



Opening Doors. FYE 2023 Annual Report



work & learn
have fun

Working together to open doors for individuals with intellectual, developmental and cognitive disabilities to be valued members of the community.

MISSION

enjoy health, safety & happiness

CORE VALUES

- S** Service Excellence
- P** Personal Growth
- I** Integrity
- R** Respect
- I** Inclusion
- T** Teamwork

- 1** Customer Success
- 2** Enhance Culture of Learning
- 3** Achieve Business Excellence
- 4** Financial Sustainability

live dreams

Be the role model of excellence in lifelong services for individuals with intellectual, developmental and cognitive disabilities.

VISION

make friends

STRATEGIC FOCUS

"Life is a journey, not a destination." – Ralph Waldo Emerson

Our lives changed on March 11, 2020, when the World Health Organization declared COVID-19 a pandemic. We continued to work every day to keep individuals in our care and their staff physically and emotionally healthy. We didn't always know the extent of the pandemic's impact, but quickly implemented all recommended precautions and consistently communicated with our staff and families. As staffing numbers dwindled, we were unable to accept new individuals into our service, and requested and were approved for a moratorium. The lasting economic impact and emotional toll of the pandemic was profound.

After two years on moratorium, this year we re-opened our doors. Our residential programs, InterCare ICF/IID, Supported Living, Family Living and Customized In-Home Supports welcomed an influx of new people. Our employment program is thriving, with new businesses hiring more people with intellectual, developmental and cognitive disabilities into meaningful roles. Our community inclusion programs continue to expand opportunities for people to engage in causative activities. Our brain injury program was rebranded NeuRoads NM Neuro Rehab and expanded into four licensed residential facilities and an intake facility to help people transition from acute care into the next steps of their journey toward maximum independence.

Recruiting and retaining staff remains a challenge. We continue to advocate with the NM Dept. of Health, our legislature and Governor to fund reimbursement rates that would support a living wage for our highly skilled direct support professionals. We remain grateful for our volunteer leadership, partners, families and staff for their unwavering support during these trying years while continuing to map a future filled with opportunities to help our community shine.



Barbara Lewis

Barbara Lewis, CPA
Chair, ARCA Board of Directors



Edward J. Kaul

Edward J. Kaul
President/CEO, ARCA



Kristine A. Stichman

Kristine A. Stichman
President, ARCA Foundation Board of Directors



Michele M. Cody

Michele M. Cody
Executive Director and Chief Development Officer,
ARCA Foundation

9th Annual Award of Distinction

In 2014, ARCA's Board and Membership Committee began formally recognizing distinguished leaders who embody key attributes inherent in ARCA's organizational culture, including wisdom, intuitiveness and a demonstrated ability to overcome seemingly insurmountable obstacles in realizing progress for people with intellectual, developmental and cognitive disabilities.

Joan and John Campbell were recognized with ARCA's 2022 Award of Distinction for exemplifying these characteristics during their decades long relationship with ARCA.



Joan and John have impacted countless lives. The outcome of their lifelong work is perhaps most easily recognized in their son Johnny. John and Joan have spent decades lovingly providing Johnny with opportunities to thrive by focusing on both his responsibilities and on the things he loves in order to ensure he remains active, engaged and always welcomed in his community. The Campbells give their son, and countless other New Mexicans, the opportunity to live a life of value. They bring this same strategic vision to ARCA. They have each served multiple terms on the ARCA Board, where Joan previously served as Board Chair, as well as multiple committees and councils through good times and very difficult stretches, always sharing sage advice and providing welcomed counsel.



Everyday we strive to be the role model of excellence in service for people with intellectual, developmental and cognitive disabilities. To learn more about ARCA's Quality Journey, please visit ARCAOpeningDoors.org/quality-journey

Person Centered Services



ARCA

Opening Doors.

ARCA offered person-centered services in FYE 2023 for 508 individuals with intellectual and developmental disabilities of varying ages, diagnoses and levels of need at home and in the community.

ARCA's residential supports provided the opportunity to live in a safe home independently, with housemates or in a family setting. 54 adults realized self-sufficiency and inclusion through Customized In-Home Supports while 83 adults shared a home with people of similar interests in Supported Living. ARCA's InterCare program offered 24-hour care and support to 73 adults. Family Based Services offered customized supports to 123 children and adults in a family setting, including foster care and respite.

107 adults participated in ARCA's Customized Community Supports and Community Integrated Employment. Developmental Disabilities Nurses, Licensed Nutritionists and Registered Dietitians provided medical coordination and dietary plans for 256 adults.

ARCA's Prader-Willi program worked alongside 55 children and adults with this life-threatening genetic disorder throughout New Mexico.

To improve health and wellness, 125 adults learned about nutrition, exercise and the importance of preventative care and, along with their teammates, walked a total of 25,993.62 miles in the ARCA on the Move competition!



In FYE 2023, NeuRoads NM provided vocational support for 28 people with intellectual, developmental and cognitive disabilities as well as residential, outpatient and/or vocational supports for 55 adults with an acquired brain injury while working with their families to realize successful cognitive outcomes.

Within community homes, NeuRoads NM provided residential, cognitive functional rehabilitation services for 13 people, including program coordination, nursing and health promotion, supported employment, respite, recreation, individualized transportation, assistive technology and custom therapies.

NeuRoads NM supported 40 people with outpatient services including cognitive behavior training, professional life skills coaching, pre-vocational assistance, money management, socialization, individualized transportation, technology and allied health services and 2 people with supported employment.

NeuRoads NM managed the NM Brain Injury Resource Center, offering free access to information and referrals on topics related to brain injury. COVID-19 encouraged maintaining a hybrid setting for 1,591 survivors and their families.



ARCA

Circle of Promise.

ARCA's Circle of Promise was created in 2012 to recognize those who have made legacy or planned gifts to ARCA. Since its inception, 74 people have informed ARCA of their planned gifts totaling over \$13,000,000 in estimated endowed resources.

This fiscal year, we were honored to welcome three new Circle of Promise members. When they informed us about naming ARCA as a beneficiary in their estate plan, they shared it was to continue ARCA's important work and recognize the agency's strong reputation.

Making a planned gift to ARCA can help you achieve your financial and personal goals while creating lifelong opportunities for future generations of children and adults with intellectual, developmental and cognitive disabilities. Because planned gifts can come from a variety of traditional and non-traditional assets, it is often possible to leave a gift with greater impact. It is the chance to preserve your legacy.

We are grateful for our Circle of Promise members who give so generously to ensure ARCA's mission will continue for as long as there is a need.



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(505) 332-6700 • [ARCASupport.org](https://www.ARCASupport.org)



ARCA STATEMENT OF ACTIVITY*

For year ending June 30, 2023

Revenues	
Medicaid	22,270,193
State Contracts	1,245,041
Grants & Contributions	1,430,788
Fees & Rent	1,259,428
Private Contracts	2,985,163
Net Sales	137,264
Other	1,389,530
Total Revenues	30,717,407

Expenses	
Salaries and Benefits	22,227,520
Persons Served	3,256,730
Facilities	2,478,646
Contractual Services	1,207,012
Transportation	655,067
Office Expense	332,437
Other	76,783
Total Expenses	30,234,195

Change in Net Assets: 483,212

ARCA STATEMENT OF POSITION*

For year ending June 30, 2023

Assets	
Cash and Cash Equivalents	5,230,485
Accounts Receivable	2,590,315
Investments	6,595,870
Prepaid Expenses	301,413
Property and Equipment, Net	9,701,512
Tenant Deposits and Cash Held in Trust	3,213,863
Other Assets	1,600
Total Assets	27,635,058

Liabilities	
Account Payable	666,823
Accrued Liabilities	1,401,400
Deferred Revenue	80,034
Mortgages	1,412,801
Tenant Deposits and Cash Held in Trust	2,760,391
Other Liabilities	7,785
Total Liabilities	6,329,234
Net Assets	21,305,824
Total Liabilities and Net Assets	27,635,058

FUNCTIONAL EXPENSES*

Program	25,977,031	85.9 %
Fundraising	93,408	0.3 %
Management and General	4,163,757	13.8 %
	30,234,195	100%

*Unaudited

Thank you to our Corporate and Foundation Partners for your generous support of ARCA's Mission.*

5401 Venice NE LLC / Mechenbier Construction Co.
American Auto Clinic
Anonymous Family Foundations
Bank of the West
Bernalillo County Department of Behavioral Health Sciences
Blue Cross and Blue Shield of New Mexico
Bradbury Stamm Construction, Inc.
The Church of Jesus Christ of Latter-Day Saints, Humanitarian Services
City Treats Catering
Clear Channel Outdoor
Finance of America Cares
French Family of Companies
The Hartman + Majewski Design Group
Intel Corporation
Lowe's Hometowns
New Mexico Department of Transportation
PNM Resources Foundation
Ten Pins and More
Walmart, Inc.

* These Corporate and Foundation partners invested \$5,000 or more in ARCA in FYE 2023.

Thank you to our volunteer leadership.

ARCA Board

Barbara Lewis, CPA, CliftonLarsonAllen
CHAIR
Jennifer Lehman, Community Volunteer
VICE-CHAIR
Adam Thompson, Century Bank
TREASURER
Pat Kominiak, Community Volunteer
SECRETARY
Jim Culpepper, Community Volunteer
Joan Campbell, Tonsorial
Andrea Kinsley, CPA, Presbyterian Health Services
Toni Benton, MD, UNM Hospital
David Mork Lovelace Rehabilitation Hospital
James J. Saya, Lewis University
Bernadette Miera, MCRP, Retired
Ron O'Dowd, Community Volunteer
Rudy Miera, Community Volunteer
Louisa Ball, Advocate

ARCA Committees

Finance

Barbara Lewis, CPA, Matt Maes, CPA,
Jim Culpepper, Adam Thompson, Dorothy
Wood, James J. Saya

Human Resources Advisory

Matt Maes, CPA, Phil Mayo, Carol
Cochran, Barbara Lewis, Amy Rehfeld, Ron
O'Dowd, Andrea Kinsley, CPA, David Mork,
Bernadette Miera

Joint Board

Jennifer Lehman, Phil Mayo, Joey Sanchez,
James J. Saya, Lori Ferraro, Rudy Miera

ARCA Foundation Board

Kris Stichman, Community Volunteer
PRESIDENT
David Sahd, Cedar Marketing Group
VICE-PRESIDENT
Phil Mayo, RBC Wealth Management
TREASURER
Noel Behne, Community Volunteer
ASSISTANT TREASURER
Misty Sanders, SHRM-SCP, REDW
SECRETARY
Betty Valdez, Bernallio Co. Housing Authority
IMMEDIATE PAST PRESIDENT
Maureen Gannon, PNM
Joey Sanchez, Community Volunteer
E. DeAnn Eaton, CPA, Haverland Carter
Lifestyle Group
DeeVonda Batres, Century Bank
Lori Ferraro, BMO Bank
James Stromberg, Sandia National Labs
Gary Bertholf, Advocate

ARCA Foundation Committees

Finance

Phil Mayo, Noel Behne, E. DeAnn Eaton, CPA,
Tom Mitchell, James J. Saya, Joey Sanchez

Pooled Trusts

Phil Mayo, E. DeAnn Eaton, CPA, Karen
Gmyr, Tom Mitchell, Christopher Ortiz, Joey
Sanchez

Planned Giving Task Force

Nell Graham Sale, CELA, Nancy Baker,
Madeline Dunn, S. Carlene Patterson, CFP,
ChFC, Maureen Gannon, John Atwood,
Robert A. De Pasquale

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