



The Arc.

Sullivan-Orange Counties
New York

2019

**ANNUAL
REPORT**



A Message from our Executive Director Ric Schwartz

Dear Friends, Members, and Families,

When I look back at 2019, it seems like “the good old days” compared to 2020. As I write this, the entire world is going through traumatic times as it faces a global pandemic. We at The Arc Sullivan-Orange were hit hard, not only physically, but also emotionally and financially. Through diligence and committed staff (and huge quantities of PPE), we were able to get past the worst and are slowly reopening our programs.

2019 was a year of changes, growth, and positive advances for The Arc Sullivan-Orange Counties. We became a fully merged agency made up of the former SullivanArc and The Arc of Orange County. Although prior to 2019 we were already “sister” agencies with the same mission and values, we had to work to combine them into one. We spent the year uniting our systems, relocating many staff members, and upgrading our programs to meet the needs of the more than 1,800 people now receiving our services.

But, never ones to sit still, we are now on the verge of another unification with another agency – The Arc of Dutchess, NY. On January 1, 2021, we will be fully merged with a new name and identity. This is one of many merges currently happening in New York State, all under the umbrella of The Arc NY (formerly NYSARC). As the current 48 chapters located throughout the state come together to form fewer chapters, we will be utilizing resources more efficiently which will enable us to provide well-organized programming, giving the people we support the best services possible.

We celebrated our 70th Anniversary in November 2019 with a gala dinner attended by many of our supporters and community members. We were pleased to award long time Board Member, Susan Miller, with our Ruth Bennett Humanitarian Award, in honor of our founder in 1949.

I want to thank all of our staff and Board Members for their continuous dedication to our mission. I also thank our members and donors for your unwavering support.

I wish good health to everyone as I look forward to 2021 and positive changes.

Sincerely,

Ric Schwartz



A Message from our Board President Steven Drobysh

Dear Members, Families, and Friends,

It has been only a year since we last met, but our world has changed dramatically. 2019 was a very good year for The Arc Sullivan-Orange Counties, and the merger of the two Arc family members is complete. The merger was smooth as both agencies shared the same vision and commitment to the people we serve. We now must provide even greater support to our staff who have responded with great determination to provide support and comfort to the people we serve and their families.

In March of this year, our world started to change and is still evolving. COVID 19 changed how we operate and how we provide the necessary services to the population we serve, including the families and friends of this vulnerable population. These are truly difficult times that require unique challenges to the entire Arc staff to provide comfort and a safe environment to the people we serve, and to assure all family members that their children or siblings are being well taken care of. Our team continues to do an outstanding job and should be recognized for their dedication to the people we serve.

Looking forward to the remainder of this year and next year's bright future. The merger with The Arc of Dutchess has been approved and is on target for a January 1, 2021 closing. This is an exciting new chapter for all of us. The Arc of Dutchess has a strong reputation of providing excellent care for the people they serve in Dutchess County and will be adding additional strength to our management team.

Again, I want to recognize our entire team, staff, Board Members and families for their dedication and commitment to the Arc family. I thank each of you for your continued support.

Sincerely,

Steven Drobysh

Day Services



The Arc Sullivan-Orange Counties Day Services served over 650 people in Day Habilitation settings during 2019. Our services encompass site based programs for people with complex medical, behavioral health, physical, and other needs, as well as specialized senior's program, and community based programs which focus on developing social skills and volunteer opportunities which provide people the means to engage with their community in meaningful ways. We also provide Supplemental Day Habilitation for people living with their families who need an active and engaging environment in the early evenings – enabling them to continue to develop skills or work on goals, allowing their families to work during those hours with the knowledge their loved ones are receiving care and support.

We continued to experience challenges with hiring and retaining staff throughout 2019. We started the year with 22 vacancies in our program, but by the end of the year, we were faced with filling 52 vacant positions. This unfortunate trend is in line with those for other human service providers in our region, state, and throughout the country. We continue to advocate for necessary funding to attract and retain staff for our programs.

Our Day Service teams have done an excellent job of providing active community engagement opportunities regardless of people's support needs. This has, at times, been a challenge with our staffing situation, however, our dedicated DSPs and front line supervisors have done a fantastic job of navigating these challenges.

The Day Service Program includes a vibrant community of artists and 2019 saw their work featured in two exhibitions – one at Two Alice's Coffee Shop in Newburgh, and the other at the Left Bank Gallery in Liberty, NY. A selection of works from these artists was used to create our 2020 calendar. Many of these very talented individuals have grown in confidence, talent, and comfort by participating in these exhibitions and have reaped benefits when their work has sold to private collectors.



Educational Learning Experience

The Educational Learning Experience has had a year of new beginnings. We received approval from the New York State Education Department (NYSED) for the newly merged agency to continue to operate our education program under the new entity. Both of our buildings now house both preschool and school age classrooms. With our new school name, The Educational Learning Experience, and the approved application, came a new, higher rate for preschool and school age. This regionally averaged rate allowed us to give all of our education staff the well-deserved wage increase they have not had in many years. We were able to bring our base salaries up to a competitive wage allowing us to widen our pool of qualified candidates.

We added a Curriculum Coordinator and 3 Behavior Interventionist positions to support our students and improve the quality services we provide in the schools. Our School Age Program was audited by NYSED, and with only a few minor items in need of attention, we were able to show that our program does provide the high quality education our students need.

As we look ahead towards 2020, we are looking at a new way of educating our students. Distance learning, teletherapy, and virtual meetings, just to name a few. We are rewriting policies, trainings, student and education staff handbooks so we can meet the needs of all students, families, and staff.



Community Services & Inclusion

In January of 2019, Orange and Sullivan County's community programs were officially merged into one Community Services and Inclusion "C.S.I." Department. C.S.I. has provided individualized, self-determined services with staff interviewed and hired, for the most part, by the people needing their supports. We currently have 400+ "slots" utilized by people in all our programs, translating to approximately 290 families/people supported. There are families on our waiting lists. Unfortunately, our biggest area of need continues to be the recruitment and retention of qualified staff to meet the needs of the people enrolled/referred to our programs. The second area of concern is a program of "Self Direct." We have lost people on this program because their budgets allow them to pay staff at a higher rate, often resulting in losing the staff member as well as the person supported.

C.S.I. offers 15 different programs. Our programs are: Supportive Apartments serving a total of 14 people; Socialization Club serving 10 participants; Recreation Group serving 45 people.

We have two Children's Respite programs that are camp-like in nature. The first served 12 children, and the second served 2 children; Day/Evening Respite served 17 people; Overnight Respite served 19 people; Advocacy for English as second language families served 22 families; Sibshop served 6 children; Community Habilitation served 95 people; In-Home Waiver Respite served 21 people; Day Habilitation was converted to Community Habilitation R and served an additional 11 people; Respite Reimbursement reimbursed 31 families on a monthly basis, and 192 requests being processed for families; and In-Home Respite Program funded by OMH provided services to 11 children with serious emotional disturbances.



Employment Services



2019 was a big year for Employment Services! The Sheltered Workshop officially closed its doors on December 31, 2019 and everyone transitioned into new job placements or into leisure and or retirement programs of their choosing. Our Supported Employment services, including those funded by ACCESS-VR (Adult Career and Continuing Education Services-Vocational Rehabilitation), OPWDD, and OMH (Office of Mental Health) helped over one hundred and twenty people find and or maintain employment at or above minimum wage in the community with coaching supports. The success of this service can be measured by the new and exciting job opportunities that many of the people that we support chose to pursue this year. One person became one of the most commended arcade attendants at the Kartrite Waterpark, another pursued employment as a bus monitor at Rolling V Transportation Services, and The Arc Sullivan-Orange Counties participated in a fingerprinting operation for the United States Census, where four people receiving our services obtained jobs making six dollars per hour over minimum wage.

Our Pathway to Employment and CIPV (Community Integrated Pre-Vocational) services expanded the locations where we provide job training and discovery supports, which provides variety and increased exposure to new experiences to the people we support. Our CIPV program was also recognized in the summer of 2019 as an integral part of the Sullivan County Renaissance Beautification Project, and we were able to assist many people receiving this service with their transitions from job training into paid employment within the community. In 2020, we will continue to develop partnerships with locations in the community where we can assist people to learn skills and find employment. In addition, The Arc of Sullivan-Orange Counties continues to develop leasing partnerships for the space at 162 East Broadway, Monticello and continues to pursue the new ACCESS-VR (Adult Career and Continuing Education Services-Vocational Rehabilitation) contract that focuses on student workers aged 14-21.

Clinical Services

The Arc Sullivan-Orange Counties NY's Article 16 Clinic has continued to provide psychiatry, dental, podiatry, occupational therapy (OT), physical therapy (PT), psychology, psychological testing, nutrition, speech and language pathology, rehab counseling, treatment coordination, and intake services during the past year. Approximately 740 people from multiple agencies in Sullivan and Orange counties received services. A total of approximately 25,181 service visits were provided, representing an increase of just under 1,000 visits from the previous year.

After sending a clinician for training in January, we were able to add the Autism Diagnostic Observation Schedule (ADOS) tool box for eligibility testing. Adding this test has expanded our ability to help people complete eligibility requirements in the area, as we became only the second location in Sullivan County to offer this testing.

The Behavioral Intervention Specialty Department was added to the Clinic in 2019. This allows for improved communication and collaboration between psychiatry, counseling, and the Behavior Intervention Specialists in both counties, which improves the quality of supports provided to those receiving services. This department was the only department within the Clinic that needed to merge policies, procedures, forms, and caseloads. Through hard work and dedication, this process was completed quickly and efficiently.

The Clinic staffing remained mostly unchanged in 2019 with vacated positions being filled throughout the year. We did wish Audrey Julien well on her retirement in June. Audrey was a longtime Certified Occupational Therapy Assistant (COTA), having spent over 25 years in her clinical role.

Residential Services



The Arc Sullivan-Orange Residential Department proudly operates 38 community based IRAs, as well as three Supported Apartments, thereby, providing residential habilitation services to over 250 adults with intellectual and developmental disabilities.

The focus of the previous year has been to avoid working in silos and to pursue a global agenda of working toward both a departmental and agency unification. It has been a particularly busy year that has provided numerous opportunities to push this agenda forward while simultaneously working toward our goal of providing the highest quality services possible.

Open positions provided the opportunity to reorganize the structure of the department to ensure that the Residential Program Directors from both counties now report to one consistent Director. Administrative Team Meetings now include representation from both counties, and all departmental decisions are done in a group setting and are consistently implemented across both counties.

This unification process is evident throughout the agency and both counties now join together for the Human Rights Committee, Incident Review Committee, the Staff Recognition Dinner, the Residential Manager Appreciation Luncheon, and the Winter Blast.

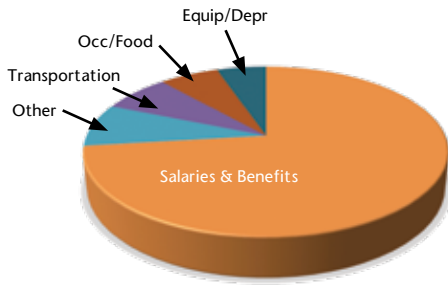
The increased collaboration between the two counties has also led to increased opportunities and choice for the individuals supported. During the course of the year, two individuals chose to relocate to available residences in alternate counties in order to improve their current quality of life. We were also able to reintroduce a young man into a community setting after having been hospitalized for over a year and were able to provide emergency placement for two sisters in an unsafe situation that had attended our Day Hab Program.

We have continued to prioritize the recruiting and hiring of staff and have worked closely with the Human Resources Department in order to improve and streamline the application process. In an attempt to attract more applicants, a shift differential was also instituted to incentivize staff to work shifts that are historically difficult to fill.

The Department continues to prioritize person centered excellence, as evidenced by the implementation of the Home and Community Based Services and Settings requirements, as well as all basic health and safety requirements put forth during our annual surveys.

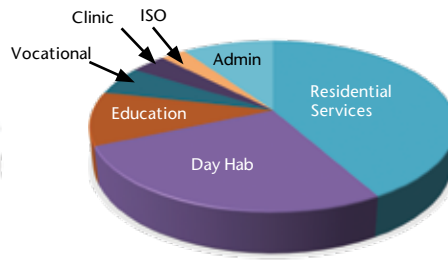


Financial Snapshot 2019



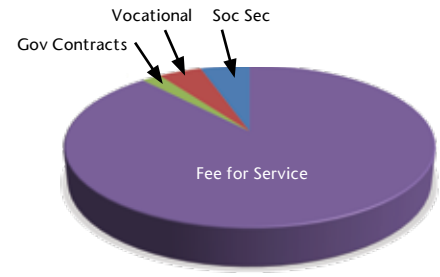
EXPENSES BY CATEGORY

Salaries & Benefits	\$46,335,482
Other	\$5,176,229
Transportation	\$4,608,466
Occupancy/Food	\$3,970,109
Equip & Depreciation	\$3,302,823



EXPENSES BY PROGRAM

Residential	41.86%
Day Hab	26.52%
Education	10.16%
Admin	9.61%
Vocational	5.48%
Clinic	3.72%
ISO	2.65%



REVENUE BY CATEGORY

Fee for Service	88.37%
Social Security	5.14%
Vocational	4.48%
Gov Contracts	2.01%

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Thank you to all of The Arc Sullivan-Orange 2019 Members. Your membership makes a difference.

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