



***The Arc***<sup>®</sup>  
*of the Triangle*

**2015 - 2016**

# **Annual Report**

**Easy as  
1, 2, 3**

# MISSION:

*The Arc of the Triangle, Inc. supports children and adults with intellectual and/or developmental disabilities [I/DD] to achieve their personal goals and dreams in our community through partnership and advocacy.*

## STAFF 2015-16

Robin Baker, Executive Director

Duffy Palmer, Senior Director & General Counsel

Lisa Maier, Quality Assurance Director

Karen Warner, Human Resources Director

Jennifer Pfaltzgraff, Marketing & Communications Director

### Individual Services:

Michelle Merritt, Director of Individual Services

Mike Kirschner, Assistant Director of Individual Services

Maranda Beckwith

Ramona Castillo-Segoviano

Yolanda Enoch

Tara Moore

Lucas Parkin

Kerr Siegemund

Stephanie Smith

### Employment Services:

Susan Swearingen, Director of Employment Services

Barb Germiller

Laura Guidry

Steve Johnson

Kathy Mayer

### Community & Volunteer Programs:

Michelle Foy, Assistant Director of Community Programs

Susan Chandler, Assistant Director of Volunteer Services

### Administrative Team:

Kenneth Kelty

Shauna Leng

Marilyn Monroe

Eileen Patrick

Joyce Marie Smith

Lindsay Smith

# It's as easy as 1,2,3...

## Message from Robin Baker, Executive Director

When you do the math it's simple. Combining the efforts of three separate Arc Chapters with a combined 180 years of experience of assisting children and adults with Intellectual and Developmental Disabilities equals future success. For several years we have known that as a non-profit organization in a managed care environment, several conditions would need to be met to ensure the greatest chances for survival.

First, our organization would need to be large enough to attract business from the Managed Care Organizations. As a multi-county provider we are now in a position to provide both Medicaid and State funded services to people across the entire Triangle area. While this certainly doesn't make us a "big fish", coupled with other attractive features, it does increase our chances of remaining a viable business partner with our funding agencies.

*The fact that we are a unique organization that goes well beyond the typical practice of only providing services that are limited to Medicaid or State funding, is likely to be the variable that continues to attract the attention of our funders and other stakeholders.*

Second, transforming three separate chapters into one provides economies of scale that enable us to pool resources. As a result, we are in a better position to pay the new and increased expenses to do business with the Managed Care Organizations including but not limited to Outcome Based Reporting Systems, Quality Assurance Data Systems, National Accreditation and an expanded authorization process.

Third and most importantly, joining forces has allowed us to take all of the programs and services that were once unique to each chapter and apply them across our entire catchment area. The fact that we are a unique organization that goes well beyond the typical practice of only providing services that are limited to Medicaid or State funding, is likely to be the variable that continues to attract the attention of our funders and other stakeholders. Petals with a Purpose, Project SEE, The Summer Work and Wellness Program, The Supported Retirement Program, The Triangle Self-Advocacy Network, a membership base largely comprised of individuals with disabilities and their families, and other programs and services that

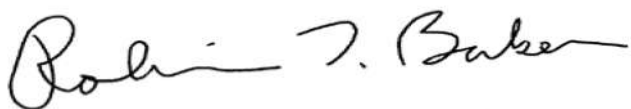
you will read about in this report, brightly define the fabric of our organization. It is because of these services and our commitment to quality and excellence that we will continue to be a respected partner with both of our Managed Care Organizations.

Thank you for your interest and support of The Arc of the Triangle. With your continued involvement, I am confident that we will succeed in positioning ourselves to be able to assist people with intellectual and developmental disabilities for many years to come. Please consider becoming a member, volunteering and or donating to us! We would not be able to do what we do without you!

**1 Agency**

**2 Years (so far)**

**3 Counties**



## ***A Word from Our Senior Director***

Given that The Arc of the Triangle is now 2 years old with decades of experience providing services and supports, it is remarkable to reflect upon how new we are at serving the Greater Triangle area with much success. While we have seen many amazing things, there have been plenty of challenges too. I continue to be impressed at the admirable level of dedication so many people demonstrate to work towards effectively serving and supporting people with intellectually and/or developmental disabilities within our agency.

Our services are primarily funded through our state's Medicaid and state funded systems. Anyone following our state's system knows that there has been a lot of changes and a lot of talk about future changes. We are excited about many of these upcoming changes because it appears that the system will empower individuals to guide and direct their services and supports with much more control, have additional options to meet real-life needs flexibly, and impose more individualized and community based rules in unprecedented ways so that people can live in more natural and integrated settings. This empowerment is primary for those who have an Innovations Waiver slot. But for those who unfortunately do not, there may have been some reductions in services and barriers to access services if you were not already receiving services. This funding discrepancy does not come from us. It is determined by our government's system. We have and will continue to advocate for a high quality services and supports that leaves no one behind. This is a tremendous challenge, but one that we embrace because our pre-existing entities were founded upon this belief and mission decades ago!

### **Our successes within our Employment Services and Individual Services departments can be summarized in one word: JOBS!**

More than any time previously, our Employment Services Department helped more people with disabilities obtain competitive community-based employment. This was no small task. We are fortunate to have persistent Employment Specialists who listen well and help employers hire people with disabilities because of the benefits the employer realizes by doing so. They are dedicated to ensure people are supported long-term. They focus on personal preferences and strengths. These attributes were so recognizable that we are now able to begin accepting and serving referrals from the Durham Voc Rehab office, adding to our existing Chapel Hill and Raleigh Voc Rehab offices' referrals.

Equally, our Individual Services is one of our most sought after service departments. Despite the statewide and national challenges with hiring qualified direct support professionals and static reimbursement rates, many families and professionals request that we partner with them to hire, train, and supervise Support Professionals. These requests have come by many satisfied people recommending us to others. This work is certainly not easy and has not worked perfectly for everyone all of the time. However, our QP IS Supervisors are trusted partners because they understand and respond to the needs of those who receive individualized services and supports. The impact of our Support Professionals is long-lasting. Their jobs are the beacon example to our communities of how to respect, interact with, and support people with disabilities. The greater Triangle area is better by having Arc Support Professionals partner with individuals to live integrated and fulfilling lives.

Duffy Palmer  
Senior Director & Legal Counsel



*I continue to be impressed at the admirable level of dedication so many people demonstrate to work towards effectively serving and supporting people with intellectually and/or developmental disabilities within our agency.*

# Quality Assurance

by Lisa Maier, QA Director

In the summer of 2015, the Quality Assurance position was in full swing. We had three successful audits from our partnering MCOs (Managed Care Organization) who authorize our Medicaid funded services. We had a routine and post payment review as well as a financial audit from Cardinal Innovations and a routine monitoring from Alliance Behavioral Healthcare. We attained the maximum two year stamp of approval from each. Before we could catch our breath, The Council on Quality and Leadership (CQL) called to set up their post-merger visit for September. CQL is our National Accreditation organization and it is a requirement to maintain this accreditation to be in business in North Carolina.

CQL focuses on both how we do business (10 Factors) and on the personal outcomes of the people we support. Laura Fleming, our CQL liaison, came into our offices to discuss our merger activities and to assist us to move forward with CQL providing us a foundational structure.

Management sat down, with Laura, and discussed how we are combining the strengths of each organization and the challenges of merging our offices. Our strengths included; having the same business goals in our Person Centered Excellence Plans, merging our specialties and being able to offer more resources and services to our families and in a larger geographical area. Our new challenges were blending our office families (staff), growth that required a new organizational structure (including a new level of management) and combining cultures and emerging with one set of best practices and procedures. Through the discussions we realized how far we had already come.

Laura also sat down with two focus groups – Staff (QPs and Support Professionals) and participants we support. Each group shared the things they would never want to change about The Arc and shared some challenges/ideas. The feedback from these focus groups has shaped many of our quality improvement projects and workgroups. These include a group that is reviewing our staff training materials and staff access to additional professional development options. We have a group exploring new ways of attracting quality staff, we completed a pay equity analysis which led to new pay scales and other retention activities.

The third activity was the POM (Personal Outcome Measure) Interview. This interview is based on the three areas of a person's life; My Self, My World and My Dreams. Our participant was asked about how she felt she was treated (respect), did she have control over where she lived, where she worked, what staff worked with her. Did she feel she was choosing her own life goals and did she have the relationships in her life she wanted? Each question also rates The Arc and how well we support each of the 21 outcomes. The interview showed outcomes being met for our participant and The Arc was doing a good job giving options and providing supports.

As we grow and move forward as one organization, adhering to the Medicaid rules is important and necessary but the success of people and families we support and is a true gauge of our accomplishments. In the next year, you will see that we will be conducting more POM interviews with our participants and meeting with them to assess their goals for the upcoming year, prepare them for leading their annual planning meeting and focus more on their life dreams. The Arc will be requesting your opinions and ideas through surveys and focus groups to continue our growth in order to better serve our community in the coming years.



The Council on Quality and Leadership  
*Partners in Excellence; Leadership for the Journey.*

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# INDIVIDUAL SERVICES

## **Individual Services: Supporting Individuals to Live the Life THEY CHOOSE**

*by: Michelle Merritt Director of Individual Services*

This past year has been a busy one for The Arc of the Triangle and especially the Individual Services Department. We have seen several changes especially among our Supervisors and Direct Care Staff. We are excited about our current team and the dedication they put into supporting Individuals with ID/DD. One of the most exciting aspects of our role in supporting individuals to live the life they choose.

We support individuals to live in the environment of their choice whether that is at home with their family, in our Meadowmont apartments, in a different apartment of their choice (maybe with a friend or companion) or in a local group home. We provide the type and level of services that each individual wants and needs based on their desires, interests and funding. Some individuals receive supports to help them maintain their home or living environments or to work on skills to live as independently as possible.

Many of our individuals enjoy a day in the community. For some, that means volunteering with others to support many great local causes. For others, this means going to work at a paid job! And for a lot of folks that means a mixture of some volunteering and some work. Many individuals also continue to choose to participate in other Arc activities such as the various classes offered throughout the week and/or the fun Friday and advocacy activities. Our staff promote full community inclusion and want to help our individuals gain friendships and natural supports in the community. We also want to be there to support parents and other care givers so that they can live, work and play too so they are able to be the best care givers possible as well.



Thinking about the Individuals we serve, many of whom have been with The Arc for many years, its amazing to think how many have completed school and now participate in a full day in the community with support of their staff and families. When I run into them participating in cooking class or volunteering for TABLE, or at their job at EV, I see smiling faces. I see a sense of pride for their work and accomplishments. Its clear they are living the life they want to live doing what they want to do! Often I find out about new and exciting things going on in the area from the folks we support and their families because they are out doing these awesome things. It is clear The Arc of the Triangle supports individuals with ID/DD to live the life that they choose!



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# Individual Services and Employment Services Annual Report

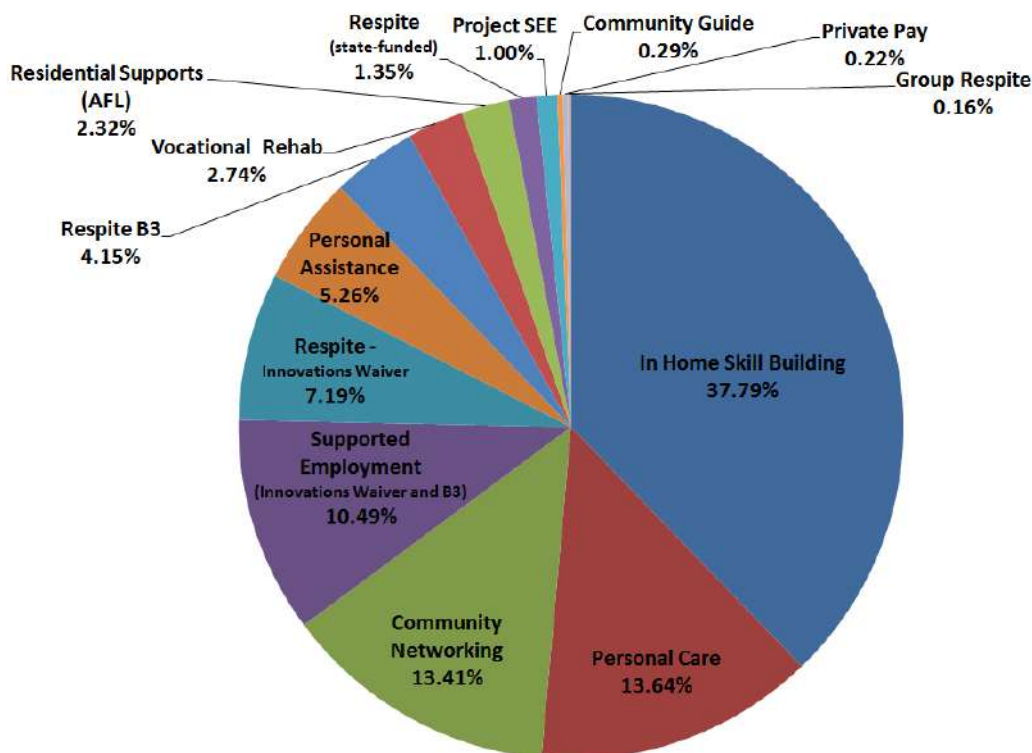
At the end of the FY 15-16, The Arc of the Triangle's Individual and Employment Services Departments were serving:

Department	# of People Served	# of People in Process of Accessing Services
Individual Services	215	32
Employment Services	127	0
<b>Total</b>	<b>342</b>	

From July 1, 2015 to June 30, 2016, The Arc of the Triangle's Individual and Employment Services Departments provided 132,435.00 hours of direct supports and services. This is 21,110.25 more hours than the previous fiscal year.

Service	FY 15-16	Difference from last FY	% change from last FY
In Home Skill Building	50,047.00	+9,756.50	24%
Community Networking	17,766.00	+468.25	3%
Personal Care	18,060.00	+5,070.75	39%
Supported Employment (Innovations Waiver and B3 Medicaid)	13,895.00	+3,315.50	31%
Respite - Innovations Waiver	9522.25	+137.75	1%
Personal Assistance	6,970.50	+1,060.00	18%
Residential Supports	3,068.50	-2,734.50	-47%
Respite - B3 Medicaid	5,493.50	+96.75	2%
Vocational Rehabilitation	3,623.25	+1,738.50	92%
Respite (state-funded)	1,788.5	+307.00	21%
Private Pay	286.00	+16.00	6%
Community Guide	382.50	+345.75	941%
Project SEE	1,321.25	+1,321.25	
Group Respite	210.75	+210.75	
<b>TOTAL</b>	<b>132,435.00</b>	<b>+21,110.25</b>	<b>24%</b>

## Services and Supports Provided FY 15-16



# EMPLOYMENT SERVICES

*Latonya has been successfully employed for over 6 months and her manager is asking The Arc for more candidates because he is so impressed with Latonya. The employment specialist never gave up on Latonya knowing that she had the skills, abilities and drive to be successful. As a result, Latonya persevered and is now working full time in a job that she loves.*

## **Employment Services:**

### **Working Hard to Support our Work Force**

*by Susan Swearingen, Director of Employment Services*

Another year has passed and thanks to the hard work of our participants with support from the Employment Specialists at The Arc of the Triangle there are 37 individuals with I/DD who started new jobs during the 2015/2016 fiscal year. Each of their stories is unique but they all had one goal in common...to be a productive member of their community by obtaining and being successful in a job.

Carl was referred to us by Vocational Rehabilitation in Raleigh. He wanted to get a job working in janitorial services. He is unable to read and only able to write to sign his name. He had been out of work for two years and was finding it difficult to live on his current income. Carl got a job doing exactly what he wanted to do, cleaning office buildings in downtown Raleigh 5 nights a week. The Employment Specialist had to get creative and create a picture schedule to assist Carl in completing his task independently. Through this process, Carl built a special relationship with his employment specialist. He felt safe asking her to help him read and understand his bills and other mail. It was discovered that Carl no longer had insurance and was receiving medical bills that he could not pay. The Arc stepped into action assisting Carl with applying for and obtaining Medicaid. Carl's Employment Specialist continues to check on him at work to make sure all is well and she lets him know when she is coming so he can bring his mail and they can go through it together on his break. Carl has been successfully employed for over 7 months and his employer is very pleased with his work.

The year was not without its challenges. Many of our participants are considered hard to place and come to us because other agencies were unable to help them find employment or keep them employed. It is our philosophy that everyone who wants to work, should work no matter what it takes.

Latonya is from Orange County. During the past two years she has had support from her Arc employment specialist finding 4 different jobs. Her first job was with U-Haul where she was under-employed so the decision was made leave in order to take a job at the Sheraton offering more hours. She was fired from this job after a short time due to a misunderstanding/miscommunication. With support again from her employment specialist she was able to find a job working through home health. When her patient went into the hospital and there were not enough hours to keep her employed Latonya and her employment specialist went job hunting again. She finally found her dream job at Aloft providing full time housekeeping services. She has been successfully employed for over 6 months and her manager is asking The Arc for more candidates because he is so impressed with Latonya. The employment specialist never gave up on Latonya knowing that she had the skills, abilities and drive to be successful. As a result, Latonya persevered and is now working full time in a job that she loves.

The Employment Services Department continues to above and beyond to make sure that the participants we serve have everything they need to be successful in a job and in life. This very successful year has led to The Arc of the Triangle expanding into new areas and we are now actively receiving referrals and serving participants in Durham County.



# INDIVIDUAL SERVICES (cont'd)

## ***The Orange County Apartments in Meadowmont***

*by Lisa Maier, QA Director*

In April 2015 the Orange County Apartments needed someone new to step in to ensure the tenants had a person to call for repairs and the property taken care of. The Arc's Community Guide Stephanie Smith and I stepped in to learn the ropes. For several months Stephanie and I teamed up to complete the monthly inspections and repairs. It was a challenge to learn the Housing and Urban Development [HUD] rules and contracts but a pleasure getting to know our tenants. As Stephanie's Community Guide caseload grew she needed to focus on her participants and my QA responsibilities needed my focus.

In December, we celebrated the holidays with our tenant Tristan jumping in to put up outdoor lights and a tree (decorated in Carolina blue) in the community room. The apartments looked very festive and the tenants had a wonderful holiday party that their families organized.

January brought our first HUD inspection. Heath Younts, Property Manager for The Arc of NC, came out to support me through the process. We scored 99% which means we achieved the maximum three year certification.



In March, to better support our tenants and the property, we hired Tristan to be our handyman. Tristan has been a wonderful help. He has provided support to his neighbors, made repairs and was a person on site that we can rely on. About a month later, we purchased a new basketball hoop. Tristan is very mechanically inclined. I served as his assistant while we put it together. It was a long day but it looks great! Tristan "The Handyman" has continued to be there when we needed his expertise and I look forward to his help this coming year.

The only thing that seemed to have something missing was our outdoor space by the community room. In May, just as the weather was getting nice, we purchased patio furniture. We were able to buy two very nice tables, each with 4 chairs and cushions. The tables were topped off with beautiful red umbrella's that add a splash of color and class to our property. We thank The Ireland Family Foundation for their donation. In the coming year we will be making a few improvements to our community room to make sure it's a comfortable space for everyone to enjoy. We encourage family and friends of our tenants to take advantage of the larger gather space inside and out!

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## ***Durham Voucher Respite Program Growing in Durham***

In 2014 we supported over 30 Durham families. A few families no longer needed our support and several moved in B-3 state funded services or received the Innovations waiver which reduced the number of families that were enrolled in the program. Through building relationships with the Alliance BHC Access staff and word of mouth we are growing again and supporting more families and caregiver get the respite they need with a little financial support.

# SUMMER PROGRAMS

## ***Project SEE [Supported Employment Experience]***

*by Clayton Williamson*

Project SEE is a six-week work placement program that puts students into a workplace alongside the guidance of a Project SEE job coach. Each student gains professional and social skills, such as how to work as part of a team or how to get ready for work in time for their daily shift. A typical Project SEE student works a 20-22 hour work week, Monday through Friday. In addition to earning a paycheck, students can also earn credit hours that go toward graduation.

Warren, a 25-year veteran of job coaching with Project SEE, enjoys watching his students grow and expand their skill sets. "I give them a chance to be independent as much as possible. I give them space to work."

Most vocational rehabilitation work assessments only last three to four hours, an insufficient amount of time to truly gauge a student's potential and strengths. But Project SEE lasts six weeks, providing job coaches with far more insight into a student's abilities and work ethic. "When the novelty of having a new job wears off," says Warren, "we get to see what each student is really made of." The six-week duration also allows job coaches to better understand students and help focus their energies.

Permanent job offers are often made to student-interns once their time with Project SEE is complete, says Susan Swearingen, leader of Project SEE. "Employers such as Whole Foods and SAS are always delighted to work with us. Our students become important parts of their team."

Susan has seen Project SEE become an incredible program for young adults with disabilities, and she hopes Project SEE will take on more student-interns and job coaches in the summers ahead. "This year we had 18 students," she says, "and we'd love to have many more." She's working to ensure Project SEE can take on more student-interns for the near future, but they need more funding to hire job coaches like Warren. Project SEE is funded by Alliance Behavioral Healthcare and private grants.



## ***Summer Work & Wellness Program***

*By Mike Kirschner, Assistant Director of Individual Services*

For the last 13 years I have had the pleasure of being a part of an amazing summer program in Chapel Hill, that has helped shaped some of the way we provide services year round. This program takes place for 9 weeks every summer for students who are between the ages of 15 to 22 years old. There are two main focuses. One is an introduction to vocational training and the other is social. We have partnered with some amazing companies. They have taken us in with open arms as they share the same common goal to give our folks the opportunity to learn skills that can help them get a paid position after graduation from high school. The Habitat



For Humanity Restore thought the participant who was learning new job skills there for a volunteer position was so productive that they asked that he continue to volunteer there after the summer program. At the Egg & I they were so excited about helping those we serve, that they treated Jason as if he were a paid employee and gave him their official work shirt. Tobacco Road Sports Café started the conversation with us before the program began by asking if Joshua could work in the kitchen and if it works out could they hire him. That sort of enthusiasm is what helps drive the success of this program. The vocational side helps teach the community the importance of having an inclusive work force. It shows that those we serve have a lot to offer and customers see how valuable our participants are where it hopefully will become the norm.



But it's not all work. After all, the students deserve a summer break. They participate in a Social Skills Chorus once a week from Voices Together where some of the shy participants blossom. Voices Together has been such a positive influence on our program and has brought joy to those we serve. We go on hikes on local trails, swimming at the Community Center, do science experiments, go to the Chapel Hill library to learn how to sign out books, field day games, make tie dye shirts, talent shows, local fire station visit, dance parties and more. On Fun Fridays we go to places like Jordan Lake and do a cook out, Asheboro Zoo, Scavenger Hunts at Southpoint Mall or UNC campus, the movies at The Lumina, Museums, and Bowling at Mardi Gras.

# Volunteer, Social, and Community Programs in Orange County

by Susan Chandler, Assistant Director for Volunteer Services

The Arc of the Triangle's Orange County social programs are led by volunteers and continue to attract many new members. The Arc's success is greatly attributed to the involvement of community volunteers leading and their involvement in weekly programs and agencies that create fundraising and awareness events. Over the past year The Arc has benefitted from local UNC Sorority ZTA 5K Race donating proceeds raised, Cardinal Fleet Feet races taking place three times a year, AVEDA's tip of the month club and the Knights of Columbus Tootsie Roll fundraiser. Indeed, it takes a village.

Arc HOOPS participants shoot some hoops, learn new skills, the rules of the game, get a good workout and have some fun! The coach's goal is to build a basketball team, organize teams and tournaments, create HOOPS uniforms and watch the basketballs fly!

Cardio Spin Class participants enjoy listening to music; pedaling at their own comfortable speed; warming up and cooling down with stretching exercises. Coaches encourage everyone to do their best in a fun and supportive atmosphere.

Community Connections is a program that matches a volunteer from our community with a partner (a teenager or adult with a developmental disability). The volunteer and partner spend time together each month, enjoying recreational and leisure activities. This is a time to learn new skills, grow as individuals, and to get to know each other as the partner becomes more socially involved in the community. Make a difference; make a friend.

Nutrition and Cooking Class allows adults to use hands-on experiences to further their knowledge of nutrition as well as their skills in the kitchen. Each week a different "Head Chef" picks out a recipe to prepare in the class with everyone cooking together. At the end of class, the chefs get to enjoy the fruits of their labor. Once a month thirty-six Meals on Wheels families enjoy a healthy dessert prepared by the cooking class. Field trips are included.



Petals with a Purpose is an effort to connect flowers to people, all the while making a positive difference on the environment. Using items destined for the landfill and with support from the community including Whole Foods, Petals with a Purpose is in full bloom! Combining fine motor skills, music, volunteers and friends with a social conscience, each week they create bouquets of fresh flowers that are donated to the St. Joseph's food pantry, hospice care patients, senior centers and local events such as Special Olympics Banquet Dinner as Acts of Random Compassion.

Friday Lunch & Learn in Chapel Hill Lunch & Learn presents an opportunity to socialize and learn about a topic of choice such as voting or knowing your rights.

Friday Fun Day Friday Fun Day are for those over 18 years of age, wanting to go out and about in the community to places and activities based on their interests. The last Friday is pizza and bowling, the other weeks have included the Durham Museum of Life and Science, tour of our local Chapel Hill Police Department, enjoying ice cream on the porch of Maple View Dairy, or movies on a rainy day.

HOPE Gardens is a community garden founded by UNC Chapel Hill students where local organizations have the opportunity to cultivate and grow fruits, vegetables, flowers for their own use. Each year Arc's cooking class adopts two garden beds where individuals see firsthand how to use organic food in their daily lives and share it with family and friends.

***"It has made a wonderful difference in my life getting to know my Community Partner. She is extremely affectionate with a wonderful sense of humor. I feel like I have benefitted from her friendship even more so than she has from mine. I would 100% recommend the experience to someone else. She finds joy in activities and relationships. To me she is extremely strong and courageous. I've learned that small things make a big difference and that simple things we do go a long way." -Community Connections Volunteer***



# Community Programs in Durham and Wake Counties

by Michelle Foy, Assistant Director of Community Programs

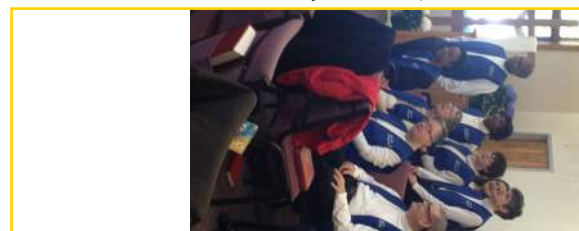
The Supported Retirement Program supports 24 program participants. Program participants had the opportunity to engage in new social/physical activities that increased their connection to their community, build new friendships and decrease social isolation. Some of those activities included participant Gerald Baugh being selected to represent Wake County in the Special Olympics golf tournament in November. He also participated in The Arc's 2nd Annual Michael & Sons Golf Tournament.

I was invited to present at the NCAPSE (North Carolina Association of Persons Supporting Employment First) Conference in March along with program participant Gerald Baugh who co-presented. The presentation was titled: *Retired & Inspired Welcoming Older Adults with "disAbilities" to inclusive programs*. The presentation included the history of the Supported Retirement Program, the referral process/qualifications, where the program is today and the benefits of working with older adults with I/DD and helping them to retire to community activities of their choice.



Program participants continue to utilize public transportation which is made possible through two transportation grants. In April The Arc re-applied for those grants for fiscal year 17 and was approved for both. The Elderly and Disabled Transportation Assistant Program grant (EDTAP) in the amount of \$21,000 and the Capital Area Metropolitan Planning Organization (CAMPO) Section 5310 grant in the amount of \$203,440.00. With a substantial increase in grant funding awarded for the new fiscal year means continued transportation to all program participants at no cost to them along with future expansion to the program.

Both the M'n'M Singers and Grace Notes choirs had a great season and performed at various venues throughout Wake and Orange county ending the season with the annual talent show on June 13, 2016 at Resurrection Lutheran Church in Cary. Dona McNeill (Grace Notes Choir Director) acted as the interim choir director for the M'n'M Singers until we hired Hillary Campbell. Hillary is a recent graduate of East Carolina University where she received degrees in both music education and vocal performance. We are lucky to have her join The Arc of the Triangle family.



Our Community Connections program in Wake County continues to be a popular program for both participants and community members alike. Partners participate in a wide variety of activities on a monthly basis such as playing tennis, going out to eat or to the movies, attending picnics or going to a sporting event. We currently have individuals on a waiting list and are seeking volunteers to get involved in this program.

Family Fun Night, at Marbles Kids Museum is the event that every child looks forward to throughout the year. Hundreds of kids and their families attend this bi-monthly event. FFN continues to be a very fun event as well as a great resource to the community. Since its inception, The Arc of the Triangle has been the lead agency and trains the Marbles staff and volunteers on how to interact/work with individuals with I/DD.

Triangle Self Advocacy Network (TSAN) has been learning about several different topics and moved through four module lessons. Module 1- Fiscal Year Goal Planning Goals & How to Measure Success as a Group; Module 2-Being a Healthy Self Advocate; Module 3- Bullying; Module 4- Understanding the Different Types of Self Advocacy. The bullying module took the most time and was probably the most enjoyed. As a group they watched the documentary "Bully" and looked at the different types of bullying, identifying a bully, how to address bullying and what to do if the bully is someone that you should trust (peer, support staff, volunteer, etc.).



In February 2016, Mark Pennington, the lead staff who has run the Durham Community Programs for years retired. Although we were sad to see him go, we were very happy to welcome his replacement, Trina Pendergraph to The Arc family. Each week in Durham there are fun events going on for individuals 18 and over. Dinner & A Movie Night on the 2nd Friday, Dances on the 3rd Saturday and Pizza and Games Night on the 4th Friday. All of these events are equally popular and average between 40-70 people at any given time.



# VOLUNTEERS

There are vital elements to making a successful non-profit agency. And **volunteers** are one of the more important pieces. We recognize everyone who has volunteered in some way with The Arc of the Triangle.

Americorps  
Sherry Anscher, cooking class  
Edward Aul Sr., Human Rights Committee, Special Events  
Edward Aul Jr., Cooking class  
Kaylee Bannon (pianist) M'n'M Singers  
Daria Botrowski, Petals with a Purpose  
Ashlyn Brandner, Community Connections Partner Program (CCPP), cooking class, Spin Class  
Maddie Broom, Outreach, Special Events  
Lisa Brenman, CCPP  
Kristin Brookshire, HOOPs  
Remington Brown, special events  
Ana Bruno, Petals with a Purpose  
Andrew Bullard, Community Connections Partner Program  
Lauren Burgess, CCPP  
Meredith Cohen, UNC Intern  
Megan Cooke, Spin Class  
Dustin Coutinho, HOPE Gardens  
Sera Cuni, CCPP  
Katherine Dalton, CCPP  
Laura Deem, Special Events  
Lauren Dixon, UNC Intern  
Lenore Donaldson, Outreach Volunteer Center Durham  
Cynthia Drysdale, Cooking class  
Cameron Dubois, Friday Night Live  
Suzahn Ebert, Friday Night Live  
Lyndsay Ellis (Assistant Choir Director) Grace Notes Choir  
Beth Foyle, Office Volunteer  
Katie Gandee, Spin Class  
Mary Lou Gelblum M'n'M Singers  
Rob Gelblum (guitarist) M'n'M Singers Choir  
Matthew Gellatly, HOPE Gardens  
Emily Gray, UNC APPLES Student Intern  
Kimberly Halberg, Petals with a Purpose, UNC Intern  
Maddie Heeter, Special Events  
Alex Heintzelman, CCPP  
Christine Hellinger, CCPP  
Juliana Herrera, CCPP  
Dale Hollar (scheduler) M'n'M Singers  
Mary Elizabeth Jones, Special Events  
Teresa Marie Jones, Special Events  
Amy Kalinowski, Friday Night Live  
Darlene Kipphut, UNC Intern  
Maddie Kirby, Special Events  
Brett Lee, Special Events  
Christina Lee, CCPP  
Tyler Leech, HOOPs  
Abigail Lin, Office Administration  
Jeremy Lin, Office Administration  
Tina Li, HOPE Gardens, cooking Class  
Rebecca Lineberry, Special Events, Petals, Friday Night Live



Sarah Lineberry, Special Events, Petals, CCPP  
Samantha Link, Cooking Class  
Julia Luckas, Petals With a Purpose  
Ilsa Luther, Special Events  
Sophie Smith, CCPP, Petals  
Caitlin Mason, Cooking Class  
Jillian Mattera, Special Events, HOPE Gardens, CCPP  
Amanda Meers, Spin Class  
Kathryn Miller, CCPP, Special Events  
Charlotte Mills, Petals with a Purpose  
Elizabeth Moore, Petals with a Purpose  
Shayne Moore, Petals with a Purpose  
Michael Nam, CCPP  
NC State Arnold Air Society  
NC State Silver Wings  
NC Central Univ. Natl Student Speech Language Hearing Assoc.  
Allie Newby, Special Events, Outreach  
Anthony Nicholson, Human Rights Committee  
Anjali Patel, Petals with a Purpose  
Panna Patel, Petals with a Purpose  
Julia Perkins, Petals with a Purpose  
Gloria Pisarskaya, UNC APPLES Student Intern  
Caleb Pressley, HOPE Gardens, Cooking Class, Petals with a Purpose  
Joshua Ravitch, Special Events  
Natalia Rice, HOPE Gardens  
Becci Ritter, Petals, Special Events  
Emma Rosenthal, Spin Class  
Steve Rubin, Photographer  
Hannah Ryan, Petals with a Purpose, Special Events  
Elizabeth Schroeder, Special Events  
Tony Scott (guitarist) Grace Notes Choir  
Dillon Sharpe, Petals with a Purpose  
Serena Simmons, NCSU Intern  
Vanessa Soleil, Special Events  
Haejin Song, Special Events  
Chris Spencer, HOPE Gardens, Petals with a Purpose  
Alissa Vanderlinden, CCPP  
Laurel Veeder (pianist) Grace Notes Choir  
Jenny Vo, NCSU Intern  
Autumn West, HOOPs  
Caitlin Willen Petals with a Purpose  
Abbey Williams, Spin Class  
Lincoln Wurster, Cooking Class, CCPP  
Xuelan Wu, Petals with a Purpose



# 130+

# Support Professional of the Month **SPOT'Ms**

*Our way of recognizing outstanding support professionals who partner with our Individual Services participants. Our winners for 2015-16:*

## **7 July**

Mitch Eubanks, Service

## **8 August**

Dustin Coutinho, Service  
Gracie Jefferson, Service



## **9 September**

April Robinson, Documentation  
Kalvin Franklin, Service

## **10 October**

Pam Dove, Service  
Bianca Harvey, Documentation

## **11 November**

Jawhannye (J.B.) Bunn, Service  
Allie Cheek, Documentation

## **12 December**

Brittany Collins, Service  
Emily Richardson, Service



## **1 January**

Brenda Sartwell, Service  
Will Hammond, Documentation

## **2 February**

Lois Stanfield, Service  
Jiearonnah Manns, Documentation

## **3 March**

Thomas Graham, Service  
Mitch Eubanks, Service

## **4 April**

Amy Tamburro, Service  
Kathleen Harding, Documentation

## **5 May**

Krista Benbow, Service  
Neil Bailey, Documentation

## **6 June**

Heidi Kerutis, Service  
Sandra Logan, Documentation



# COMMUNITY PARTNERS

*provide in-kind goods, locations for us to meet, introduce us to volunteers, and overall add to the way we provide supports and services in the community.*

Amante Pizza, Falconbridge Chapel Hill  
BJ's Club  
Carrboro Fire Station, Carrboro  
Chapel Hill Fire Station, Meadowmont, Chapel Hill  
Chick-Fil-A  
Cici's Pizza  
Equality NC  
Good Shepherd Lutheran Church, Raleigh  
Extraordinary Ventures, Chapel Hill  
Habitat Re-Store, Durham  
Hargraves Community Center, Chapel Hill  
Harris Teeter  
Hillsborough Sportsplex, Hillsborough  
Hillyer Memorial Church, Raleigh  
HoneySuckle Tea House, Chapel Hill  
HOPE Gardens, Chapel Hill  
Long Beverages  
Marbles Kids Museum  
Mardi Gras Bowling, Chapel Hill  
Meals on Wheels, Chapel Hill & Raleigh  
Michael & Son  
NC Botanical Gardens, Chapel Hill  
Papa John's Pizza  
Patricia Meszler Photography  
Planet Fitness, Chapel Hill  
PNC Bank, Chapel Hill  
PORCH, People Offering Relief for Chapel Hill Carrboro Homes  
Reality Ministries  
Resurrection Lutheran Church, Cary,  
RambleRill Farm, Penny Lane Farm, Maple View Dairy  
Santa Claus!  
Steve Rubin Photography  
Taco Bell  
Triangle Down Syndrome Network  
UNC Fitness Center Meadowmont, Chapel Hill  
Whole Foods



## PROJECT SEE EMPLOYERS:

NC State, University Housing  
SAS Cafés, Buildings F and T  
SAS Art and Scenic Operations  
PPD Development, L.P.  
Marbles Kids Museum  
Jordan Oaks Retirement Community  
The Gardens at Wakefield, Independent Living  
Whole Foods, Wade Avenue

## SUMMER WORK & WELLNESS PROGRAM PARTNERS:

Cafe Carolina  
The Egg & I  
Brixx Pizza  
Chapel Hill Public Library  
Seawell Elementary School  
East Chapel Hill High School  
Smith Middle School  
Rashkis Elementary  
Market Street Coffee  
Weaver St. Market  
The Franklin Hotel  
Carolina Meadows  
Green Beagle Lodge  
Weaver St. Southern Village  
Tobacco Road  
Ace Town & County Hardware  
Great Clips (Meadowmont)  
Freddy's  
Habitat Restore  
Marshalls  
Elements  
Orange County Animal Shelter  
Great Clips (Chapel Hill North/MLK)  
Chapel Hill Parks and Recreation  
Voices Together

# 70+



# A Day on the Links and A Night on the Town

June 6th started out cloudy and ended a perfect early summer day. What made it perfect was the turnout for the Michael & Son Community Classic Golf Tournament held at Devil's Ridge Golf Course in Holly Springs. Over 100 golfers turned out to drive one for The Arc of the Triangle. After breakfast and warm-ups on the putting green, golfers took part in a shot gun start and enjoyed the rolling fairways lined with towering hardwoods – a challenge for any golfer. Contests were held throughout the day, and at the end of 18 holes delicious BBQ was served by City Barbecue to everyone. Golfer Ken Alden had this to say, "The Arc of the Triangle hosted one of the best outings I've played in. Got to play on a beautiful course and the food and prizes were great. All to support a great cause! Our foursome will definitely be back next year."

Some highlights of the day were, our self-advocate Gerald sunk a 40 foot putt! Our winning team took home Scotty Cameron Titleist putters. Two teams tied for second and they each received great prizes from Devil's Ridge.

Now fast forward to the end of the week, and it's time for The Arc's first ever Gala for Good. Held at the Doubletree in Durham, on their lakeside terrace, guests mingled over cocktails and dinner while shopping a silent auction featuring such goodies as a deluxe Starbucks basket, an autographed Carolina Panthers football and beautiful jewelry. Guests jokingly outbid each other on tickets to local theater and sporting events, all knowing every dollar raised would go to The Arc. DJ Kate Steiman entertained the crowd with music that got more than few folks on the dance floor. Photographer Steve Rubin captured some special moments throughout the night and auctioneer Scott Hanson wowed our guests with an ability to sell anything! Guests bid on a mountain resort vacation, Disney Park Hopper passes and much more. The Wine Wall displayed a variety of wines all wrapped in plain brown paper. They sold for \$20 each. Tara Moore took home one bottle valued at \$90!



We even raffled off a custom-built wheelchair accessible picnic table- and the lucky winner was sponsor, Marie Hughes who had this to say, "I haven't missed an Arc gala in 6 years- this was by far the best". Board members and staff mingled with our sponsors and guests during a beautiful evening.

Both events raised \$20,000 for The Arc of the Triangle. And for that we thank our sponsors, auction donors, In-Kind Sponsors, volunteers and everyone who came and made both events the successes that they were.

## Community Classic & Gala for Good Sponsors

### GOLD



### SILVER



### BRONZE



### FRIEND of The Arc

abc11 - WTVD, Abilitations Childrens Therapy, Apple Koceja Accountants, eVision Partners, The McNeilly Family Neo Corporation, Powell Medical, Raleigh Neurology, RE Michel, The Stockley-Geringer Family, Withers & Ravenel

### HOLE SPONSORS

Biotech Orthotics  
CAI  
Capitol Financial Solutions/Sean Godwin  
Golden Corral

Gregory Poole Equipment Company  
Janet McLamb Law Offices  
Laser Image Printing  
Pediatric Therapy Associates

Platinum Air Purifiers  
Swann Group Realty, LLC  
Art & Jackie Warner  
WRAL-FM

### IN-KIND SPONSORS



Steve Rubin  
Photography



# OUR SUPPORTERS

## **OVER \$5,000**

The Blanchard Fund  
Cardinal Track Club  
Triangle Community Foundation  
UNC's Zeta Tau Alpha Sorority

## **2,500-4,999**

Lamb Foundation of NC, Inc.  
(Knights of Columbus)  
The Ireland Family Foundation  
Trane  
Ms. Crystal Dicken

## **1,000-2,499**

United Methodist Men (Raleigh)  
University Presbyterian Church Local  
Outreach Committee  
State Employees Combined Campaign  
Crossroads Fellowship  
Greater NC Area CFC  
eVision Partners, Inc.  
Mr. & Mrs. David Woody  
Fidelity Charitable  
Golden Corral  
Mr. and Mrs. John McNeilly  
Ms. Prillaman  
Mr. Michael Riggs  
Pediatric Possibilities PA  
Senn Dunn a Marsh & McLennan  
Agency LLC Company  
Cintas Corporation  
BB&T Insurance Services  
Wells Fargo Foundation  
WRAZ TV, Inc  
Chris Leith Automotive  
1-800-Water Damage

## **500-999**

Amazon Smile  
IBM Employee Services Center  
Mr. & Mrs. Michael C. Madden  
Ms. Marie Hughes  
Ms. Janet McLamb  
Mr. & Mrs. Harry Land Jr.  
Raleigh Neurology  
Abilitations Children's Therapy  
Ms. Karen Geringer  
Mr. Gerald Stockley  
Powell Medical Equipment, LLC  
Mr. Todd Escaravage  
RE Michel Company LLC  
WTVD ABC11  
Mr. & Mrs. Frederick Haws  
State Electric Supply  
Withers Ravenel Inc.  
Apple Kojeca Accountants

## **250-499**

Estate of Lila S.T. Fagan  
Mr. & Mrs. Joe Bylinski  
The Merck Foundation  
Ms. Dawn Selby  
Ms. Diane Ellis  
Mrs. Arch Blanchard  
Mrs. Dumas  
United Way of Washtenaw County  
Your Cause LLC  
Bio Tech Prosthetics & Orthotics of Raleigh  
Mr. & Mrs. Tom Davis  
CAI  
Mr. and Mrs. Robert Cooney  
Capital Financial Solutions  
Gregory Poole Equipment Company  
Ms. Jackie Linker  
Mr. & Mrs. Gordon Flake  
WRAL-FM  
Ms. Kathleen Phillips  
Mr. & Mrs. Arthur Warner  
Fresh Aire UV  
Mr. Joseph Freddoso  
Pediatric Therapy Associates

## **100-249**

Mr. & Mrs. Fred Spielman  
Catholic Daughters of the Americas  
Mr. and Mrs. Patrick Conway  
Mr. & Mrs. Henry Jones, Jr.  
Mr. and Mrs. Girish Pande  
Mr. John Becton  
Ms. Carolyn Hassett  
Ms. Kerry Hutchins  
Mr. and Mrs. Michael Morrow  
Mrs. Nancy Pfaltzgraff  
Mr. & Mrs. Michael Harper  
Mrs. Mary Kessler  
Ms. Jana Filer  
Mr. & Mrs. Mahendra Patel  
Ms. Jaleh Hagigh  
Mr. Stanley W. Black III  
Mr. & Mrs. Gordon Leden  
Mr. & Mrs. John P. Deason  
Mr and Mrs. Gregory Glatz  
Mr. Blake Aiken  
Mr. Brett Koceja  
Mr. James Edwards

## **1-100**

Hayes Barton United Methodist Church  
Mr. Atle Rinholm  
Ms. Barbara Kaluzny  
Mr. Needham Bryan  
Mr. & Mrs. Martin Moore  
Ms. Tara Moore  
Mr. & Mrs. Philip Kregor  
SunTrust United Way Campaign

Ms. Jacqueline Kelty  
Mr. David Thompson  
Ms. Matthisse  
Mr. & Mrs. Jack Davis  
Mr. & Mrs. Michael J Olson  
Mr. & Mrs. Stuart Teplin  
Mr. & Mrs. Phil Stanberry  
Church of St. Thomas More  
Ms. Linda Flake  
Mr. & Mrs. Charles Thompson  
Ms. Janet Levy  
Ms. Patricia B. Hill  
Ms. Carol Saur  
Mr. & Mrs. Robert B Devlin  
Ms. Marcia Spray  
Ms. Lisa A Blackburn  
Mr. & Mrs. Rick Tortora  
The Beverly Community Impact Fund  
Mr. and Mrs. Craig Jones  
Mr. & Mrs. Barry Steiman  
Mr. Brian McVeigh  
Mr. & Mrs. David Dropkin  
Mr. & Mrs. Frank Dietch  
Mr. & Mrs. Steve Blackmon  
Ms. Dana Kragick  
Mr. & Mrs. Richard I. Duley  
Ms. Sharon Youse  
Mr. & Mrs. Robert McDonald  
Mr. & Mrs. Lewis Stanford  
Dr. Nedda Ibrahim Drabick  
Mr. and Mrs. Steve Strom  
Mr. Robin Cochran  
Mr. Michael Jacobson  
Ms. Kathy Wilkinson  
Ms. Mary T. Evans  
Ms. Mildred M Munoz Oliva

## **Grants:**

Crossroads Fellowship  
Orange County  
Stroud Rose Foundation  
Town of Carrboro  
Town of Chapel Hill  
Triangle Community Foundation

## **Holiday Gift Drive Elves:**

Pleasant Grove United Methodist Church  
The Alden Family  
Janet McLamb  
Dawn Selby  
Karen Geringer  
Katie Holmes  
Marie Hughes  
Donna Kregor  
Carol Moore  
Sean McCullough  
and many more individuals!

**Where The Arc of the Triangle is in the community means we are learning all the time. This results in our supporting individuals with I/DD better. Service provision, advocacy, public relations and a constant effort to strengthen relationships throughout the community all contribute to our participants' success.**

### **Memberships/Committees**

Cardinal Innovations Provider Council  
Cardinal Innovations Stakeholders Committee  
Chamber of Commerce: Chapel Hill and Raleigh  
Developmental Disabilities Institute  
Durham CRC (Community Resource Connections for Aging and Disabilities)  
NAPSE (Natl Assoc. of Persons Supporting Employment First)  
NASW (National Association of Social Workers)  
NCAPSE (NC Assoc. of Persons Supporting Employment First)  
NCAVA (NC Association of Volunteer Administrators)  
NC Center for Nonprofits  
NC Developmental Disability Consortium  
SHRM (Society for Human Resource Mgmt.)  
Wake County CPAC  
Wake County GOLD Coalition (Growing Older and Living with Dignity)  
Wake County SEAC (Special Education Advisory Council)  
Wake CRC (Community Resource Connections for aging and disabilities)  
Wake LICC (Local Inter-Agency Coord. Council)

### **Conferences/Professional Training**

Advancing Strong Leadership For North Carolina DD Professionals  
The Arc of US Conference  
NCAPSE Conference  
National APSE Conference  
NC Council on Community Programs  
Pathways to Integration Conference  
NCBLN (NC Business Leader Network) Conference

### **Community Events**

Alliance Behavioral Healthcare Resource Fair  
Autism Society Summer Options Fair  
Blue Cross/Blue Shield Volunteer Fair  
Career Fair - Cedar Fork Elementary  
Chapel Hill/Carrboro Transition Fair  
Disable the Label Event  
Duke Energy Family Resource Fair  
Inter-Agency Fair at Tammy Lynn Center  
State Employee Health Expo  
Town of Cary - Share & Care Resource Fair  
Town of Wake Forest Resource Fair  
Triangle Down Syndrome Network Buddy Walk  
Voices Together Parent Support Workshops  
Wake County Public School Special Education Open House



**One of The Arc of the Triangle's goals is to support its participants and their families outside of our regular services & community programs:**

Arc Choirs Community Performances & Concert  
Burning Coal Theatre - Talk Back Session @ "Spoonface Steinberg"  
Community Holiday Parties (Raleigh & Chapel Hill)  
Cerebral Palsy Support Group (Raleigh)  
Computer Sale with the United Way's Teaming for Technology  
Family Fun Night at Marbles Kids Museum  
Holiday Gift Drive for Adults and Children with I/DD and Residents of The O'Berry Center  
Party & Pics with Santa - A Holiday Party for children with Special Needs (partnership with TDSN)  
Supports & Seminars (in partnership with Triangle Down Syndrome Network):  
Potty Training  
Special Needs Financial Planning  
Supported Employment

## *A Summary of the 2015-16 Fiscal Year\**

Total Public Support and Revenue:	\$3,324,415
Total Expenses	\$3,507,603

### Source

Individual Donations	25,253
Membership Dues	3850
Corporate Grants & Donations	17,015
Nonprofit Grants & Donations	45,995
Foundation Grants	33,345
Government Grants	235,114
Earned Income	2,962,550
Dividends Income	1,292
	<hr/>
	\$3,324,415

### Expenses

Personnel Expenses	2,955,861
Contracted Service	49,328
Office Expenses	57,256
Occupancy Expenses	88,042
Travel Expenses	118,670
Other Operating Expenses	220,105
Other Expenses	18,342
	<hr/>
	\$3,507,603

*\*Not yet audited*

## 2015-16 BOARD OF DIRECTORS

*Dave Woody, President*

*Karen Geringer, Vice President*

*Lia McNeilly, Secretary*

*Janet McLamb, Treasurer*

*Michael Madden, Past President*

*Laura Alden*

*Todd Benware*

*Emmy Boyette*

*Needham Bryan*

*Prince Bull*

*John Caye*

*Shawn Fisk*

*Joel Williams*

### *Join*

To become a member:

- visit our website to join online
- call the office to have a membership form sent to you

### *Support*

The Arc of the Triangle is funded through state and local funding, revenue generated from its programs and donations from Arc members, corporate and foundation grants, and state and federal employee workplace giving programs. The Arc also sponsors fundraising events to bridge the gap in funding support and to add new services.



### OUR LOCATIONS:

#### **Durham/Orange**

1709 Legion Road | Suite 100  
Chapel Hill, NC 27517  
919-942-5119 | Fax 919-942-2119

#### **Wake**

5121 Hollyridge Drive | Suite 100  
Raleigh, NC 27612  
919-832-2660 | Fax 919-832-5446

[www.arctriangle.org](http://www.arctriangle.org)