Union	

**\$500 to \$999**

Ben Hill Griffin, Inc.  
 Mr. & Mrs. Richard Farmer  
 Glades Electric Cooperative, Inc.  
 Mr. & Mrs. William Gullen  
 Harbor Community Bank  
 Highlands Sertoma Club, Inc.  
 Operation Greater Good  
 Misty Patterson  
 Dale Ramsey  
 Laura Rankin

Charles Reynolds  
 Sebring Elks, Inc.  
 Sebring Firemen, Inc.  
 Southwood Garage Doors  
 Katherine Swaine  
 Vitas Hospice Services, LLC  
 WalMart  
 Wells Motor Co.  
 Wheeler Farms, Inc.

**\$250 to \$499**

Agero Administrative Service Corp  
 Alan Jay Automotive Management  
 Annett Bus Lines  
 Anytime Fitness  
 Ronald Baker  
 Barben Fruit Company  
 CDF Sales and Associates, Inc.  
 Citrus Animal Hospital  
 Clark Air, LLC  
 Coffee News  
 Patrick Connelly  
 Dee's Place  
 Victor Divietro  
 Germaine Surveying, Inc.  
 Robert Hendrix  
 Highlands County Beefs, LLC  
 Highlands Co. Brd. of Co. Commissioners

Carla Jones  
 Mr. & Mrs. Darrell McCullough  
 Mr. & Mrs. C. Raymond McIntyre  
 Musselman's Appliance & TV  
 Mr. & Mrs. William O'Donnell  
 Rep. Cary Pigman  
 Dr. Kawbena Pobi  
 Red Hats of Adelaide  
 Mr. & Mrs. Terry Reynolds  
 Royal Care of Avon Park  
 Charles R. Schumacher  
 Stephenson Nelson Funeral Home  
 C. Parke Sutherland, P.A.  
 TECO  
 Wicks, Brown, Williams, & Co.  
 Willingham, Inc.

**\$100 to \$249**

B. Abeln  
 Arc of Florida  
 Mark Ashby, MD  
 Bagwell Lumber  
 Janet Barber  
 Sophia A. Bonjokian  
 Carlson Accounting  
 Mr. & Mrs. John Clark  
 Kathleen T. Clark  
 William Cook  
 Mark Cox  
 Delray Plants Co.  
 Kelly Dressel  
 M. Linda Ebrite

Nancy Fassler  
 Florida Lakes Surgical, PLLC  
 Sandra Gilliard  
 Rebecca Graham  
 Jennifer Gravelle  
 Mr. & Mrs. Dale Grubb  
 James Guild  
 Hardee Homes Specialized Services, Inc.  
 George Hensley  
 Jamie LaGrow  
 LaGrow Services  
 Dr. Eladio M. Lao  
 Cindy Lindskoog  
 Robert L. Livingston P.A.

## \$100 to \$249 - continued

Maranatha Manor	Michele Roberts
Mr. & Mrs. Curtis McCullough	Frank "F. C." Schwartz
Peter McDevitt	Sebring Breakfast Lions Club
Mr. & Mrs. John McLean	Mr. & Mrs. James Snively
Michael L. Keiber, P.A.	Ms. Debbie Snyder
Morris Funeral Home	Southern Drawl Boutique, LLC
Mr. & Mrs. Gary Musselman	Marilyn Spencer
Nu-Hope Elder Care Services	Suncoast Credit Union
Mr. & Mrs. Tom Nunnallee	Richard Sunderland
OSE Storage Solutions, Inc.	Tonya O. Sullivan Trombley
Peter & Frances, Inc.	Sandy Tucker
Mr. & Mrs. James Phipps	Veterans of Foreign Wars #9853
Reflections on Silver Lake	Donna Vinson
C. L. Reynolds	Mike Zimmerman
Maria Rivera	

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

*In addition to the donors below, Ridge Area Arc received many non-cash gifts in 2017 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.*

Alan Jay Automotive Management	J J Taylor Distributing
Budget Bi-Rite Insurance	OK Corral Gun Club
Busch Gardens	Southwest Airlines
E Stone USA Corp	The Gun Rack
Florida Hospital Heartland	Triple Canopy Ranch
Highlands New-Sun, Inc	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 donated \$125,000 to The Arc. They realized a net increase of \$80,146.







**The Arc**

*Ridge Area*

***Achieve with us.***



agency for persons with disabilities  
*State of Florida*

4352 Independence Street  
Avon Park, FL 33825  
(863) 452-1295  
[www.ridgeareaarc.org](http://www.ridgeareaarc.org)