



**The Arc**<sup>®</sup>  
*Middlesex County*

# ACHIEVE WITH US.

*Annual Report 2016*

# A LETTER FROM THE CHIEF EXECUTIVE OFFICER AND BOARD PRESIDENT

Dear Friends and Members of The Arc Family,

As we take this opportunity to reflect on The Arc Middlesex County's achievements over the course of 2016, we are amazed at how far our organization has come since beginning in 1949. We are in awe of how many different ways our chapter has affected the lives of so many individuals with intellectual and/or developmental disabilities and their families.

The Arc Middlesex County strives to provide excellence. We make our vision possible through our supportive, caring staff, our desire to provide the best service possible, and our vision of a brighter future.

Your valued support ensures that The Arc Middlesex County will continue to not only meet, but will exceed the expectations of the many individuals and families we serve. Thank you again for all of your support. Without you, our vision would not be possible.

Sincerely,



**FRANK ADU,  
CHIEF EXECUTIVE OFFICER**



**HEIDI BELL,  
BOARD PRESIDENT**



**THE ARC MIDDLESEX COUNTY PROVIDES PEOPLE WITH DEVELOPMENTAL AND OTHER DISABILITIES, AND THEIR FAMILIES, WITH SUPPORTS AND SERVICES WHICH ENCOURAGE PERSONAL GROWTH AND QUALITY OF LIFE THROUGH EMPOWERMENT.**



# SPOTLIGHT

The Perez family took a tour of The Arc Middlesex County's Jamesburg Career Center in the beginning of June, 2016. They were looking for a vocational program for their son Anthony, a young man of 22 years. They wanted Anthony to be in a calm setting, to work on many goals, and skills.

Anthony started attending Jamesburg Career Center in July, 2016. *He started to come in three days a week, and now he attends Monday through Friday.*

Since July till January, Anthony has shown an increase in his maturity. He enjoys going into the community to volunteer several times a week for community inclusion. He works on Day Habilitation skills, Pre-vocational skills, Safety skills, Self Advocacy, Career Planning skills, and Social skills, . Two times a week Anthony works with an Employment Specialist to support, and discuss job skills for Anthony's career in the future.



Anthony said,  
*"I enjoy coming to the center to see my friends, and staff".*

Mrs. Perez, Anthony's mom said *"Upon touring the program till today the attentiveness, the teaching skills, and the wonderful adaptive environment has made my son's goals attainable. This can only be attributed to the whole Jamesburg team".*

## MILESTONES FOR 2016

- We opened three new group homes, two in South Brunswick and one in Edison.
- We opened our first medical group home.
- We received the Orion Fleet Intelligence Merit with Distinction Award.
- Our Vocational Programs performed over 1,000 hours of volunteer work.
- We launched our Supports Marketing Strategy to reach our target audience.
- Our Human Resources Department on boarded 153 new hires.

# VOCATIONAL SERVICES

The Arc Middlesex County provides day habilitation, community inclusion services, prevocational training, career planning, and transportation for over one hundred participants daily. Our focus is to provide excellent service experiences while meeting the needs of the families. We strive to be the best in class and the provider of choice for families looking for support services. We are expanding our services and establishing evening programs to further meet the needs of those with disabilities and the general public.

We plan to launch early in 2017, a new evening enrichment and recreation program. Each offering will be a 6-week or as designated depending on the course. The various courses will focus on cooking skills, language, arts & crafts, exercise and computer skills. The classes are open to the public. We are also offering a Social Club component—which will meet once a month. The Club will be purely for socializing and engaging in fun recreational activities and having dinner with their peers.



Our Technology Experience and Community Hands (T.E.C.H.) Center has been volunteering at Rutgers Gardens during the Spring through the Fall for the past two years. Participants have also been picking up donated food from local restaurants in North Brunswick. The food is then delivered to the New Brunswick Recreation Center.

In 2016, the T.E.C.H. Center established new volunteer sites. We pick up food at restaurants and then deliver to the pantry at St. George Church and pantry at Fixer of Hearts Community Church. Our new volunteer sites have helped fill out our week with a structure of steady volunteer work that are meaningful pre-vocational activities.

**The individuals we serve have achieved over 1,000 volunteer hours of serving the local community.**



# SUPPORTED EMPLOYMENT

Since 1997, Our Supported Employment Services, Vision Employment Services and Training (VEST) has been committed to the growth and development of people with disabilities through a person-centered approach to pursuing integrated, competitive employment opportunities in the community. our support this service area provides employment-related services to over 100 individuals per year. This program has been CARF accredited.

The Arc Middlesex County VEST services have been C.A.R.F. accredited for over 15 years. In September 2016 we once again received the highest level 3 year accreditation and much praise from the C.A.R.F. survey team.

## **The objectives of VEST Services are:**

- To promote the abilities of individuals with all types of disabilities through job placement in community-based integrated jobs that pay at least minimum wage.
- To develop and sustain a natural on-the-job support network for these individuals comprised of employment specialist, co-workers, and managers.
- To help individuals in reaching their fullest potential and aspirations through career planning and choice.
- To inform employers regarding the abilities of individuals with disabilities and their value as members of the workforce.
- To offer the optimum level of supported employment services by networking with other community organizations and promoting New Jersey as an Employment First state.





**GAIL GREEN**  
**Supported Employment**

*What is your favorite thing about The Arc?*

I like being around people that like talking, smiling and working. I like helping out if anyone needs anything. Everyone is very friendly.

*What are your favorite things to do?*

I like doing jigsaw puzzles, word searches, and watching movies with friends. I also like drawing and coloring pictures.

*What do you do at work?*

I empty the garbage, vacuum and clean picture frames. I also water the plants and replace paper towels in the bathroom. I like what I do.

# RESIDENTIAL SERVICES

Residential department opened three new group homes in 2016.

One of the group homes is our first ever medical group home.



# SUPPORTIVE LIVING

*Our Supportive Housing program, called SLP, assists individuals who either lease their own apartment or reside in DDD-licensed apartments managed by The Arc Middlesex County.*

They receive services on an as needed basis either in person or through phone contact up to a total of 24 hours a day, seven days a week. In general, most individuals receive, on average, 5-10 hours per week of staff support and assistance in their place of residents.

Most of our current SLP participants require assistance with food shopping, personal spending and budgeting, medication management, transportation to medical and dental appointments, major purchases, advocacy with their landlords, intervening with SSI/Medicaid eligibility and other entitlements such as rental assistance, prompting regarding laundry and household chores, etc.

If the individual is employed, the SLP staff will communicate regularly with the individual's job coach so that, as a team, they can all follow-up on any issues of concern.

SLP staff coordinates the annual IHP meeting and completes mutually agreed upon goals and objectives that impact the independence of the individual and his/her plans for the future.

We are planning for growth and expansion of this service which will be provided to individuals who live independently, but who also require some level of assistance and staff support.

# FAMILY SUPPORT

We have successfully forged relationships with the NJ Department of Children and Families (DCF) and The Division of Developmental Disabilities (DDD). These funding sources have allowed us to provide respite care to eligible families. Both agency-hired respite and self-hired respite care are options for families who are in need. For eligible families of individuals with disabilities, who are under 21 years of age, we offer Self Hired Respite which enables a family to become a Household Employer. This gives families the flexibility to hire individuals who are family members, neighbors and friends to provide the supports in their home.

We continue to receive grant funding from the United Way, as well as from the Middlesex County Department of Human Services/Human Services Advisory Council. We are pleased to be able to provide emergency respite hours utilizing these grants.

Our qualified and enthusiastic staff members are well-trained and culturally-diverse. One of our program managers speaks multiple languages and is able to translate during intake meetings and team meetings with parents, as needed. Our employees, our creative programming and our spacious, accessible sites are our greatest assets.

We are pleased to collaborate with various school districts, The Arc of New Jersey, Council of Executives of the Arc's Family Support Directors Committee, NJ Regional Family Support Planning Council #5, NJ Family Support Coalition, and Middlesex County Office on Aging and Disabled Services. Through community outreach, advocacy, and education, we aim to advocate and bring greater awareness to issues that impact families of special needs individuals.

# SPOTLIGHT

Our son Jonathan has been a participant in The Arc Middlesex County's Saturday Respite Program for more than 15 years. This has been a wonderful experience for him.

***He looks forward to each session, asking almost every day, "When is my next Arc program?"***

Jonathan loves the program because almost every day consists of a trip out into the community. The group has visited museums, an aquarium, outdoor markets, the beach, the boardwalk, farms, orchards, restaurants, bowling alleys, street fairs and parties sponsored by civic groups. Participation in community activities promotes the happiness, development and well-being of the program participants.

***The community benefits from exposure to individuals with disabilities engaging in community activities with the general population.***

The staff has been primarily college students studying for careers in social services. They come to the program with great enthusiasm and truly want to be there, with the participants. This provides the students with practical experience, which complements their academic work, preparing them for their future careers.

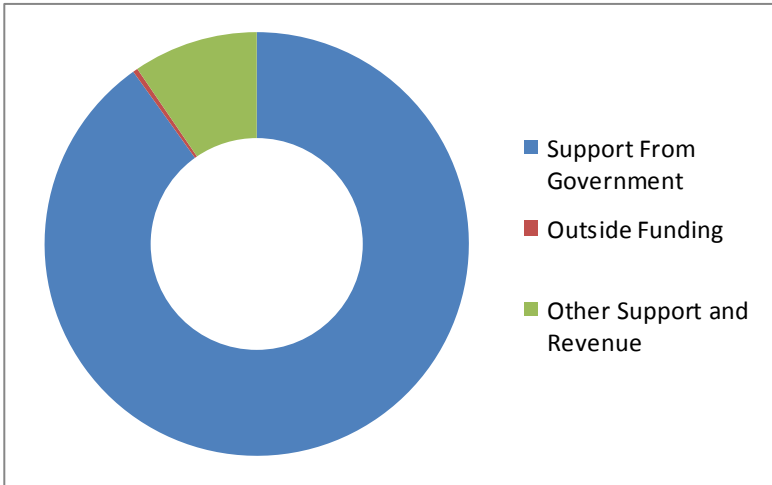
Overall, the Arc Middlesex County's Saturday Respite Program provides substantial value to the individual participants, their families, the staff and all the residents of our community.

*-Mr. and Mrs. Paul Blaustein*

# FINANCIAL DEPARTMENT

## Total Revenue for 2016

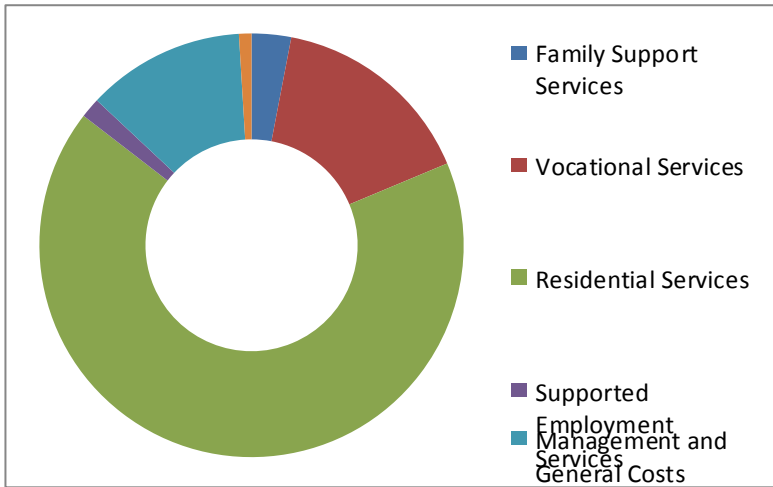
**\$12,253,057**



Support From Government	90%
Other Support and Revenue	9%
Outside Funding	1%

# Total Expense for 2016

**\$12,211,636**



Residential Services	67%
Vocational Services	16%
Management and General Costs	12%
Family Support Services	3%
Supported Employment Services	2%
Other	1%

# HUMAN RESOURCES

The Human Resources Department supports the mission and vision of The Arc Middlesex County through hiring qualified staff to the Agency, providing training and development opportunities for employees, promoting employee engagement efforts and improving staff morale and satisfaction in the workplace.

The Human Resources Department contributed to The Arc Middlesex County's vision of being an Employer of Choice in the surrounding community.

A significant project that was completed during 2016 by the Human Resources Department staff was the development and implementation of a Paid Time Off (PTO) system for the provision of employee time off benefits. This system is designed to offer staff greater flexibility while at the same time reduce overtime expenses and the disruption that is caused due to unscheduled absences.

During 2016, the Training function was transferred from the Compliance and Integrity Services Division to the Human Resources Department. Implementation of an online learning system was accomplished and the Agency began using The College of Direct Support (CDS) training modules to replace most of the classroom trainings previously conducted to meet the Division of Developmental Disabilities mandatory training schedule.





An important event that took place during 2016 was the celebration of “Agency Day” in November. We had a terrific guest speaker, engaging teambuilding exercises and employee recognition activities.

In September, we celebrated Direct Support Professionals (DSP) Week. This week was in honor of the many DSPs that are the heart and backbone of our agency. Each Group Home was visited by senior management and the Career Centers held a celebration at the main office at the end of the week.



# DEVELOPMENT & FUNDRAISING

## Step Up For The Arc Walkathon 2016

In May, walkers and supporters from all across Middlesex County came together to “Step Up” For The Arc. The day was full of music, games, fitness and activities.

*Thank You To Our Sponsors:*

Fanuele Financial Group LLC, Mobility Works, PSE&G, Meeker Sharkey & Hurley, Mutual of America, Edison Elks Lodge #2487, The Mizerak Family, New Jersey Manufacturers, The Wawa Foundation, Northwestern Mutual, The McAndrew Family & Enterprise Fleet Management.



## 6th Annual Wine and Cheese Night

In November, over one hundred guests came out to enjoy an evening full of wine, beer, delicious food, heart warming speeches and extravagant prizes. The evening featured our first ever Awards Night, honoring those who support and believe in our mission.

### *Thank You To Our Sponsors:*

TD Bank, Investors Bank, Fanuele Financial LLC, Meeker Sharkey & Hurley, Network 21, Robert Wood Johnson University Hospital Somerset and SMS Contracting.





# **The Arc**<sup>®</sup>

*Middlesex County*

## **Officers**

President	Heidi Bell
Vice President	Edward George
Treasurer	Joseph Griscti
Secretary	Shawn P. Gillon

## **Directors**

Tino Fontes	Tirumalesh Kowdlav
Karen Koller	Asha Gandhi
Steve Sobel	

## **Executive Management**

Chief Executive Officer	Frank Adu
Chief Program Officer	Shari White
Chief Compliance Officer	Anita Ball
Chief Operating Officer	Fred Hunter

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