



The Arc[®]
of the Triangle



2016-17

Annual Report

MISSION STATEMENT:

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.

VALUE STATEMENT:

The Arc of the Triangle, its staff and board of directors value individuals with intellectual and developmental disabilities [I/DD] and their families by:

- *Empowerment, self-determination and diversity*
- *Reinforcement through social, cultural and linguistic competence*
- *Innovation and social change through advocacy*
- *Integration through quality programs/services and natural supports*
- *Respect and equality through person centered beliefs and a strong community*
- *Support of families through safety, security and respite*

STAFF 2016-17

Jennifer Pfaltzgraff, Interim Executive Director (11/16-current)

Robin Baker, Executive Director

Duffy Palmer, Senior Director & General Counsel

Lisa Maier, Quality Assurance Director

Karen Warner, Human Resources Director

Michelle Merritt, Director of Individual Services

Susan Swearingen, Director of Employment Services

Individual Services:

Mike Kirschner, Assistant Director of Individual Services

Maranda Beckwith Marie Dionne

Ramona Castillo-Segoviano Lukas Parkin

Kerr Siegemund

Stephanie Smith Nicole Dennis

Employment Services:

Barb Germiller Laura Guidry

Tamela Haywood Naiomi Hicks

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

Stephanie Harris Lindsay Smith



Message from Jennifer Pfaltzgraff, Interim Executive Director

Dear Friends and Supporters,

On June 30, 2017 at the end of our fiscal year, The Arc of the Triangle prepared to celebrate its 3rd birthday. Merging the Orange, Durham and Wake County chapters in 2014 was like a rebirth for the local Arc's. We can see that the experience and expertise, the culture and community and so much more are what makes The Arc of the Triangle great.

The merger meant we could support more people across the Triangle with more services, programs and community events. Our new size has helped us to leverage new community relationships with our faith communities, school systems, fellow service providers, local businesses and more.

The Arc of the Triangle is seen as a leader in the local I/DD world. It is also seen as a leader and advocate across the state and nationally with our state chapter The Arc of North Carolina and The Arc of the US at the helm.

So compared to some service providers- we are small but mighty. And the reason is simple. We are so much more than a service provider. We always have been. That rich history means a dedication to support all people with intellectual and developmental disabilities [I/DD], not just people with Medicaid or other state funding.

A great example: in the spring we were invited to participate in a resource fair at Alliance Behavioral Healthcare's (the Managed Care Organization, MCO, that we contract to provide services with) main campus in Durham. I prepared for the usual community event- brochures, Arc pens, candy, business cards. The day before I got a call from the MCO telling me I could not talk to attendees about our Medicaid services. That came a shock.

So of course, always prepared to share our mission and tell people about who we are and what we do- I went. And I realized when I got there we were the only contracted service provider who was invited. And the reason was simple- the MCO knew we still had plenty in our arsenal to share with the community- the Triangle Self-Advocacy Network, our summer internship program Project SEE, Community Connections Partner Program, Information and Resources, Party & Pics with Santa- and the list goes on. We were the only service provider there. Because The Arc is different. It was originally born from advocacy and support and we continue that great tradition today.

This year truly brought challenges and changes. The most palpable was a very tight financial situation. In order to expand Medicaid services and support more people, we hired more office and field staff. We moved into larger offices in Chapel Hill and Raleigh. We spent down financial reserves in order to grow as a provider, without sacrificing our community programs & events and free information & resources. But that spending created a need to cut expenses as much as possible while making sure our income grows through expanded service delivery.

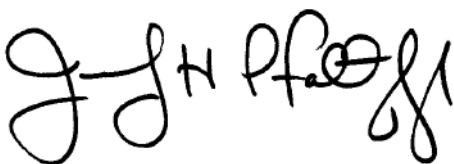
At the onset of our merger, our department heads were not empowered nor educated on finances for the agency as a whole or even their own services. That has also changed. The management team made up the Executive Director, Quality Assurance Director, Individual Services Director, and Supported Employment Director all meet regularly to ensure communication is strong and good decisions are being made for The Arc. Our directors are kept abreast of our finances and what their role is in making sure we are fiscally responsible.

This year turnover within our office staff played a big part in how this year started, and then ended. Currently, our staff tenure ranges from 3 months to 17 years. We are so fortunate to have people that not only have huge hearts, but good business sense to take The Arc into this next phase, now that we have survived the growing pains.

Our management team spent the last 6 months of the year getting organized, setting reasonable short term goals that have had great outcomes while we move towards a bright future. We embraced change, as difficult as that was at times. The structure has been put into place to make 2017-2018 a great year for The Arc of the Triangle. We are glad to have you be a part of it.

"THE SECRET OF
CHANGE IS TO FOCUS
ALL OF YOUR ENERGY,
NOT ON FIGHTING THE
OLD, BUT ON BUILDING
THE NEW."

- SOCRATES



Quality – The Driving Force

by Lisa Maier, Quality Assurance Director

The Arc had a very busy and successful year!

Beginning last fall, The Arc staff refocused on several projects that further built on our foundation for providing quality supports and services. This meant that we worked on improving our policies and procedures, human resource/ recruitment systems, safety, protecting participant rights and becoming more aware of the cultural diversity of our participants, families, staff and communities.

One of our biggest quality improvement projects this past year was to update our policies, procedures and position statements to ensure we stay up to date with current practice. In collaboration with the management team, the Interim Executive Director and QA Director, reviewed each policy, revised, replaced or added to make sure we are meeting all our state, Federal, LME/MCO and accreditation requirements and updated our position statements that align with AAIDD. While it was a huge undertaking, it was a wonderful exercise to see how far we have come and to guide where we need to go.

We updated our HR software to ADP for several reasons. This allowed The Arc to streamline the paperwork side of the hiring process as well as simplifying payroll all while working toward going paperless. Although we may have had a few bumps during the rollout, the system has allowed better tracking and reporting which enabled us to focus more resources to staffing and recruitment activities. In the near future, ADP will allow staff to upload required documents themselves, further streamline HR, and make communication between staff and The Arc easier.

The Arc's Safety Committee was in full swing this year. We started with getting our offices in line with the American's with Disabilities Act (ADA) standards. We moved furniture, tested doors and adjusted them to meet minimum force for easier access, began safety drills and now we provide first aid kits to all new employees. We are also very proud of the Disaster Preparedness booklet that we distribute to each of our new families. This past year we also began working with a new workers compensation organization, Key Risk. The Safety Committee had already initiated several proactive measures that were on their checklist as we started this new business relationship.

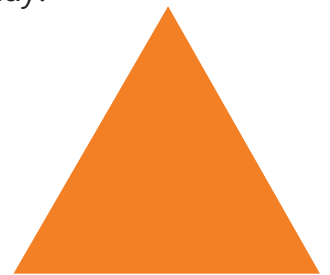
As I start thinking about rights and cultural diversity, I was reminded of our external reviews. The Arc had hosted two LME/MCO reviews, one by Cardinal Innovations and another from Alliance Behavioral Healthcare as well as four day monitoring from Council of Quality and Leadership (CQL) our national accreditation body. Although two of these spilled into FY 17-18 I wanted to report our positive results

“QUALITY IS NOT AN ACT, IT IS A HABIT.”

-ARISTOTLE

while it's still fresh in my mind. Our LME/MCO reviews were based on a newly revised tool (issues by DHHS) so we were not sure how differently items would be scored along with a brand new set of standards for cultural competency. We are happy to say that the work we did with ADP, participant record keeping and training paid off with no systemic issues or infractions to follow-up on. Our CQL review was the most intensive. CQL staff commended us for our hard work and commitment to our community programs, volunteers and services. The CQL Team left us with a maximum three-year Quality Assurance accreditation and we look forward to their standard follow-up visit next fall.

The Arc of the Triangle has achieved so much in this past year and we need to keep the momentum going. There is change in the air, whether that is Medicaid or our service delivery system and we are changing too - we will be ready!



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

SUPPORTED EMPLOYMENT



Supported Employment - Embracing Change

by Susan Swearingen, Supported Employment Director

This past year has brought loss and gain in the form of staff and participants alike. We said goodbye to both of the Chapel Hill Employment Specialists and hired two new staff as we restructured the program geographically. One new Employment Specialist was trained and placed in the Chapel Hill office and focuses on Orange County and some surrounding areas. The other Employment Specialist works out of the Raleigh office and covers some Wake County cases as well as all of the Durham cases. The Arc also received its largest caseload of referrals from Vocational Rehabilitation (55 new referrals) which speaks to our successful placement program. It was all hands on deck to make sure that every new participant felt valued and cared for by the Supported Employment Team.

Our participants and families worked hard with our Employment Specialists and as a result, 27 individuals with I/DD found jobs in the community. One of those individuals was Angel. Angel was born in Korea and lived there until she was 8. English is her second and she serves as the interpreter for her mother who speaks little English. When Angel gets nervous she will forget to speak English and then will shut down when she realizes that people don't understand her. When we began working with her she was very shy and unsure of herself. Her Employment Specialist (ES) spent extra time with her, building a relationship of trust and acceptance, before they ever attempted job development. The ES learned that Angel's father lived and worked overseas and has missed many milestones in her life. It was very important to Angel to get a job so she could make her father proud.

Angel's first interview did not go well; so much so that the ES stopped the interview because the interviewer was unaware of her growing anxiety and stress. It took another month of relationship building to get Angel ready to interview again. This time the ES had time to talk with the interviewer prior to the interview to explain Angel's shyness and anxiety. The interviewer made arrangements to have one of her employees who speaks Korean attend the interview. As a result, the interview was amazing, Angel was completely relaxed, and she was offered the job. Angel has been happily and successfully employed for a year now at Springmoor Retirement Community. She is not the same shy and timid

person who started there a year ago. She is comfortable with her coworkers and no longer has to be asked to speak louder. She received the highest score and raise possible at her 6 month review and we look forward to seeing her excel in her job for as long as she wants to work there. As a side note, Angel was one of 10 employees hired last February and she is the only one still working there.

Mike came to the Arc of the Triangle seeking Supported Employment Services in October of 2015 at the age of 19 after graduating from high school. Mike has a very specific and challenging disability and his mom was hopeful that he could work 3 to 4 hours a day, 2 to 3 times a week. It was discovered quickly as the job search began that his low stamina was going to be a consideration for employment sites. Mike and his mom had high expectations as to what they thought he would be capable of doing so the search began based on Mike's and mom's direction and many applications were submitted. In the meantime the ES began to gain the trust of both Mike and his mom and they soon began to realize that something a little simpler for a first time job would be in Mike's best interest. This also meant that the ES had a lot of work to do to find an employer who would be willing to create a job that would match his abilities and interests as well as allow him to only work a minimal amount of time to ensure success.

ES went to Wendy's and spoke to Alex, the manager about the possibility of Mike working there as a dining room attendant. Alex was open to the idea and offered to interview Mike. At the interview, Alex explained the job duties to include: wiping tables, washing trays, greeting and helping customers, taking care of the trash and filling up the condiments. Mike let Alex know he could do this job but that he was concerned about not being able to handle the trash tasks. Alex was more than willing to take this off of his list and offered him the job. Mike now works 3 days a week for 1 hour each day during lunch time.

Mike had a job coach with him for 2 months but is now able to work independently. Alex has further carved the job for Mike so that his only responsibilities are to wipe tables and clean trays. Mike has exceeded expectations in being able to work independently wiping down the table without needing to be directed. The ES continues to check in on him monthly to make sure he is on track and doing a great job. Mike greets the ES with a big smile every time he sees her.

INDIVIDUAL SERVICES:

Community Guide/ Community Navigator

Community Guide or Community Navigator is a service The Arc of the Triangle began to provide a few years ago and it has expanded this year. The service is called Community Navigator for Individuals who have the Innovations Waiver. It is called Community Guide for individuals who have Medicaid and are eligible to utilize B3 funding to access this Community Guide service. Whether it is called Community Guide or Community Navigator, it's a service to connect participants (and when appropriate their families too) to resources, assist with finding volunteer activities, provide training in self direction, and provide advocacy and support. This is a service we feel many participants with with the Cardinal OPC area have benefitted from and we have been able this year to expand the service added an additional staff to provide it to more individuals. We hope in the future to be able to expand further and provide it to other counties in the triangle area as well.

Individuals with ID/DD have a long history of being hidden away and one path for that has often been institutions. This year, through of Community Guide/ Navigator Program, we had the pleasure of assisting an individual who has lived in an Institution for several years to move out into a place of his own. His Community Navigator played a large role in this process. She assisted with several steps along the way including supporting him through meeting throughout the process, helping him find a place to rent within his budget and connecting him to resources in and to other providers so he would have the necessary support in place during this dramatic life change. The move took a lot of planning especially considering the institution had been his home for more than a decade but we are happy to report he is doing well and is extremely happy to be living in his own place. Our Community Navigator department continues to support him and provide quality service and supports to him and his family.



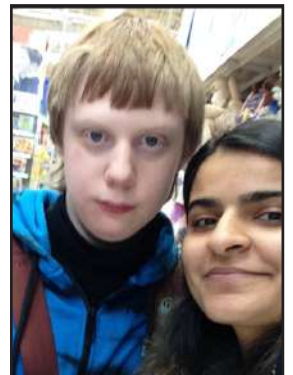
Respite

Respite is a service that is simply defined as a break for the main care giver. The Arc of the Triangle offer respite to families of the Triangle Area through a variety of funding sources including the Innovations Waiver, B3 Medicaid (folks who have an ID/DD diagnosis and have Medicaid but do not have the Innovations Waiver) and in Orange, Person, and Chatham counties we also provide IPRS Respite (IPRS is a state funding source that we have been contracted to provide in those counties) and in each situation the individual must live with a main care giver to be eligible for the service.

Respite can be a vital source of rejuvenation for a parent. Some parents use it for a break or a date night & others use it as time to get errands done while they know their child is being well cared for. We even have a few parents who use it to spend time with their other child(ren), although it is important to note this service is to provide care for the individual with ID/DD living in the home and not others needing care. The Arc of the Triangle is pleased to offer this important service especially because many individuals are only eligible for this service. The agency continues to work on finding staff across the triangle to provide this important service to participants and their care givers.

Individual Services

The Arc of the Triangle's Individual Services Program Supports participants to live the life they want and to be the most important partner in the services they receive. The Individual Services Department utilizes the funding available to each participant (either the Innovations Waiver, IPRS State Funds, B3 Medicaid funds or Private Payment) to support Individuals at home or in the community. When I first started with The Arc, 10 years ago, we had a lot of children that were receiving services. Due to long wait lists for the waiver and



Blending Support and Partnership

less and less funding for other services, we still serve some children but we also support many adults. Many of those children from when I started are still with us today but they are either teens or young adults now. Over the years, we have seen these remarkable individuals grow up and experience life full force.

One exciting change that occurred this year was the start of a new waiver service called Supported Living that was launched in November 2016. This service allows us to support adults who have the Innovations Waiver, to live on their own in their own apartment or home. It is designed to provide as much or as little support as they need on a daily basis. The Arc of the Triangle is excited that we were chosen by Cardinal as 1 of only 6 providers in their 20 county area to provide Supported Living.

So for the adults we support now or new Individuals we will meet who are interested in the service, this is an exciting option. One example of the children of 10 years ago being our adults of today and our Individual Services Department Supporting them is the story of a lovely young lady who this year finished High School, got a job at a local restaurant and moved into an apartment with a roommate. This ambitious young woman has worked hard on skills at home and school to prepare for this time and The Arc of the Triangle has been there every step of the way.

Prior to finishing school, she received services after school and on weekends to work on important life skills at home, all helping lead her to be ready for her big move. She was able to use vocational skills she learned through years of The Arc of the Triangle's Summer Work and Wellness Program and through her schools vocational program to be selected for her job. I recently went to have lunch while she was working and she was the hostess who seated us and she also helped bus our table when we were done. I have never seen her so energetic and vibrant and proud of herself as I saw her that day at work. Our Individual Services Department

**Recognize
disabilities.
Emphasize
abilities.**

staff, especially her dedicated Support Professionals that work with her on a daily basis have been vital to helping her get where she is today. The Support Professionals assist her with getting ready in the am, transportation to work,(including learning to us the local bus system when possible) and provide support and encouragement during her shift at work. Eventually, she may need less supports but for now she feels comfortable with her level of support from her staff and feels they help her "be a good worker".

Immediately after her graduation she chose to move into an apartment with a roommate utilizing the new Supported Living Service. After living only with family her entire life up to this point, this was quite a change but she felt ready. Staff spend time under the Support Living service definition/ model assisting her with many tasks for household chores to budgeting to healthy eating and meal prep. They use the Community Networking service to support her in integrated activities in her local community including programs at Reality Ministries as well as classes at her local gym. It has been a learning experience and an adjustment period but it is that way for anyone living on their own for their first time and things overall are going very well.

She and her family are thankful for the supports provided by The Arc of the Triangle's Individual Services Department and especially our Support Professionals who work daily with this terrific young woman. Their commitment and dedication have played a large role in her success from the time she was a child through today.



Project SEE Allows Students to Shine

by Clayton Williamson, Volunteer

Dressed in a Whole Foods apron, Louis walks across the sunny parking lot and collects shopping carts from various stalls. As soon as they're returned to the store entrance, Louis is back on the move, looking for more stray carts or baskets wherever they may be. He is focused and persistent.

Thanks to Project SEE, students like Louis are given the opportunity to grow into confident employees over the course of a summer. Project SEE is a six-week work placement program that puts students into a workplace alongside the guidance of a Project SEE work 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.

At the beginning of this summer, job coach Warren noticed that Louis would grow distracted or bored with the structure of his day if he wasn't kept busy. But as soon as Warren started motivating Louis to stay on the move and keep his eye open for loose shopping carts around the store, Louis developed into a diligent, reliable member of the Whole Foods team.

Jenna, another Project SEE student-intern at Whole Foods, began the summer as a hard-working but quiet employee. But as she continued to grow comfortable in her role in the workplace, Jenna started greeting customers and engaging with her co-workers with a smile on her face. "Cashiers say they talk with her every break," says Warren.

Permanent job offers are often made to student-interns once their time with Project SEE is complete, says Susan Swearingen, The Arc's Director of Supported Employment. "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 100% funded by the Arc and its supporters.

Susan and Warren beam with pride as they discuss various achievements made by Project SEE students. "Seeing a student's face light up once things start to click," says Warren, "that's just the best."



What Cooking and Nutrition Class Means to Anthony

by Lisa DeMarco, Anthony's Sister

My name is Lisa and I am Anthony's sister. I began looking after my brother before our father passed away due to Alzheimer's. As Anthony began to express his boredom at his day program due to the same old routine, his want to volunteer and develop additional lifelong skills that would help him in his everyday life became his focus. I began to research what the best resources would be to help him meet these goals and this is when we were introduced to Stephanie Smith, The Arc of the Triangle's Community Navigator and that meeting was the start of Anthony's path towards obtaining his goals. Anthony began attending Cooking & Nutrition Class.

Throughout the year Anthony would call his mom or I every Tuesday to tell us what he learned, cooked and ate in class. As he learned more and more cooking skills, he began to take a lot of interest in the recipes. Anthony would bring home copies of the recipes and save them for our weekends together to try them out or take them to show his Mom. Anthony looks forward to the cooking class every week and learning to cook new foods. He enjoyed the tour of Maple View Farm (and ice cream), Chef Ashlee, Preparing for Meals on Wheels, going to the Caring House and of course all parties! He talked a lot about Chef Ashlee and learning about nutritious foods and cooking healthy which was important to him. Anthony is a social butterfly and this cooking class has helped t build comradery with his cooking mates, learning everyone has an important part to contribute when cooking and enjoying time with friends.

Anthony has had a lot of challenges in the last couple of years with his father passing away, his mother and sister moving to Florida, a surgery, and two moves in the last year to new group homes. With that being said, what does help him among all the changes that are going on is the stability in knowing the things that are not changing: I'm always here and available, his schedule to volunteer is always the same and cooking class is every Tuesday rain or shine!

Kudos to all who are involved in the cooking class in helping my brother Anthony to achieve his goals of developing lifelong skills for his everyday life!!



COMMUNITY PROGRAMS & EVENTS



and



present a holiday experience for kids with special needs and their families

PARTY & PICS with Santa



MARCH IS
disability awaRENESS MONTH

CELEBRATE BY

RECOGNIZING
disabilities

while we
EMPHASIZE
abilities



#DDAware

Support and SEMINARS

What is a Letter of Intent?

(Think Operations Manual...)

And why does my child with special needs need one?

Workshop to get started writing yours.



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.

Grace Notes Volunteers:

Dona McNeill- assistant choir director
Tony Scott- guitar player
Eric Fisher- pianist

M'n'M Singers Volunteers:

Kaylee Bannon- pianist
Rob Gelblum- guitar player
Mary Lou Gelblum- miscellaneous helper
Doug Gill- van driver

Nutrition & Cooking Class Volunteers:

Sherry Anscher- lead chef
Ashlee Taylor- sub chef
Eddie Aui
Cynthia Drysdale
Maya Gay

Petals with a Purpose Volunteers:

Panna Patel- lead volunteer
Courtney Owens- Co-lead volunteer
Eric Ray
Shan Yu
Becci Ritter
Aurelle Ngugen
Laura Brown
Mary Kate Murray

Arc HOOPs Volunteer:

Kristen Langford Brookshire (Coach K)

Partnering Volunteer Groups:

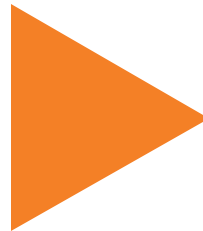
NCSU Arnold Air Society
Americorps
NCCU Occupational Therapy Students
Cary High School NHS Students

Event Volunteers:

Steve Rubin, Photographer
Clayton Williamson
Patricia Metzler, Photographer
Santa Ed Crewes
Santa Bob Hargraves

Interns:

Adam Dorr, NCSU
Allie Gans, NCSU



COMMUNITY PARTNERS

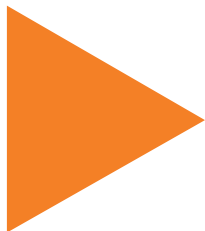
Alpha Phi Omega (volunteers)
Amante Pizza, Falconbridge Chapel Hill
Americorps
Carrboro Fire Station, Carrboro
Chapel Hill Fire Station, Meadowmont, Chapel Hill
Chick-Fil-A
Cici's Pizza
Good Shepherd Lutheran Church, Raleigh
Extraordinary Ventures, Chapel Hill
Habitat Re-Store, Durham
Hargraves Community 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
NC Botanical Gardens, Chapel Hill
NC Central Univeristy (volunteers)
NC State's Arnold Air Society (volunteers)
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



**"ALONE WE CAN DO SO LITTLE; TOGETHER WE CAN DO SO MUCH."
-HELEN KELLER**

2016 Arc Awards

DISTINGUISHED SERVICE AWARD

Alan Rosen and Together On Center Stage

LIFETIME ACHIEVEMENT AWARDS

Dixie and Steve Blackmon
Colleen and Joe Kilsheimer
Ann & Rud Turnbull

PROFESSIONALS OF THE YEAR

Casey Pacheco Susan Lombardo

TEACHERS OF THE YEAR

Kristin Burnette Michelle Hill

ADVOCATES OF THE YEAR

Sam Dickinson Bonnie Gordon

EMPLOYER OF THE YEAR

HANDmeUPs Thrift Store

STUDENTS OF THE YEAR

Matthew McClellan Ishan Munshi

VOLUNTEERS OF THE YEAR

Panna Patel Sherry Anscher

SIBLING OF THE YEAR

Mary Helen Garrett

DIRECT CARE PROFESSIONAL OF THE YEAR

Tara Moore

COMMUNITY PARTNER

Rashkis Elementary School/
Dr. Janice Croasmum

SILVER ANNIVERSARY

Warren McDowell, Project SEE Job Coach



Casey Pacheco



The Patel Family



Ishan Munshi



Matthew McClellan



Alan Rosen & TOCS



Jeff Fleming - Hand Me Up Thrifts



Mary Helen Garrett



DONORS

\$2,500 +

Aveda Institute of Chapel Hill
Lamb Foundation of NC, Inc

\$1,000-\$2,499

DeMasi, TW
Carlson Family Foundation, Inc.
Raleigh Neurology
Millbrook United Methodist Men
Balamucki, Richard
Golden Corral

\$500-\$999

Prillaman, Barbara
Elenbaas, Derek
Flake, Gordon
UNC Tennis Team Game Set Benefit
The Arc of North Carolina
WTVD ABC11
Yoder, Barbara

\$250-\$499

Kendra Scott Jewelry
Bylinski, Joe
Jones Jr., Henry W.
Dumas, Richard
Munshi, Vandna
The Blanchard Fund
Resurrection Lutheran Church
Failla, Albert
Munshi, Sanjeev
Cooney, Robert

\$100-\$249

Ryan, Christine
Dillard, Reece
Veney, James E.
Garner Freewill Baptist Church
O`Loughlin, Michael
Madden, Michael C.
Kilsheimer, Joe
Stockley, Gerald
Case, Charles D.
Cotterill, Lynn
Kelty, Jacqueline
Law Office of Michelle Rogers
Humphres, PLLC
Rodewald, Frederick
Aul, Edward
Stanberry, Phil
Manik, Christopher P
Tane, Michael
McNeilly, Lia

Thompson III, Charles
Antico, Joseph
Konrad, Thomas
Moorefield, Brandon
Roszell, Sheila
Morrow, Michael
Slifkin, Naomi
Failla, Barbara
Stanford, R.L.
Davis, Tom
Stockley-Jones, Melissa
Cimorelli, D. J.
Jones, Mary
Geringer, Karen
Thomas, Edward
Cochran, Laurie
Duncan, Jim
Ravitch, Josh
Weeks, Arthur
Hagigh, Jaleh
Edwards, James A.
Rinholm, Brent

\$50-\$99

LaPerre, Arthur
Hollar, Dale
Brixx Wood Fired Pizza Cameron Village
Kregor, Donna
Teplin, Stuart
Davis, Jack
Miller, Amy
Morrisey, Joseph
Gonzales, Rene
Morris, John
Pfaltzgraff, Nancy
Davis, Martha
Morales Burke, Barbara
Catholic Daughters of the Americas
Prior, Leila
Zelman, William
Hughes, Marie
Carolina Hearing Group, Inc.
Morris, Carol A.
Adams, Robert G.
Flake, L. Dickson
Swanson, Michael
May, Jeanne
McLamb, Janet
Eby, Robert
McDonald, Marcia
Ahlport, Kathryn
Blackman, Bill

Edwards, Melanie
Woody, David
Bernstein, Stuart
Mirrett, Penny
SBS, Inc.
Selby, Dawn

\$15-\$49

Ellington, Meredith
Neville, Garland
Brady, Evelyn
Carver, Sue
Markwordt, Judith
Harber, Lucy
Hilliard, Barbara
Neville, Jean Healy
Trost, Patricia
Rick Jr., James T
Goldstein, Susan
Schwartz, Robert J.
Nutter, Judith

Grants:

City of Raleigh
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

A Summary of the 2016-17 Fiscal Year

Total Public Support and Revenue:	\$3,316,621
Total Expenses	\$3,521,731

INCOME

Contributions	54,634
Special Events	951
Government grants	229,476
Other Grants	15,167
Contracted Services	2,904,526
Program Service fees	83,403
Investment income	7,767
Realized & unrealized gains	20,682
Miscellaneous income	15
	<hr/>
	\$3,316,621

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



2016-17 BOARD OF DIRECTORS

Dave Woody, President

Karen Geringer, Vice President

Laura Alden, Secretary

Janet McLamb, Treasurer

Michael Madden, Past President

Todd Benware

Emmy Boyette

Needham Bryan

Derek Elenbaas

Shawn Fisk

Natalie Murr

Josh Ravitch

Christine Ryan

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