

My
future
looks
bright



The Arc™

Jefferson County

2012 ANNUAL REPORT



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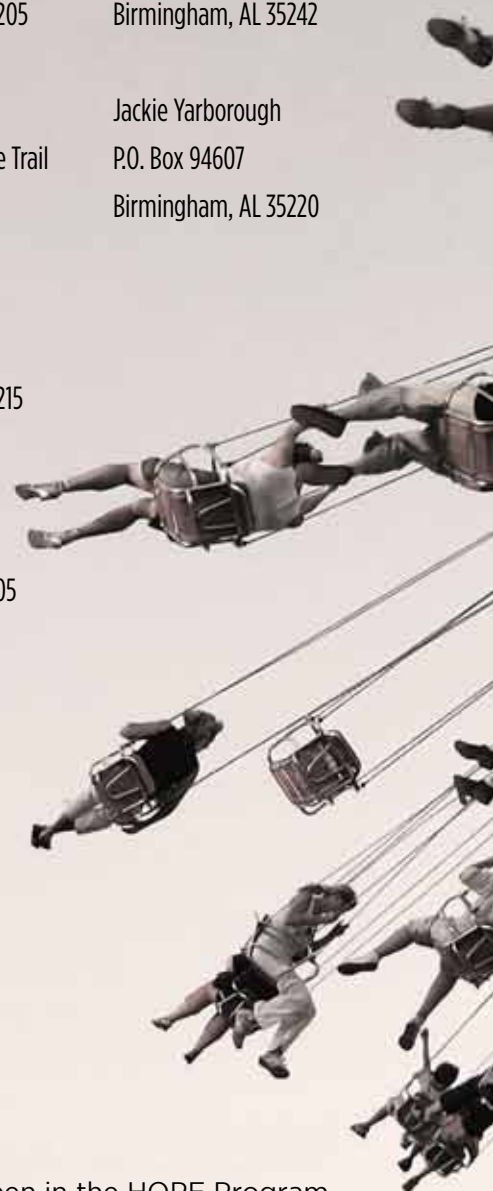
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Jean Glenn
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ON THE COVER:

Lilly is an adorable little girl who has been in the HOPE Program since 2011 to address her speech delays. Recently, Lilly was diagnosed with Autism which impairs her ability to communicate. Because of the services she has received, Lilly has learned to use sign language to communicate and follow instructions. Way to go, Lilly!

My future looks bright



Friends of The Arc:

The Arc of Jefferson County just completed its 59th year of operation and we are pleased to provide you with The Arc's annual report for 2012.

The report emphasizes the well-established services and programs of The Arc of Jefferson County. This report also highlights our progress during 2012 in The Arc's early intervention, adult day, employment, residential and wellness programs. These programs provide ongoing, needed supports for infants, toddlers, young children and adults with intellectual/developmental disabilities and their families in both Jefferson and Blount Counties in Alabama.

Our programs have grown significantly throughout the years and I encourage you to continue supporting The Arc's ongoing programs and advocacy efforts, as well as the development of new programs and services.

We provide this annual report to you with pride and satisfaction in the strong efforts of The Arc of Jefferson County during the past year. We invite you to stay involved with us next year as we continue our efforts to improve the lives of persons with intellectual/developmental disabilities and their families in Jefferson and Blount Counties.

Sincerely,



A. Jackson Knight

A. Jackson Knight, C.P.A.
President



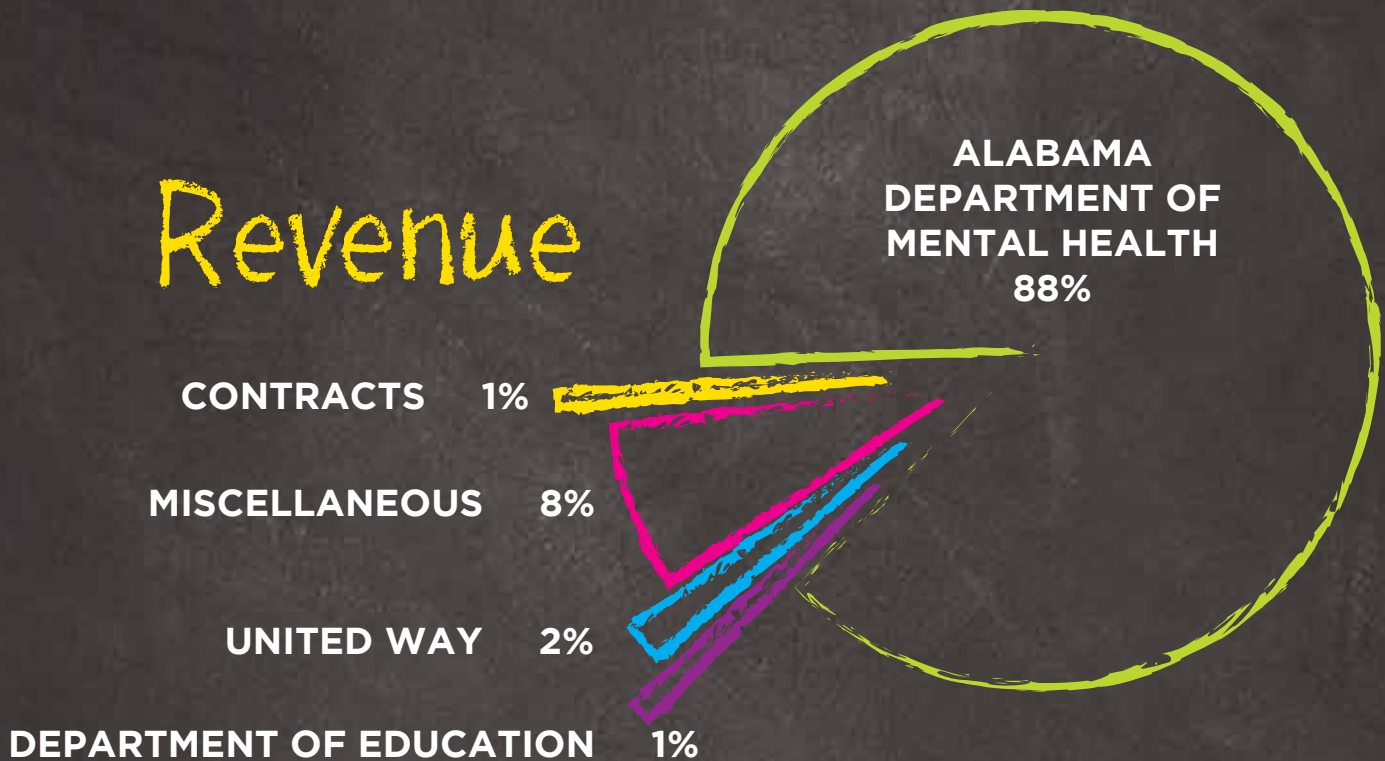
Wm. F. Hoehle, II, Ph.D.

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

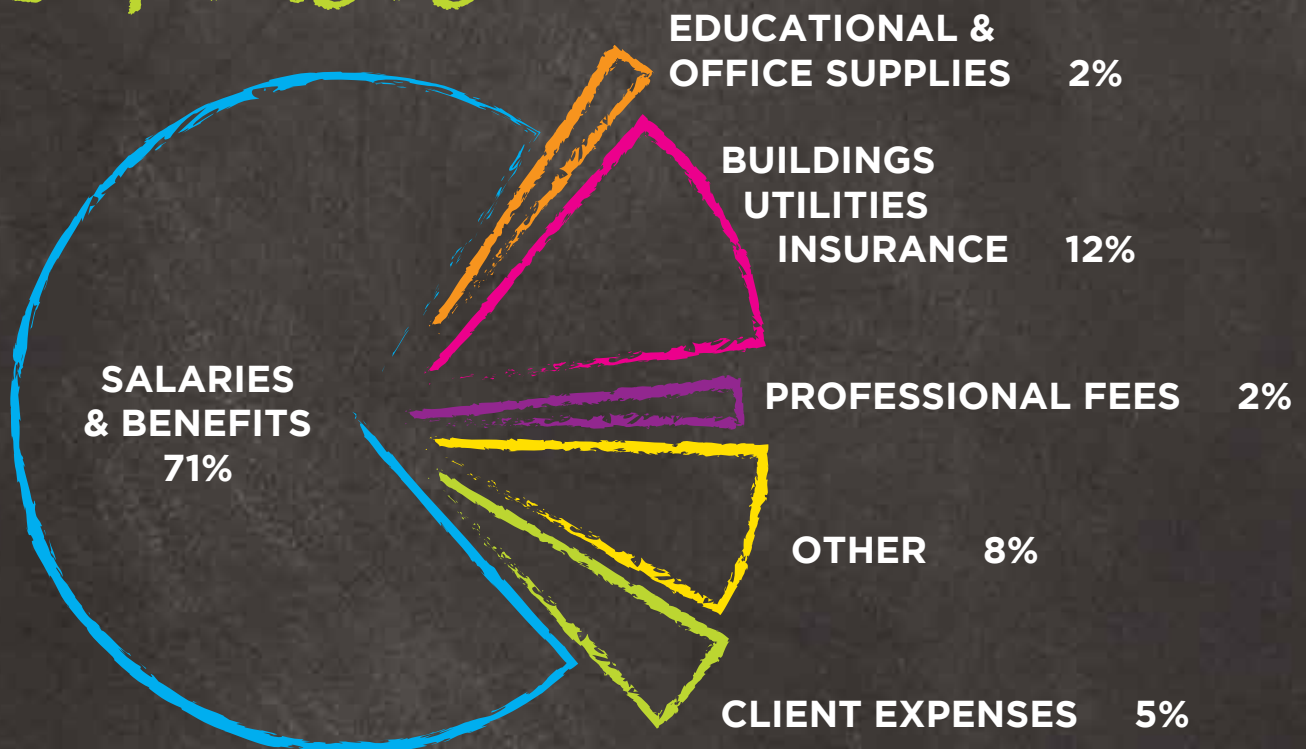
2012 Operating Budget

\$ 23,763,000

Revenue



Expenses



Sarah is a sweet 2 year old that has been receiving services through Infant and Young Children's Services since birth. Recently she was diagnosed with a rare genetic disorder that affects an area of the brain that controls balance and coordination. Sarah has made quite a bit of progress in the past year through physical and speech therapy services. She is crawling on all fours, standing up with assistance, and communicating with some words and gestures.



Infant & Young Children's Services

Services Provided:

Children's Services provides early intervention to infants and toddlers, ages birth to three years, in Jefferson and Blount Counties, who have developmental delays. Speech, physical, and occupational therapy, special instruction, and social/psychological services are available to each child and his or her family, depending on their specific needs.

Parent/Guardian Satisfaction:

This is an integral part of measuring the effectiveness and overall success of the program. Parents and caregivers of infants, toddlers, and young children served were asked to assess their satisfaction with the services provided. The overall rating for 2012 fell into the **"very good to excellent"** range, with an average score of 6.77 on a scale of 1-7, with 7 representing excellent. This was an **increase** from scores received in previous years.

Our future looks bright because:

During 2012, 22 children made **such progress** that they were able to transition out of the program because they no longer qualified for services!

Data collected on those served indicated that 53% of individual objectives were completed during the year.

A Provider Appraisal Review audit was conducted in August 2012 and the program was found to be in **complete compliance**. As a result, the program earned a two-year certification.

Number Served:

During 2012, 180 infants, toddlers, and young children were served through The Arc's Children's Services Program. Demographic information is as follows:

Caucasian	63
African American	108
Other	9
Male	123
Female	57

Matthew enrolled in Adult Day Services at the age of 23. Today, he has successfully transitioned from remaining home during the day with one-on-one supervision to attending the day program full-time. He has successfully integrated with peers, rides in the van with other individuals, engages with staff members, and has improved his behaviors.



Adult Day Services

Services Provided:

Adult Day Services offers community-based educational, vocational, and adaptive daily living skills training and supports to adults with intellectual disabilities. Instruction is provided in academics, pre-vocational skills, socialization, communication, and personal care and hygiene.

Consumer/Parent/Guardian Satisfaction:

Consumer satisfaction is an integral part of measuring the success of the program. In Jefferson and Blount Counties alike, consumers gave favorable responses to interviews and, specifically, 96% of consumers surveyed stated they were very pleased with services provided. 97% of family members and caregivers gave similar responses about Arc programs.

Our Future Looks Bright Because:

During the year, 10 individuals were promoted to either a **higher level classroom** or to a vocationally oriented setting as a result of their individual progress.

Data showed that during 2012, consumers completed approximately 36% of their individual training objectives.

There was a **decrease** in the incidence of aggression and adverse and self-injurious behaviors in Blount County during 2012. This can be attributed to the **successful** implementation and continuous monitoring of behavior support plans.

Number Served:

A total of 251 adults with intellectual disabilities were served in Jefferson and Blount Counties in 2012. Demographic information is as follows:

Caucasian	150
African American	98
Other	3
Male	152
Female	99

Steven lives in a group home with two house-mates. He works at Arc-Way and at the food bank on The Arc's campus. Through the program, Steven has greatly improved his social skills, appreciates the income from his job, has learned healthy habits with self-care at home, and has developed the skills to pursue his own interests.



Residential Services

Services Provided:

Four different types of living arrangements are offered to meet the needs of adult residents with intellectual disabilities: 10-bed group homes, 3-bed supported community living arrangements, semi-independent living homes, and independent living residences. These living arrangements provide homes to persons who are unable to live by themselves. These living arrangements also provide an important alternative to the family home or institutional settings. The 10 and 3 bed homes are staffed around the clock, year round. Residents are trained in areas which include personal care and hygiene, leisure-time planning, money management, and housekeeping skills. Semi-independent living homes are staffed for some parts of each day, night, and weekend, depending on the specific needs of each resident.

Consumer/Parent/ Guardian Satisfaction:

This is an integral part of measuring the success of the program. In Jefferson and Blount Counties alike, residents gave favorable responses to questions about the services provided to them through the program. In Jefferson County, 91.3% of residents surveyed stated they were very pleased with services provided, such as choosing vacation destinations, community outings, staff helpfulness, money management assistance, etc. In Blount County, 90% of residents served indicated they were very pleased with the services as well. Family members and caregivers in Jefferson and Blount Counties who were surveyed also gave similar responses about the program, indicating their overall satisfaction with services provided through the residential program.

Our Future Looks Bright Because:

A total of 13 residents were **promoted** to less restrictive residential settings during 2012 due to the progress they each made and their ability to function **more independently** in their residential settings!

Approximately 93% of those served through Residential Services were able to go on **vacations** to destinations of their choosing during 2012. The most popular destinations among residents during the year included trips to the beach, Memphis, Atlanta, and Gatlinburg, just to name a few.

During 2012, 58.5% of individualized training **objectives were completed**.

Number Served:

A total of 258 residents were served in Jefferson and Blount Counties during 2012. Demographic information is as follows:

Caucasian	182
African American	74
Other	2
Male	164
Female	94

Michael has suffered from chronic ear infections for many years which have affected his behavior. In 2011, after numerous surgeries to reduce the infections and continued problems, his doctor ordered new, more aggressive treatments. The Wellness Program nurses were able to give daily and consistent treatments to him, and as a result, Michael's problems have finally been resolved and significantly improved his quality of life.



Wellness Program

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. During 2012, there were 8 registered nurses and 7 licensed professional nurses on staff to **assess, monitor, and prioritize** health-care related conditions as they occurred.

This program's focus is to utilize the most effective means of obtaining **quality healthcare** for those served by The Arc in Jefferson and Blount Counties.

This program is also important because these nurses serve as a **vital liaison** between consumers and their physicians to overcome communication barriers and ensure quality healthcare.

Our Future Looks Bright Because:

Throughout the year, a total of **3,880 medical appointments were completed** for consumers served in various Arc programs.

Eighty consumers with chronic health conditions were constantly monitored to ensure that their healthcare needs continued to be met in the most efficient manner.

During the year, 107 non-licensed staff were trained and certified to assist with the delivery of medications to consumers who were unable to administer their own medications.

In 2012, a total of 1,969 'after hours' calls were made to our on-call nurses in an effort to best assess consumer emergencies and other health-related concerns.

Number Served:

Throughout 2012,
a total of 451 individuals
were assessed,
monitored, or
interacted with in
some way through the
Wellness Program.
An average of 153
adults were assessed
or interacted
with each month.

Bettina is employed at Publix as a front end clerk. She follows accurate bagging procedures, provides carry out and package pick up services, loads goods into vehicles, and returns shopping carts into the store. She has a friendly personality with a beautiful smile and good attitude. She enjoys working at Publix because she has the opportunity to meet new people.



Mary lives in a residential home in the Blount County area. Mary is very active with her hobbies, including water aerobics, bowling, People First, and her job. Mary has been employed by Tom Lowery's State Farm Insurance office for 15 years keeping the office clean! She is a very talented woman and carries a great spirit with her in all that she does.



Employment Services

Services Provided:

Employment Services is comprised of three components:

1. The work activity center assists adults with learning pre-vocational skills. Training is provided in the areas of counting, money management, safety, and appropriate work-related behaviors. **2.** Sheltered workshop settings focus on teaching job-related skills which are transferable to the real world job market. In workshop settings, The Arc contracts with local businesses to provide work for consumers so that they can earn paychecks. **3.** A supported employment program provides consumers with training in completing job applications, learning interviewing skills, and finally with job placement in the community. On-going support is provided once a job placement is made to ensure employee/employer satisfaction and long-term job retention for consumers.

Consumer/Parent/ Guardian/Employer Satisfaction:

This is an integral part of measuring the success of the program. The overall rating for 2012 was 6.51 on a scale of 1-7, with 7 representing excellent. This data indicated that individuals served and the companies they worked for were **very pleased** with the services provided.

Our future looks bright because:

Throughout the year, 27 consumers were **promoted to more vocationally intensive programs** or jobs within the community as a result of their progress. One individual was promoted to **competitive** employment.

Seventy-six individuals were employed at local businesses in the Jefferson County community during 2012.

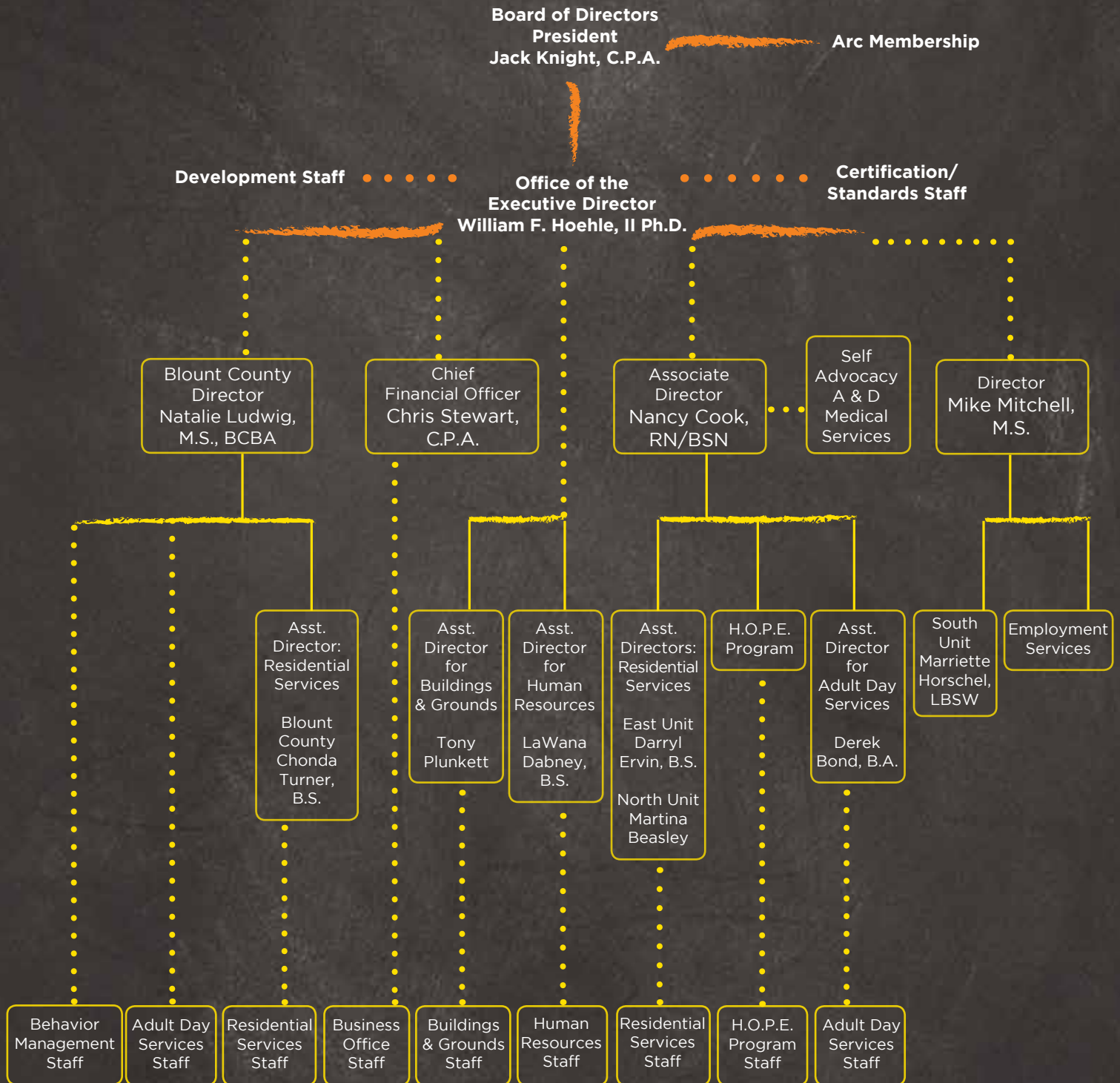
89% of individuals employed in the community **retained their jobs** and remained employed at the end of the year.

Number Served:

A total of 227 adults were served in Jefferson and Blount Counties during 2012. Demographic information is as follows:

Caucasian	126
African American	101
Male	118
Female	109

2012 Organizational Chart



FEEDBACK

Infant & Young Children's Services

"The staff work to find and prevent issues before they impact my child in a more negative way. I appreciate them very much."

"Home visits are the best! I don't think my child would cooperate anywhere else."

"I am thankful this program exists. It has been a blessing and a great help to our family. We could not have asked for better assistance."

Our Future
Looks
Bright!

What Consumers,
Family Members,
Caregivers, and
Employers Said
About the Programs
in 2012...

Adult Day Services

"I love the excitement that my daughter shows when she gets home every day and tells me what she accomplished at the program."

"The staff is dependable and they do what they tell me they are going to do. They treat my son well and I know he is taken care of."

"The Arc has taught my daughter so much. They take good care of her there!"

Employment Services

"My son is earning his own money and that makes him feel good about himself."

"I enjoy working with the program. Their work is accurate and their services are an important part of my company's success."

"What I like best about going to the program every day is getting paid so I can go out for pizza!"

Residential Program

"What I like most is how my son is treated with respect and dignity by the staff in his home."

"The staff treat Angela as if she were a part of their own family."

"I love my home! I have friends, good food, and my very own bedroom!"

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

Jefferson County

215 21st Avenue South
Birmingham, AL 35205

Non-Profit Org.
US POSTAGE

PAID

Permit No. 2586
Birmingham, AL



My future
looks bright



The Arc

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of the United States

Member of The Arc
of Alabama

United Way Agency



United Way
of Central Alabama, Inc.

www.arcofjeff.com



www.facebook.com/arcofjeffersoncounty

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

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