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 10th. 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

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

1957-2017

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

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

Resale

4 Consumers Employed
Volunteers provided 2868 manhours

Provides for victims of fire and other emergency situations.

Community Services

12 Served
Supported Living—12
Personal Supports—4

Group Homes

5 Group Homes
30 Residents
1 Respite

Arc Programs

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

Community Employment

33 Served
Follow Along Services—7
Successfully Placed—9

ADT & STARS

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

Community Employment

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

Arc Programs

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

Achieve with us

Special STARS

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

Special STARS

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Public Contributions</td>
<td>$331,822</td>
<td>12%</td>
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<tr>
<td>Contract</td>
<td>$248,339</td>
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<tr>
<td>Consumer Entitlements*</td>
<td>$9,993</td>
<td>&lt;1%</td>
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<tr>
<td>Medicaid Waiver</td>
<td>$1,494,393</td>
<td>52%</td>
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<td>Screen Printing/Resale</td>
<td>$461,460</td>
<td>16%</td>
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<td>Private Pay</td>
<td>$107,138</td>
<td>4%</td>
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<tr>
<td>Other Revenue</td>
<td>$207,229</td>
<td>7%</td>
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**Grand Total: $2,860,374**

*Food Stamps

### Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Residential</td>
<td>$1,383,695</td>
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<tr>
<td>Day Service</td>
<td>$585,974</td>
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<tr>
<td>Community Employment</td>
<td>$77,420</td>
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<tr>
<td>Community Services</td>
<td>$134,587</td>
<td>4%</td>
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<tr>
<td>Screen Printing/Resale</td>
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<tr>
<td>Supporting Services</td>
<td>$392,259</td>
<td>13%</td>
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<tr>
<td>Other Expenses</td>
<td></td>
<td>0%</td>
</tr>
</tbody>
</table>

**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
- Bill Jarrett Ford
- Lois Brown
- Florida Blue Foundation
- Florida Hospital Heartland
- Heacock Insurance
- Heartland National Bank
- Lampe & Kiefer Hearing Aid Center, Inc.
- Mr. & Mrs. David Magowan
- MIDFLORIDA Credit Union
- Publix Super Markets Charities
- Schumacher Foundation, Inc.
- TD Charitable Foundation
- The Matred Carlton Olliff Foundation
- 64 West Collision Repair, Inc.
- Tom Perry Family Foundation
- Mr. & Mrs. Richard Turner
- Marcia Ward
- Waypoints Financial
| $500 to $999 |
|---------------------------------|---------------------------------|
| Ben Hill Griffin, Inc.          | Charles Reynolds                |
| Mr. & Mrs. Richard Farmer       | Sebring Elks, Inc.              |
| Glades Electric Cooperative, Inc.| Sebring Firemen, Inc.            |
| Mr. & Mrs. William Gullen       | Southwood Garage Doors           |
| Harbor Community Bank           | Katherine Swaine                |
| Highlands Sertoma Club, Inc.    | Vitas Hospice Services, LLC      |
| Operation Greater Good          | WalMart                         |
| Misty Patterson                 | Wells Motor Co.                 |
| Dale Ramsey                     | Wheeler Farms, Inc.             |
| Laura Rankin                    |                                 |

| $250 to $499 |
|---------------------------------|---------------------------------|
| Agero Administrative Service Corp| Carla Jones                    |
| Alan Jay Automotive Management  | Mr. & Mrs. Darrell McCullough   |
| Annett Bus Lines                 | Mr. & Mrs. C. Raymond McIntyre  |
| Anytime Fitness                  | Musselman's Appliance & TV      |
| Ronald Baker                     | Mr. & Mrs. William O'Donnell    |
| Barben Fruit Company             | Rep. Cary Pigman                |
| CDF Sales and Associates, Inc.   | Dr. Kawbena Pobi                |
| Citrus Animal Hospital           | Red Hats of Adelaide            |
| Clark Air, LLC                   | Mr. & Mrs. Terry Reynolds       |
| Coffee News                      | Royal Care of Avon Park         |
| Patrick Connelly                 | Charles R. Schumacher           |
| Dee's Place                      | Stephenson Nelson Funeral Home  |
| Victor Divietro                  | C. Parke Sutherland, P.A.       |
| Germaine Surveying, Inc.         | TECO                            |
| Robert Hendrix                   | Wicks, Brown, Williams, & Co.   |
| Highlands County Beefs, LLC      | Willingham, Inc.                |
| Highlands Co. Brd. of Co. Commissioners |                  |

| $100 to $249 |
|---------------------------------|---------------------------------|
| B. Abeln                         | Nancy Fassler                   |
| Arc of Florida                   | Florida Lakes Surgical, PLLC    |
| Mark Ashby, MD                   | Sandra Gilliard                 |
| Bagwell Lumber                   | Rebecca Graham                  |
| Janet Barber                     | Jennifer Gravelle               |
| Sophia A. Bonjokian              | Mr. & Mrs. Dale Grubb           |
| Carlson Accounting               | James Guild                     |
| Mr. & Mrs. John Clark            | Hardee Homes Specialized Services, Inc. |
| Kathleen T. Clark                | George Hensley                  |
| William Cook                     | Jamie LaGrow                    |
| Mark Cox                         | LaGrow Services                 |
| Delray Plants Co.                | Dr. Eladio M. Lao               |
| Kelly Dressel                    | Cindy Lindskoog                 |
| M. Linda Ebrite                  | Robert L. Livingston P.A.       |
$100 to $249 - continued

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

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
Budget Bi-Rite Insurance
Busch Gardens
E Stone USA Corp
Florida Hospital Heartland
Highlands New-Sun, Inc
J J Taylor Distributing
OK Corral Gun Club
Southwest Airlines
The Gun Rack
Triple Canopy Ranch
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.

4352 Independence Street
Avon Park, FL 33825
(863) 452-1295
www.ridgeareaarc.org