



Administration Office
141 Park Street
Attleboro, MA 02703
Tel: (508) 226-1445 • Fax: (508) 226-1476
Toll Free: (888) 343-3301
Web: www.arcnbc.org

Day Habilitation Services
5 Mill Street
Middleboro, MA 02346
Tel: (508) 946-2121 • Fax: (508) 946-2195

Hillside Adult Day Health Care
50 Walton Street
Attleboro, MA 02703
Tel: (508) 226-6150

proAbility
25 Thurber Blvd.
Smithfield, RI 02917
Tel: (401) 233-1634 • Fax: (401) 233-1674

Taunton Area Resource Center
437 Bay Street
Taunton, MA 02780
Tel: (508) 884-2971 • Fax: (508) 884-2964

The Arc of Greater Fall River
182 North Main Street
Fall River, MA 02720
Tel: (508) 679-0001 • Fax: (508) 679-9375

The Arc of Greater New Bedford
412 B County Street
New Bedford, MA 02740
Tel: (508) 996-8551 • Fax: (508) 996-8553



GIVE. ADVOCATE. VOLUNTEER.
LIVE UNITED 



Achieve with us.
2017 ANNUAL REPORT



2016-2017 BOARD OF DIRECTORS

OFFICERS

Richard Harwood, *Chairperson*
Valerie Zagami, *Vice Chairperson*
Paul Oliveira, *Treasurer*
D. Randall Hays, III, *Secretary/Clerk*
Paul Camille, *Past Chairperson*

BOARD MEMBERS

David Broden
Scott Scales
William Taksar
Jacqueline Theis

KEY STAFF

Michael Andrade, *President & CEO*
Donna Brown, *Vice President*
Paul Donnelly, *Chief Financial Officer*
Kevin Salera, *Chief Operating Officer*
Jennifer Adams, *Director of Community Services*
Sue Astle, *Director of Guardianship*
Rebecca Barry, *Director of Adult Family Care*
Sarah Charbonneau, *Director of Day Habilitation Services*
Darlene James, *Strategic Initiatives Officer*
John Neill, *Director of Human Resources*
Klete Squires, *Director of Development and Public Relations*
Jennifer Sweet, *Director of Trust Services*
Ginny Street, *Director of Hillside Adult Services*
Xong Yang, *Clinical Director, Children Services*

ABOUT THE ARC OF BRISTOL COUNTY

The Arc of Bristol County was founded in 1959 as a grassroots, non-profit 501c3 organization by a small group of Attleboro area parents who were concerned about the quality of life for their children with disabilities. Today, we serve over 2,000 children and adults with intellectual and developmental disabilities and their families, with a wide array of individually designed supportive services that assist people to live fulfilling lives as contributing participants in their community.

VISION

People of all abilities are empowered to succeed by making their own choices.

MISSION

To foster community partnerships, promote individual advocacy and create a pathway for growth and innovation by offering exceptional support and services to people with all abilities through the attraction, development and retention of superior talent who passionately demonstrate best practices.



WELCOME

Dear Friends of The Arc,

As we take this opportunity to reflect on The Arc's achievements over the course of the last year, we are amazed at the variety of ways in which our organization has touched the lives of so many people with intellectual and developmental disabilities (I/DD) and their families, at every stage of life. Here are a just few of the significant achievements we had this past year:

- Our Autism Now Center has been fully launched and certified through MassHealth and various third party insurances to provide critical services to children and adults with Autism Spectrum Disorders throughout our region. As a result, we now offer an array of services including educational advocacy, employment support and a newly designed Sensory room;
- As we break down barriers towards independence, we have been fortunate to partner with Comcast to a launch an Assistive Technology (AT) initiative across the entire agency in all regions. Our AT Coordinator had compiled best practice resources and is supporting staff to identify new strategies to maximize technology towards skill building;
- Our advocacy efforts continue to grow in all areas including Self Advocacy, Guardianship, Corporate Representative Payee and Trust Services. Due to increased need, the agency has launched a new Third Party Master Pooled Trust as another resource for families;
- Aging needs continue to be a focus of our service delivery. We were delighted to expand and offer Memory Cafés to elders, while expanding our Hillside Adult Day Health Program.
- The Arc and proAbility have continued working hard on creative fundraisers to help bring services and programs that are not eligible for state funding. We are thankful to all of our supporters and partners who make the Arc stronger each and every day. As a result, we were able to secure over \$100,000.


After over a year of cross sectional stakeholder input, we were delighted to launch our new Strategic Plan (2016-2020) outlining 9 target goal areas consistent with our Core Values. Some of the key areas of focus include: increased self advocacy, enhanced technology, and new strategic partnerships. We hope that you will join us on our journey towards making these goals a reality.

On behalf of our entire community, we thank you for being a part of and enriching our movement, and we hope you enjoy learning about our successes.

Sincerely,



Richard Harwood
Chair, Board of Directors



Michael Andrade
President and CEO



Richard
Harwood



Michael
Andrade

COMMUNITY IMPACT

MASSACHUSETTS

Adult Family Care **132**
Community Supports **84**
DESE/DDS Program **22**
Education Advocacy **130**
Extended Day **65**
Fall River Resource Center **36**
Family Support **300**
Guardianship **316**
Hillside Adult Day Health **85**
Individual Supports **29**
Information & Referral **373**
Kids on the Block **8057**
Middleboro Day Habilitation Services **38**
Project Rec-Connect **592**
Representative Payee Services **243**
Residential Supports **16**
Trust Services **130**

RHODE ISLAND

Community Based Supports **46**
Day and Employment Services **56**
Home Based Children Services **44**
ProPartnerships **41**
Recreational Supports **61**
Residential Supports **24**

Total Number of Employees **283**
(includes MA & RI)



2017 SUMMARIES OF SERVICE

Child & Family Services MASSACHUSETTS

The Arc's Department of Child & Family Services offers a variety of supports and services. Our Family Support Center provides resources and supports to families and/or individuals in the greater Taunton/Attleboro area. Our Coordinators work with each person to assess their needs and provide individualized supports that will be meaningful to them. Services include information and referral, case management and service navigations, trainings, support groups, family networking and social and recreational opportunities. The Autism Now Center offers both home and community based programming to increase an individual's personal, social and behavioral independence using the principals of ABA. The Center also provides one-on-one meetings with Autism staff to assist in the planning and/or review of a child's Individualized Education Program; a variety of trainings, workshops and other events; and a resource library. The Arc's Sensory Room provides a quiet and respectable place of retreat to come and learn ways to stimulate the mind and body as well as relax and self-regulate. This space offers opportunities for self-discovery through meaningful sensory-based activities.

The Arc also provides DESE/DDS, Adult Companion, Individualized Home Supports services as well as extended day and Saturday program. All services are focused on helping individuals to further their independence within their homes and in the community. Adult Family Care, a home-setting health care program funded by MassHealth, offers Massachusetts residents who need assistance with activities of daily living, due to frailty, chronic illness, advanced age, or cognitive, physical or mental disability, the opportunity to live in a home with trained, paid caregivers.

Adult Services MASSACHUSETTS

The Arc's Adult Services covers a wide range of services and opportunities for adults with intellectual and developmental disabilities throughout Bristol County. *Community Habilitation* and *Individual Supports* allows individuals to live independently in their community while staff assist with skills such as budgeting, medical coordination, benefit management, shopping and other living skills. *Community Directions* takes place at the Vibra Hospital of Southeastern Massachusetts, giving medically fragile individuals with intellectual and developmental disabilities opportunities for individualized services and recreation. *Shared Living* provides individuals the opportunity to live with a caregiver in a family environment. *Middleboro Day Habilitation Services* provides a safe environment for individuals with intellectual and developmental

disabilities to explore skill areas including: independent living, sensory motor, behavioral, affective, social, communication and daily living. *Extended Day Programs* and *Project Rec-Connect* provides the supports participants need to engage in community-based outings, expand health and wellness habits and enjoy social and recreational activities.

Advocacy Services MASSACHUSETTS

Offered in the greater New Bedford, Fall River, Attleboro and Taunton communities, The Arc advocates for the rights of individuals and their families through assistance with guardianship and trusts, helping parents advocate for their children in schools, and teaching school children about their peers with differences. *Guardianship* allows The Arc to be appointed by the court to assume responsibility for making personal, medical and / or financial decisions on behalf of individuals with disabilities. *Education Advocacy and Empowerment Program* enables students with intellectual and developmental disabilities and their families to access essential adaptive and therapeutic services which they need to be academically successful. The Empowerment program provides training to family members enabling them to become advocates for their sons/daughters. Educational Advocacy and Empowerment has been offered in greater New Bedford and Fall River, and will now be offered in the greater Attleboro area. *Kids on the Block* is a United Way funded program that offers an unforgettable educational presentation with puppets to help students understand about their peers with intellectual and developmental disabilities in a fun and interactive manner. *Trust Management* provides options for individuals and families to financially plan for their loved ones future and preserve/maximize public benefits.

proAbility RHODE ISLAND

proAbility offers life-changing services for Rhode Island individuals and families. Among the growing initiatives at proAbility are: *proPartnerships* is a self-directed support service which empowers people with intellectual and developmental disabilities to have control over the services they receive. proAbility provides 24 hour and non 24 hour *Residential Services* to enable individuals to live in their own homes or apartments in the community. *Transitional Services* works with Rhode Island districts, students, and families to provide a variety of community based opportunities and other skill building trainings. *Community Based Supports* provides individualized therapeutic services

to enhance the lives of children and adults with intellectual and developmental disabilities. *Shared Living* offers individuals opportunities to live in the community with a host family. proAbility's Recreation Program offers meaningful community experiences, day trips, seasonal activities and parties, and extended trips to those we support.

Hillside Adult Day Health MASSACHUSETTS

The Arc's Hillside Adult Day Health Center in Attleboro provides an active and comfortable nursing home alternative and a solution to the difficulty of maintaining independence in the community. Delaying the need for nursing home care helps families retain financial stability. Participants are surrounded by nurses, a social worker and other dedicated staff who monitor medication, health issues, nutrition, and ambulation, while encouraging social participation through structured activities including exercise, art, music, and engaging conversation. Hillside assists elders and adults with disabilities to retain independent living skills and also provides them access to health education and preventative care. With regular attendance, participants benefit from daily health monitoring, nutritious meals, social camaraderie, and engaging activities that counteract loneliness and cognitive decline.

Autism Now Center MASSACHUSETTS

The Arc of Bristol County received a grant from the Lloyd G. Balfour Foundation to establish Autism Now Center for individuals and their families from the greater Attleboro region who have a diagnosis of Autism Spectrum Disorder (ASD) to receive the level of services they need to live and work in their community.

The Arc intends the Autism Now Center to be a resource for information, a location for therapy and services, and a hub for workshops, support groups, employment supports, and activities for individuals and families impacted by ASD. In April, we opened the Autism NOW Sensory Room in Attleboro as vehicle for community support and engagement. The sensory room is a quiet place of retreat for individuals to come and learn ways to stimulate the mind and body as well as relax and self-regulate. Educational Advocacy supports will be offered at area schools to help families navigate the special education system. The Arc will provide innovative services utilizing sensory equipment, assistive technology and behavioral therapies.

FISCAL YEAR 2016-2017 DONORS *THANK YOU FOR YOUR SUPPORT!*

Ms. Jennifer Adams
Mr. & Mrs. James Akell
Mr. Eugene Allard
Mr. John Alves
Mr. Michael Andrade
Mr. Timothy Arters
Ms. Rebecca Audette
Mr. Lucas Aurelio
Mr. & Mrs. Kevin & Cathy Austin
Ms. Lynne Avitabile-McCarthy
Ms. Lesley L. Azzinaro
Mr. Drew Baker
Mr. & Mrs. Norman Baldwin
Mr. & Mrs. Daniel K. Bandanza
Mr. & Mrs. Cliff & Sue Baron
Mr. Brian Bart
Antoine and Souad Bassale
Mr. David Bassalem
Ms. Melissa Benharris
Ms. Lisa Belanger
Mr. Christopher Bergus
Ms. Kayla Bessette
Mr. & Mrs. Robert & Sue Bizzacco
Ms. Alana Blakely
Ms. Elizabeth Bogus
Mr. & Mrs. Dan & Liz Bonneyman
Mr. Tony Bosley
Mr. & Mrs. John M. Brandt
Mr. & Mrs. Sylvester R. Braun
Ms. Jane F. Brennan
Mr. & Mrs. David A. & Mary-Ann
Bridgewood, Jr.
Ms. Helen Brissette
Ms. Sandra Bogosian
Mr. Tony Bosley
Mr. David Broden
Ms. Donna Brown
Ms. Christine Bruce
Mr. David Bunker
Mr. Barry Bushika
Mr. Mark W. Cady Jr.
Ms. Euridice Caldas
Mr. Paul A. Camille
Mr. William Campbell
Mr. & Mrs. Keith & MaryEllen
Cavella
Ms. Kelly Ceven
Ms. Sarah Charbonneau
Mr. & Mrs. Rich & Judi Cicciariello
Ms. Mary Cipollini
Ms. Amy Cochran
Ms. Marcy Cohen
Mr. James S. Connolly
Mr. Joseph Constantini
Mr. & Mrs. Maurice Contee
Mr. Joseph Costantini
Ms. Maureen Cox
Mr. Kevin Cryan

Mr. Michael J. Daley
Mr. Paul J. Daniels
Ms. Jennifer Davis
Mr. Michael DeCosta
Mr. & Mrs. Tony & Trudy
DelSignore
Mr. Peter Depierro
Ms. Elvira Desmarais
Mr. & Mrs. Chip Deschenes
Mr. Robert Deschetres
Mr. Christopher Devlin
Mr. Edward Dion, Jr.
Mr. Christopher Diprimo
Ms. Lisa Driscoll
Mr. & Mrs. Paul & Diane Donnelly
Mr. & Mrs. Thomas F. Erhard Sr.
Mr. Baldwin Einarsson
Dr. Robert Fink & Ms. Allison Ford
Mr. & Mrs. Michael Fish
Mr. & Mrs. Terence Fleming
Mr. & Mrs. Peter J. Fournier
Ms. Colleen Francis
Jessie Frias
Ms. Sharon Friedman
Ms. Melissa Frietas
Mr. Stephen Frisoli
Mr. Justin Gagne
Mr. John Gallagher
Ms. Stephanie Garafano
Ms. Lynn Gaulin
Mr. Robert Giardino
Ms. Alison Gibbs
Ms. Cheryl Gilkes
Ann-Marie and Jasmine Gillett
Mr. Jose Godinho
Mr. George Gonzaga Jr.
Ms. Lynn Green
Ms. Sarah Green
Ms. Kaitlyn Griffin
Mr. & Mrs. Paul T. Haggerty Jr.
Mr. & Mrs. Richard Harwood
Mr. D. Randall Hays
Ms. Virginia Hazian
Mr. Jeffrey Heap
Mr. Matthew Higgins
Ms. Maria Hinderscheid
Mr. & Mrs. Troy Hixon
Ms. Darlene James
Mr. & Mrs. Paul P. Jarvis, Jr.
Mr. & Mrs. Daniel E. Joyce
Ms. Alexa Kackloudis
Ms. Doris E. S. Kalter
Ms. K. Grace Kennedy
Dr. John Killion
Mrs. Patricia L. Kirby
Ms. RoseMary Kohut
Mr. Walt Lada, DDS
Ms. Therese LaPorte
Mr. Gary Lavoie
Mr. Arthur Leasca

Mr. & Mrs. Paul Lesage
Mr. George Lewis
Ms. Jasmine Lima
Mr. & Mrs. Stephen & Barbara
Linfield
Ms. Jennifer MacLean
Ms. Maureen Madden
Ms. Kelinda A. Mahoney
Mr. Christopher Major
Ms. Doreen Mallette
Ms. Mary Mandeville
Ms. Donna Marcotte
Mr. & Mrs. Jack & Nancy Martone
Ms. Kathy Massud
Mr. David McDonald
Ms. Kathleen R. McKenna
Ms. Donna Medeiros
CB Melkin
Ms. Margaret Melo
Mr. John Messier, Jr.
Ms. Melissa Mignault
Ms. Judy Moehle
Ms. Andrea Monbouquette
Yasmella Monteiro-Davis
Mr. Brandon Moore
Ms. Dawn Morrison
Mr. & Mrs. Donald E. Mosher
Ms. Beverly Najarian
Mr. John F. Neill
Mr. & Mrs. Christopher & Sheryl
Noelte
Mr. David Nowak
Mr. Gerald O'Brien
Mr. & Mrs. Robert G. & Nancy
O'Connor
Mr. & Mrs. Paul R. Oliveira
Mr. Edward Paolino
Jeff, Betsy & Carly Paras
Mr. Jeff Paras
Mr. & Mrs. Parsons
Mr. Todd Richard Peckham
Ms. Lisa Pedrotti
Ms. Amelia Pelletier
Ms. Nicole Pereira
Ms. Maria Ploof
Mr. Edward Pond
Ms. Deborah Pontes
State Rep. Elizabeth Poirier
Ms. Beverly Prairize
Mr. Jonathan Procopio
Mr. Michael Raspallo
Mr. & Mrs. Mark W. Reilly
Mr. Chris Reynolds
Mr. & Mrs. Jack & Maureen
Reynolds
Mr. Paul Peckham Richard
Ms. Kelly Jean Robbins
Mr. & Mrs. Mark & Diane
Robinson

Rebecca J. Phillips and Patricia E.
Rullo
Ms. Grace Rusnak
Mr. & Mrs. Kevin & Heather Salera
Mr. & Mrs. Michael Santos
Mr. & Mrs. Scott L. Scales
Ms. Ann Shea
Ms. Kathleen Shepard
Mr. John Shimkus
Ms. Janet Silva
Mr. Paul Silva
Dr. and Mrs. Jonathan Siskind
Ms. Susan Skinner
Mr. Richard Slack
Ms. Catherine Soares
Mr. & Mrs. Kevin & Jamie Sousa
Mr. Klete Squires
Ms. Claire Sullivan
Ms. Jennifer Sweet
Ms. Cathy Swiderski
Mr. & Mrs. William J. Taksar
Ms. Isauva Tavares
Ms. Cheryl Barrette Taylor
Ms. Paula Taylor
Ms. Christine Terreault
Ms. Jacqueline Theis
Ms. Jackie Titus
Mr. & Mrs. Arthur A. Titus
Mr. Murray L. Townsend
Ms. Majorie Valm
Mrs. Tanya Viveiros
Janet and Jessica Vohs
Mr. & Mrs. Arthur Volpe Jr.
Mr. Kevin Wendell
Mrs. Connie Wenzel-Jordan
Ms. Alexis Westgate
Mr. and Mrs. Russ & Debbie Wood
Mr. Sam Wood
Ms. Heather Wyrostek
Ms. Jennifer Xavier
Ms. Xong Yang & Mr. John Messier
Ms. Valerie Zagami

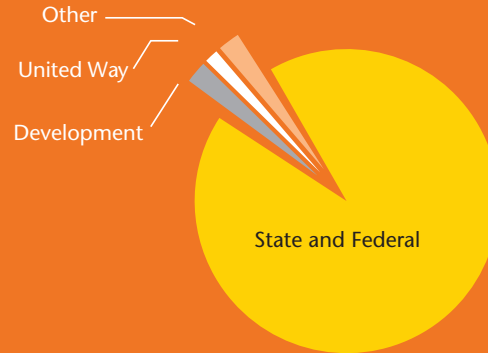
COMMUNITY SUPPORTERS

AAA Northeast
A.C. Jewelers
Abilities Rec.
Altus Dental
Attleboro Arts Museum
Attleboro Cultural Council
Attleboro Rotary Club
Attleboro YMCA
Badgers Tractor Service
Bailey's Team for Autism
L.G. Balfour Foundation
BankFive
Bank of America
BayCoast Bank
BETA Community Partnerships
BJ's Wholesale Club

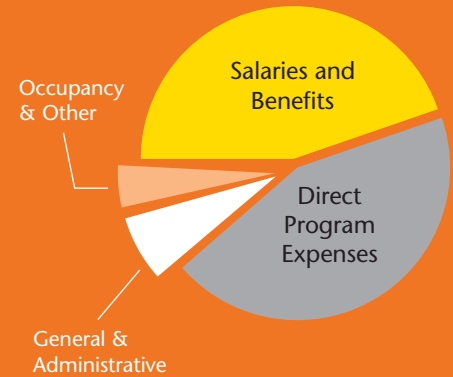
Blue Cross Blue Shield of
Massachusetts Foundation
Bob's Discount Furniture
Borden Insurance Agency
Boston Bruins
Bristol County Savings Charitable
Foundation
Cardi's Furniture
Casey Law Offices, P.C.
Castro, Thresher & Oliveira, P.C.
Century House
Chateau Restaurant
Colonial Beverage
Colonial Donut Shop
Comcast
Cornell Dublier Electronics, Inc.
Corry Associates/Beer Distributors
Cryan Landscape
Crystal Lake Country Club
Deavila's Catering
Distilled Spirits
Dollar Tree
Dunkin Donuts Center
E.A. Dion, Inc.
Edible Arrangements
Emond Brothers
FBIinsure Richardson-Cuddy
The Doug Flutie Jr. Foundation For
Autism, Inc.
First Bristol Corporation
First Citizens Credit Union
John E. Fogarty Foundation
Footworks, Inc.
Gallagher Benefit Services
Haliham-ICSC Giving Tree Fund
Hampton Inn
Holiday Inn Taunton
IT Pros
Kia of Dartmouth
Kohl's Department Stores
Kull's Office Supplies, Inc.
Laborers' Local Union No. 385
The Lopes Companies, LLC
MacLean Charitable Foundation
John Magalhaes and Assoc.
Joseph Abboud
Mallard & Pops Printing
Mansfield Bank Charitable
Foundation
Mass. Association of Insurance
Agents
Mass. Cruisers Association
Mass. Insurance Federation
Mass. Property Insurance
Underwriting Assoc.
Matos Landscaping
Mayor John Mitchell
New Bedford
Mr. Paul Metzger
The Milford National Bank

Morrissey & Associates
 Mutual of America
 Northern Wind, Inc.
 Northland-Willette, Inc.
 NuMotion
 Park Row Associates
 Portuguese American Civic Club
 Pure Heaven Essentials
 Quinn & Morris
 RDA Insurance
 Ricciardi Financial Group
 Roche Bros.
 Sophia Romero Foundation
 Samuel Adams
 Sardinha Family Trust
 Seven Cedars Farm
 Shaw's MArket
 Sherwin Williams
 Simply Elegant Flowers
 Southcoast Health
 Stadium Theatre Woonsocket
 Stop & Shop
 Suburban Heating
 Suffolk Construction
 Tailored Shared Services
 United Way of Greater Attleboro/Taunton
 United Way of Greater Fall River
 United Way of Greater New Bedford
 Vibra Hospital of Southeastern Massachusetts
 Max & Marion Volterra Charitable Foundation
 Waters Corporation
 Whaling City Seafood Display Auction
 Wheaton College
 Whoa Girl
 Robert White Assoc.
 Wood Boat & Motor
 Wright's Dairy Farm
 Yarn Diggity
 YesterYear Cyclery

REVENUE



EXPENSES



This statement is summarized from our unaudited financial statement.
 At your request, we will provide our audited statement upon its completion.

FISCAL YEAR 2016 - 2017

REVENUE:

State and Federal	11,720,000	93.78%
Development	168,000	1.34%
United Way	98,000	.78%
Other	511,000	4.09%
Total Revenues	12,497,000	100%

EXPENSES:

Salaries and Benefits	5,588,600	44.72%
Direct Program Expenses	5,471,000	43.78%
General & Administrative	897,700	7.18%
Occupancy & Other	539,700	4.32%
Total Expenses	12,497,000	100%