



Together



Annual Report - 2017-2018





"None of us is as smart as all of us." - Ken Blanchard

Together. It's how opportunities are born.

Opportunities are the key to creating positive change. They empower us to dream and, in the right circumstances, realize those dreams. They don't happen randomly, but only when a diverse group of people with rich skills and a common vision work together. When our founding families envisioned meaningful lives for their children, they came together to form a small, volunteer based service operation which grew into ARCA. We were reminded throughout this year how our core value of working together is unchanged.

Families worked with staff to bring fragile little ones into warm, loving homes. Adults with the hope of finding a meaningful career worked with our Supported Employment department, who worked with local businesses, to find the perfect fit. Our ARCA Buddies Civitan Group made pet toys for Animal Humane and Beta Alpha Psi students worked with ARCA staff and volunteers from Atkinson, REDW and UNM to prepare and review 219 tax returns for individuals receiving ARCA services.

Volunteers from across our city helped at our farm, homes, offices and in the bowling alley, where mayors throughout New Mexico joined in *Mayors on Strike for ARCA* to launch our 10th Annual Bob Scanlon/Steve Mackie

Bowl-a-Thon. Visitors from African and European countries spent time learning about our models of service and sharing with us their own hopes. Melanie Burns brought star athletes from the UNM Lobos Basketball team for a surprise visit with our stellar farmers and hundreds of our friends and neighbors gathered to celebrate ARCA's 60th anniversary.

We spent a morning at the Legislature talking with New Mexico's leadership and listening while committees debated core issues. Families and friends gathered in our Lomas office to enjoy Thanksgiving dinner and 320 staff and individuals walked 88,044 miles participating in our ARCA on the Move health initiative. We had an amazing visit with 38 Pi Kappa Phi bicyclists during their cross country trip to Washington, D.C. to advocate for people with IDD.

Staff, families, volunteers and community partners worked together to create opportunities for children and adults with IDD; but, it was the hard work from each individual we serve that turned those opportunities into successes. The goals they achieved during the year are as varied as their own vision for what their life story will be.

We are each tasked with writing our own story. The best ones we write together.



For the second consecutive year, ARCA was awarded a **Top Workplaces** honor by The Albuquerque Journal.

Special acknowledgement went to **ARCA's Training Department** (team members pictured above), selected **#1 in the state!**



Matthew Maes
Chair, ARCA Board of Directors



Edward J. Kaul
Edward J. Kaul
President/CEO, ARCA



Joey Sanchez
Joey Sanchez
President, ARCA Foundation Board of Directors



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



4th Annual Award of Distinction • ARCA's fourth Annual Award of Distinction was presented to **Joe Mateju** at our Annual Meeting. Joe has a nearly 50 year history of volunteer leadership at ARCA and embodies all the attributes associated with this prestigious recognition.

Joe served numerous terms on the ARCA Board and was President when we celebrated our 50th anniversary in 2007. In the past year, at age 90, Joe chaired our InterCare Leadership Advisory Council and is a key member of our Human Rights Advisory Committee. With everything he does for ARCA, his primary focus is always on the care and well-being of individuals in our care.



"I help support not just the individuals in our care but the staff that do the supporting."

"I get to come to work every day feeling happy and fulfilled knowing that the individuals I serve are living their life to the fullest."

work & learn
 Working together to open doors for individuals with intellectual, developmental and cognitive disabilities to be valued members of the community.
MISSION
have fun

enjoy health, safety & happiness

CORE VALUES

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

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

- 1** Engage customers for long-term relationships.
 - 2** Enhance culture of learning.
 - 3** Achieve business excellence.
 - 4** Ensure sustainable future.
- develop friends*
STRATEGIC FOCUS

2017-18 Employee Demographics

Total Employees: 685 Male: 201 Female 484

| | | |
|------------------------|-----|-----|
| Hispanic/Latino | 287 | 43% |
| White | 243 | 36% |
| Black/African American | 58 | 8% |
| Asian | 23 | 3% |
| American Indian | 58 | 8% |
| Two or more races | 16 | 2% |

"Teamwork is the fuel that allows common people to attain uncommon results." - Andrew Carnegie

ARCA staff believe in making a difference in the lives of individuals in ARCA's care. With a diverse workforce that far exceeds industry longevity standards, **teamwork** ensures the health, safety and happiness of every individual. For more information about ARCA's Workforce, visit ARCAOpeningDoors.org/Workforce

"Upper management supports/understands my needs as an employee. I LOVE working with the folks we serve and I love my staff."

Working **together** to provide people the opportunities and supports to live their own best life.

▶ **98%** of individuals say they feel safe in their home.

"I like my room. I like to watch movies, crotchet and play with my hamster."

▶ **99%** of individuals say ARCA staff help them.

"They are real good. I have never had to complain about any of my staff when they work with me."

▶ **99%** of individuals think ARCA staff help them stay healthy.

"They gave us balanced meals with healthy food and a green salad."

▶ **99%** of individuals say ARCA staff know what they like.

"I CHOOSE WHAT I WANT TO DO."

ARCA's Demographics for 2017-2018

Total Individuals served: 593 Male: 53% Female: 47%

| Age | Ethnicity | Degree of Disability |
|-----------------------|-----------------------------|------------------------|
| 0 to 4 4% | African American. . . 3% | Borderline. 7% |
| 5 to 9. 12% | Caucasian. 43% | Mild 39% |
| 10 to 19. 7% | Hispanic/Latino 34% | Moderate 30% |
| 20 to 39. 29% | Native American 5% | Profound 11% |
| 40 to 59. 30% | Other 15% | Severe 13% |
| 60 to 69. 11% | | |
| 70+. 7% | | |

Home • ARCA's **Supported Living** (110 individuals), **Independent Living** (75 individuals) and **InterCare** (85 individuals) programs ensure a safe and healthy home environment while providing individualized supports helping build great lives. Through ARCA's **Family Based Services** program, 183 infants, children and adults received customized supports in family settings, including adoption, foster care, personal care, home-based support and respite.

Connection through Community • A rich life expands beyond the safety of home. Connections made in the community build confidence and strengthen a sense of belonging. **ARCA's Career Enhancement Services (ACES)** uses a person-centered approach to enrich lives and enhance knowledge/skills through engagement in community activities, including volunteering, cultural and educational activities, recreational activities and health and wellness. Last year, 145 individuals

"Great things are done by a series of small things brought together." - Vincent Van Gogh

Since 1957, ARCA has continually expanded its services to meet the needs of underserved populations. Through our management of the New Mexico Brain Injury Resource Center, we engaged with individuals with acquired brain injury (ABI) and their families. This year, we expanded our services to include **Community Based Cognitive Functional Rehabilitation**. Learn more under SERVICES at ARCAOpeningDoors.org.



ARCA's commitment to great lives starts with a collective commitment to excellence. We work together to ensure everyone experiences health, safety and happiness.

For more information about ARCA's Quality Journey, visit ARCAOpeningDoors.org/quality-journey

participated in ACES. Of these, 75 were part of ARCA's **Supported Employment** program, having successfully acquired meaningful work in the community.

Tools for Success • Additional supports fill in gaps between home and community for a well-balanced life. ARCA's **Smart Travel Program** increased the independence of 41 individuals by training them to safely navigate public transportation, receive alerts for appointments and much more using mobile technology. ARCA's **Health Matters** and **Dinner Club** projects foster an individual's health and well-being through building awareness while teaching healthy habits in nutrition, exercise, social engagement and money management. Our **Prader-Willi Syndrome (PWS) Project** provides supports for 63 New Mexico families and key community members to ensure the health and safety of individuals with this life threatening genetic disability.

Together

"But we are strong, each in our purpose, and we are all more strong together."

- Bram Stoker



Pi Kappa Phi bicyclists arrived at ARCA's Sandia View Apartments for a celebratory barbecue during their **Journey of Hope**.



Over 150 Circle of Promise members and key community partners gathered to celebrate **ARCA's 60th Anniversary**.



Global Ties ABQ brought leaders from around the world to exchange ideas about enriching the lives of people with disabilities.



While ARCA was celebrating 60 years, the ABQ BioPark Zoo was celebrating 90, making **ARCA Day at the Zoo** more fun than ever!



Peter presented an original painting to **Mayor and First Lady Berry** in gratitude of their dedicated service.

Thank You Volunteers!



Very special thanks to everyone who gave their time and energy to ARCA Organics, including **ABQ Vietnam Veterans, Albuquerque Academy, ABQ the Magazine, KEVA Juice, Intel, Bank of the West, Global Ties, Master Gardeners and Gap!**



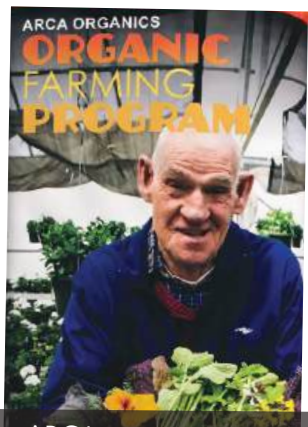
A brilliant community of volunteers including **Beta Alpha Psi students and professionals from REDW, Atkinson, UNM ASM and ARCA** prepared and submitted tax returns for 219 ARCA individuals.



Our annual **Poinsettia Celebration** kicked off the season with gratitude for our entire ARCA Family.



By bus and by rail, individuals receiving services arrived in Santa Fe for **ARCA's 2018 Legislative Day**.



ARCA was recognized in *Albuquerque the Magazine* with a **Hot Plate Award** for ARCA Organics!



Our most gorgeous spring plants yet debuted at ARCA's **Geranium Celebration!**



ARCA celebrated a decade of fun at the **10th Annual Bob Scanlon/Steve Mackie Bowl-a-Thon** featuring *Mayors on Strike*.



Employees at ARCA Organics received a surprise visit from members of the **UNM Lobo Baseball Team!**



Local nonprofit **Albuquerque Involved** made dreams come true building and installing raised garden beds for Mike, Matthew and Howard's home.



Thanks to the **Bank of Albuquerque** and Albuquerque's **East Stake of the LDS Church**, our Holiday Season was especially magical.



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

- Albuquerque the Magazine
- American Advertising Federation – New Mexico
- American Auto Clinic
- American General Media
- Anonymous Family Foundations
- Bank of the West
- Carl C. Anderson Sr. and Marie Jo Anderson Charitable Foundation
- City Treats Catering
- Cunningham Productions, LLC
- EntraVision
- French Family of Companies
- Hugh and Helen Woodward Fund of the ACF
- iHeart Media
- Intel Corporation
- KLUZ-TV
- KTFQ-TV
- LDS Humanitarian Services
- Mayor and First Lady's Charity Gala
- New Mexico Department of Transportation
- New Mexico Mutual Group
- PNM Resources Foundation
- Popejoy Hall
- Rodgers and Company, Inc.
- Rx Innovations/Best Buy Drugs
- Ten Pins and More
- United Way of Central New Mexico

*Corporate and Foundation Partners listed in this report invested \$5,000 or more in ARCA during FYE 2018.



Our Circle of Promise members join together to provide the necessary resources and vision to ensure ARCA's services are available for as long as there is a need for children and adults with intellectual, developmental and cognitive disabilities in New Mexico. This cherished group of families, staff and key community partners gathered to celebrate ARCA's 60th Anniversary, recalling our humble beginnings, transformational journey and providing a window into their dreams for tomorrow.

Jim Stromberg, Dr. Javier Aceves, Judy Greenfeld and Pat Kominiak shared personal reflections

about the early years. Ed Kaul, Charles Brescia, Jeannie Patrick and Rolley Longley shared the joy of ARCA from their unique perspectives. Chris Keller, Duffy Swan and Anne Ogden envisioned bright futures for people with intellectual and developmental disabilities. Dr. John Stichman and Maureen and Mike Gannon described how their own lives are enriched by providing annual support to ARCA's mission and with their planned gifts. We shared laughter and tears as we celebrated the milestone moments of these past sixty years.

We applaud our generous Circle of Promise members who have included ARCA in their estate plans. These future gifts will grow our endowment, reducing our dependency on governmental resources so future generations will have the opportunity for great lives.

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

ARCA Statement of Position

For the year ended June 30, 2018

| Assets | |
|--|-------------------|
| Cash and cash equivalents | 3,979,462 |
| Accounts receivable | 2,366,566 |
| Investments | 4,194,248 |
| Prepaid expenses | 325,684 |
| Property and Equipment, net | 8,372,226 |
| Tenant deposits and cash held in trust | 2,160,221 |
| Other assets | 25,997 |
| Total Assets | 21,424,394 |

| Liabilities | |
|---|-------------------|
| Accounts payable | 552,305 |
| Accrued liabilities | 1,613,462 |
| Deferred revenue | 167,048 |
| Mortgages | 2,706,198 |
| Tenant deposits and cash held in trust | 2,160,221 |
| Other liabilities | 9,470 |
| Total Liabilities | 7,208,704 |
| Net Assets | 4,215,690 |
| Total Liabilities and Net Assets | 21,424,394 |

ARCA Statement of Activity

For the year ended June 30, 2018

| Revenues | |
|------------------------|-------------------|
| Medicaid | 22,206,181 |
| State Contracts | 2,266,027 |
| Grants & Contributions | 1,037,090 |
| Fees & Rent | 1,655,831 |
| Private Contracts | 490,301 |
| Net Sales | 397,042 |
| Other | 474,539 |
| Total Revenues | 28,527,011 |

| Expenses | |
|-----------------------------|-------------------|
| Salaries and benefits | 20,759,463 |
| Persons Served | 3,518,021 |
| Facilities | 1,938,573 |
| Contractual Services | 881,429 |
| Transportation | 1,002,311 |
| Office expense | 199,431 |
| Other | 123,628 |
| Total Expenses | 28,422,856 |
| Change in net assets | 104,155 |

Functional Expenses

| | | |
|------------------------|------------|------|
| Program | 24,242,693 | 85% |
| Fundraising | 177,572 | 1% |
| Management and General | 4,002,591 | 14% |
| | 28,422,856 | 100% |



ARCA Board

Matt Maes, CPA
Lovelace UNM Rehabilitation Hospital
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Jim Culpepper
Community Volunteer
VICE-CHAIR

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TREASURER

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Community Volunteer

Sonya Adams
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Carol Bertholf
Jennifer Lehman
Charla Mapes

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Joe Mateju
Donald Wright
Gloria Sans
Susan Marthey
Judi Murphy

ARCA Committees

Finance

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Barbara Lewis, CPA
Matt Maes, CPA
Jim Culpepper
Laurel Shelton, CPA
Adam Thompson, CPA

Audit

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Suzette Longfellow, CPA
Jim Stromberg
Don Wright

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Phil Mayo
Carol Cochran, CPA

Joint Board

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Matt Maes, CPA
Phil Mayo
Carol Pierce
Joey Sanchez
James J. Saya

ARCA Foundation

Joey Sanchez
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Maureen Gannon
PNM
VICE-PRESIDENT

Phil Mayo
RBC Wealth Management
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Noel Behne
Community Volunteer
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Rolley Longley
Advocate

James J. Saya
Lewis University

S. Carlene Patterson
Ascension Financial Group, LLC

John Stichman, PhD
Community Volunteer

ARCA Foundation Committees

Finance

Philip M. Mayo
E. DeAnn Eaton, CPA
Lori A. Ferraro
Joey Sanchez
Christopher Keller
Noel Behne

Donor Relations

Betty Valdez
Lori A. Ferraro
S. Carlene Patterson, CFP, ChFC
Susan Hansen, CFE
Michael Gannon
Sonya Adams
Bobbie Derlin
Jim Myers
Barbara Crockett
Joe Weston
Michael Perez

Idea Club

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

Planned Giving Task Force

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

Leadership Team

Edward J. Kaul
PRESIDENT/CEO ARCA
Michelle Harmon
ARCA COMMUNITY LIVING SERVICES DIRECTOR
Marc Manning
ARCA SUPPORTED LIVING SERVICES DIRECTOR
Doreen Salazar
ADMINISTRATIVE OPERATIONS DIRECTOR
Angie Julian, CPA
CHIEF FINANCIAL OFFICER
Naomi Serna-Olander
HUMAN RESOURCES DIRECTORS
Vince Smith
INTERCARE DIRECTOR
Michele M. Cody
CHIEF DEVELOPMENT OFFICER

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