



Going through things you never thought you'd go through will only take you places you never thought you'd get to.

~ Morgan Harper Nichols



---

**2019-20 Annual Report**

Life is like riding a bicycle, to keep your balance, you must keep moving. ~ Albert Einstein



Since 1957, ARCA has provided stellar, life-long supports for people with intellectual, developmental and cognitive disabilities. In New Mexico, the transition of people moving from institutional to community based living brought new benefits to our community through vocational, recreational and educational opportunities. The one constant during this decades long journey has been to embrace change.

COVID-19 changed the very core of ARCA's model of service. With a strong history of "looking out," stay at home orders have required we adjust to "looking in." Innovative staff and strong leadership have found ways to continue to ensure the health, safety and happiness of individuals served, staff and families.

This year we saw our legislature appropriate a portion of the funding shortages documented in the State's 2019 Rate Study to supplement gaps in reimbursement rates. The special session, in response to the economic impact of COVID-19, scaled back state spending by about \$600 million. We don't know, yet, what the impact will be on ARCA.

These challenging times impact each of us, but together we will continue our journey. As Albert Einstein wrote, "Life is like riding a bicycle, to keep your balance, you must keep moving."

As always, we remain grateful for the patience, support and leadership of our community.



Jim Culpepper  
Chair, ARCA Board of Directors



Edward J. Kaul  
President/CEO, ARCA



Maureen Gannon  
President, ARCA Foundation Board of Directors



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



### 6th Annual Award of Distinction

Dr. Javier Aceves was recognized as the 2019 recipient of ARCA's Award of Distinction. As an ARCA Board member for nine years, he is a trusted advisor on regulatory, financial, medical and procedural issues. He is a respected pediatrician and visionary in building support systems for children with chronic conditions and disabilities, and has dedicated his career to weaving together critical medical protocols, education and community supports to improve the expectation of care for people with intellectual and developmental disabilities.

Dr. Aceves' standards continue to be a guiding light in ARCA's journey and we – children and adults receiving services, staff, families and volunteers – are profoundly grateful.

When shopping for home supplies became challenging, community members and ARCA's leadership jumped in to help. Board rooms and empty offices at our Lomas East location became store rooms, where staff could safely "shop" for hard to find supplies.



## ARCA's Workforce

"I love working here because there is something new everyday...new stories and new experiences. You really make people smile in this field and it helps others grow as a person." ~ InterCare Employee

In spite of unimaginable circumstances, ARCA's stellar staff moved through changes in service modules with grace; a testament to their belief in, and dedication to, ARCA's mission.

More employees participated in *ARCA on the Move*, our annual employee wellness program, than every before. ARCA's IT and Training Departments developed new processes for meetings and required trainings to keep everyone connected yet safe while ARCA's Direct Support Professionals made adjustments to home life to ensure the smiles never stopped.



The American Network of Community Options and Resources (ANCOR) presented **Eligio Velasquez** with the **2020 National Direct Support Professional of the Year** award and **Chase Painter** with the **New Mexico Direct Support Professional of the Year** award.



### 2019-20 Employee Demographics

Total Employees: 629 Male: 192 Female: 437

Hispanic/Latino	271	43%
Caucasian	217	34%
African American	55	9%
Asian	16	2%
Native American/Alaskan	53	9%
Native Hawaiian/Pacific Islander	3	1%
Two or more races	14	2%

"ARCA is driven by many staff who work very hard with very big hearts. Team work is essential and important to ARCA and to me. It is motivating to see every member of my team work just as hard with me."

~ Supported Living Employee

For more information about ARCA's Workforce, visit [ARCAOpeningDoors.org/Workforce](https://ARCAOpeningDoors.org/Workforce)

**TOP  
WORK  
PLACES  
2020**

AlbuquerqueJournal

For a fourth consecutive year ARCA was honored to receive a **Top Workplace** award.

ARCA's **Training program** was recognized as best in the state!

**99%** of individuals say they feel happy with their life and the services they receive.

## ARCA's Person-Centered Services • FYE 2020

### Residential, Employment and Functional Supports for children and adults with intellectual and developmental disabilities.

#### AT HOME:

- **78 individuals** were assisted in realizing their dreams of self-sufficiency and inclusion through ARCA's **Independent Living Program**.
- **97 individuals** in ARCA's **Supported Living Program** experienced optimum health and safety in a personalized environment while practicing self-sufficiency.
- **82 individuals** received 24-hour care and support, including meaningful work at our greenhouses, designed to meet individual needs through ARCA's **InterCare Program**
- **196 infants, children and adults** received customized supports in family settings, including adoption, foster care, personal care, home-based support and respite through ARCA's **Family Based Services Program**.

#### IN THE COMMUNITY:

- **ARCA's Career Enhancement Services (ACES) and Supported Employment Services:** The lives of **113 individuals** were enriched through engagement in community activities, pre-employment training and support to ensure their success after acquiring meaningful work in the community or fulfilling a dream of running their own business.
- **ARCA's Prader-Willi Syndrome (PWS) Project: 55 individuals**, along with their families and key community members throughout New Mexico, received necessary supports to ensure the health and safety of individuals with this life-threatening genetic disorder.
- **Health Matters Program:** Through lessons in health, mentoring and participating in our walking club, **93 individuals** experienced improved health and well-being.



**100%** of individuals in the ACES program feel staff listen to and help them when needed.

"I want to work and I like all the staff here. You all are very special to me and I been here for a long time."

**For individuals of varying ages, diagnoses and levels of need.**

**Residential, Employment and Cognitive Functional Rehabilitation Supports for brain injury survivors.**

**AT HOME:**

- **4 adults** who have experienced an acquired brain injury received customized residential supports, the first such services in New Mexico's history, through our specialized **Community Based Cognitive Functional Rehabilitation Program.**



**IN THE COMMUNITY:**

**100%** of individuals say they feel safe in their home.

- **New Mexico Brain Injury Resource Center:** In the past year, ARCA provided information, referrals and outreach for **5,620 people.**
- **ARCA Janitorial Services:** Offers meaningful employment and vocational skills for **26 people** with intellectual and cognitive disabilities through ARCA's quality commercial cleaning service.
- **Smart Living Program:** **37 individuals** received less than 24 hour supports, frequently incorporating mobile technology training and use, to realize maximum independence.
- **Health Matters Program:** Nutrition, health education, exercise initiatives and mentoring support the well being of brain injury survivors.



*"ARCA has an outstanding team who is taking great care of meeting the needs of the community they serve."*

*Staff sorted through hundreds of donated masks before distributing them to match the style with the personalities of individuals served.*



*We strive every day to be the role model of excellence in life-long services for individuals with intellectual, developmental and cognitive disabilities.*

To learn more, visit:  
[ARCAOpeningDoors.org/quality-journey](http://ARCAOpeningDoors.org/quality-journey)

**ARCA's Demographics for 2019-20**

Total Individuals served: Male: 346 Female: 236

Age	Ethnicity
0 to 4 .....3%	African American..... 2%
5 to 14.....9%	Asian..... 0.5%
15 to 19..... 5%	Biracial..... 2%
20 to 39..... 31%	Caucasian..... 51%
40 to 59.....32%	Hispanic/Latino..... 38%
60 to 69..... 14%	Mexican..... 0.5%
70+..... 6%	Native American..... 5%
	Other..... 1%

*"You never know how strong you are until being strong is the only choice you have."*

~ Bob Marley

The last few months of the fiscal year saw rapid changes because of COVID-19. All 2020 events were cancelled, from our Annual Geranium Celebration to our Bob Scanlon/Steve Mackie Bowl-a-Thon. These photos from the first half of our fiscal year remind us of a time before masks and social distancing!



**ARCA Day at the Zoo**



**Trunk or Treat**



**Thanksgiving Celebration**



**Poinsettia Celebration**



**Holiday Party at CAKE**



**Holiday Party at Sandia View**

Thank You to our Corporate and Foundation partners for your generous support\*



ARCA Craft Fair



CHELLO Grill Fundraiser



Geranium Give-Away!



Thank You Volunteers!



With only essential employees allowed on ARCA property during the pandemic, we missed spending time with volunteers. Our Board and Committee members have continued their leadership virtually, but very effectively! The first half of the year was a blast. Dr. Duke Halle and Anne Knutzen helped welcome staff, individuals and families at Zoo Day and Zoo staff invited us to exciting behind the scenes experiences. Carri Rael and her Finance of America Cares team helped at our poinsettia celebration and our favorite elves Francie, Dave and Lilly Montiet, Brenda Kijowski, Karen Holguin and Santa joined us for a holiday party hosted by Gerald Zamora, owner of Cake Nightclub. We were blown away by the talented performances by aerialists from AirDance New Mexico. We sure hope to see you all again, soon.

- Albuquerque the Magazine
- Anonymous Family Foundations
- Bank of the West
- Bimbo Bakeries USA
- Blue Cross and Blue Shield of New Mexico
- Bradbury Stamm Construction, Inc
- City Treats Catering
- Cunningham Productions, LLC
- Ethicon Endo-Surgery, Inc
- Finance of America Cares
- French Family of Companies
- Intel Corporation
- New Mexico Department of Transportation
- Rodgers and Company, Inc.
- Rx Innovations/Best Buy Drugs
- The Church of Jesus Christ of Latter-Day Saints, Humanitarian Services
- United Way of Central New Mexico

\*Corporate and Foundation Partners listed in this report invested \$5,000 or more in ARCA during FYE 2020.



**Circle of Promise** The promises ARCA's beloved Circle of Promise members make today ensure a bright future for generations to come. The COVID-19 pandemic reminds us how fragile we are and the urgent need to always be prepared for tomorrow.

When you make a planned gift, you can designate it to any program area. Undesignated, realized planned gifts help grow our endowment, reducing our dependency on government resources and supplementing gaps in funding in service areas with the greatest need.



Circle of Promise member Carol Bertholf with her son, Gary.

### ARCA Statement of Activity

For the year ended June 30, 2020

Revenues		
Medicaid	23,576,823	
State Contracts	1,934,185	
Grants & Contributions	1,608,354	
Fees & Rent	1,534,983	
Private Contracts	995,740	
Net Sales	151,932	
Other	239,221	
<b>Total Revenues</b>	<b>30,041,238</b>	
Expenses		
Salaries and benefits	21,494,588	
Persons Served	3,077,725	
Facilities	1,909,537	
Contractual Services	1,062,953	
Transportation	810,414	
Office expense	386,853	
Other	87,974	
<b>Total Expenses</b>	<b>28,830,044</b>	
<b>Change in net assets</b>	<b>1,211,194</b>	

### ARCA Statement of Position

For the year ended June 30, 2020

Assets	
Cash and cash equivalents	4,357,037
Accounts receivable	2,927,311
Investments	4,942,710
Prepaid expenses	391,763
Property and Equipment, net	7,844,613
Tenant deposits and cash held in trust	2,735,294
Other assets	103,664
<b>Total Assets</b>	<b>23,302,392</b>
Liabilities	
Accounts payable	569,305
Accrued liabilities	2,072,681
Deferred revenue	137,404
Mortgages	2,126,954
Tenant deposits and cash held in trust	2,735,294
Other liabilities	6,147
<b>Total Liabilities</b>	<b>7,647,785</b>
<b>Net Assets</b>	<b>15,654,607</b>
<b>Total Liabilities and Net Assets</b>	<b>23,302,392</b>

### ARCA Board

Jim Culpepper  
Community Volunteer  
CHAIR

Barbara Lewis, CPA  
Atkinson & Co.  
VICE-CHAIR

Pat Kominiak  
Community Volunteer  
SECRETARY

Adam Thompson  
Century Bank  
TREASURER

Matt Maes, CPA  
Lovelace Health Plan

Toni Benton, MD  
UNM Hospital

Joan Campbell  
Tonsorial Parlors

Jennifer Lehman  
Community Volunteer

James J. Saya  
Lewis University

Jason Candelaria  
City of Albuquerque

Ron O'Dowd  
Community Volunteer

Rudy Miera  
Community Volunteer

Robert Reed  
Advocate

### ARCA Benefits Committee

Matt Maes, CPA  
Phil Mayo  
Carol Cochran  
Rene Yoder  
Barbara Lewis  
Amy Rehfeld

### ARCA Finance Committee

Barbara Lewis, CPA  
Matt Maes, CPA

Jim Culpepper  
Adam Thompson  
Jennifer Lehman  
Dorothy Wood  
James J. Saya

### ARCA Joint Board Committee

Chris Keller  
Jennifer Lehman  
Matt Maes, CPA  
Phil Mayo  
Joey Sanchez  
James J. Saya

### Leadership Team

Edward J. Kaul  
PRESIDENT/CEO ARCA

Michelle Harmon  
CLINICAL SERVICES DIRECTOR

Marci Manning  
ARCA SUPPORTED LIVING SERVICES DIRECTOR

Doreen Salazar  
ADMINISTRATIVE OPERATIONS DIRECTOR

Angie Julian, CPA / Gary Smothermon  
CHIEF FINANCIAL OFFICER

Naomi Serna-Olander  
HUMAN RESOURCES AND TRAINING DIRECTOR

Vince Smith  
INTERCARE DIRECTOR

Michele M. Cody  
CHIEF DEVELOPMENT OFFICER

### ARCA Foundation

Maureen Gannon  
PNM  
PRESIDENT

Betty Valdez  
Bernalillo County Housing Authority  
VICE-PRESIDENT

Anne Knutzen  
Charles Schwab & Company, Inc.  
SECRETARY

Phil Mayo  
RBC Wealth Management  
TREASURER

Noel Behne  
Community Volunteer  
ASSISTANT TREASURER

Joey Sanchez  
IMMEDIATE PAST PRESIDENT

E. DeAnn Eaton, CPA  
Haverland Carter Lifestyle Group

Kris Stichman  
Community Volunteer

John Stichman, PhD  
Community Volunteer

Lori A. Ferraro  
Bank of the West

Christopher Keller  
French Family of Companies

Susan A. Hansen, CFE  
NextSteps Family Office, LLC

David Sahd  
Cedar Marketing Group

Rolley Longley  
Advocate

### ARCA Foundation Committees

#### Finance

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

#### Donor Relations

Betty Valdez  
Susan Hansen, CFE  
Michael Gannon  
Kris Stichman  
Clay Azar

#### Planned Giving Task Force

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

#### Pooled-Trust

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

#### Idea Club

Kent Cravens  
Bruce Adams  
Lora Cunningham  
Lori A. Ferraro  
Joe Maez  
Joey Sanchez

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

### Functional Expenses

Program	24,305,255	84.31%
Fundraising	138,256	0.48%
Management and General	4,386,533	15.22%
<b>Total</b>	<b>28,830,044</b>	<b>100%</b>

11300 Lomas Blvd. NE • Albuquerque, New Mexico 87112  
main 505.332.6700 • fax 505.332.6800

[ARCAOpeningDoors.org](http://ARCAOpeningDoors.org)

FOLLOW US! [arcaoopeningdoors](https://www.instagram.com/arcaoopeningdoors) [arcaoopeningdoors](https://www.facebook.com/arcaoopeningdoors)

