



CELEBRATING OUR
65th
ANNIVERSARY

2015 - 2016 Annual Report



The Arc of the South Shore
371 River Street
North Weymouth, MA 02191
781-335-3023
www.arcsouthshore.org

2016 marks the last year of our 3 year Strategic plan, designed to improve and expand our organizations ability to carry out our mission of providing the highest quality support and services to individuals in our community who have intellectual, developmental disabilities, and autism. At the close of Fiscal Year June 2016, most goals and objectives have been met. Some highlights of FY 2016 include:

The Arc of the South Shore launched a new Autism Resource Center in the Spring 2016. A part time coordinator was hired to start up the services and supports identified as needed by individuals with autism and their families. As our new coordinator embarks on this startup, in FY 2017 we plan to form an Autism Advisory committee, provide parent support groups, school break and weekend respite, IEP assistance, and a series of family informational forums.



We strengthened clinical capacity in our adult day and residential services by adding a full time behavioral clinician to our clinical team, and more fully implementing Positive Behavioral Supports. Positive Behavioral Supports is a systematic, person centered approach to understanding reasons for behavior and applying evidence based practices for prevention, proactive intervention, teaching and responding to behavior, with the goal of achieving meaningful social outcomes, increasing learning, and enhancing quality of life across the life span.

We purchased a new ranch style home in Braintree to provide housing that is more accessible for 4 residents. During FY 2016 the agency continued to make significant investments in property improvements including new bathrooms and kitchens in many homes, new decks, landscaping, new furniture, and fresh paint. We thank the town of Weymouth for a community development block grant to fund a new roof at our Henley building.

Again, this year we welcomed back **Boston Cares, EMD Serono, Harvard Pilgrim, and Liberty Mutual “Serve With Liberty”** volunteers with some of our facility beautification efforts.

We have developed new partnerships! In December of 2016 we collaborated with with The South Shore YMCA Laurel center for the arts. The 3rd Mingle and Jingle event was such a success drawing together individuals we support in our service, families, and community supports that we plan to continue this seasonal concert.

Early Intervention undertook a new initiative in FY 2016. Department of Public Health awarded The Arc a grant to **pilot a Neonatal Abstinence Syndrome program** in partnership with South Shore Hospital. The purpose of the pilot is to enhance parent engagement and enrollment in Early Intervention. The goal of the program is to make an early connection with parents to help familiarize them with early intervention services and provide a “warm referral”. The Early Intervention program strengthens relationship with hospital staff to educate them on early intervention, meet parents sometime after birth, and become part of the discharge planning team to support and engage the family in receiving early intervention services.

High Quality Services and Supports:

We are proud of the high quality of services and supports we provide our individuals and families. Our emphasis on workforce development is instrumental in building and maintaining a high quality workforce. Meeting and exceeding our state contractual obligations has resulted in high scoring quality reviews by our funding sources and CARF, an outside accreditation organization. We enthusiastically support self-determination and self-advocacy and we listen and act on the opinions and feedback from the individuals we support and their families/guardians. Responses to our annual satisfaction surveys from individuals and families we serve continue to reflect high regard for agency services.

Looking to the future:

In spring 2016 we held a Board Planning day resulting in a plan for strengthening our Board membership and Board committees. While we said goodbye to Lois Voveris, a long term member of the Board of Directors, we also look forward to welcoming new Board members during the fall or winter of 2016. The agency is positioned financially to make some key investments for our future. A new strategic planning process is currently underway. We will continue to focus on:

- Recruiting and maintaining a high quality workforce, the key to high quality supports and services.
- Developing the Autism Resource Center
- Continue the media campaign into FY 2017 and track data that will inform our progress in this area.
- Thanks to a recent grant from Mass mechanics, we will be able to expand employment options for some adults in 2017.

We are a service provider agency built on a grassroots advocacy organization and to this day, advocacy is the heart of what we do. Toward that end we continue to engage in activities that foster individual and community advocacy: develop/support a self-advocacy network, provide educational forums; conduct legislative advocacy and education, and provide our constituents with important policy updates as they develop through electronic updates and social media postings.

The Arc of the South Shore Board of Directors

Joanne Erickson, President

Normand Racicot, Immediate Past President

Michael Wilcox, Vice President

Louise Voveris, Secretary

Theodore Skrypek, Treasurer

Betty Belyea, Robert Falconi, Norma Grassey, Robert McDonald, Maria Plante, George Toma and Scott Towne

Honorary Members: Arthur Davies, Richard Frye, Marianne Towle

Adult Foster Care and Family Care is a program for adults ages 16 and older with a developmental, intellectual, physical or mental disability who cannot live alone safely. AFC adults live with trained paid caregivers who provide daily care.

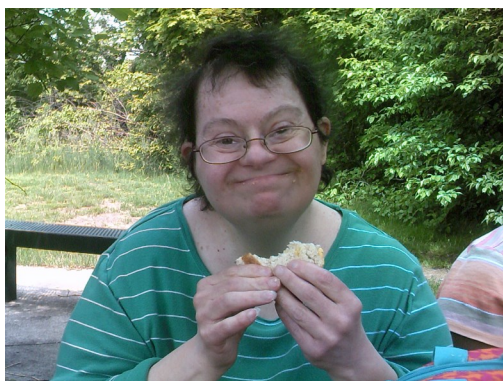


The program is for adults who need daily help with personal care, but want to live in a family setting rather than in a facility. The caregiver provides meals, companionship, personal care assistance and 24-hour supervision. We currently have 56 families successfully implemented in the program with referrals continuing to come in.



Family Supports Program provides social and recreational programs, community and facility based respite, IEP assistance, information and referral, parent support groups and family forums where participants have formed lasting friendships, gained self-esteem and independence. Over 150 families have benefitted from our Community and Family Supports Services

Autism Resource Center provides guidance and support to individuals and their families faced with a confusing and frightening future. Whether newly diagnosed, or deciding upon guardianship or entering the adult world, we are here for all phases of the journey. The Center provides: Family Support Groups, Workshops and Information, Respite Care—Saturday Skills Builders, On-Line Help and Resource Center, School Vacation Week Programming and a Disney Club.



Day Habilitation Services The Day Habilitation is a multi-faceted program for adults with developmental disabilities with an emphasis on daily living skills, community participation and therapeutic supports. Services include nursing, occupational therapy, physical therapy and speech therapy aimed at meeting the unique needs of the individuals served. Participants are assisted in improving their level of independence and functional ability within the areas of self-care, mobility, health, nutrition, social and recreational skills. We currently have 45 individuals attending this program.

- The Day Habilitation staff is trained in multiple areas such as CPR, Human Rights, First-Aid, seizure management, rehabilitative and sensory activities, to name a few.
- The behavioral clinician continues to provide the direct care staff with person-centered instruction aimed specifically at increasing self-direction, reliance and esteem as well as the individuals ability to manage their daily activities as independently as possible.
- Positive Behavioral Support (PBS) is a newer initiative that the Arc has adopted that aims to enhance the quality of life, deliver services proactively and address challenging behaviors via assessment, prevention and coping skills.
- Regular community outings consist of trips to the library, church, senior center, bowling alley, retail stores, farms, zoos and other areas of interest.

Employment Supports provides personalized employment services to individuals to enable them to find and keep community jobs based on their skills, preferences, interests and strengths. We assist individuals become members of the workforce through a job preparation curriculum, job skill acquisition, job preference/ability evaluation, job recruitment, on-the-job training, transportation and activities of daily living instruction. Job Coaches support our participants in a variety of settings including Individual Supported Employment, Group Supported Employment as well as mobile work crews.

- Staff regularly leads training sessions on the 5 modules of personal development, community integration, group awareness skills, employment vocational training and life achievement training.
- Individuals continue to be employed at Shaw's, Stop & Shop, Sunrise Senior Living, Fallon Ambulance, Burke Distributing Corp., George Washington Toma TV and Appliance, as well as volunteering at a variety of settings throughout the South Shore.

Community-Based Day Supports Our CBDS program provides support and opportunities for people to enrich their lives, develop personal skills and competencies, and enjoy a full range of activities while developing a network of caring relationships. Individuals are given the opportunity to fully participate in the activities and opportunities generally available to any other community member. We currently have 45 individuals in our CBDS Program.

- Participants take part in music therapy, community activities and visits/demonstrations from community members as well as volunteering in many varied settings throughout the week.
- Interest inventories and personal profiles are developed to assist with the accomplishment of their own personal, social, and community goals based on personal interests and preferences.
- Self-Advocacy continues to be a primary focus of the CBDS program with many activities aimed at being able to direct one's own life.
- Individuals and staff work together to develop a schedule of activities that directly relate to their interests, training needs and community access.

The First Early Intervention Program

has provided treatment, support, education, and referral information to families on the South Shore for over 60 years. Services include assessment, referral, physical, occupational, speech and language therapy, educational services and support to families.



- During the Fiscal Year 2016, 947 children were referred to our EI program and 736 received individual family support plans.
- The reasons for referral break down to: 48% developmental concerns with communication; 20% general developmental concerns; 12% developmental concerns motor skills; 9.6% have an established diagnosis and 8.4% premature birth concerns.
- First Early Intervention has provided services on an annual basis to over 750 families on the South Shore.
- We collaborate with other agencies and programs, providing services to families with young children such as the local public and private preschool programs, family and center-based day care and Headstart to name just a few.
- We have successfully integrated families with children with special needs into play groups with their peers and into appropriate services when graduated out of Early Intervention.

Our Residential Support Department provides highly skilled and individually focused supports to individuals with intellectual and/or development disabilities, who live in a variety of residential settings, from shared living to 24-hour staffed community homes or intermittent staff supports to individuals who live in their own apartments. Each individual's needs are identified in the areas of daily living skills, health management, money management and community involvement so that they may live as independently as possible in their community.

- We currently employ 90 Arc Residential employees who support the 55 adults residing in either one of our 9 homes, with their families or independently in the Community.
- A RN Staff oversees all medical needs of individuals, monitors a medical administration program and provides training and support to staff.
- A Behaviorist has been hired and provides individual behavior plan consultation as needed. She is also on the Positive Behavior Support leadership team.
- Our Community Activities Coordinator provides an array of activities each month including the theatre, movies, concerts, yoga, museum visits, sporting events and vacations across the United States.
- A part-time Program Management Assistant was hired to work with the Residential Director and all of the Program Managers for the betterment of the department in a variety of ways: Improving documentation, timely records for the ISP process, records goal developments and outcome and assists with overall training. The Program Management Assistant is also part of the PBS Leadership team.



Personal Care Management: is a highly effective, consumer directed program that enables individuals with a permanent or chronic disability to live independently in their own residence or community with assistance from their PCA. Participants of this program are enabled to make decisions regarding their own care, therefore, empowering them to become more independent.

- The goal of the program is to delay or prevent out of home placements for individuals who cannot live safely on their own.
- PCM has grown to 817 consumers enrolled.
- Relationships throughout the community and with other agencies and facilities are continually developed to generate awareness and create new referrals which will allow us to expand further South in the region, as well as Boston.

2015 - 2016 Financial Report

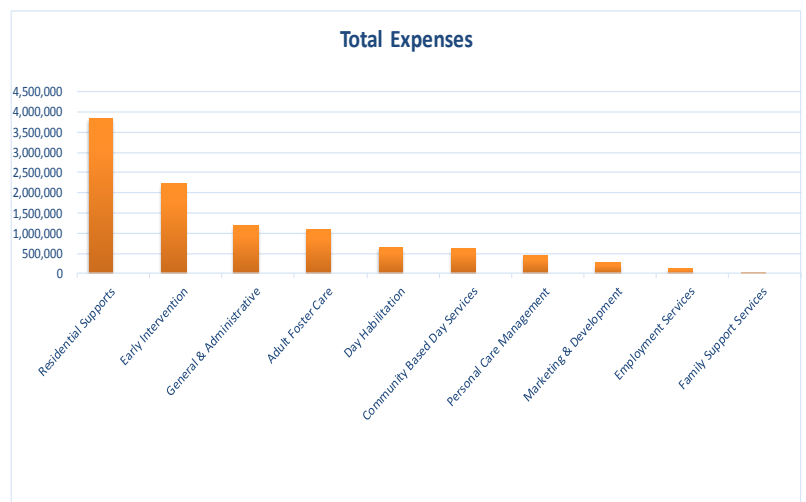
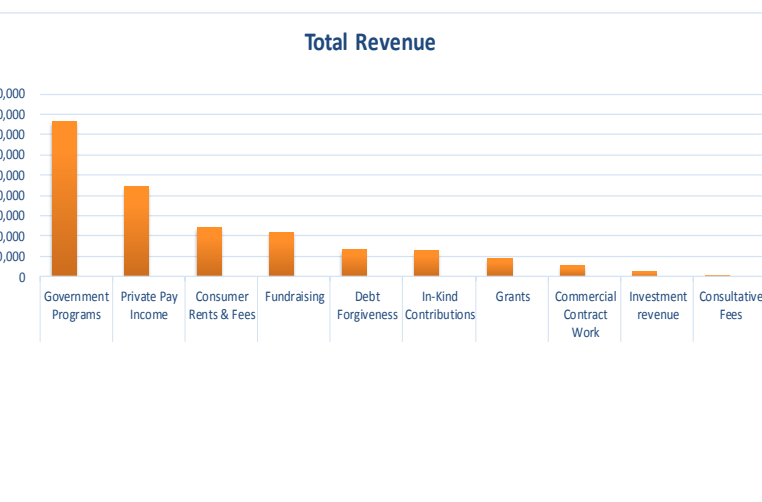
Consolidated for the Fiscal Year ended 6/30/16

Revenue

Government Programs	8,638,823	78.1%
Private Pay Income	1,441,918	13.0%
Consumer Rents & Fees	402,704	3.6%
Fundraising	332,103	3.0%
Debt Forgiveness	85,634	0.8%
In-Kind Contributions	52,944	0.5%
Grants	37,548	0.3%
Commercial Contract Work	25,423	0.2%
Investment revenue	21,992	0.2%
Consultative Fees	19,543	0.2%
Total Revenue:	11,058,631	100.0%

Expenses

Residential Supports	3,843,151	36.6%
Early Intervention	2,225,464	21.2%
General & Administrative	1,196,875	11.4%
Adult Foster Care	1,091,096	10.4%
Day Habilitation	644,273	6.1%
Community Based Day Services	632,405	6.0%
Personal Care Management	455,143	4.3%
Marketing & Development	266,596	2.5%
Employment Services	103,320	1.0%
Family Support Services	28,768	0.3%
Total Expense:	10,487,091	100.0%



Mission Statement

The Arc of the South Shore is committed to empowering families and individuals of all ages with disabilities to reach their fullest potential. We achieve this by providing high quality individualized services and opportunities that foster independence, community inclusion, and advocacy.

Vision Statement

We will continue to be a provider of choice for supports to individuals and families in need of our services by building on our 65 years of leadership, experience, and advocacy.

Core Values: People First, Self Determination, Community Respect, Diversity and Transparency.

Guiding Principles:

1. People First

We empower people by giving them the tools, through education and training, to be as independent as they can be in order to live a full, active and integrated life as valued and contributing members of the community.

The Arc and its employees believe that all people with intellectual and developmental disabilities are entitled to the respect, dignity, and equality accorded to other members of society and are equal before the law.

2. Self determination

The individuals and families we serve, given appropriate resources and supports, can make decisions about their own lives and must be heard on issues that affect their well-being.

The Arc ensures that all employees are competent to address the needs of the individuals they work with.

3. Advocacy

We advocate at the local, state, and federal level for those policies and activities that promote the full participation of those we support in their communities and uphold their civil and human rights.

4. Community

Individuals and families we support have the right to be fully included and actively participate in all aspects of their community.

We collaborate with others to ensure community awareness, education, and partnerships.

5. Quality and Caring Workforce

To provide a well-trained and committed workforce who are invested in The Arc's values and the individuals and families that we support.

We value our employees and their contributions to the agency.

6. Our Commitment to Quality

To achieve the highest ethical standards and hold ourselves accountable to do what we say we will do.

To provide quality supports that are dynamic, innovative, and based on changing needs and strengths and that the commitment to succeed is a shared value. We strive to continuously evaluate and improve our organization and the services we provide.

Achieve with us.