Yes, I Can!

(Si, Puedo)
1,335
Individuals and families served by ARC in 2017

100%
Parents expressing greater confidence in helping their young children with special needs

200+
ARC employees with disabilities – more than half the workforce

4 out of 5
Caregivers who describe Youth and Adult Day Programs as “excellent”

100%
Summer campers who are meeting community engagement goals

ARC’s Youth Program has enhanced Nafeesah’s self-esteem.

About our cover: This year our theme “Yes, I can” is in both English and Spanish to recognize ARC’s diversity. Pictured: Pediatric Therapy client Brion and mom Kelsey in the lobby of ARC’s Saunders Avenue headquarters.
Greater Richmond ARC was created in 1954 by area families who were determined to find a better way of life for their loved ones with disabilities. Despite what many in society were telling them, these families refused to listen and instead said, “Yes, I can!” Sixty-three years later, we continue to help our clients and families achieve their goals.

ARC’s wide range of programs and services are designed for individuals and families who are facing the “real world” challenges of living with a disability. This year’s Annual Report highlights just a few of our clients and families who aren’t just coping, but are thriving.

When someone comes through our doors – whether they are newborn babies, teens, adults or seniors – we work hard to understand their needs, desires, dreams and goals; and to find ways to provide these individuals and their families the services that work best for them.

ARC has created life fulfilling opportunities for thousands of individuals and families throughout our community, helping these individuals live fuller, more rewarding lives.

At ARC, we want to and can do more to help, but that is only possible because of the support of others in our community. Thank you for everything you do to help us as we help families live better lives.

John Walker

President and CEO

The needs are great. ARC is here to help:

- 12% of the people in the greater Richmond region have a disability
- Only 35% of adults with a disability are employed in Virginia compared to 76% of those who don’t have a disability
- Both adults and children with disabilities in Virginia are far more likely to live in poverty than their fully abled peers
Moises sounds out words with his speech therapist, Todd. He can now say full sentences.

“We love how (our therapist) works with our son and is so patient. They have a special relationship.”

– ARC parent
Waiting for speech therapy, bright-eyed Moises hangs over an armchair, while making friends with everyone nearby at ARC. In other words, a typical four-year-old.

Last year was different. Moises had to be coaxed into appointments that began with him sitting in a corner and sucking on his blanket.

“Now he will come in without it,” says his mom Irma through a translator. Moises attends ARC twice a week for speech and occupational therapies.

At first, her son could only say one-syllable words and his inability to talk with his family of seven was frustrating. “He couldn’t say anything and would shut down. It was sad,” said Irma. Moises now speaks in full sentences, fostering a family atmosphere that’s “more together because he’s doing well.”

She credits Todd, Moises’ ARC speech therapist, for his progress, saying he has “a real bond” with her son that began at the first appointment.

Through occupational therapy, Moises is also overcoming sensory challenges. He is now less sensitive about people touching his arms or back.

This is progress that all adds up. In September, Moises starts school in a regular classroom.

ARC has been a blessing to Irma, as well. “I feel comfortable here. Never had an experience with intolerance. People are very kind.”

Last year in her special needs classroom, seven-year-old Lillyth was thought nonverbal, so there were no speech activities. That’s why ARC matters.

“Lilly” attends speech and occupational therapy weekly, and can say two or three words at a time, including describing her drawing as a “house with clouds.”

Both Lilly and her eight-year-old brother Phyllip visit ARC. Dad Charles says the organization is an “extended family. I think we wouldn’t be as far along as we are” without it.
Even if Tyler, 19, has a bad day at school, it will be a good day at ARC, says his mom Bonnie.

“His eyes are bright and shining” after spending afternoons there. Tyler especially likes woodworking, and recently brought home a box for Bonnie, saying, “This is the first thing I’ve ever made for you.”

Tyler also stayed for a week last summer at ARC’s Camp Baker, where it was so much fun he didn’t want to leave. “He loves the whole program.”

“I know he’s safe at ARC,” she continued. “I don’t have to worry when I’m working, ‘Is he going to set the house on fire?’ ”

Before, Tyler would come home and “sit around the house. ARC brightened him up a lot.”

94% of Youth Day Program participants making progress on Health and Safety Goals.
Find me another program that has a swimming pool on the premises,” challenged Howard, father of a 28-year-old son also named Howard in ARC’s Adult Day Programs and Respite at Camp Baker.

His son can swim the length of Camp Baker’s pool “better than a non-autistic person. These are things you can’t get everywhere.”

With his dad’s social services background, “I know from being on both sides” that ARC at Camp Baker providing on-site and community activities is unusual. In particular, his son likes volunteering with Meals on Wheels and going to the Richmond Symphony and county fair.

Having new experiences not only makes the day pass quickly, but when his parents go out with him, Howard is now more comfortable in crowds.

For 13 years, Howard has been part of ARC and that’s made life “a whole lot easier,” says dad.

“We’ll never move him from ARC.”
– Howard’s dad

Adult Day Programs
“I’m Billy’s biggest advocate,” says his sister Cookie. Billy, 53, has been attending ARC’s overnight summer program at Camp Baker for more than a decade. “I think it helps him open up and experience new things. Seeing his peers do things that he’s afraid of inspires him to think, ‘if that person can do it, I can do it,’ ” she says.

It took Billy about five years to participate in horseback riding, canoeing and paddle boating, but when he did, “he loved it! Once he tries something, he’s ecstatic,” she added.

While Billy is on vacation, Cookie has a vacation, too. “At Camp Baker they look forward to seeing him, and he looks forward to seeing them. Gives me a little down time.”

“ARC has been marvelous,” she said, explaining families can be comfortable that their loved ones are safe and happy.

“That little bit of time gets you refreshed.”

Thanks to ARC, Billy has tried horseback riding and boating, which his sister Cookie says, “he loves!”
Christopher, 27, knows how to prepare for an interview, arriving at ARC one morning wearing a crisp, pressed shirt and warm smile. It is a skill he’s learning, along with following directions and managing money, in ARC’s Workforce Development program.

Both Christopher and his parents, Steve and Susie, hope he’ll have a job in the workforce one day.

Meanwhile, he alternates between employment training and working in ARC’s production facility, where earning a paycheck gives him confidence.

It was a scary time for Christopher’s parents when their son first graduated from high school. “What are other young adults with special needs doing?” they wondered. “Unfortunately, a lot were sitting at home watching TV, which is not what we wanted for Chris,” Susie said.

Their caseworker suggested ARC and right away it seemed like a good fit. “There is always something different to do, so it works well.”

“ARC brings a sense of normalcy,” Susie added, fighting back tears. “Interacting with others in a supportive environment is really important to Chris and enables him to grow.”

“Not to sound dramatic, but without ARC I really think he’d regress.”

“Chris is the social butterfly in our family,” says his mom. At ARC, he’s learning job skills with an eye to employment.

“Interacting with others in a supportive environment is really important to Chris.”

– Christopher’s mom
Natasha, 27, is a true success story. Just three years ago, she was a fast food worker, wanting something more. Her husband encouraged her to apply at ARC, where Natasha was hired at the Defense Supply Center of Richmond for a janitorial post; then rapidly promoted to crew chief with more responsibility, hours, and pay.

Last year Natasha became a consumer counselor for ARC’s Adult Day Program, where “she hit the ground running,” said her supervisor. “She’s naturally gifted in working with our clients.”

“It made me feel good about myself to be promoted. My advice to anyone is ‘Don’t give up,’ and keep pushing for what you want,” Natasha said.
ARC is an unusual not-for-profit. We historically earn about 95% of our annual revenue through services provided. While we do a pretty good job of sustaining ourselves, it’s our donors who are helping to keep critically needed programs alive and well. It’s our donors who are helping to build the quality of our programs toward best-in-class. And, it’s our donors who are helping to build opportunities for more individuals and families than ever before. We are humbled and honored to consider them a part of the ARC family.

For more information on becoming a sustaining supporter please contact Nita.Starr@richmondarc.org

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Quenten works closely with ARC staff members to improve his social and communication skills at ARC’s Adult Day Program at Camp Baker.

Jake Stroy shares his story with our golfers during our “Round of Good” Golf Tournament.

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Toni Randall
Britt Nelson
Schlusser Family Fund

In Honor of Cathy Haas
Jessica Wittkamp

In Memory of Charlie Harris
Ratcliffe Harris
<table>
<thead>
<tr>
<th>In Honor of Thomas Haskins and Family</th>
<th>In Honor of Pauline Langer</th>
<th>In Honor of Val Pace</th>
<th>In Honor of Terrie Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victor Moes</td>
<td>Mary Langer</td>
<td>Kim Jennings</td>
<td>Spencer Munro</td>
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<tr>
<td>In Memory of Arthur Hendrick</td>
<td>In Memory of Robert A. Levin</td>
<td>David &amp; Diana Beran</td>
<td></td>
</tr>
<tr>
<td>Cesie Scheuermann</td>
<td>Bob Sommerville</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bill Downs</td>
<td>In Honor of Augustus Marsh</td>
<td>In Honor of Karen Remmington</td>
<td></td>
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<tr>
<td>In Honor of Jonathan Hayes</td>
<td>Lara Todd</td>
<td>James Remington</td>
<td></td>
</tr>
<tr>
<td>Karen E. &amp; William D. Poole</td>
<td>In Memory of H.P. Marshall</td>
<td>In Honor of Dee Ann Remo</td>
<td></td>
</tr>
<tr>
<td>Cesie Scheuermann</td>
<td>Sarah Elliott</td>
<td>Dale Call</td>
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<tr>
<td>Bill Downs</td>
<td>In Honor of Michelle Mayo</td>
<td>In Honor of Kendall Rice</td>
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<tr>
<td>In Memory of Kelton C. Honeycutt</td>
<td>Michael &amp; Cynthia Foley</td>
<td>Jeffrey &amp; Marilyn Rice</td>
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<tr>
<td>William &amp; Nettie Carr</td>
<td>In Honor of Freda McGhee</td>
<td>In Honor of Marilyn Rice</td>
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<tr>
<td>In Honor of Graham Hoppel</td>
<td>Nita Starr</td>
<td>Catherine Durvin</td>
<td></td>
</tr>
<tr>
<td>Amy Bristow</td>
<td>In Honor of Elizabeth Mennetti</td>
<td>In Memory of Elizabeth Robinson</td>
<td></td>
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<tr>
<td>In Memory of Alvin E. Horne, Sr.</td>
<td>Paul &amp; Betty Mennetti</td>
<td>Hall &amp; Molly Squire</td>
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<tr>
<td>Mike &amp; Sharon Ligon</td>
<td>In Honor of Mom's Club Midlothian South</td>
<td>In Honor of Pat Robson</td>
<td></td>
</tr>
<tr>
<td>In Memory of Liddy Horsey</td>
<td>Branden Boe</td>
<td>Bruce Kay</td>
<td></td>
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<tr>
<td>Jill and Andrew Stefanovich</td>
<td>In Honor of Lila Mumford</td>
<td>In Honor of Rosemary &amp; Cullen Seltzer</td>
<td></td>
</tr>
<tr>
<td>John Manning</td>
<td>John and Carol Napier</td>
<td>Anne Danforth</td>
<td></td>
</tr>
<tr>
<td>Karen Manning</td>
<td>In Memory of Emmanuel Nahir</td>
<td>In Honor of Sarah Seltzer</td>
<td></td>
</tr>
<tr>
<td>Donald and Judi Rohrback</td>
<td>Timothy and Patricia Horsey</td>
<td>John and Diane Golden</td>
<td></td>
</tr>
<tr>
<td>In Honor of Mark Thomas Jarrett</td>
<td>In Honor of Joey &amp; Evan Niamtu</td>
<td>Stacy Seltzer</td>
<td></td>
</tr>
<tr>
<td>Steve Jarrett</td>
<td>John Alexander</td>
<td>In Honor of Ann &amp; Rebecca Sharp</td>
<td></td>
</tr>
<tr>
<td>In Memory of Judy Lankford</td>
<td>In Honor of The Niamtu Family</td>
<td>Chris &amp; Eleanor Jones</td>
<td></td>
</tr>
<tr>
<td>Nelson Lankford</td>
<td>Franz Mayr</td>
<td>In Memory of Mary Shreck</td>
<td></td>
</tr>
<tr>
<td>In Honor of the Niamtu Family</td>
<td>In Honor of D.B. Smit</td>
<td>Timothy &amp; Patricia Horsey</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Virginia Credit Union, Inc</td>
<td>In Honor of John &amp; Anne Walker</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>John &amp; Susan Claytor</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>In Honor of Aaron &amp; Jennifer Zierk</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>The RVA Group</td>
<td></td>
</tr>
</tbody>
</table>
Our Volunteers

Jerry Ahiable
Bonnie Atwood
Stephanie Austin
Bob Baughan
Ryan Beethoven-Wilson
Jack Berninger
Marcy Boclar
Cheryl Boltz
Cindy Boswell
Anne Broadhead
Dave Brotherton
William Bruno
Lauren Bruno
Vince Burgess
Anne Byrne
Trae Cairns
CarMax Cares
James Carney
Linda Carroll
Cindy Cates
William Cole
Tracy Critelli
Janis Crowder
Cub Scout Troop 2 - Bon Air
John DeMarzo
Kylie Dyer
Elizabeth Enders
Candace Ford
Lynn Foster
Alan Foster
Mark Fryer

Ft. Lee Leadership Training Program
Ft. Lee Military Mechanics
Jackson Garrett
Courtney Gerhart
Cameron Girard
Chantelle Glyph-Gregory
Gus Gustin
Tricia Gustin
Ann Hammock
Joyce Hann
Holly Harding
Robbin Haydon
Dana Hennesey
Nancy Hsu
Huguenot Baptist Church
Mission Madness Youth
Katherine Hunter
Tom Jamerson
Cynthia Jefferson
Alaina Jefferson
Samantha Johns
Breonna Jones
Christopher Jones
Eleanor Jones
Nadine Jones
Keller Williams
Ed Kirstein
Lynn Kirstein
Molly Korte
Mitchell Kugelman
Camden Kurtz
Tracy Labin
Kay Laguna
April Lambert
Harold Lefkowitz
Kelly Levstek
Deborah Lipscomb
Cash Manning
Caylor Manning
Sindhu Manuvalil
Sarah Marshall Elliott
Cindy Maslin
Elizabeth Matthews
Kyle Matykowski
Larry Mescan
Adain Mohiarty
Eunice Morck
Lee Ann Motley
Lauren Motley
Reana Muhammad
Brian Mutchler
Autumn Naboros
Stuart Naboros
Dwaine Parham
Marcel Pascual
Phillippe Peter
Andrew Pitt
Claire Pollock
Brandon Pope
Taylor Ramey
Bill Reinhart
Connie Rigsby
Robert Half Staffing
Devin Ross
Marcia Sawyer
Vaishali Shah
Mr. Shah
Jaclyn Sharshuri
Tom Sheranek
Marcia Smiley
Jess Smith
Rob Smith
Lauren Soles
Janet Sommerville
James Steihel
Morgan Stubbe
Nick Stubbe
Laura Sullivan
Target
Tracy Tierney
Sean Tobin
Debbie Vasco
Cat Vincent
Steve Waldron
Ann Cole Walker
Toni Walker
Laportsia Wallace
Daniel Webster
Jeff Wilmoot
Dale Witherspoon
Sher Zarzycki

Greater Richmond ARC is proud to engage values-driven volunteers who accomplish mission-critical work and are deeply committed to the people we serve. We are thankful to these individuals and groups whose spirits of service supported our efforts to create life-fulfilling opportunities for people with disabilities.

We can’t do it without you!

CarMax volunteers help install birdhouses in the ARCpark!
When we have one ambitious vision that is shared by everyone, those with disabilities are the ones who truly reap the rewards. That may be one of the most important things I’ve learned since joining ARC’s Board of Directors in 2011 and as its chair since 2015.

Today, I couldn’t be prouder of ARC’s progress toward achieving our 2025 “Big Hairy Audacious Goal” to be the most respected human services agency, with the highest quality services, in Virginia. When we achieve our goal, we will be serving over 3,000 individuals with disabilities, regardless of their ability to pay.

When so many with disabilities are saying, “Yes, I can. I can give it my all. I can overcome my fears and challenges,” how can we say anything less than, “We will do everything we can to help you succeed?”

So many are helping ARC to achieve its vision, and in turn, helping ARC’s clients and families to achieve their own personal goals. ARC’s Board of Directors and I are grateful for the abundance of support.

Thank you.

Warren C. Redfern, Jr.
ARC Board Chair
ARC Board of Directors

Warren C. Redfern, Jr.
Chair
Chad Logan, Esq.
Vice Chair
Clinton Kelly
Secretary
Robert L. Sommerville
Immediate Past Chair
Ric D. Brown
Executive Committee
Meg Hendrick Downs
Executive Committee

Thomas J. Cricchi
Harvey Crone
Thomas Horsey
Eric Margolin
Chris Mumford
Jeff Penny
William Poole
B. Patterson Robson, Jr.
Valerie Fleming Tillies
Anne Waring

ARC Executive Officers

John Walker
President & CEO
Julee Fletcher
Senior Vice President & CFO
Matt O’Connell
Vice President of Employment Services
Charles Story
Vice President of Human Resources
Kimberly Watson
Vice President of Development & Communications
Mike Atkins
Assistant Vice President of Facility Management Services
Mike Foley
Assistant Vice President of Development
Emily Lehmann
Assistant Vice President of Day & Residential Services
Bill Slate
Assistant Vice President of Information Technology

Camp Baker Management Board

Vincent (Vince) Burgess
William (Bill) Collie
Ryan Harter
Patrick Knightly
James (Punky) Lumpkin

Ed Nicely
William (Bill) Poole
Billie Robinson
Dabney E. Short, Jr.
Financial Strength

Greater Richmond ARC continues to be a very financially stable organization.

**Statement of Activities**  (*$ in thousands*)

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>Better / (Worse)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Revenue</td>
<td>$16,666</td>
<td>$14,428</td>
<td>$2,238</td>
<td>16%</td>
</tr>
<tr>
<td>Expenses:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program</td>
<td>$13,845</td>
<td>$13,444</td>
<td>$(401)</td>
<td>-3%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$ 438</td>
<td>$ 322</td>
<td>$(116)</td>
<td>-36%</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>$1,021</td>
<td>$ 955</td>
<td>$(66)</td>
<td>-7%</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$15,304</td>
<td>$14,721</td>
<td>$(583)</td>
<td>-4%</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>$ 1,362</td>
<td>$(293)</td>
<td>$1,655</td>
<td>565%</td>
</tr>
</tbody>
</table>

2017 was a great year, with strong revenue growth as a result of strong growth in program revenue, as well as the Camp Baker Capital Campaign.

**5-Year Financial Trends**  (*$ in thousands*)

- **Revenues**
- **Expenses**

![Chart showing 5-year financial trends](chart.png)
**Balance Sheet (\$ in thousands)**

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>Increase / (Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
<td>$ $</td>
</tr>
<tr>
<td>Cash &amp; Investments</td>
<td>3,472</td>
<td>2,557</td>
<td>915</td>
</tr>
<tr>
<td>Other Current Assets</td>
<td>3,114</td>
<td>1,907</td>
<td>1,207</td>
</tr>
<tr>
<td>Property, Plant &amp; Equipment, net</td>
<td>13,037</td>
<td>13,360</td>
<td>(323)</td>
</tr>
<tr>
<td>Other Assets</td>
<td>256</td>
<td>31</td>
<td>225</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>$ 19,879</td>
<td>$ 17,855</td>
<td>$ 2,024</td>
</tr>
<tr>
<td>Current Liabilities</td>
<td>1,749</td>
<td>993</td>
<td>756</td>
</tr>
<tr>
<td>Total Debt</td>
<td>4,323</td>
<td>4,364</td>
<td>(41)</td>
</tr>
<tr>
<td>Other Liabilities</td>
<td>239</td>
<td>292</td>
<td>(53)</td>
</tr>
<tr>
<td>Net Assets</td>
<td>13,568</td>
<td>12,206</td>
<td>1,362</td>
</tr>
<tr>
<td><strong>Total Liabilities &amp; Net Assets</strong></td>
<td>$ 19,879</td>
<td>$ 17,855</td>
<td>$ 2,024</td>
</tr>
<tr>
<td>Current Assets to Current Liabilities</td>
<td>3:1</td>
<td>4:1</td>
<td></td>
</tr>
<tr>
<td>Total Assets to Total Debt</td>
<td>5:1</td>
<td>4:1</td>
<td></td>
</tr>
</tbody>
</table>

Our financial position is very healthy, with a strong cash position and manageable debt.

**Our Mission**

In partnership with families, the Greater Richmond ARC creates life-fulfilling opportunities for individuals with disabilities.
At summer camp, Sade, 8, enjoys activities like arts and crafts and swimming at ARC’s Camp Baker location.

“Keep doing what you are doing. We have been to seven states and this (respite) program is the best we have seen.”

– 2017 ARC parent/caregiver survey

Photo credits: Bill Bangham, Photojournalist, and Greater Richmond ARC