

# Celebrating 50 Years



*Courtney*

*Annual  
Report*  
2015

# A message from the President & CEO



It has been a wonderful and extraordinary year at The Arc Jacksonville, which made our 50<sup>th</sup> anniversary celebration even more special. We are proud that The Arc Jacksonville was one of the first Arc's in Florida and now has a history of five decades of providing innovative and quality community-based services and exciting opportunities to those we serve.

While a number of the highlights of the past year are detailed in the pages of this report, there is no way for us to capture and relate all of the noteworthy accomplishments and progress made on myriad initiatives by all at The Arc Jacksonville. We constantly strive to give our program participants opportunities to engage and participate in the broader community and to acquire skills which lead to greater independence. As was evident in the activities and achievements of 2015, the adventurous spirit of our organization and its commitment to making a difference continue to distinguish The Arc Jacksonville as a trail blazer; the community is paying attention.

During the past year, I have had the pleasure of watching The Arc Jacksonville truly raise the bar for ourselves and for the individuals served. While the external environment for nonprofit organizations remains a very challenging one, I have seen our community come together and show resilience, determination and shared sense of purpose. Members of The Arc Jacksonville team, including program participants, families, staff, board members, volunteers, partners, donors and funders, all remain steadfast to the Arc's mission and vision.

Fifty years ago a small group of family members banded together to form The Arc Jacksonville and to begin community-based services. From those early years our organization has evolved, and yes we have come a long way. Even though things are certainly not perfect and much remains to do, individuals with intellectual and developmental disabilities are participating in most aspects of community life to include: employment, housing, college, recreation and a host of other activities. There is MUCH to celebrate!

As we move forward into 2016 and beyond, I am proud of what The Arc Jacksonville accomplished in 2015 and excited about the future. Our organization is strong and vibrant, and together we will continue to challenge, explore and take risks just like those families did 50 years ago.

A handwritten signature in black ink, appearing to read 'Jim Whittaker', with a large, elegant flourish extending from the end of the signature.

Jim Whittaker  
President & CEO



# A message from the Board Chair



Dear Family and Friends of The Arc Jacksonville,

2015! What a phenomenal year of achievements that culminated with the celebration of our 50th anniversary. This is my last Chairman's letter, and I will endeavor to make this shorter than previous ones.

What the Arc Jacksonville accomplished in 2015 and over the last fifty years would fill an old fashioned encyclopedia. I will honor the spirit of brevity so you may read our annual report listing all the great accomplishments of The Arc Jacksonville. My letter will speak to the five constituencies that make The Arc Jacksonville one of the country's finest organizations.

**Staff** - At the helm, our CEO effectively and efficiently leads and cultivates a talented, committed and vastly diverse workforce that tirelessly provides superior service while simultaneously innovating and evolving to meet the demanding needs of the industry and program participants.

**Benefactors** - The Arc Jacksonville has a wonderful story to tell about its benefactors, but to me it can be said in two words: compassionate action. From the smallest donor to the largest, they all share the true meaning of those two words.

**Program Participants** - Those we serve continue to amaze and humble. Each and every time I walk through any of our facilities or speak with one of our program participants, the joy and fulfillment they show is unmistakable.

**Volunteers** - Each year a committed group of tireless supporters and advocates give thousands of hours to help make The Arc Jacksonville's mission a reality. They are a priceless tapestry of contributors that we count on as part of our extended team.

**Board Members** - This diverse team of tireless servant leaders continues to achieve the impossible year after year.

I would be remiss if I didn't mention our 50th anniversary. I wasn't there when that small group of visionary advocates came together and adamantly decided, "If not us, then who?" In the same year that The Arc Jacksonville began a legacy of service, the Beatles made their first appearance on the Ed Sullivan Show, Martin Luther King marched on Selma and Mickey Mantle hit the first indoor homerun - all game-changers to American culture. We celebrate the tenacity and forethought of our founders. They created a great path and a challenge for us to continue the works of service for our friends and family with intellectual and developmental disabilities that still require committed visionary advocates.

This has been one of the most rewarding positions I have ever held. The work of The Arc Jacksonville is inspiring to me. I am deeply grateful to the team for bringing us here, and to you, our friends and family, for your continued support. I hope you share our excitement about our current path and the shared opportunity we have to continue this work of worthwhile service that is essential to so many.

May we be a part of even greater works in the next fifty years!

A handwritten signature in black ink, appearing to read "E. Shawn Ashley".

E. Shawn Ashley  
Chair, Board of Directors

# Celebrating

# Possibilities

In 2015, limits of ability, capacity and realization expanded for The Arc Jacksonville constituents with intellectual and developmental disabilities (I/DD). Abilities blossomed among the 31 students experiencing On Campus Transition (OCT) at the University of North Florida (UNF) during

the academic year and the 23 participating in Life Experience during the summer. Meanwhile, more than 300 persons with I/DD have watched The Arc Jacksonville Village become reality as they pursued the possibility of becoming a resident when The Village opens in 2016.

**“The Arc taught me how to grow and mature; they helped me overcome my fears and gave me confidence in myself,”** Courtney, 28-year-old graduate of OCT and Xperience.

OCT was Florida’s first inclusive postsecondary transition program for young adults with intellectual disabilities, and the program has served as a state model since 2006. It is also the first and only postsecondary transition program within the state to have a comprehensive model for residential transition. OCT staff and UNF student mentors support students living in college dormitories and off-campus apartments. OCT students grow their ability for self-sufficiency and self-determination with continually diminishing levels of support, as evidenced by the achievements of graduates. Among OCT graduates, 86% are successfully employed at, or soon following, graduation, and 28% of graduates have lived, or are living, independently with minimal supports.

**“The Village will be good for those who want to be on their own and are ready to leave the nest,”** Cameron, 24-year-old prospective resident of The Arc Jacksonville Village.

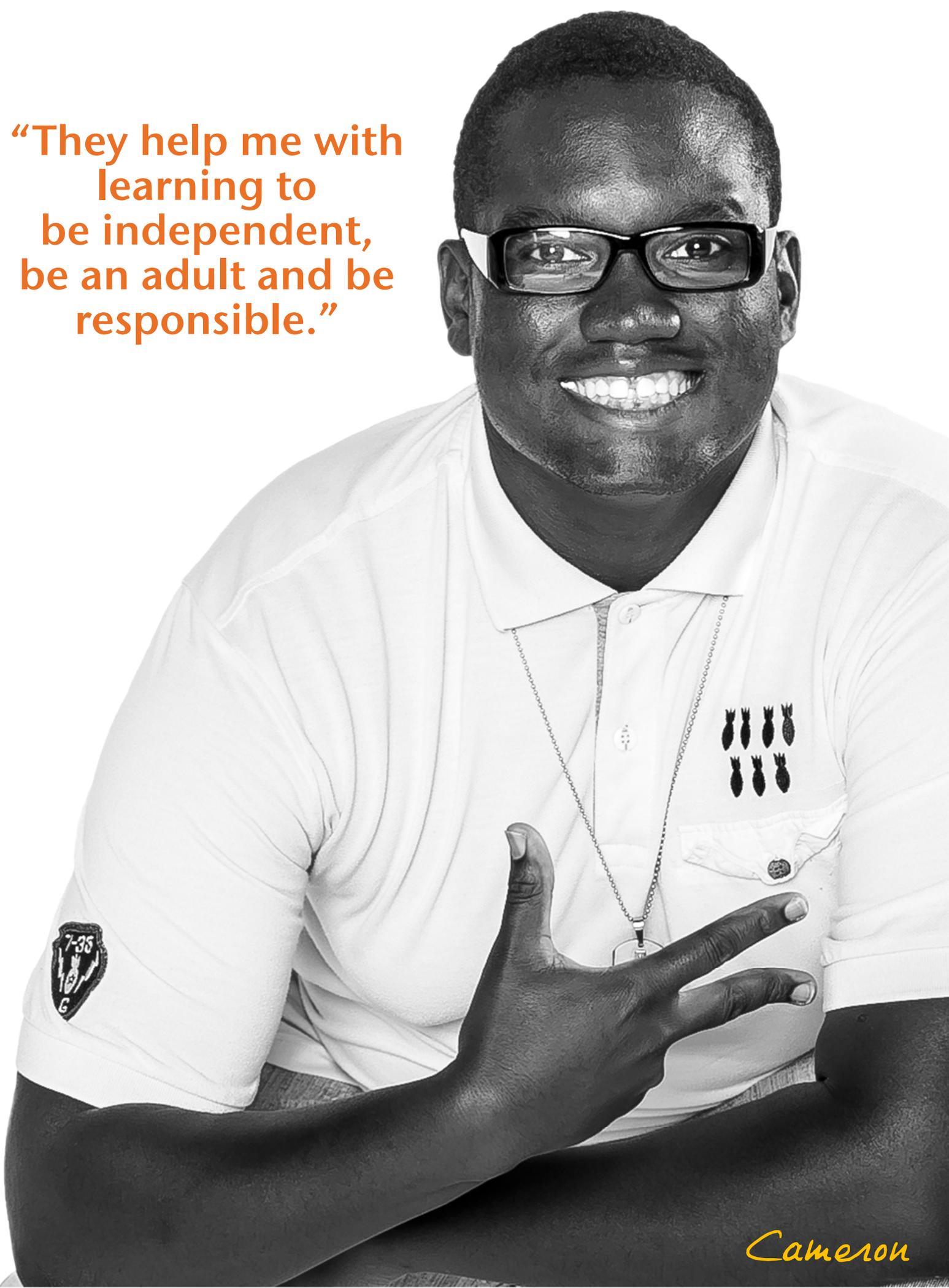


The Arc Jacksonville Village will be ready in spring 2016 to welcome 120 adults with I/DD to a lifestyle of independence, social activities and community engagement. The neighborhood of 97 one- and two- bedroom fully accessible, affordable apartments, along with a community center and recreational amenities, is located within eight miles of Atlantic Ocean beaches and 14 miles from Jacksonville’s urban core. The Village is surrounded by suburban leisure facilities, schools, libraries and a bustling commercial corridor with a wide

variety of job opportunities. Access to transportation, often challenging for those with I/DD, is facilitated by a nearby public bus route. Residents will enjoy the freedom, and ability, to determine their daily activities, coming and going as they please to employment, civic endeavors, volunteer opportunities and beach or town recreation.

**“I like to go to concerts, movies, bowling... I will be able to ride the bus,”** Priya, 23-year-old OCT student and prospective resident of The Arc Jacksonville Village.

“They help me with learning to be independent, be an adult and be responsible.”



Cameron

“The Arc is  
awesome  
cool, that is  
what I know.”



*Caitlin*

# Celebrating

# Independence

For adults with intellectual and developmental disabilities (I/DD) achieving independence is an incremental process that is aided by help from a variety of sources. The Arc Jacksonville's Employment Department is one of the sources

that provides support to those seeking economic independence through community employment.

In 2015, with support from the City of Jacksonville Public Service Grant program, The Arc Jacksonville expanded its marketing and outreach to the business community to place persons with disabilities in permanent jobs. Endorsement of these efforts by the JAX Chamber, presentations to businesses and community organizations, and print and broadcast media coverage brought attention and interest. The Arc Jacksonville's employment services staff intuitively and carefully guided job seekers so that by year-end, 17 individuals with disabilities found new employment at businesses large and small...and they feel great!

**"Having a job is fun, 'cause I love it!"** Caitlin, 24-year-old employee of Holmes Stamp & Sign.

**"A job shows independence, and teaches the right things in life,"** Wade, 27-year-old employee of Brumos Motor Cars.

Approximately one in five Duval County residents with cognitive disabilities are employed, according to the 2010 U.S. Census. Employees with I/DD are loyal, committed workers, likely to remain in their job for three years or more. Several Arc participants celebrated amazing lengths of service during 2015. Jason completed 14 years with EverBank and received a promotion; Shannon celebrated 13 years at the Mandarin Veterinary Clinic with accolades from her employer, and John went into his 26<sup>th</sup> year at the Navy Exchange.

**"I have an outstanding employee who has really made a difference in our work flow and in our practice,"** Jennie Gagnon, Hospital Administrator Mandarin Veterinary Clinic

The Arc Jacksonville applauds the companies, large and small, throughout the metropolitan Jacksonville area that are providing individuals with disabilities opportunities for economic independence.

Baptist Health	Forever 21	Sonny's BBQ
Berg's Bistro - St. Vincent's	Holmes Stamp & Sign	Target
Bob Evans	Kilwins Jacksonville	The Fish Company
Brumos Motor Cars	Mandarin Vet Clinic	Tidbits
Burger King	MLXL Productions Inc.	UNF Parking Services
Carrabba's Italian Grill	Navy Exchange/NAS Jacksonville	Walmart
Chartwells	Professional Maintenance of Florida	Wendy's
Chili's Grill & Bar	Prudential Insurance Company	Winn-Dixie
Dunkin' Donuts	Publix Super Markets	W&O Supply Inc.
Duval County Courthouse	Regal Cinemas	Woweever Thrift & More
European Street Cafe	Rogers Towers	
EverBank	Salon D'Orsay	

# Celebrating Creativity

Creativity appears often at The Arc Jacksonville. It can be seen when a hidden skill surfaces while folks are learning to make healthy dog treats for the animal shelter. In the summer, a patriotic burst into song often livens the July 4th picnic, and a newfound dexterity usually comes when AmeriCorps volunteers lead exercise classes. Such everyday "creative discovery" happens

under the encouragement of Arc staff and as the "spirit moves" program participants.

**"The Arc helps all kinds of people with disabilities accomplish different things,"** Biz, 28-year-old Publix employee and prospective Arc Jacksonville Village resident.

During 2015, a strategic emphasis on increasing the number of skill-based volunteers at Arc brought a variety of new opportunities for creative expression. Participants were introduced to Zumba, sign language, Spanish, yoga and music from Salsa to Motown. Four costumed productions became opportunities to discover how being in the spotlight evokes creativity. A Halloween presentation to the tune of Michael Jackson's "Thriller" brought moves to the surface and a room full of smiles. One extremely shy and quiet lady often danced boldly to "center stage" when her spirit brightened with the music. The Fourth of July presentation included characters in period dress who had specific lines to deliver. A gentleman known for his curmudgeon personality and sometime "salty" remarks stepped forward to take a significant role in this patriotic production and, without missing a line, delivered his speech with great enthusiasm and dignity.

**"My son certainly has a richer, fuller, better life than if Arc did not exist."** Joyce Eyrick, Campbell's Mom.

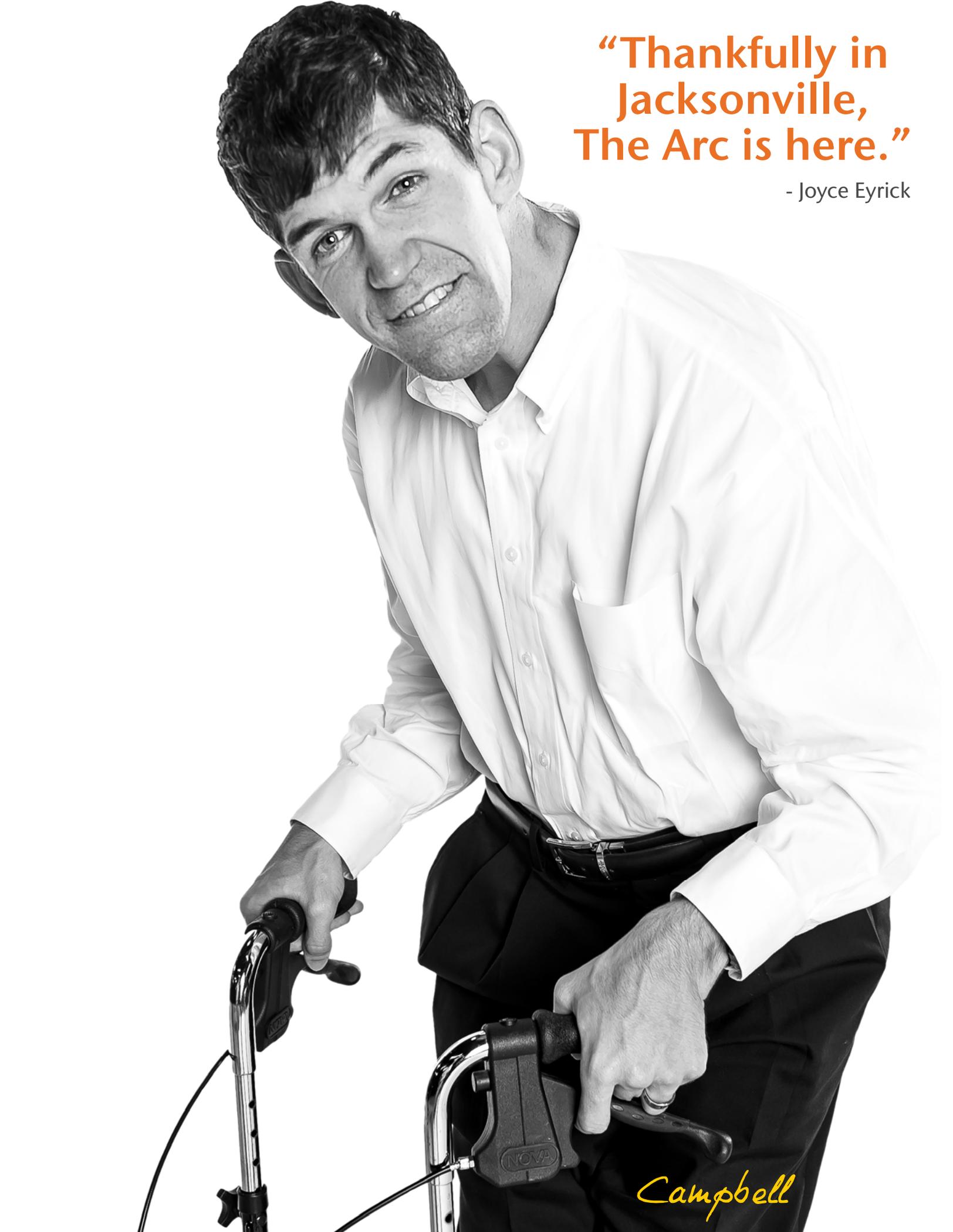
Two programs -- Transform Abilities and Artistic Realization Technology (A.R.T.) - showcase the tangible results of channeling the underlying and unique abilities of persons with intellectual and developmental disabilities (I/DD).

Transform Abilities is a grassroots business concept where people with I/DD and/or mental health needs earn money while learning new skills. The program provides participants the opportunity to embrace their creativity and display their talents by transforming discarded materials, such as wooden pallets normally used for shipping, into handcrafted furniture and accessories. In the process, participants learn skills specific to the building trade and gain experiences in team work.

A.R.T. is a successful art method for participants who have limited physical abilities in addition to I/DD. With the help of a tracker who puts their creative expression to canvas, participants create paintings that are available for exhibits and for purchase. Arc artists receive half the proceeds upon sale of A.R.T., and the balance goes to purchase supplies and equipment to continue the program.

**Creativity + Partnership = Possibilities + Independence**

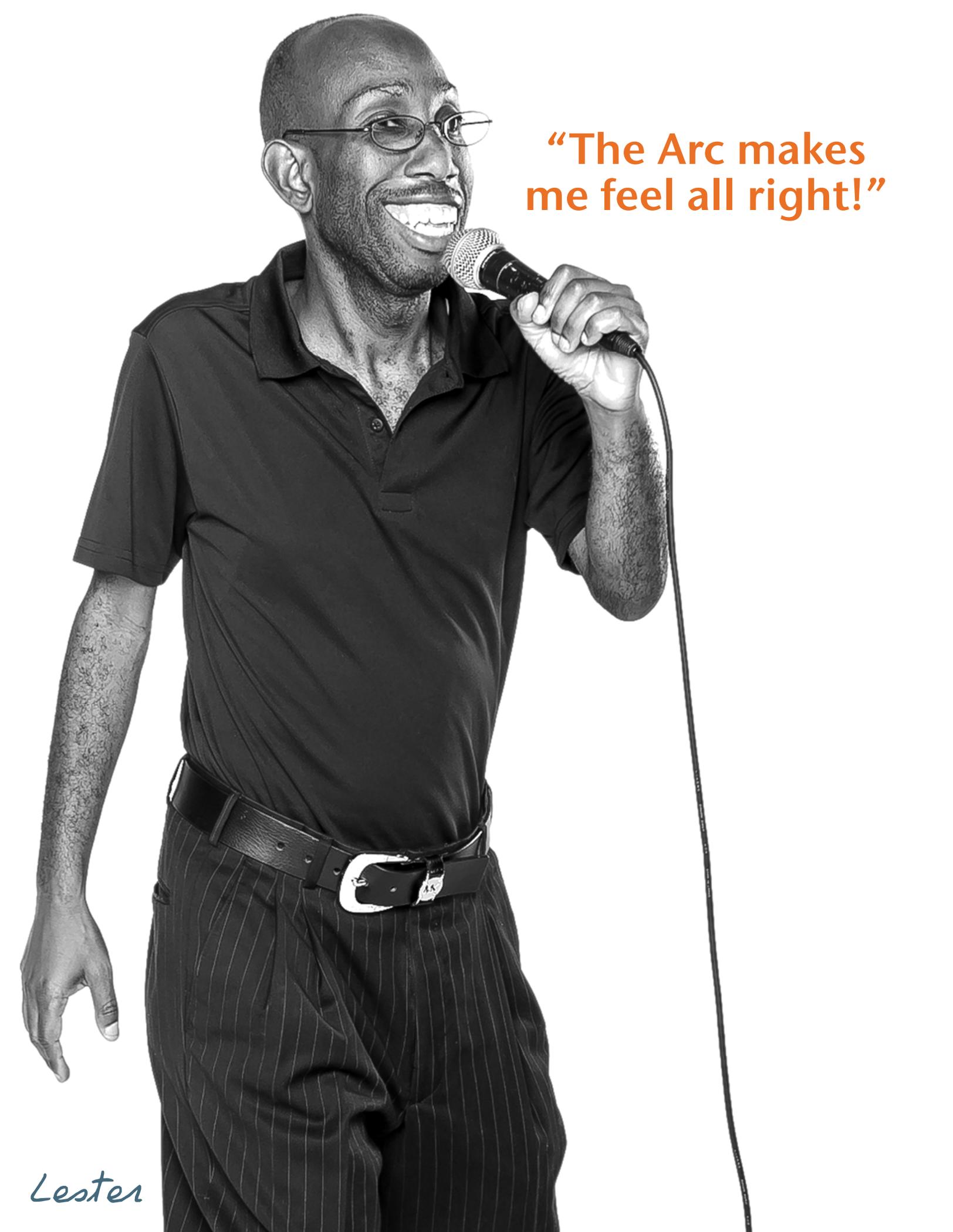
Transform Abilities and A.R.T. were featured again at the spring and fall 2015 Home and Patio Shows. While exhibiting at the 2014 spring show, Arc staff and participants met owners of Pratt Guys, a Jacksonville building firm specializing in handcrafted outdoor designs. The Pratt Guys were so impressed by the creativity of The Arc's "craftsmen" in making furniture and decor that they donated proceeds from the grand opening of their new Philips Highway location to Arc in April 2015. The donation was used to buy tools for the Transform Abilities program.



**“Thankfully in  
Jacksonville,  
The Arc is here.”**

- Joyce Eyrick

*Campbell*



**“The Arc makes  
me feel all right!”**

*Lester*

# Celebrating

# Milestones

Throughout 2015, The Arc Jacksonville recognized the 50th anniversary of serving as a nonprofit corporation with a mission to help those with intellectual and developmental

disabilities. At a May staff in-service, Arc employees came together for a celebration of agency growth and development over the decades and recognition of staff service. Highlights noted were: the first group home opening in 1970 and, by 1977, the opening of three adult development centers and one child development center, plus the building of the current administrative headquarters with Community Development Block Grant funding. The 1980s and 90s brought three more group homes which continue in service and the first program addressing the unique needs of seniors with I/DD. The longest tenured Arc employee, Gary McMichael, was recognized for his 30 years of service, received a standing ovation from his colleagues, a watch and a hearty "Thank you" from staff and board members.

The 50th Anniversary Celebration Dinner with Bill in November focused on the many innovations that followed the arrival of Jim Whittaker as executive director in 2000. The enhancements were Arc's responses to the needs of constituents who were living among the community rather than in institutions of earlier decades. Advocacy, Artistic Realization Technologies (A.R.T.), On Campus Transition (OCT) at UNF and the accompanying college residential program, Club Arc, Summer LIFE, Xperience, Transform Abilities and The Arc Jacksonville Village were cutting edge initiatives inaugurated by The Arc Jacksonville during the most recent 15 years.

In the midst of new programs, technology and theory Arc has served the needs of each unique individual with a range of programming broad enough to attract and retain a wide spectrum of individuals who sought assistance.

**"The Arc is a blessing,"** Lester, a 57 year-old program participant who began attending The Arc Jacksonville as a pre-schooler in the 1980s.

Today, Arc serves 28 individuals who have been helped by the organization for 20 years or more. Among them is Jeff, who was the first resident to live at Arc's Bert Road group home.

In 1959, Jeff was the first of Jewel Green's twin boys born during a complicated delivery. He took the brunt of difficulties and developmental delays ensued. At age nine, it became necessary for Jeff to live in Sunland, a state institution in Gainesville. The family visited often and were active members of the Sunland Parent Group, but their goal was to have Jeff closer to home. As the movement to close state institutions grew, Jeff's mother, then an Arc Jacksonville board member, set her sights on bringing Jeff to one of Arc's new group homes. Jeff essentially opened the doors of Bert Road in 1983 at age 24, and today at age 56, Jeff is the home's most senior resident.

**"Having Jeff close has been a blessing. I can visit often and bring him home with me more,"** Jewel Green.

# Celebrating

# Partnerships

Being on the same team creates a special bond of shared goals, values, commitment and experiences that collectively produces results. The Arc brand invitation to “Achieve with us” was answered in 2015 by an Arc Jacksonville team composed of businesses, organizations and

individuals that produced outcomes far beyond the capacity of 130 staff. Such partnerships enabled The Arc Jacksonville to serve more than 400 program participants and provide information and referrals to more than 7,900 persons with an annual budget less than \$9 million.

Some partnerships assist in multiple ways. Brumos Automotive, for example, was a sponsor and an exhibitor at the Running of the Bulls 5K and a generous sponsor of the 50th Anniversary Dinner with Bill. Brumos also joined the “Employment First” initiative with gusto and employed two persons served by Arc Jacksonville.

**“We love Wade’s enthusiasm and infectious smile. We are lucky to have him as part of our team.”** Gena Jankowski, VP, Human Resources, Brumos Automotive

Baptist Health is another partner whose strong commitment to community well-being brings them to Arc’s side in a variety of ways. In 2015, Baptist provided on-the-job training for individuals readying themselves for community employment and hired a long-time Arc constituent in their food service department. Baptist also provided financial support to several Arc program areas that increase access to healthcare and Baptist is a perennial special event sponsor.

The 50th Anniversary Celebration of 2015 was achieved with partnership “to the max”! Commitments from many were essential to creating a fitting commemoration of the 50th milestone. Individuals like honorary gala chair Terry West, board members Anne Lufrano, Bernadette Moran, R. Ward Lariscy and event volunteers Kit Thomas, Martha Sawyer, Patty Loftis, Rachel Gorrell and Mary Malone of European Street Café, to name a few, gave priceless hours to planning and executing a glorious celebration. Sponsorships from corporations like Publix Super Markets and W&O partnered with gifts of individuals such as Michael Ward, Carol and Robert Shircliff, Linda and David Stein, Delores Barr and J. Wayne Weaver and the family of Linda and Laurie DuBow. Additional gifts of all sizes from board members, families and nonprofit colleagues joined to make a golden anniversary celebration that spotlighted achievements of Arc participants across program areas and raised record-breaking income.

The Arc Jacksonville Village is the epitome of partnership, and in 2015 the neighborhood moved from a vision to bricks and mortar. Development partners Vestcor, EverBank, Raymond James and Florida Housing Finance Corporation brought expertise and a financing solution that made possible the construction/development of this extraordinary neighborhood for adults with I/DD. Philanthropic individuals, companies and private foundations generously gave and embraced The Village concept of a new residential option that will change forever possibilities for adults with I/DD. These philanthropic investors included The Jim Moran Foundation, one of Florida’s leading grant makers.

**“My husband knew that with any endeavor it was people and relationships that determined success. With this grant, The Foundation is helping The Arc Jacksonville prepare for the opening and success of The Village through hiring caring, compassionate staff to create a safe home and pathway to independence for individuals with disabilities.”** - Jan Moran, Chairman and President, The Jim Moran Foundation



“The Arc is a big part of my life, and my family.”

*Wade*

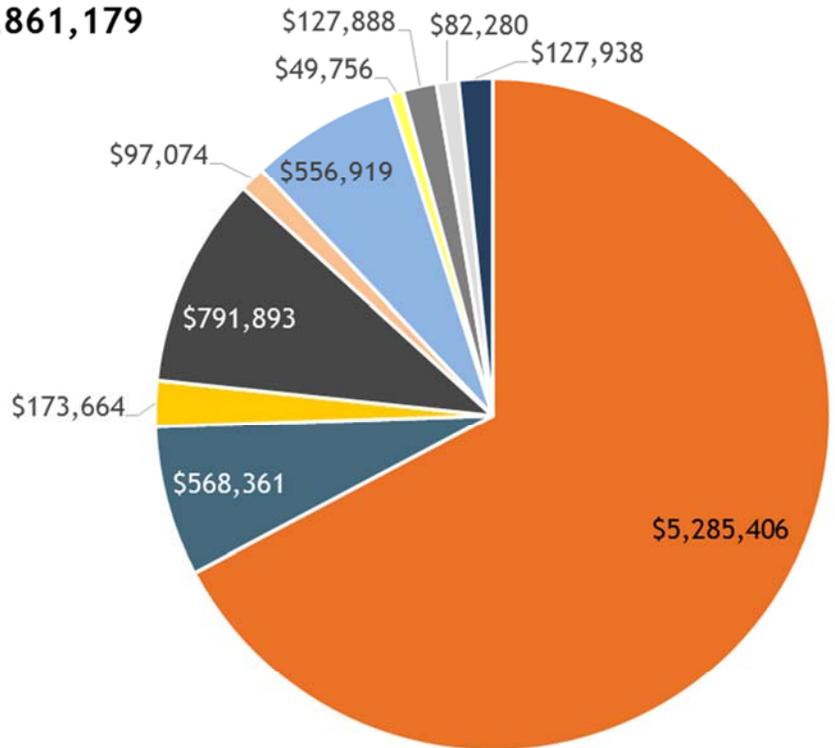
# Fiscal Year '14-'15

## Financials

The Arc Jacksonville's '14-'15 fiscal year ran from October 1, 2014 through September 30, 2015.

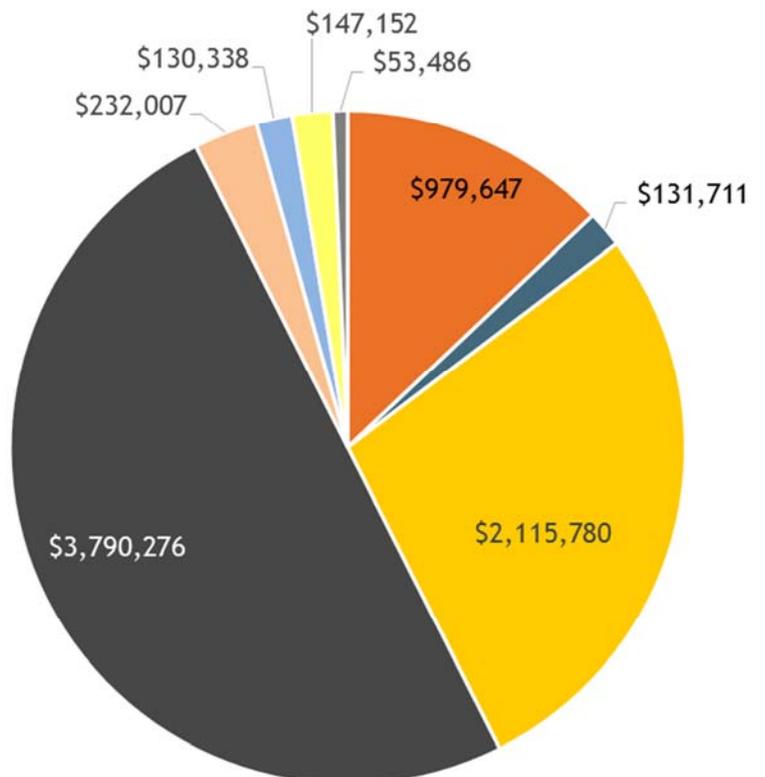
### Public Support & Revenue = \$7,861,179

- Program Service Fees
- Contracts
- State of Florida Contracts
- Contributions, including In-Kind
- Capital Campaign
- Other government contracts
- Special Events
- City of Jacksonville
- United Way
- Other



### Expenses = \$7,580,397

- Employment Services
- Management, Buildings
- Residential Care
- Adult Day Services
- Adovocacy
- Development
- Arc Village Project
- Capital Campaign



# Staff and Volunteer

# Leadership

## Board of Directors (2015 Term)

### Officers

**Chairman**

Shawn Ashley  
Business Owner

**Vice Chairman**

Lou Vaccaro  
Senior Vice President,  
The Jacksonville Bank

**Secretary**

Anne Lufrano  
Retired Psychologist &  
Community Advocate

**Treasurer**

Mike Tanner  
Certified Public  
Accountant

**Immediate Past Chair**

Debbie Johnson  
Certified Public  
Accountant

### Members

John Cooksey  
Co-owner & COO  
McCall Service

Tom Dumphy  
Fleet Director,  
CSX Transportation

Joyce Eyrick  
Community  
Volunteer and Advocate

Tiffany Green  
CEO/Executive Director,  
River Region Human Services, Inc.

Steve Gutos  
Past Chairman  
Community Volunteer and Advocate

Diane Halverson  
Executive Director,  
Children's Christmas Party of Jacksonville

Jason Hamilton  
Mail Room Clerk II, EverBank  
Self-Advocate

Sally Hazelip  
Executive Director,  
North Florida School of  
Special Education

Ward Lariscy  
Owner and Designer,  
R. Ward Lariscy, Inc.

Michelle J. Miller  
United Way of  
Northeast Florida

Bernadette Moran  
Past Chairman  
Business Owner

Elise Nowikowski  
Consultant,  
Evidens Group

Karal B. Oberdier  
Attorney,  
Oberdier Law, P.A.

Buck Smoak  
Sr. Project  
Manager, DANIS

Helen Werking  
Past Chairman  
Executive Director,  
Riverside Hospital Foundation, Inc.

Barbara A. Williams  
President/Owner,  
Orange Environmental Service

Max Zahn  
Area Membership  
Chairman, Seminole Boosters  
Florida State University

## Staff Leadership (as of December 31, 2015)

William Adams, M.S.  
Vice President, Mental Health

Patricia Goff  
Vice President, Programs

Susan Hamilton  
Vice President, Employment

Scott Holt  
Vice President, Finance

Judy Hall Lanier, M.A.  
Vice President, Development

Janet Lawrence  
Vice President, Residential

Crystal Makowski, C.R.C., Ed.D.  
Vice President, The Arc Jacksonville Village

Betty Smith  
Vice President, Human Resources

Charlotte Temple  
Vice President, Advocacy

Jim Whittaker  
President/CEO



# ***The Arc.***

## ***Jacksonville***

### **Our Mission**

To serve people with intellectual and developmental disabilities to achieve their full potential and to participate in community life.

### **Our Vision**

A community where disability is a distinction without a difference, where individuals will have choices on how they live, learn, work, worship and play.

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