



The Arc®

Ridge Area

Achieve with us.®

ANNUAL **2018**
Report



A MESSAGE FROM THE CEO

The Ridge Area Arc Annual Report is a wonderful look back at the crazy whirlwind of a year that was 2018. The agency saw many changes as Rhonda Beckman, former CEO, retired after 22 years. She left behind a legacy of stellar staff and a great program, ready to spread its wings into a prosperous future.



The changes at Arc in 2018 highlighted the love of the agency and the true loyalty of staff, volunteers and consumers. Loyalty and longevity have always been cornerstones at our non-profit. We have one employee that has served with Arc for 30 years and nine employees who have been with us for 20 plus years. In all, the staff makes for a combined 600+ years of caring for individuals with intellectual and developmental disabilities at Arc. We have dozens of volunteers in Special STARS and our Resale store that put in countless hours to help us have fun and continue to be successful. Our consumers have grown and adjusted with us as we completed a group home remodel and added new volunteer opportunities at Adult Day Training.

It is an honor to serve alongside not only our staff and volunteers, but the many partner organizations that touch Ridge Area Arc and our consumers all year. In this report, you will see just a few of those agencies highlighted by the common theme of going above and beyond. Our People First! Advocate Award goes to a corporation with service at its heart and a history of assisting and employing individuals with disabilities. Our Volunteer of the Year is a woman who encourages and inspires others through her music. Our Partner of the Year goes to a business that never says no to our needs, always does what we ask and more. The Arc Hero of the Year helps us care for our consumers everyday but that is not why they are receiving our accolades. We honor our 2018 Hero of the Year because they know us inside and out. They spend hours talking about Arc and its history, consumers and staff. They consider us family.

So as you look over our Annual Report for 2018, you will see that our lookback is a positive one and with the best group of staff, volunteers, consumers, and community partners we are excited for the future of our non-profit agency.

Sincerely,

Kathleen Border

Loyal -

adjective

loy·al | \ 'lɔɪ(-ə)l \

Definition of loyal

1: unswerving in allegiance: such as

a: faithful to a cause, ideal, custom, institution, or product

BOARD OF DIRECTORS

Donna Doubleday — Chair
Dee Dee Harstine — Vice Chair
William Allbritton — 2nd Vice Chair
Mary Brown — Secretary
Tom Nunnallee — Treasurer
Ralph Meyers – Advocate Liaison
Melissa Blackman
Victor Divietro
Jeff Roth
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RIDGE AREA ARC FOUNDATION BOARD OF TRUSTEES

David Schumacher — Chair
Victor Divietro — Vice Chair
Dee Dee Harstine — Treasurer
Marcia Ward — Secretary
Tina Adams
William Allbritton
Mary Brown
Rick Helms
Christen Johnson
Debra McCullough

STAFF YEARS OF SERVICE RECOGNITION

TWENTY-FIVE YEAR EMPLOYMENT ANNIVERSARY

Lisa Williams - Group Home Manager
Fannie Hoppes - Resale Manager

TWENTY YEAR EMPLOYMENT ANNIVERSARY

Maria Rivera – Director of Health & Safety & Quality Assurance

FIFTEEN YEAR EMPLOYMENT ANNIVERSARY

Nicole Stephens - ADT Program Specialist
Ruby Harris - Case Manager
Tyeise Caldwell - Resale Store Associate

TEN YEAR EMPLOYMENT ANNIVERSARY

Ruby Thomas - Residential Assistant

FIVE YEAR EMPLOYMENT ANNIVERSARY

Grace Walton - Residential Assistant
Terrell Davis - Residential Assistant
Author Hilton - ADT Program Specialist
Karen Jones - Billing Coordinator

PEOPLE FIRST! ADVOCATE AWARD



Arc's People First Advocate Award recognizes an individual, group or organization which consistently demonstrates a leadership role in the advocacy of people with developmental disabilities. This year's People First! Advocate Award goes to a corporation who continues to be one of the number one employers of persons with disabilities in, not only Highlands County, but across Florida. The company's employees advocate for Arc and volunteer in many ways.

Employees have spent countless hours on softball and kickball fields helping Special STARS. When the charity arm of this company said, "who can we serve that is deserving of our time and efforts?" many employees spoke up and nominated Arc.

It is for advocacy at a local level and at a corporate level that we present Publix with the People First! Advocate Award.

COMMUNITY PARTNER AWARD



Arc's Community Partner Award recognizes an individual, business or agency that continuously nurtures a mutually beneficial relationship with the Arc in its quest to serve individuals with intellectual and developmental disabilities.

This year's Community Partner Award goes to a company that lobbies for disability rights in Tallahassee and consistently takes on one more Arc client when their client list is full. They go above and beyond to help train staff and even include the entire group home in activities when visiting for their one client.

This year's Community Partner Award goes to Alternative Behavioral Concepts, or ABC, Inc..

VOLUNTEER OF THE YEAR

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

Judy Vekasy

Judy has provided many greatly anticipated Sing-Along events which encourage music appreciation, socialization and confidence building. There are several individuals who are very shy and are reluctant to speak but who have become comfortable and confident enough to stand up and sing along before the gathered group. Judy has provided many devoted hours and given unselfishly to the Adult Day Training Center.



Judy has been inspiring and encouraging and has provided challenges to many individuals' reluctant to test their own musical talents.

Judy promotes Arc's mission by providing opportunities for the individuals we serve to be exposed to new and fun musical experiences. Judy always acts with respect towards all individuals, encourages independence and inclusion, and honors individual choices.

Judy's Sing Along sessions are met with great enthusiasm and smiles!

ARC HERO OF THE YEAR



**United Way
of Central Florida**

Ridge Area Arc's Hero of the Year Award recognizes a group or individual who has provided on-going services and/or resources to promote Arc's mission.

The winner this year has a long history with Ridge Area Arc. In the course of doing their work, they often speak about Arc. They can recite our history and are entrenched in the things we do for our consumers. They have opened doors of opportunities for Arc to talk about the great works we do daily and increase our donor base.

Their board members are our board members. Some of their current volunteers have held positions at Arc and in every conversation that comes up, they are proud to say that they partner with Arc staff to care for individuals with intellectual and developmental disabilities.

This year's winner of the Arc Hero of the Year award is United Way of Central Florida.

RESIDENTIAL CONSUMER OF THE YEAR

Raymond Jackson

Many people have set backs. Raymond Jackson was one. In July 2018, Raymond fell and broke his hip requiring him to have a total hip replacement. Over the



next few months, Raymond spent many days in the hospital along with many additional days in rehabilitation. During this time, Raymond's health continued to decline. On one occasion, Arc staff was notified that Raymond likely would not make it through the next few days. However, this was not the case.

Raymond is a fighter! It is with his sheer determination that Raymond returned to the Arc. He had to learn to walk again with the assistance of a walker. He had to relearn to do many of his old tasks along with the assistance of the Queen Palm staff. Although Raymond is not at his previous level, Raymond continues to make strides in that direction. It is for this reason that Raymond Jackson is this year's Consumer of the Year because of his sheer will and determination.

SUPPORTED LIVING CONSUMER OF THE YEAR

Angela Luft

Social Security often identifies that because a person has a disability, they too must have someone to be their payee for benefits. After many years of others being Angela's social security representative payee, Angela was able to have the social security office make the change for her to be her own payee.



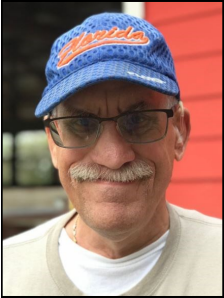
Angela went to the social security offices numerous times with her supported living coach and was frequently told "no" that she could not become her own payee. Angela was persistent and worked hard to prove that she could become her own payee and in March 2018, Angela was approved. Angela works hard to make certain that she has the money to pay her bills and have regular spending money for the fun things in life.

Angela frequently has anxiety which causes her to have fears that keep her from doing things that she enjoys. Angela is learning to overcome these anxiety attacks. In 2018, Angela and her coach worked together to make flight arrangements to travel to visit family in Ohio. She and her coaches developed a safety plan for the flight and visit. This help encouraged her and she made the visit in December.

LIFE SKILL TRAINING—ADT CONSUMER OF THE YEAR

Timothy Dowdy

This past year Tim continued to volunteer in the community at the Humane Society, Heartland Horses and Goodwill. Tim is able to independently perform all tasks assigned without supervision. When asked to complete a task, Tim begins to do it without any further prompting and is eager to help in any way possible.



Tim is always eager and willing to learn new things. Tim is hearing impaired, but does not allow that to hinder him from completing any task available. Arc is helping Tim to learn how to be an effective worker by assisting him with learning how to communicate with his peers co-workers and supervisor in a positive and appropriate manner. Tim is working toward completing class and volunteer assignments in a timely manner.

Tim has expressed enjoyment working outside and working with his hands. Staff is assisting Tim with learning new gardening skills though gardening at the Avon Park Housing Authority and Master Gardening at the Agricultural Center.

Tim is a pleasant man who always greets others with a smile. He enjoys helping others and will often self-initiate volunteering to assist his peers and staff. He is an excellent role model for his peers in his work ethic and appropriate social skills.

LIFE SKILL TRAINING—ADT INTENSIVE CONSUMER OF THE YEAR

Katra Hill

Despite Katra's move into a new home environment with her mother in 2018 and then the unexpected passing of her mother in November, Katra has adapted to these life changes very well. She continues to show her strength despite these tragedies. Katra enjoys attending ADT. She enjoys relaxing outside in the sun, working her foam puzzles, playing Bingo, attending parties and holiday special events, as well as listening to music. Katra appears content and happy being with Arc staff and her classmates.



Arc staff continuously works with Katra on waiting patiently, maintaining good hygiene and keeping her personal work area clean and organized. Staff look forward to continued assistance as Katra learns to adjust to her new life circumstances by providing a stable, happy and comfortable environment during the day.

COMMUNITY EMPLOYMENT CONSUMER OF THE YEAR

Sharon Carpenter

Sharon loves helping people, and that's exactly what she gets to do as a customer service associate and bagger at the North Sebring Publix. Sharon does much more than put groceries in bags and offer to carry them out. "I help put all the cold stuff in one bag, and all the cans in the other bag. I help the people get carts, and I help them into the car," Sharon said. "When they need help with the electric carts, I'll drive it back and back it up, plug it in against the wall."



"She is very eager to work," said Latasia Sherrill, assistant customer service manager at Publix and one of Carpenter's supervisors. "Whenever she comes in, it could be 20 minutes before her shift, and she's already ready to start. She's good with the customers, she's friendly with her coworkers, and she's easy to work with."

Sharon has also improved her communication skills. While she enjoys hugging and chatting with her friends, she has learned how to have appropriate interactions with customers and coworkers. "A lot of the people that go to Publix are regulars, and she's getting to know them by name and they know her," said Mike Martino, Carpenter's supported employment coach. "She's come a long way in becoming more mature and being more professional."

SPECIAL STARS

Special Stars is observing its 15-year anniversary in 2019. It was first formed in Highlands County and has now grown to include Hardee, Okeechobee and southern Polk counties. Currently, several hundred adults and children are participants in this beneficial program.

Special STARS expanded into Okeechobee County this year by offering a track and field competition in the fall for approximately 90 children and adults. Athletes are registering and participating in sports and recreational activities offered by the program.

There are more than 14 sports and eight recreational activities provided throughout the year in Highlands County. Sports include horseshoes, bocce, shuffleboard, track and field, cycling, softball, tennis, equestrian, swimming, bowling, basketball, cheerleading, volleyball and kickball. Recreational events include parties, dances, ball games, talent show and theater shows.

In Hardee County, 50 athletes enjoyed bowling and participating with Highlands County athletes in other sports and events. Although Highlands has not been able to bowl because of the bowling alley being destroyed, a Bowling Fun Day is being planned out of town for athletes this summer.

Special STARS coordinates an equestrian program in May with Heartland Horses & Equine Activities and Learning, Inc. Riders train on horseback before being judged during a horse show to win awards.

The Special STARS Softball Classic raises money for the program and provides an opportunity for special athletes to play softball along with partners in the community.

School students participated in the Highlands County School District Track & Field event in the spring.

There are approximately 180 students competing in Special STARS. Some children also participated in the other sports and recreational programs offered throughout the year.

Financial Report

The information contained in this annual report was taken from the 2017-2018 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.

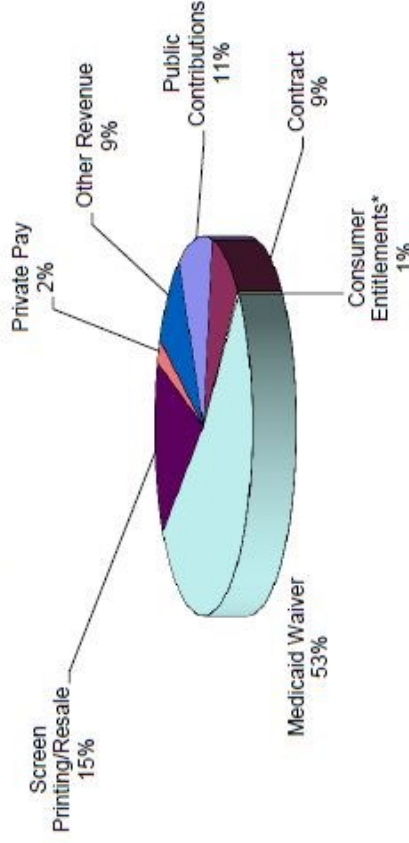
Revenue

Public Contributions	\$	338,157	11%
Contract	\$	278,115	9%
Consumer Entitlements*	\$	14,535	<1%
Medicaid Waiver	\$	1,564,841	53%
Screen Printing/Resale	\$	441,472	15%
Private Pay	\$	61,355	2%
Other Revenue	\$	272,305	9%

Grand Total: \$ 2,970,780

*Food Stamps

2017 - 2018 Revenue

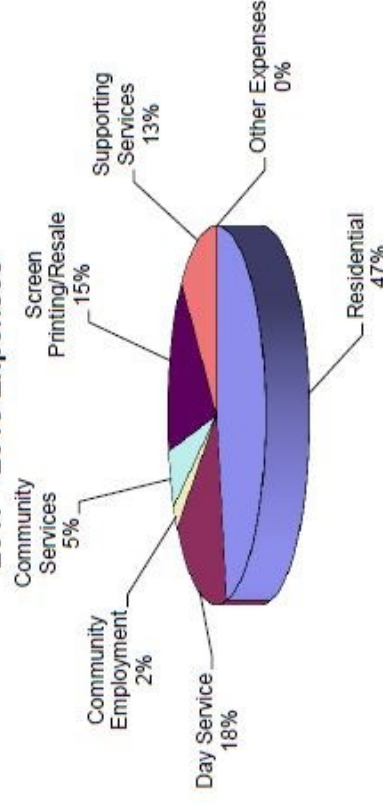


Expenses

Residential	\$	1,295,365	47%
Day Service	\$	509,359	18%
Community Employment	\$	59,242	2%
Community Services	\$	138,189	5%
Screen Printing/Resale	\$	427,688	15%
Supporting Services	\$	353,171	13%
Other Expenses	\$		0%

Grand Total: \$ 2,783,014

2017 - 2018 Expenses



DEPARTMENT PROFILES

Adult Day Training (ADT) Services stress training in the activities of daily living, self-advocacy, adaptive and social skills. ADT is provided Monday through Friday from 8 a.m. to 2 p.m. Training is provided on a one-on-one basis and in small groups. A variety of classes are offered such as academic, computer, cooking, hygiene, grooming, safety, and many others. Instructors from South Florida State College also provide Adult Basic Education classes on site. Activities in the community include trips to the library, health clubs, and volunteer opportunities at nursing homes and animal shelters. For those who are interested, vocational training is offered in work-like settings. Ridge Area Arc provides ADT services at two sites: The Training Center and the Avon Park Resale Store. Individuals train to improve skills, behaviors, productivity, work quality.

Supported Employment referrals are accepted from the Agency for Persons with Disabilities, Highlands County School Board, Division of Vocational Rehabilitation, individuals and families receive training on interview and resume skills, assistance with seeking the kind of job they desire, and help to stay happy and productive employees.

Community Services provides support and trains individuals to acquire their own home or apartment. Some choose to live independently while others may choose to have a roommate. Supports are provided by a Supported Living Coach who assists in developing a budget and in locating, evaluating, and securing an apartment or house of their choice.

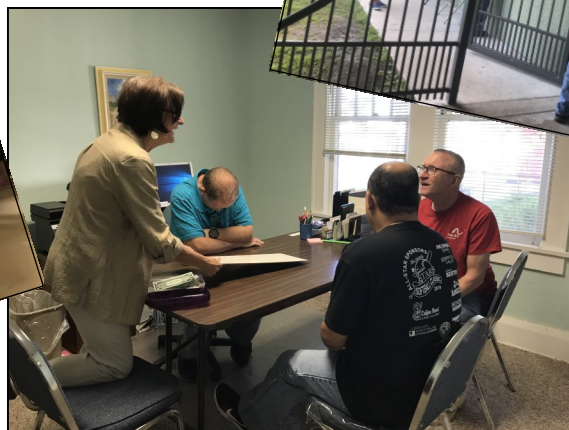
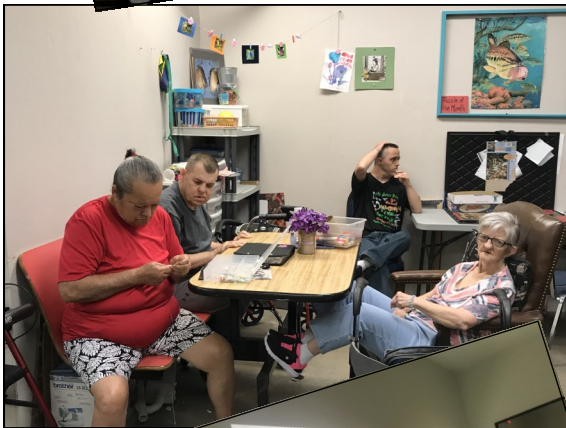
Once a home is secured and the resident is moved in, the coach will continue to visit with the individual, helping him or her take care of their home, make new friends, pay bills, and make sure the experience of being more independent is safe and enjoyable.

The coach is available on a daily basis, if needed, and networks with other service providers, such as companion and homemaker services, to ensure the individual's needs are met. In addition, a coach is available 24 hours a day, should emergencies arise.

Group Homes provide a family-like environment for individuals to ensure safe and appropriate living. Supervision is provided 24 hours a day, 365 days a year. Training is provided based upon each individual's needs and may include activities of daily living, self-care, socialization, safety, communication, and recreation while promoting community integration. Activities such as going to church, the movies, and shopping are normal to life in the group homes. Emphasis is placed upon assisting the individuals in enhancing their level of functioning in everyday situations. Residents participate in the daily functions of each home, such as cooking and doing laundry. Transportation is provided to needed services and recreational activities.

The Resale Store is located at 899 W. Main Street in Avon Park. The Resale Store is a great place for the community to find clean, quality merchandise while helping our non-profit care for the individuals we serve. For more information, contact Fannie at 863-453-6072.

ARC SNAPSHOTS



DONATIONS

A special thank you goes out the following individuals and organizations who provided monetary support to the agency in fiscal year 2017/2018.

\$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

Stephen R. Aldrich
Avon Park Bingo, Inc.
Nancy Carr
Mr. & Mrs. David Magowan
Seminole Casino Brighton

\$2,500 to \$4,999

Duke Energy Foundation
Heartland Riders Association
Johnson-Stivender Wealth Advisors

\$1,000 to \$2,499

64 West Collision Repair, Inc
Deborah Barber
Mr. & Mrs. Richard Farmer
Florida Hospital
Heacock Insurance
Heartland National Bank
Knights of Columbus #14717
MidFlorida Credit Union

Our Lady of Grace Catholic Church
Publix Supermarkets Charities, Inc.
Southwood Garage Doors
TD Charitable Foundation
The Matred Carlton Olliff Foundation
Tom Perry Family Foundation
Marcia Ward
Waypoints Financial

\$500 to \$999

Alan Jay Automotive Network

Ben Hill Griffin, Inc.

Lois Brown

Colleen Chambliss

Amy France

Glades Electric Cooperative, Inc.

Harbor Community Bank

Highlands Sertoma Club, Inc.

John K. McClure, P.A.

Sebring Elks, Inc.

Ruth Warner

Wheeler Farms, Inc.

\$250 to \$499

Agero Administrative Service Corp.

Annett Bus Lines

Arc of Florida

Budget Bi-Rite Insurance

Citrus Animal Hospital

Clark Air, LLC

Mr. & Mrs. John Clark

Coffee News

Anthony Danielson

Dee's Place

Germaine Surveying, Inc.

Dale Grubb

Holy Family School

Knights of Columbus #5441

Lampe & Kiefer Hearing Aid Center

Lockwood Aviation Supply

Mr. & Mrs. Phil May

Mr. & Mrs. Curtis McCullough

Mr. & Mrs. C. Raymond McIntyre

Olympic Restaurant

Laura Rankin

Red Hats of Adelaide

Mr. & Mrs. Terry Reynolds

Mr. & Mrs. Jeffrey Roth

Dr. & Mrs. Mark Seigny

Mr. & Mrs. James Snively

Stephenson Nelson Funeral Home

Rita Whitlatch

Wicks, Brown, Williams and Co.

\$100 to \$249

Arc of Indian River County

Rhonda Beckman

Sara J. Beckman

Andrew & Dierdre Bilotta Jr,

Robert Border, Sr.

Chester Brojek Jr.

James Brooks

Peggy Clough

Dr. C.P. Cornelius

Donna Doubleday

Linda M. Ebrite

Joseph & Evelyn Fedora

Hardee Homes Specialized Services, Inc.

John & Lillie Hinds

Alan J. Holmes

ITW Corporate

Jahna Concrete, Inc.

LaGrow Services

Mark Palmer Electric

Darrell McCullough

Peter McDevitt

Kimble D. McKay

Richard McNabb

Dennis & Kathy Mee

Evelyn & Charles Metcalfe Jr.

Devra Moore

Nu-Hope Elder Care Services

William O'Donnell

Michael Poe.

Dale Ramsey

Michele Roberts

Charles R. Schumacher

Sebring Breakfast Lions Club

Shine On With Tonya, Inc.

C. Parke Sutherland, P.A.

Irve Swihart

Barbara VanWormer

Janice T. Walker

Steven & Debra Warnaar

Janyth Warner

Penny Wiedman

Jennifer A. Wolf

Mike Zimmerman

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

In addition to the donors below, Ridge Area Arc received many non-cash gifts in 2018 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.

Bluegreen Vacations Corp.

Cohan Radio Group

AdventHealth (Florida Hospital)

Homestead Miami Speedway

Highlands News-Sun

Musselman's Appliance

JJ Taylor

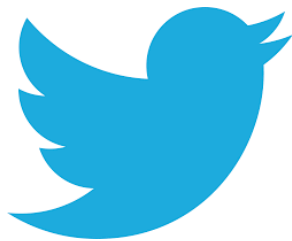
Bernie Little Distributors

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 ensure that the foundation will grow. The foundation does not solicit money through local fundraising events.

Social Media



We have so many exciting things going on at

The Arc and we are using social media platforms to spread the word. Please follow us!

@RidgeArc on Twitter **@RidgeAreaArc** on Facebook **@ridgeareaarc** on Instagram

WANT TO DONATE? Call 863-452-1295



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

Please call 863-452-1295 for donations