

2011 ANNUAL REPORT

OPENING DOORS



The ArcTM
Jefferson County

The Arc of Jefferson County Board Members 2011-2012

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Kracke & Price
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Birmingham, AL 35209



"We must
open the
doors of
opportunity.
But we must
also equip
our people
to walk
through
those
doors."

Lyndon B. Johnson



Dear Friends of The Arc:

We are pleased to have this opportunity to present you with the 2011 Annual Report for The Arc of Jefferson County. You will note from the Report that The Arc continued to make great strides toward community living and involvement for people with intellectual and developmental disabilities (ID/DD) and their families who we serve.

Noteworthy achievements last year included the following:

1. We renovated much of the interior and all of the heating and air conditioning systems for the Alice Pigman Center, our oldest facility. Named after and built by one of the founding professionals who worked at The Arc, Alice Pigman, The Pigman Center continues to serve Arc clients today.
2. We welcomed 10 consumers into Arc's programs who previously lived at the Partlow Developmental Center. Partlow was the last remaining institution for people with ID/DD in the State of Alabama and by accepting these persons into our programs we helped the State end an era of segregation and exclusion from society for the people with ID/DD.
3. We bid on and received a program to provide Emergency Respite Care for persons with ID/DD who are living in the community. Through this program The Arc will help people who experience a crisis (behavioral, emotional or health) in their daily living by providing an alternative living situation for a brief period of time during which their crisis can be resolved and, after which they can then return home. This is the third Crisis Intervention Program of its kind in the State of Alabama.
4. Finally, we began an ambitious project to replace one of our large 8-bed HUD homes with two smaller 4-bed barrier-free homes in Hoover and Homewood. These two homes will provide a more independent and normalized living situation for eight Arc consumers who have made excellent progress. We hope that both homes will open during 2012.

These four projects are just examples of the significant progress The Arc made during 2011. These four compliment on-going services and programs to people with ID/DD and their families served by The Arc daily.

We challenge you to become active with our Arc. Join as a member, volunteer to help in a program, become an event sponsor, or in whatever way you can – come and join our cause of providing better, more independent community living for people with ID/DD in Jefferson and Blount Counties.

We appreciate your on-going support and help and look forward to your involvement in 2012.

Sincerely,



Philip Richards

Philip Richards
President



Wm. F. Hoehle II Ph.D.

Wm. F. Hoehle, II, Ph.D.
Executive Director

REVENUE



DMH 86%

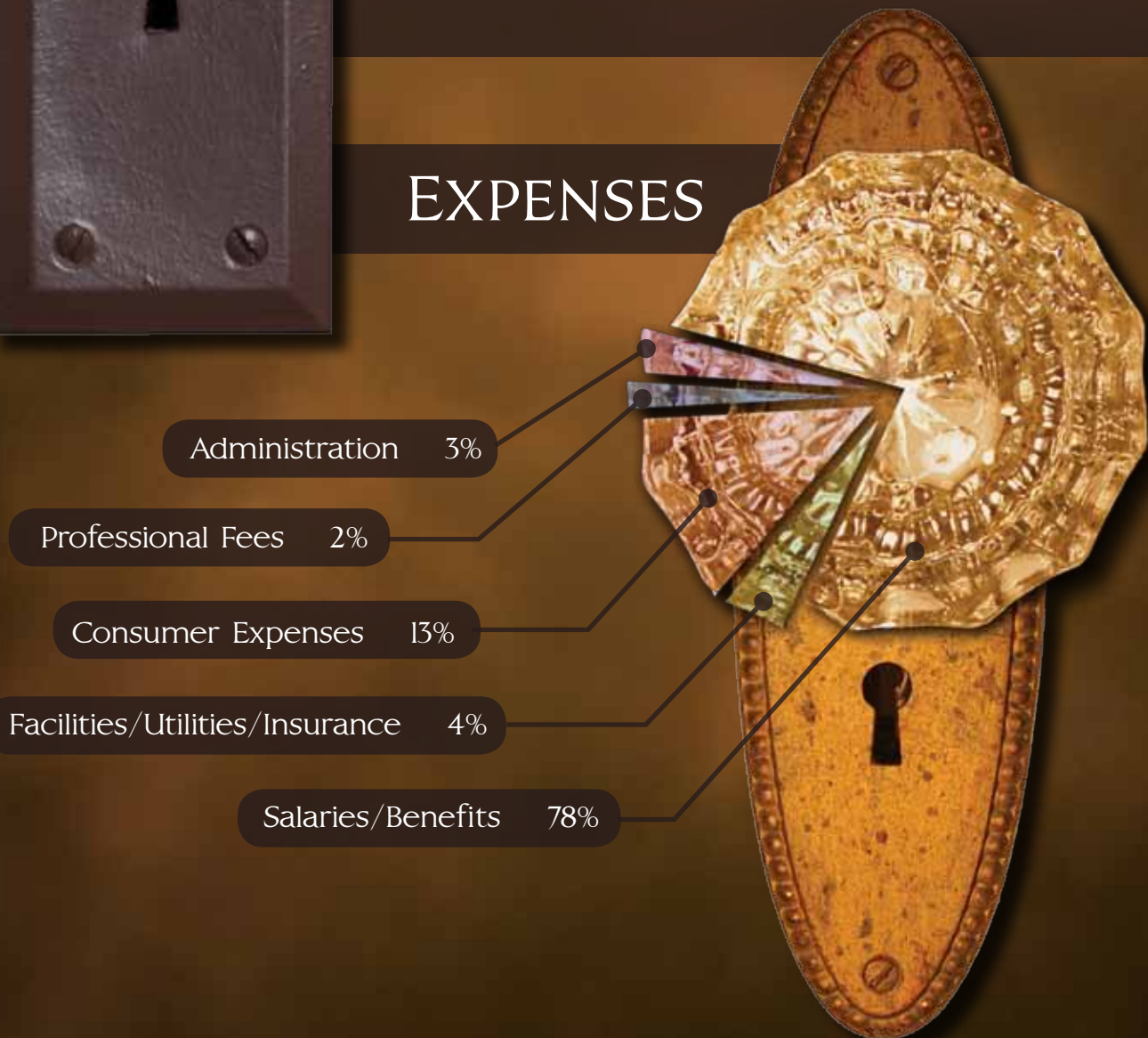
Dept. of Education 2%

Miscellaneous 10%

United Way 2%

2011 OPERATING BUDGET \$ 23,337,192

EXPENSES



Administration 3%

Professional Fees 2%

Consumer Expenses 13%

Facilities/Utilities/Insurance 4%

Salaries/Benefits 78%

MASON



H.O.P.E. PROGRAM

(HELPING OTHERS THROUGH
PARENT EDUCATION)

NUMBER SERVED

A total of 168 infants and toddlers with developmental delays and their families were served through the H.O.P.E. Program during 2011.

SERVICES PROVIDED

The H.O.P.E. Program offers a comprehensive array of early intervention services to infants and toddlers, ages birth to three who have developmental delays, and their families in our community. Services available include special instruction, occupational, speech, and physical therapy.

GOAL

The goal of the H.O.P.E. Program is to help infants and toddlers who are diagnosed with developmental delays receive the early intervention services needed in order for them to get the best start in life possible. Services are generally home-based and provided on an individualized basis depending on the needs of the infant/toddler served.

TRANSITION OUTCOMES

Infants and toddlers transition out of our early intervention program for different reasons. For example, if a toddler no longer exhibits a developmental delay of 25% or greater as a result of the services provided, he or she will graduate from the program without a referral for any additional services. During 2011, 37% of infants and toddlers served made so much progress that they graduated without the need for any additional early intervention services! Others transitioned to school systems upon turning age 3.

CONCLUSION

The program continued to provide effective services in 2011 to infants and toddlers with developmental delays and their families in Jefferson and Blount Counties. The services provided were effective in eliminating the delays of 37% of the infants and toddlers served and parents of those enrolled gave the program scores ranging from very good to excellent!

Mason's Story

Mason is a precious little boy who was recently diagnosed with mild cerebral palsy. He weighed only 1 pound, 7 ounces at birth when he was born at just 24 weeks. He spent the first eight months of his life at Children's Hospital. As his family prepared to take their new baby home, they were referred to The Arc for the early intervention services he would need to get the best start in life possible. Mason and his family enrolled in our program and were assigned a speech and occupational therapist. With the help of our team of early intervention professionals, Mason is now able to use a walker to move around his home, feed himself, and even say a few words! He is a happy toddler who has made a great deal of progress in our early intervention program.

Demographic information
on those served by
H.O.P.E. is as follows:

Caucasian:	67
African American:	89
Other:	12
Male:	109
Female:	59

DONALD



ADULT DAY SERVICES

Number Served

Adult Day Services provided daily training and advocacy to 281 adults, ages 21 and older, with intellectual disabilities and their families during 2011.

Services Provided

Adult Day Services offers community-based educational, vocational, and adaptive daily living skills training and support to adults with intellectual disabilities. Instruction is administered in academics, pre-vocational skills, communication, and personal care and hygiene. Services are provided at four facilities in the communities of Jefferson and Blount Counties.

Goal

It is the goal of Adult Day Services to enable each person served to reach beyond his or her limitations through skills training and development, thus reaching his or her maximum level of independence. The concept of normalization is stressed and training is age-appropriate and individualized in an effort to meet each individual's personal goals.

Promotion Rates

281 adults benefited from Adult Day Services in 2011. During the year, a total of 28 persons were promoted either to higher level classrooms within the program or to vocationally oriented settings as a result of the progress they made. Furthermore, 51% of individualized targeted objectives were completed by persons enrolled in the program which was an increase over the completion rate for the previous year.

Conclusion

Adult Day Services largely achieved its goals for 2011. Goals for 2012 have now been set and Arc staff will continue to work hard to make sure these goals are also achieved.

Donald's Story

Since 1956 Donald lived every day of his life in an institution. He recently enrolled in The Arc's Adult Day Services where he has adjusted extremely well to life in the community! Some of his favorite things include being outside and listening to music. In his day training environment he is learning to make simple snacks for himself and operate the dials on his own personal radio. He has made so much progress that he was recently asked to join a team of consumers who delivers meals to people in the community through our Program without Walls component of Adult Day Services. Many doors have opened for Donald and we are excited about how bright his future looks!

Demographic information on those served by Adult Day Services is as follows:

Caucasian:	181
African American:	98
Other:	2
Male:	178
Female:	103

CONNIE



WELLNESS PROGRAM

Number Served

Throughout 2011, a total of 448 individuals were assessed, monitored, or interacted with in some other way through the Wellness Program. An average of 151 adults were assessed or interacted with each month.

Services Provided

The Arc's Wellness Program serves individuals who not only have intellectual disabilities but who also suffer from both chronic and acute health conditions that require constant monitoring. These conditions include, but are not limited to, cancer, pulmonary disease, renal failure, infections, seizure disorders, limited mobility, and self-injurious behaviors. Seven registered nurses and 6 licensed professional nurses are on staff in Jefferson and Blount Counties to assess, monitor, and prioritize health-care related conditions as they occur. These nurses also serve as an important liaison between patients and their physicians.

Goal

The Wellness Program's goal is to overcome the many communication barriers and time restrictions that may compromise or diminish the healthcare that individuals served by The Arc receive.

Accomplishments

In 2011, a total of 2,020 'after hours' calls were made to our on-call nurses in an effort to best assess consumer emergencies and other health conditions. Also, throughout the year, a total of 108 non-licensed staff were trained and certified to assist with medication administration to consumers unable to administer their own medications. An additional 340 non-licensed staff who were previously certified were re-certified to administer medications during the year. Finally, RN's and LPN's also administered flu shots and other injections, removed sutures/staples, changed catheters and performed other medical procedures for Arc consumers to reduce and eliminate the cost of expensive medical appointments. These and other procedures helped to eliminate 389 unnecessary physician appointments in Jefferson and Blount Counties during 2011.

Connie's Story

Due to her medical issues and the need for constant care and monitoring, Connie had to make the move from an Arc supervised community living home into an Arc home with skilled nursing about a year ago. In this environment, nursing staff were able to monitor Connie's peg tube through which she received nourishment and medications. The nursing team paid close attention to the types and consistency of foods and liquids that she was ingesting, and with a combination of positioning and this monitoring, they were able to eventually remove the tube! As a result, Connie had a much healthier year in 2011 and was only hospitalized once as opposed to numerous times in the past. Our nursing staff continues to monitor her medical needs closely so that she will stay healthy in the years ahead.

Conclusion

The Wellness Program experienced another productive year in 2011. All consumers served through The Arc of Jefferson County had access to a wellness coordinator. 2011 was the first full year that 24-hour on-call nurses were scheduled and continuously available in the residential program. This proved to be an efficient and cost effective method of providing medically-related services to our consumers. Staff will work diligently to continue to find ways to improve the health-care provided to Arc consumers in the year ahead.

GLENN



EMPLOYMENT SERVICES

Number Served

213 adults with intellectual disabilities benefited from Employment Services throughout 2011.

Services Provided

Employment Services is comprised of three components:

1. A Work Activity Center offers opportunities for adults to develop pre-vocational skills. Training is provided in the areas of counting, money management, safety, and appropriate work related behaviors.
2. Arc-Way Industries, a sheltered workshop setting, focuses on the teaching of job skills which are transferable to obtaining jobs in the community. In this environment, The Arc contracts with local businesses that ultimately provide paychecks to those enrolled for completing piece rate work.
3. Supported employment assists adults with obtaining and keeping jobs in the community. On-going support is provided once placement is achieved to ensure employee /employer satisfaction and long-term job retention.

Goal

The goal of Employment Services is to assist each person served in acquiring the necessary work skills to become a tax paying member of our community as a fully employed and integrated member of society.

Promotion Rates

Many adults enrolled in this program made a great deal of progress during 2011. For example, 27 persons were either promoted to higher levels of vocational training or were assisted with obtaining jobs in the community. 25 of these individuals were hired at businesses for the first time during 2011. This exceeded our goal of 20 this year!

Conclusion

This program had another successful year of operation in 2011. Most goals set for the year were met or exceeded. New and additional goals for 2012 have been established and staff will work hard to achieve these goals in the upcoming year.

Glenn's Story

Glenn has been a loyal employee of Zaxby's since 2009 where he thoroughly enjoys his job as a dishwasher and maintenance worker. Specifically, he is in charge of keeping the lobby and grounds clean and tidy on a daily basis. He also operates the dishwashing machine, an important task in which he takes a great deal of pride. His supervisor has been so impressed with his job performance lately that Glenn has been given the opportunity to assist with the morning prep work in the kitchen. If you ask Glenn what he likes most about his job, he will tell you he enjoys working in the community every day. He will also tell you that he looks forward to attending employee meetings and the annual Zaxby's Christmas party!

Demographic information
on those served by
Employment Services
is as follows:

Caucasian:	111
African American:	100
Other:	0
Male:	102
Female:	109

JASON



RESIDENTIAL PROGRAM

Number Served

Residential Services provided home-like environments for 264 adults with intellectual disabilities throughout 2011.

Services Provided

Four living options are available through residential services in Jefferson and Blount Counties for adults with intellectual disabilities: 10-bed group homes, 3-bed supervised community living arrangements (SCLA's), independent living residences, and retirement homes. These living arrangements provide an important alternative from the family home or institutional setting. The ten and three-bed residences and retirement homes are staffed around the clock, 365 days per year. Training is offered in personal care and hygiene, leisure time planning, money management, and housekeeping skills.

Most of those served through this program reside in 10-bed group homes or 3-bed SCLA's on a long-term basis, and some eventually live with minimal assistance in one of The Arc's independent living residences in the community.

Goal

The goal of Residential Services is for each resident to achieve greater self-sufficiency and independence and live a normal life in the community. These individuals, when given an opportunity to live in small, home-like environments, enjoy a much better, more normalized quality of life and discover they too have much to offer new friends and the community in which they live.

Promotion Rates and Other Data

Of the 264 individuals served during 2011, a total of 8 residents were promoted to less restrictive living environments as their living skills increased. Additionally, 57% of individualized training objectives were completed by residents. Also, 233 individuals had the opportunity to take vacations during 2011 to destinations including Gulf Shores, Gatlinburg, Atlanta, Graceland (located in Memphis, Tennessee), and Disney World, just to name a few.

Conclusion

Residential Services continued to offer a wide variety of residential options to 264 individuals with intellectual disabilities during 2011. Each of our 70 homes in Jefferson and Blount Counties remained fully licensed and two homes were converted to fully accessible homes for individuals who utilize wheelchairs. Goals are in place for 2012 and staff will continue to work hard to make sure each goal is achieved.

Jason's Story

Jason has no intention of leaving his home in Blount County to return to the institutional setting he used to call home. He was able to move to Oneonta in 2010 where he shares a home with two other housemates. His new found hobbies include eating out and going to movies and concerts. He has also decided he loves attending Alabama football games and monster truck events. Jason has become an advocate on behalf of himself and others with intellectual disabilities and he serves as Vice President of Blount County's People First. In this role, he distributes information annually at the Blount County Fair and assists others in his own community.

Demographic information on those served by Residential Services is as follows:

Caucasian:	187
African American:	75
Other:	2
Male:	168
Female:	96

FEEDBACK

about the services provided

H.O.P.E. PROGRAM

Parents were asked to evaluate the services provided to them through the H.O.P.E. Program during 2011. The H.O.P.E. Program used a 1-7 scale, with 7 representing excellent, to evaluate their services. The H.O.P.E. Program received an overall average score of 6.7 on a seven point scale and this was an increase from scores received in 2010. Families commented positively on all areas including communication with therapists and being able to receive services in their own homes.



ADULT DAY SERVICES

Consumers were surveyed in 2011 to assess their overall satisfaction with Adult Day Services. Face-to-face interviews were conducted to gain feedback on their opinion of the services provided and to address any areas of concern. Of those surveyed, 96.4% gave overwhelmingly affirmative answers to questions about the services provided to them. Families and caregivers also responded affirmatively to questions about the services at a 97% rate. Areas addressed were field trips, monthly parent meetings, progress notes, and community outings.



EMPLOYMENT SERVICES

Consumers and their family members, along with area businesses where consumers are employed, were asked about the quality of the services provided through Employment Services during 2011. One hundred percent of consumers and family members surveyed stated that they were pleased with the services provided through this program in Jefferson and Blount Counties, and importantly, 100% of employers stated they would consider hiring additional workers with disabilities if openings at their businesses were to become available.



RESIDENTIAL PROGRAM

Residents seemed quite pleased with the services they received through the Residential Program in 2011. Ninety-one percent of residents indicated they were pleased with their living situations. Specifically, residents stated they were most content with making their own decisions, choosing what to buy with their personal money, and participating in community outings and annual vacations.



CONTACT INFORMATION

H.O.P.E. PROGRAM
Early Intervention
205-322-4500

ADULT DAY SERVICES
Alice Pigman Center
205-323-6383

Arc-North Center
205-856-2912

Tom Leonard Center
205-503-4031

Blount County Day Program
205-625-3552

Cleveland Facility
205-625-3665

EMPLOYMENT SERVICES
Work Activity Center
205-323-6383

Arc Way Industries
(sheltered workshop/
Supported employment)
205-322-9055

RESIDENTIAL SERVICES
10-bed group homes
3-bed SCLA's

Independent Living Program
Retirement Homes

Jefferson County
205-323-6383

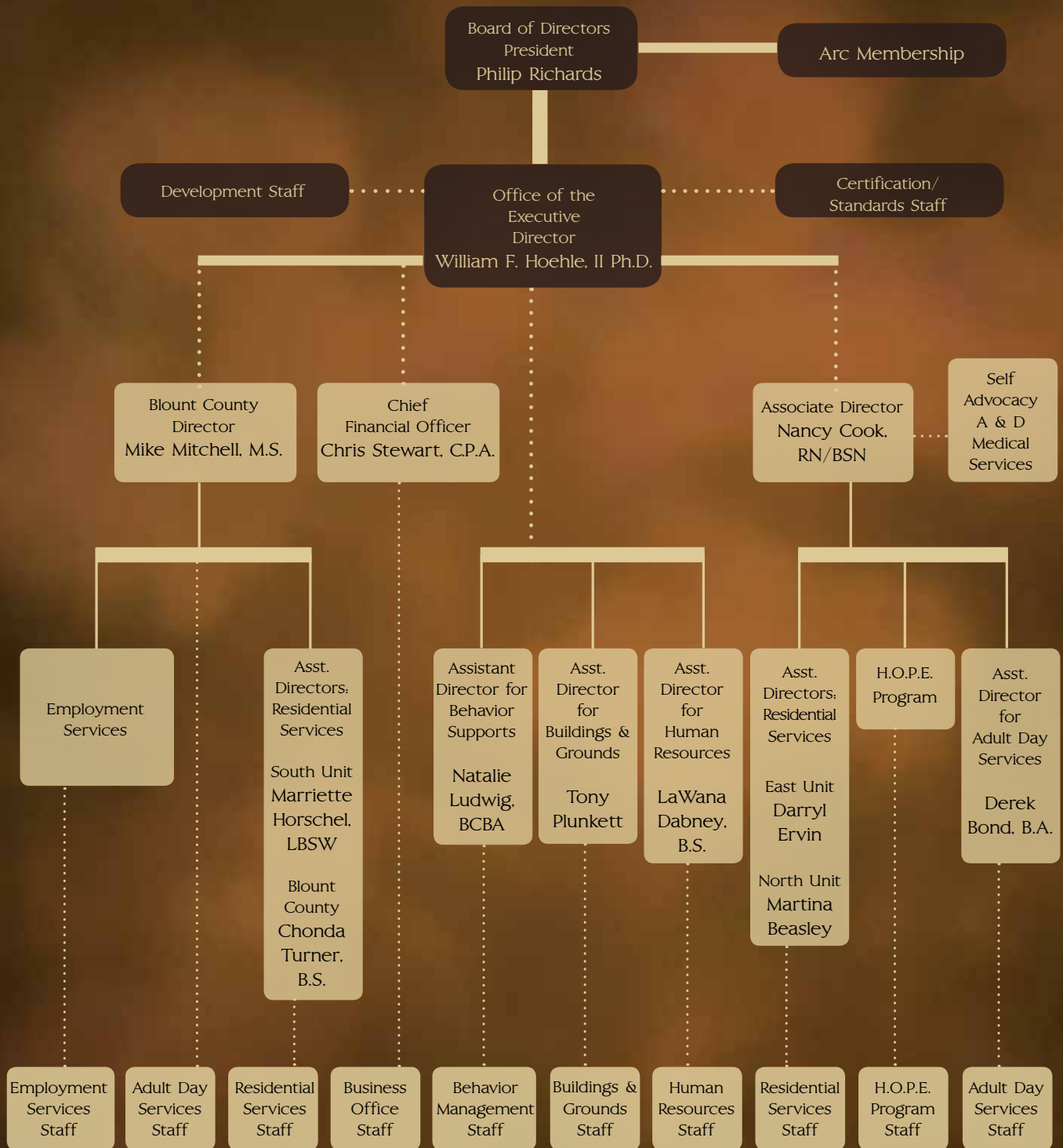
Blount County
205-625-3665

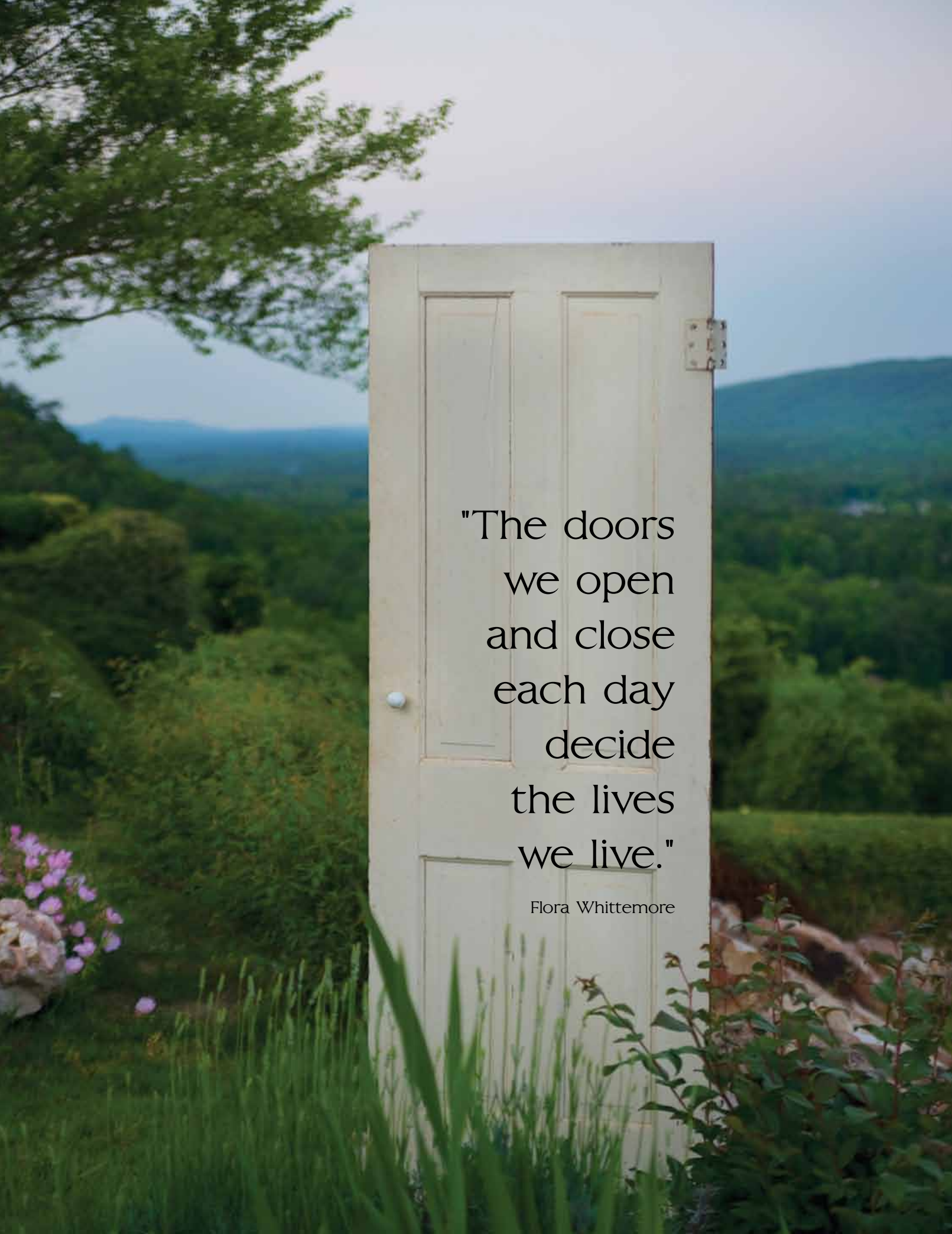
WELLNESS SERVICES
Available at all program sites
for consumers served
205-323-6383

ADMINISTRATION
205-323-6383

THE ARC OF JEFFERSON COUNTY

2011 ORGANIZATIONAL CHART



A white, six-panel door stands upright in a lush green field. The door is slightly ajar, revealing a hinge on the right side. In the background, a vast landscape of rolling green hills and mountains stretches under a soft, overcast sky. To the left, a tree with green leaves frames the scene. In the foreground, there are various green plants and a cluster of pink flowers on the left.

"The doors
we open
and close
each day
decide
the lives
we live."

Flora Whittemore



The Arc

Jefferson County

215 21st Avenue South
Birmingham, AL 35205

ALICE E. PIGMAN CENTER
Adult and Residential Supports
215 21st Avenue South
Birmingham, AL 35205
205.323.6383

H.O.P.E. PROGRAM
2105 Joyce Street
Birmingham, AL 35205
205.322.4500

BLOUNT COUNTY
Adult & Residential Supports
615 Fairground Avenue
Oneonta, AL 35121
205.625.3552

TOM LEONARD CENTER
Day, Vocational, & Fiscal Office
2665 Hackberry Road
Birmingham, AL 35226
205.503.4031

ARC-WAY INDUSTRIES
Employment Supports
228 1st Avenue North
Birmingham, AL 35204
205.322.9055

ARC NORTH
Day Supports
4017 Village Square Drive
Birmingham, AL 35215
205.856.2912

CLEVELAND WORKSHOP
Adult & Vocational Supports
365 Head Drive
Cleveland, AL 35049
205.625.3665

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www.facebook.com/arcofjeffersoncounty

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United Way Agency



United Way
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Thank you to Door Exchange of Alabama for the courtesy
access to photograph doors for our Annual Report.