



ARCA's mission is working together to open doors for individuals with intellectual, developmental and cognitive disabilities to be valued members of the community.

11300 Lomas Blvd. NE • Albuquerque, NM 87112
Tel: (505) 332-6700 | Fax: (505) 332-6800
www.ARCASOpeningDoors.org

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Outlook

Volume II
2020

Opening Doors for individuals with intellectual, developmental and cognitive disabilities since 1957. | ARCAOpeningDoors.org

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Contact Nadine Mary at (505) 332-6805



ARCA Receives Top Workplace Award from the Albuquerque Journal

ARCA received a 2020 Top Workplaces award from The Albuquerque Journal. This recognition is based solely on employee feedback gathered through a third-party survey administered by the Journal's employee engagement technology partner Energage, LLC., and uniquely measures 15 drivers of engaged cultures that are critical to the success of any organization, including alignment, execution and connection.

"In times of great change, it is more important than ever to maintain a connection among employees," said Eric Rubino, Energage CEO. "When you give your employees a voice, you come together to navigate challenges and shape your path forward based on real-time insights into what works best for your organization. The Top Workplaces program can be that positive outcome your company can rally around in the coming months to celebrate leadership and the importance of maintaining an employee-focused culture, even during challenging times."

"ARCA is especially proud to be recognized as a top workplace in the midst of the COVID-19 pandemic," said Edward J. Kaul, ARCA President/CEO. "We've always dedicated ourselves to providing the individualized supports children and adults with intellectual and developmental disabilities need to live a great life. While our model of service changed to comply with state and CDC guidelines surrounding the pandemic, our focus on the health, safety and happiness of people we serve is steadfast. We are a top workplace because of the dedicated support from every member of our team for people we serve - and for one another."



For the second year, ARCA was recognized for having the **Best Training** in New Mexico by the Albuquerque Journal.

Job openings

As of press time, opportunities include:

- Qualified Intellectual Disabilities Professional
- Life Skills Teacher
- Lead Instructor
- Direct Support Professional
- Nurse Service Coordinator

Benefits Include:

- Paid Training
- Medical & Dental
- Tuition Reimbursement
- Up to 3 weeks paid time off per year

View the details of ALL current job openings and APPLY ONLINE TODAY!

ARCAOpeningDoors.org/careers

Look at light and admire its beauty. Close your eyes, and then look again: what you saw is no longer there; and what you will see later is not yet. – Leonardo da Vinci

In our Spring, 2020 issue of Outlook, I referred to our staff as "heroes" and our community as the "measure of who we are." I had no idea our lives were about to be turned upside down, depending more than ever on our staff and community for the health, safety and happiness of children and adults in our care.

With confirmation of the first cases of COVID-19 in New Mexico, ARCA's leadership team gathered to hear the Governor's instructions and immediately implemented compliance measures. Some involved the tightening of processes already in place, such as hygiene and universal precautions including hand washing and disinfecting high touch areas. Others required a change in our core thinking, like keeping individuals in our care out of the community.

As essential employees, we juggle personal and professional challenges to ensure continuity of care for children and adults in our care. We methodically follow state and CDC guidelines to keep those we serve, our co-workers and ourselves safe. We allow no visitors into our homes and offices and our community programs are shut down indefinitely.

Restricting access to homes and offices has been extremely difficult on everyone. Video visits have become commonplace, but as we all have learned, it is not the same as a face-to-face catch up bookended by hugs. While surgical gowns, vinyl gloves, temporal thermometers, masks, disinfecting sprays and wipes, alcohol swabs – even paper towels and toilet paper – are still in limited supply, when you heard ARCA was in need you answered our prayers.

I want to take this opportunity to thank our staff, individuals, families and community partners. I hope as you read this issue of Outlook, you will be reminded that while COVID-19 may be unprecedented, your response is not.

We don't know exactly how tomorrow will look; but, whether you're helping ARCA, supporting our first responders and health care providers,



thanking our grocery store workers, staying home to keep others safe or offering hope to friends feeling isolated, you are fostering abundance in the hearts and souls of our community.

What we do today may not bring us back to "normal." It may, instead, instill in all of us a "new normal" led by light, hope and gratitude.

Thank you for being beside us on this journey.

Edward J. Kaul
(505) 332-6825 • EKaul@ARCASpirit.org

For the 4th consecutive year, ARCA was honored with the Albuquerque Journal's Top Workplace Award!

Read more on page 8.



The 2020 Geranium Celebration

By the end of March, our 11,000 geraniums were big, bright and absolutely stunning. Only one problem, the pandemic forced the cancellation of large pre-orders and we couldn't allow non-essential employees on our properties, much less host our annual sale. The weather was warm, people were isolating at home and our friends and neighbors started calling; they wanted to continue their tradition of bringing ARCA's plants into their spring gardens.

We started giving them away. Adhering to social distancing rules, we met people in parking lots, driveways and on street corners, cherishing their joy in a simple gift received during uncertain times.

It didn't take long to feel overwhelmed by the sheer volume of our task. We wanted to give them all away, offering beauty and abundance to lessen the scarcity and fear dominating our days, but it seemed an impossible task. Until, we brought a few to Pat Kominiak. Pat suggested putting some in a garden cart by her front curb. She asked for a couple hundred and made a sign offering them to anyone passing by. At noon on Friday, she had 250 plants to last the weekend. By 1:00 p.m., Pat called the office. They had all found loving homes.

And so it began. Scott Kominiak and Ann Lerner helped. We established a contactless process for them to transport the plants from the greenhouses. Joan and John Campbell suggested they set up the same arrangement outside their home in the Heights. Scott and Ann made countless trips delivering thousands of these lovelies. With masks on and social distancing in full force, they met hundreds of people. When asked, they shared ARCA's story. More often than not, others shared their own memories of time spent with ARCA.

Chris Keller delivered a truckload to lift the spirits of FRENCH's vital staff. Hundreds went to celebrate essential employees of the City of Albuquerque, Atkinson, City of Rio Rancho, Century Bank, Village of Corrales, Bishops Storehouse and the many angels who brought us beautiful handmade masks for staff and individuals.

When the dust settled, we took a moment to delight in how quickly the challenge of a cancelled event became a profound blessing.



ARCA's 12th Annual Bob Scanlon/Steve Mackie Bowl-a-Thon

I send this message to the entire ARCA family and all who have been touched by their love.

I really missed this annual occasion to share and make new memories, renew acquaintances and, most especially, receive all of those hugs from individuals in ARCA's care. God blesses us with their unconditional love and keeps them safe!!

Regardless of circumstance, my financial commitment is the same as the previous 11 years. It is my privilege and honor to do so!

I encourage all who have, and would have, supported and experienced this amazing day to open their hearts.

Although this year's event was lived in our memories instead of the bowling alley, it was still an amazing day of thanks and giving. If you would like to make a gift to ARCA in celebration of Bowl-a-Thons past and future, please visit www.ARCAOpeningDoors.org and click on the DONATE NOW button.

*Love to all,
Bob Scanlon*

Recognizing Excellence

The American Network of Community Options and Resources (ANCOR) named Eligio Velasquez and Chase Painter, DSPs with ARCA, the National and New Mexico DSPs of the year, respectively. Velasquez and Painter were honored in a virtual awards presentation on May 6, 2020.

Since 2007, ANCOR's annual DSP of the Year awards recognize outstanding professionals who deliver long-term supports and services for people with intellectual and developmental disabilities (IDD). The awards celebrate the important role DSPs play in ensuring individuals with IDD are included and empowered in the community and raise awareness about a direct support workforce in crisis.

During his 26-year career at ARCA, Eligio Velasquez has focused on customizing service delivery to address the unique needs of people he supports as well as mentoring staff. He is innovative and mindful in creating meaningful opportunities for people he supports, trusted and admired by their families and respected among his peers. When Eligio began his career, he believed his dyslexia would limit his abilities. Today he is a teacher, mentor and trusted advisor who recognizes the potential in every person and believes nothing is impossible.

ANCOR Chief Executive Officer Barbara Merrill said, "ANCOR and our Diamond Partner, Relias, co-present the DSP of the Year awards program each year precisely because of people like Eligio. His commitment to ensuring the inclusion of people supported by ARCA enriches not only the lives of those individuals, but the broader Albuquerque community at large."

Robert Budd, President of the ANCOR Board of Directors added, "As someone who started his career providing direct support, I have a deep admiration for people who can overcome their own personal obstacles to show others in the community all that is possible when people have the support they need. Our DSPs rarely receive the recognition they deserve, and so I'm proud of our national association for acknowledging the critical work of Mr. Velasquez and all of our phenomenal awardees."

From hundreds of nominations, ANCOR selected 55 DSPs representing 44 states and the District of Columbia, nine special categories and one National Direct Support Professional of the Year.

Chase Painter, ARCA's Community Inclusion Coordinator, has been with ARCA for three years. He works with individuals to first learn about their interests, developing valuable insights to help him identify job opportunities the person may not have previously considered. Chase works to promote reciprocal professional relationships between individuals and employers and embraces opportunities to help employers and individuals build trust. Chase enjoys working with new staff, helping them recognize the empowerment of building self-confidence both in themselves and people served.

"Eligio and Chase represent the very best in our community," said Edward J. Kaul, ARCA President and CEO. "They are keen listeners who are actively engaged in finding opportunities for people we serve to enrich their own lives while strengthening the diversity of ideas and abilities in our community."

Thank You ...



Eligio Velasquez
ANCOR's 2020
National Direct Support
Professional of the Year



Chase Painter
ANCOR's 2020
New Mexico Direct Support
Professional of the Year

... for choosing to go
above and beyond,
every day, to ensure
great lives.

Keeping Stock

Between "stay at home" orders and grocery stores picked clean, keeping our homes stocked became increasingly challenging. Thanks to generous donations from Bishop's Storehouse, Maria Berry, Anne Knutzen and staff, ARCA's conference rooms were transformed into well-stocked pantries. Staff could now "shop" at our very own offices, away from crowds and with the certainty that they would find what they were looking for. Thanks to everyone who contributed to the health and safety of our staff and individuals served.



Circle of Promise

What do you call a bee that can't make up its mind? A Maybe.

What's orange and sounds like a parrot? A carrot.

I don't normally include silly one-liners in my Circle of Promise updates, but these aren't normal times. Shared laughter brings us together, it unites us with a collective strength. Studies have shown that a good laugh instills happiness, which can boost dopamine levels, reduce stress and even shore up our immune systems.

I've had many happy moments during the past several months. When possible, I've been working from home, usually in my pajamas. When I do commute there's been no traffic. I've enjoyed take-out dining and connecting from a distance with friends, family and co-workers. What's made me truly happy is ARCA's Circle of Promise members' unwavering belief in ARCA's mission, not only through generous financial support but through their active and innovative leadership during challenging times.

Whether they are living ARCA's spunk by setting up "free geranium" stands on their front curb, sewing face-coverings for ARCA staff and individuals or doing a "Costco run and drop" for our homes, they embrace the challenge of keeping hundreds of people safe, happy and smiling.

If you would like to include ARCA in your estate planning, please contact me for more information. You'll be part of a remarkable group of people, working together to ensure a strong future for children and adults with intellectual, developmental and cognitive disabilities.

I sincerely hope you are staying well.

Nadine Mary
Nadine Mary • ARCA Endowment & Pooled Trust Coordinator
(505) 313-3514 • NMary@ARCASpirit.org



Undercover Smiles

Wearing a face mask is strange.

Eyeglasses get foggy. Sometimes it's hard to hear people. And, it's so weird to smile at someone and have them just stare back. Actually, it's not weird, since they can't see you're smiling. Maybe, under their mask, they are smiling – oh, it's all so confusing!

The Centers for Disease Control (CDC) has determined COVID-19 spreads between people who are speaking, coughing or sneezing even when there are no symptoms present and recommends wearing cloth face coverings in public settings.

Wearing a mask is important because it helps prevent people from unknowingly infecting others, even if asymptomatic. If we all wear them, we will significantly reduce the spread of the virus. It's such a simple way to take care of one another.

Finding masks, however, posed a great challenge. Our medical suppliers had empty shelves. We placed on-line orders only to get automated responses of "Indefinitely out of Stock." Suddenly, we started getting deliveries of hundreds of handmade masks to our offices! Beautiful fabrics and designs, made with love by friends and neighbors knowing we were in need. When individuals we serve were hesitant about wearing them, staff made it fun by finding fabrics and styles to match each individual's unique personality!

We would have been lost without you. With 700 staff, nearly 700 people receiving services and more than 200 families, we would have needed approximately \$50,000 in disposable masks each month.

A very special thank you to Jennifer, Donielle, Sheryn, Ann, Jennifer, Susan, Jenny, Lynn, Princess Spa and Nails, Crystal, Em and everyone who rallied around sewing machines to keep us safe, healthy and happy. You may not see it through our masks, but we're sure smiling!

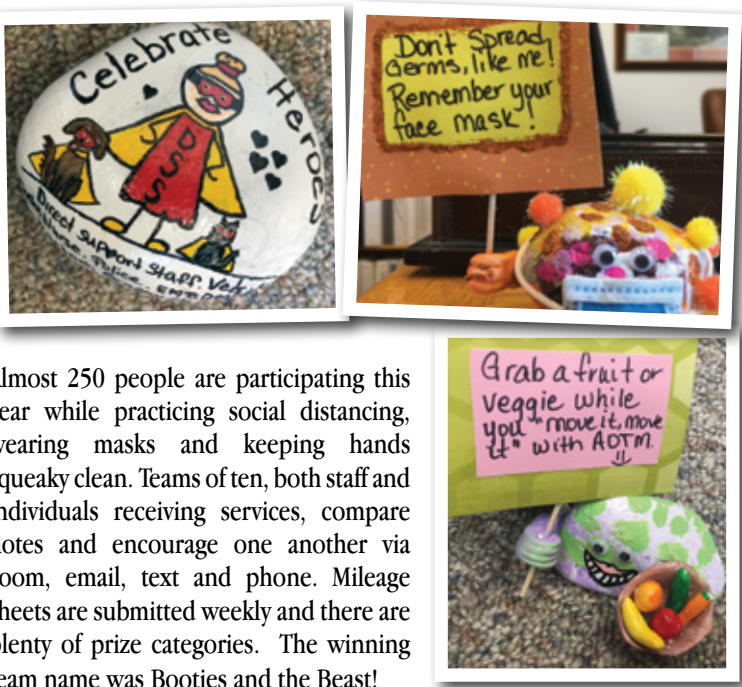


No Stone Unturned

ARCA on the Move (AOTM) began in 2009 as a way to encourage individuals receiving services and staff to make healthy choices. It's been an enormous success in team building, fitness, weight reduction, reduced medication dependency and lowered insurance premiums.

AOTM had to make big changes this year. The 12-week program, followed by an 8-week playoff, launched March 27th. COVID-19 closed gyms and the normal celebrations were cancelled, but that didn't stop Loretta Sesbeau, ARCA's Licensed Nutritionist, from engaging people agency-wide. "We incorporated a more holistic approach," said Loretta. "In addition to walking, working out at home to YouTube videos and riding bikes, we asked people to share and practice healthy cooking tips and think about ways to encourage success."

The biggest inspiration has been art stones. Individuals and staff have been making them both for recognition and motivation. "There are quite a few COVID-19 themed stones," said Loretta. "When we launched this year, some individuals and staff were afraid to participate because there were so many unknowns about the virus. The truth is, exercise helps our emotional and mental wellness as well as strengthening our immune system. The COVID stones have helped people gain the confidence to join the program."



Almost 250 people are participating this year while practicing social distancing, wearing masks and keeping hands squeaky clean. Teams of ten, both staff and individuals receiving services, compare notes and encourage one another via zoom, email, text and phone. Mileage sheets are submitted weekly and there are plenty of prize categories. The winning team name was Booties and the Beast!

When it comes to creating opportunities for health and wellness, ARCA leaves no stone unturned.

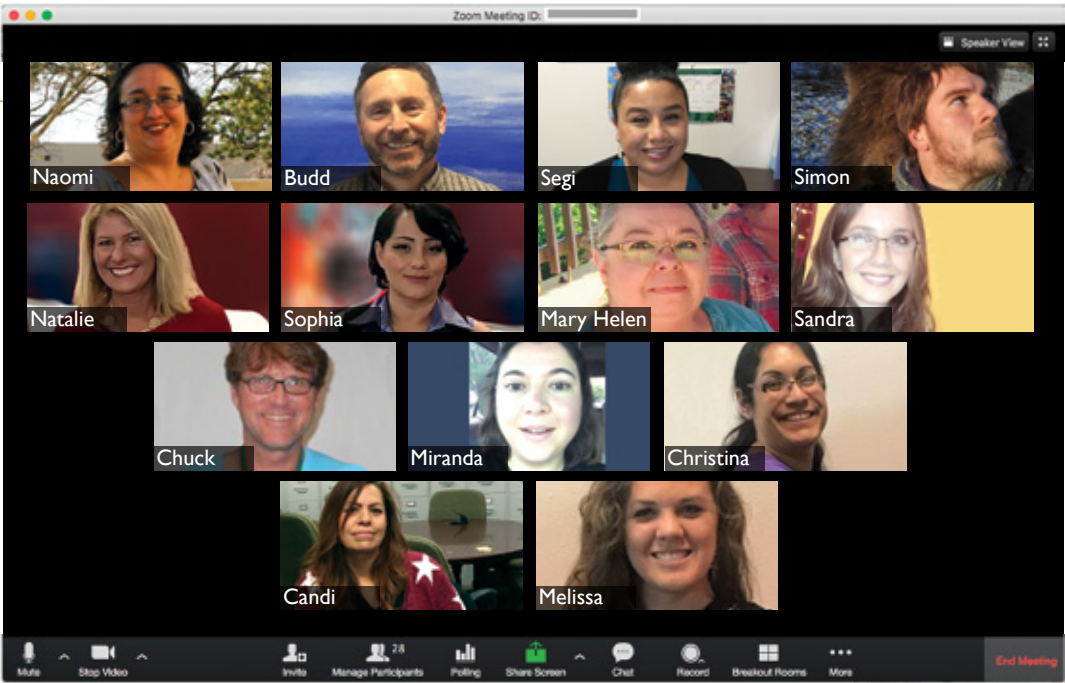
HR Corner

For years, providers such as ARCA have struggled with insufficient reimbursement rates leading to staffing shortages. The pandemic added a horde of challenges to an industry already stretched thin.

ARCA was hosting job fairs throughout the metropolitan area, scheduling mandatory classroom training and expediting the background check process. It was all working well, until COVID-19.

When the schools closed, many staff suddenly had to adjust shifts to juggle both their "stay at home family" and "essential worker" responsibilities. At the same time, ARCA implemented 14-day quarantine protocols for staff returning from out of state travel and expanded its stay at home policy for people with a cough, fever or sore throat. Gatherings of more than five were prohibited, meaning our mandatory classroom trainings were cancelled.

With nearly 700 children and adults in our care, ARCA's Human Resources and Training Departments developed creative ways to ensure everyone's health, safety and happiness. To help fill shifts, staff in ARCA's ACES program switched gears from creating successful opportunities in the community to working with individuals in their home. It was a great help, but we had to continue building our workforce.



While so many businesses are cutting hours and laying off employees, ARCA is hiring!

Naomi Serna-Olander, ARCA's Human Resources Director, worked with her staff to align recruitment protocols with CDC and state pandemic guidelines. By streamlining the process through an electronic application incorporating the Caregivers Criminal History Screening Program (CCHSP), phone screening and virtual technology, ARCA has seen an increase in applications. Fortunately, ARCA has on-site fingerprinting capabilities enabling us to move forward in the hiring process; traditional Live Scan Units have been temporarily closed in

compliance with the Governor's Orders.

Budd Berkman, ARCA Training Manager, and his team developed virtual training, which was quickly approved by the state. This training is imperative to our hiring efforts and for providers throughout New Mexico. ARCA is ranked the preferred provider for this virtual training, which is fully accredited and available statewide.

If you are interested in a meaningful career at ARCA, please visit our website at www.ARCAOpeningDoors.org or give us a call at (505) 332-6700. We hope to see you soon.

At Home

"Let your home be your mast and not your anchor." ~Kahlil Gibran

Since 1957, we've lived out loud by working, volunteering, learning, teaching and socializing in our community. COVID-19 and the temporary closure of our community-based programs changed what we do, but can't touch who we are.

Direct Support Professionals (DSPs) have found innovative ways to keep children and adults in our care motivated and eager to fully participate while "stay at home" orders are in place. Since we have so many people to thank, individuals are working with staff to write notes, draw pictures and create fabulous craft projects to express their gratitude for the ongoing leadership and support of families and community members. Exciting word games, puzzles, movies, sing-a-longs, dance-a-thons, books, and of course moving and grooving to ARCA on the Move along with lots of healthy cooking are keeping every day interesting and fun!





Special Thank You to Blue Cross and Blue Shield of New Mexico for your generous support with COVID-19 relief funding

and Nusenda Credit Union, for your ongoing support of children and adults in our care.



We are grateful!

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