SUPERHEROES

Greater Richmond ARC
2013 Annual Report
OUR VISION:
Richmond will be a community of opportunity for all.
We envision a community where all people with disabilities are healthy and safe, enjoy economic independence, live where they choose, and participate in activities that create a fulfilling life.

OUR MISSION:
In partnership with families, ARC creates life-fulfilling opportunities for individuals with developmental disabilities.

WHAT DISTINGUISHES US IN THE METRO RICHMOND COMMUNITY?
ARC empowers people with disabilities across the broadest spectrum.

• Across the life span – from infants to the elderly
• Across all levels of disability – from mild to profound
• Across the community – not limited by geographic boundaries – so families can have the best help wherever they live in metro and Tri Cities areas

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Wikipedia describes superheroes – heroes like Spider-man, Superman and Batman – as having:

- Extraordinary abilities or powers
- A supporting cast of characters
- A base of operations
- A backstory
- Strong moral codes
- Motivation
- Challenging obstacles

The creators of fictitious superheroes must know the people we know. They must know individuals with disabilities and their families. They must know the staff, donors and volunteers who are joining their forces and making up the cast of real-life superheroes who are “giving their all” to help themselves and others at the Greater Richmond ARC.

Christopher Reeve certainly knew the kinds of people we know. He described a hero as “an ordinary individual who finds strength to persevere and endure in spite of overwhelming obstacles.”

Each of our friends below (and others who are highlighted throughout our 2013 Annual Report) is a hero. Each has a backstory. Each has a supporting cast and challenging obstacles which may include those who just don’t understand the challenges they face.

- Amber Dean is motivated to pay attention to detail and desires to get the job done right in her job in the Production facility, making her an ideal employee.

- Staff Members Liz Bateman (Employee of the Year), Dominique Wilson (Family Partner of the Year), Marvin Brown (Dream Maker of the Year) and Kim Jones (Team Player of the Year) exemplify ARC’s values through their own unique and extraordinary abilities. Together they create a team that embodies compassion and excellence.

- Linda & Nicholas Sharp represent one of the most dedicated supporting casts we know. They have two children currently in ARC programs and consistently volunteer to help with activities. They, along with Hyrell Recruiting Management Systems, which donated staff recruitment software, Front Point Security Solutions, LLC, which has provided meaningful work for ARC Industrial Services, and Rebecca Christian, who shared her bilingual skills in playgroups, all support ARC’s mission to create life-fulfilling opportunities.

We are pleased to share the stories that represent the accomplishments of many who are served by, or who are helping, others. (By the way, these two may NOT be mutually exclusive.)

We hope you will help us celebrate and honor ARC real life superheroes. We hope you will look for the hero in everyone.

Robert L. Sommerville
ARC Board Chair

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“I believe there’s a hero in all of us, that keeps us honest, gives us strength, makes us noble....”

— Spider-Man 2
Brooke Jones wanted to hear her son Jack say "I love you."

But she had to wait.

Jack, now three, was diagnosed with childhood apraxia of speech as a toddler; a motor speech condition making it difficult for him to form and say words. "No one could understand him," said Brooke. "He would get so frustrated."

Jack began hour-long, weekly speech therapy sessions at ARC a year ago. Mom Brooke often sits alongside so she and the therapist can help Jack "not get so bored and fidgety."

Many of the speech sessions include playing games to build skills.

Together they've achieved great results. Jack can now express himself much more clearly.

"I've told his therapist, 'I don't know where I would be without you.' Jack's confidence wouldn't be so high without ARC's help," Brooke said. "Now people everywhere can understand him. He's so cute and sweet, I don't think his spirit would be so shiny without having the ability to speak clearly."

"He's come so far and yet has a way to go," she added.

And yes, Brooke got her wish. "I couldn't wait to hear him say 'I love you.' That just melts your heart."

Children and Families served in 2013: 488

Community Impact: Parents/caregivers are active, competent and confident in meeting the special needs of their children.

- 100% of parents/caregivers expressed greater confidence and competence in meeting the needs of their young children.
- 80% of infants and toddlers receiving therapy mastered their goals or showed significant progress within six months of enrollment.
- 89% of children enrolled in a developmental play group demonstrated optimal skills, according to their developmental age, within six months of enrollment.
While Conor Evans, 15, attends ARC’s After School program, his mom Jennifer is furthering her education, which she once thought wasn’t possible.

"I certainly couldn't do anything after two o'clock on any day - period," Jennifer said. With Conor at ARC nowadays enjoying time with friends, Jennifer can take courses.

"Conor's abilities have gotten better and better. He wants to be around the kids."

Jennifer explains that parents of children who can't speak can be "terrified" of childcare situations outside the home because they are challenging to monitor. But Conor's enthusiasm about ARC and its activities has made the transition easier.

And then there is the design of the ARCenter itself, which has been of benefit to her son. Jennifer says that because of its "spacious" room design, the children can "walk and play" and still give each other plenty of space.

**Students served in 2013:** 93
  - ARCenter: 50
  - Camp Baker: 43

**Community Impact:** Out-of-home placements of students are reduced, and expenditure of public resources for their care is minimized.

- 80% of caregivers remained employed, gained employment or continued their education.
- 91% of students participated in weekly volunteer activities in the community.
- 91% of students participated in social skills activities

“For more information about ARC’s After School and Summer Day Services, please visit www.RichmondARC.org/day.html”

“**The things that make me different are the things that make me.**”

– A.A. Milne
Amber Dean comes to work in ARC’s production facility weekdays wearing brightly colored clothes and an even brighter smile.

She “does a little bit of everything,” from bundling fatwood sticks to assembling electronic sensors, says her grandfather Dennis, who says ARC provides his granddaughter with the chance “to work with people and learn skills.”

Amber, 23, started at ARC in 2011 and has become one of its most dependable employees, with her attention to detail and desire to get the job done right making her an ideal employee, say her supervisors.

“She didn’t know how to do anything before she got to ARC,” added her grandfather. The work has “helped her learn stuff - she’s really come a long way.”

“It’s nice for her to have a place to go,” he added. Without ARC, Amber would “just be home…most likely.”

**Individuals Employed in 2013:** 233
Government Sites: 78
Organizational Development: 155

**Community Impact:** Men and women with disabilities are employed, pay taxes and no longer need disability subsidies.

- 94% of those with disabilities placed in federal contract sites retained employment for at least 12 months.
- 87% of those employed in the Production Facility retained employment for at least 12 months.
- 49% of Production Facility participants increased their wages by increasing their productivity.

For more information about ARC Industrial Services, please visit [www.RichmondARC.org/industrialservices.html](http://www.RichmondARC.org/industrialservices.html)
Ritchie Miller loves the Redskins, gospel music, and giving gifts. He especially enjoys being part of the community, and volunteering for Feedmore/Meals on Wheels during afternoons at ARC is one of his favorite activities.

As a member of the Day Support program, Ritchie spends several afternoons each week heading to the Meals on Wheels distribution center and then out on deliveries accompanied by an ARC staff member.

"He likes being useful," says his sister Laurie.

Ritchie, 50, also enjoys hands-on activities. One of his favorite is collecting plastic bottles and cans that Day Support then takes to the local recycling center.

Watching the recycling process "is like a dream come true" for her brother, says Laurie. Not only is it interesting, but Ritchie’s with others and lending a helping hand.

"He always loves making people happy.

**Adults Served in 2013:**
- **175**
  - Pre-Voc: **64**
  - ARCenter: **69**
  - Camp Baker: **42**

**Community Impact:** Individuals with disabilities live in their communities and participate in safe activities that they enjoy.

- 92% volunteer in their community.
- 97% routinely participate in community leisure activities.
- 92% achieved their individualized wellness goals.

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For more information about ARC’s Adult Day Support Services, please visit www.RichmondARC.org/day.html
Every summer when Matthew Morales visits Camp Baker for two weeks of summer camp, his parents plan something special. This year his mom Betty is having a reunion with former co-workers. Having a break from the everyday stress of caring for a loved one with autism is important for all of the Morales family.

It helps that Matthew loves overnight camp and the counselors who run it. “They don’t want him to leave,” said Betty. During the warmer months, Matthew likes the camp pool and horseback riding.

He also participates in the Day Support program at Camp Baker, and the combined year-round activity has helped him lose over 40 pounds.

While Matthew’s life was filled with challenges early on, when he started attending Camp Baker his mom saw a transformation. At age 24, he is more verbal, more independent and just plain happier.

For his mom, the summer camp sessions and weekend respite program at Camp Baker give her a break from caretaking. “They don’t just take care of him, they take care of me. When I need them, they’re there.”

**Campers Served in 2013:**
- Summer Camp (overnight): 352
- Summer Camp (day campers): 71
- Weekend and Emergency Respite: 119

**Community Impact:** Health care, employer and government costs are likely to decrease when family/caregivers have access to respite care.

- 92% of families surveyed report they feel reduced stress as a result of respite care.
- 97% of caregivers said they would choose Camp Baker again for summer camp.

For more information about Camp Baker Summer Camp and Respite Care Services, please visit [www.RichmondARC.org/camp.html](http://www.RichmondARC.org/camp.html)
• ARC’s amazing donors gave $594,267 in 2013 through our Annual Fund – gifts which are helping real people with real struggles find hope, purpose, and connection with others.

• Eight individuals in the Prevocational Program volunteered at the Northside Family YMCA once a week - mulching, raking, and weeding during the warmer months and cleaning equipment, washing windows, emptying and taking out the trash in the colder months. After working, they enjoy some time on the basketball court.

• ARC Day Support and After School participants were named Top Volunteers for Meals on Wheels, delivering over 6,000 meals to persons in the Richmond area.

• Day Support and After School programs had the first ever ARC Field Day.

• ARC program participants at Camp Baker delivered backpacks of food from Feedmore to students at G.H. Reid Elementary School each Friday to ensure they will have healthy food over the weekend.

• ARC experienced significant growth in the scanning portion of the Production facility. Ten people were hired in 2013 and we are currently recruiting for an additional 6 people to keep up with demand.

• Dealer Docx partnered with the AIS Scanning Division to provide cloud-based document management solutions to new car dealers - leading to the addition of Scan Room 2 in our employment program.

• The Scanning Division processed in excess of 5,000,000 images during 2013.

• Production sales were up 33% in 2013 (following a 31% increase in 2012).

• Production supported LegoFest following 3 days of sold-out attendance by dis-assembling the Lego structures attendees had built.

• ARC received Virginia Department of Minority Business Enterprise (DMBE) certification as an Employment Service Organization

• Henrico County Mobile Crew increased from 8 to 13 positions and increased in revenue by 58%.

• Two Federal Contract employees moved to internal staff positions.

• Two employees, one from Federal Contracts and one from Henrico County Mobile Crew, accepted grounds maintenance positions at the University of Richmond.

• Two Contract Management Services employees accepted General Schedule positions with the Federal Government.
Every year we are honored to work with you, our amazing donors and volunteer superheroes. Whether the need is scholarships for campers, volunteers for our Ladybug and Golf events, sprucing up the grounds at Camp Baker with new signs or coordinating monthly dance parties for our consumers, you are the hero who steps up and gets the work done. Because of your intentional support, babies and toddlers, school-aged kids, teens and adults achieve success. Everyone who invests in ARC is a superhero and we are truly grateful that you use what you have to do good for those in our community who have developmental disabilities. You are cherished. Thank you!

“We all have the capacity to be a superhero. In order to become one, you have to find your unique power or ability and use it for the greater good. The cape and mask are optional accessories, but a kind heart is essential.”

– Robert Clancy
The Greater Richmond ARC recognizes and thanks the following companies, civic organizations, foundations, government entities and individuals for their outstanding generosity and dedication to helping us create a community of opportunity for all.

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Steve Plaatman
Matt Thompson
Wood Thornton
In honor of Benjamin Steelman
Mr. & Mrs. Aaron Steelman
In honor of James Strum at Long & Fosters Realtors
Burgess Inspections, Inc.
In honor of Anne Thompson at Remax Commonwealth
Burgess Inspections, Inc.
In honor of Craig Via at Craig Via Realty & Relocation
Burgess Inspections, Inc.
In honor of Kim Watson
Nita Starr
In honor of Windsor Enterprises Corp
Piedmont Construction Company
In honor of Windswept Neighborhoods
Piedmont Construction Company

PROGRAM VOLUNTEERS
Michelle Boulware
Boy Scout Troop 869
Vince Burgess
Andrew Cannada
Chamberlayne Heights United Methodist Church
Mariam Chin
Rebecca Christian
Dawn Davis
Lindsay Derenthal
Alan Foster
Jennifer Gibson
Joyce Hann
Matt Hulcher
Jayda Jefferson
Alicia Garafolo
Ruby Jo & David Hiller
Amy Horan
Thom Horsey
Bonnie & Ron Kasoff
Donna Kinney
Lynn Kirstein
Lisa Lockhart
Silas Mays
Monica Michael
Vicki Miranda
Eunice Morck
Chris Mumford
April Niamtu
Jane Rhyne
Matthew J Rhyne
P.J. Rhyne
Zach Sisisky
Brandee Smith
Ray, Debbie, and Alex Spellman
Sandra Stoddart
Megan Taylor
Trinity United Methodist Church
David VanBlaricom
Christine Whitmore
Lindsay Wilson
Lauren Wilson
John Wyatt IV
Grace Zipperer

SPECIAL EVENT VOLUNTEERS
Jack Berninger
Bob Bo-Clare
Anne Broadhead
Anja Buecheler
Britt Calloway
Cindy Cates
Carol Colby
Janis Crowder
Tad Davis
Annie Fruhwald
Alicia Garafolo
Danielle Garafolo
Ruby Jo & David Hiller
Amy Horan
Thom Horsey
Bonnie & Ron Kasoff
Donna Kinney
Lynn Kirstein
Lisa Lockhart
Silas Mays
Monica Michael
Vicki Miranda
Eunice Morck
Chris Mumford
April Niamtu
Jane Rhyne
Matthew J Rhyne
P.J. Rhyne
Zach Sisisky
Brandee Smith
Ray, Debbie, and Alex Spellman
Sandra Stoddart
Megan Taylor
Trinity United Methodist Church
David VanBlaricom
Christine Whitmore
Lindsay Wilson
Lauren Wilson
John Wyatt IV
Grace Zipperer

If we inadvertently made an error or omitted your name, please accept our apologies and notify our Annual Fund Director at 804-358-1874, Ext 251.
Everyone in the family should be able to play and exercise with others, but many cannot. That’s because Richmond has no all-inclusive parks specifically built for people with disabilities. There are even fewer options for adults than for children.

That means there are missed opportunities for 91,000 residents in metro Richmond who have disabilities - missed opportunities for play, exercise and learning, which are important to the health and well-being of those with disabilities, and missed opportunities to break down barriers for reciprocal learning and acceptance benefiting everyone in our community.

Many of ARC’s families have told us they want and need a park that:

- has activities for all intellectual and physical abilities;
- meets their children’s therapeutic needs;
- is safe; and
- can be enjoyed throughout the stages of their lives.

They want a park their children can share with everyone else in our community. They want a park where brothers and sisters, of all abilities, can play together.

ARC has been planning and fundraising for a handicap-accessible, all-inclusive, 2.4 acre ARCpark at the Greater ARCenter that will be the first of its kind in metro Richmond. It will fully accommodate those who have disabilities and will welcome those who do not. It will offer exercise, fitness, games, exploration, team work, and plain fun.

In 2014, we will share more about the ARCpark. We'll let you know how you can support what we believe is a transformational project. For today, we show our gratitude for those who have already embraced and supported the project with their pledges and gifts. We look forward to formally recognizing your generosity very soon.

“We are never more fully alive, more completely ourselves, or more deeply engrossed in anything, than when we are at play.”

– Charles E. Schaefer
If you would like more information about our finances, please contact our Vice President of Finance at 804-358-1874, Ext 245.