



2019 Annual Report + COVID-19 Update



The Arc Westchester • The Arc Westchester Foundation

Supporting people with developmental disabilities throughout their lifetime

Heroes Work Here

Our 2019 Annual Report is a special edition celebrating the outstanding staff and direct support professionals (DSPs) who have been going above and beyond to ensure the health and safety of our individuals during COVID-19. As we emerge from lockdown and work our way through the various stages of reopening, we remain thankful for their dedication, flexibility and unwavering commitment to those we support. The sign says it all – Heroes Work Here.



Dear family and friends,

The first half of 2020 presented us with an unprecedented set of challenges. Supporting 2,000 individuals with developmental disabilities and 850 staff during a global health crisis requires swift and effective action as the ground continues to shift under our feet.

Many of the individuals we support face additional health challenges, requiring a specialized level of care that far surpasses the needs of a typical population. Our frontline staff — direct support professionals, nurses and teachers — have risen to these challenges with unflagging devotion, grace and compassion.

The Arc Westchester was founded by families for families for life. This core value has never been more important than it is now, as we experience one of the most difficult periods in our 71-year history.

As we reflect upon these challenging times, I want to express my gratitude to our dedicated staff, our community partners and especially the families who have been working with us throughout the pandemic to deliver the best outcomes for everyone.

I hope that you will take a moment to learn more about our ongoing response to COVID-19, how our staff has been stepping up to manage the frontlines of the global pandemic, and be inspired by the heartwarming stories of humanity that have been rising out of these trials.

To your health,

Tibisay Guzmán
Executive Director/CEO
The Arc Westchester



Dear friends,

For more than 70 years, The Arc Westchester has played a vital role in the lives of individuals with developmental disabilities. Our commitment to

innovation has served us well in developing a continuum of services that begin at birth and continue through end of life, and it has been critical to supporting our community throughout COVID-19. During these challenging times our team has been working diligently to provide support to all of the individuals who depend upon us. Their leadership and service has demonstrated how dedicated and caring our team truly is, and for that I am incredibly thankful.

As I step down from my role as President, I am excited to be passing the baton to longtime Board member Kyle O'Loughlin-Cahill. Kyle's extensive background in healthcare has been a tremendous asset to us. Her unique knowledge and passion have been welcome additions to our Board discussions, and I am happy to see her leading us as we begin to define how The Arc Westchester can best support its individuals and staff following COVID-19.

Warm regards,

Joseph Cassarini
President
The Arc Westchester



Dear friends,

I am eager to see what the future holds for The Arc Westchester as I take on the role of President. A 71-year legacy of innovation and excellence has

defined this organization during good times and challenging times, but never more so than during these past few months. We have a professional and dedicated leadership team guiding this organization and I am pleased to support them through my new role on the Board. I want to thank Joe for his leadership, encouragement, and for all he has done for this organization.

As we emerge from the peak of COVID-19, we have a tremendous opportunity to showcase what The Arc Westchester does best — support individuals with developmental disabilities so that they may thrive no matter the circumstances. I look forward to leading our Board into this next chapter, as we work together to uphold the standards of excellence for which The Arc Westchester is known.

Best wishes,

Kyle O'Loughlin-Cahill
President-Elect
The Arc Westchester

COMBATING COVID-19

We are a very large organization, serving 2,000 people a day, with 850 employees and 68 locations throughout Westchester. The intense onset of the COVID-19 pandemic required us to take extensive precautionary measures to ensure the health and well-being of our individuals and staff throughout our organization. Even under typical circumstances, our individuals require highly skilled care — and the situation unfolding before us was anything but typical.

We are an interdependent community and experience dictates that a safe and successful response to an emergency is dependent on thorough preparedness, organization, education, communication, training and the rehearsal of emergency procedures. Each person has an important role to play in maintaining our organization's emergency preparedness and safety.



PREPAREDNESS & PREVENTION

With the extensive needs of our population in mind, we understand that being equipped in a crisis situation is imperative. We immediately began putting procedures into place at the beginning of the crisis. We used guidance from the NY State Department of Health, CDC and Office for People with Developmental Disabilities (OPWDD) as a baseline, consistently looking for opportunities to enhance protocols. Leading up to and during the height of the pandemic, our team led strategically and they continue to execute with precision and compassion.



Deploying an Emergency Management Team

Before the Coronavirus pandemic reached Westchester, Executive Director/CEO Tibi Guzmán formed an Emergency Management Team to provide a 24/7 response to the situation. Senior Staff Members from our residences, day programs, The Children's School, The Wellness Center, administration, finance and communications came together to monitor and respond to COVID-19, keeping the health, well-being and safety of the individuals whom we support top-of-mind.

This team has played an integral role in outlining precautionary measures, executing emergency management and, through new communications channels, keeping all of our stakeholders — especially families — up-to-speed on how we are responding to a rapidly changing situation. This transparency is a core commitment of The Arc Westchester.



New Senior Assistant Executive Director Brings Unique Experience to the COVID-19 Challenge



Deborah Mondello, our new Senior Assistant Executive Director, oversees several areas of our organization, including Residential Services, Day Habilitation Services, our Wellness Center, an Article 16 clinic. She is the administrative supervisor of the agency's medical, nursing and psychiatric services. Deborah joined The Arc Westchester from the behavioral health field, where she spent nearly 20 years as a clinician, quality improvement manager and senior leader.

As Mondello says: "Spending two decades in mental health, my work was with high-needs people requiring acute care. I'm used to operating in a crisis but working towards stabilization."

Mondello is one of the members of The Emergency Management Team, and remarked on the constant communication: "Things started really ramping up during the first two weeks of March as Westchester became the epicenter of the virus. We met daily virtually, through weekends, for the first two or three weeks and followed the updates from the CDC and OPWDD closely. Guidance can still change multiple times a week and we have to adjust each time accordingly"

As for the future, Mondello sees an increase in the use of technology and the streamlining of some of the organization's operations, to the benefit of the individuals we support.

Preparing Our Frontline Staff

The Arc Westchester's Staff Development Department, which is responsible for all new employee orientation and ongoing required training for the agency, played a key role in preparing the team for the impact of COVID-19 in the workplace.

At the start of the COVID-19 crisis, all staff were required to complete an Infection Control Refresher, which was delivered virtually. Since live classroom training was put on hold, the Staff Development Department developed an abbreviated new employee orientation based on OPWDD guidelines so that new staff could be onboarded.

The orientation focuses heavily on health and safety topics. The department created training materials for program staff on hand hygiene, environmental controls and proper use of full Personal Protective Equipment (PPE – masks, gloves and face shields), based on OPWDD and Department of Health guidelines, and continues to update infectious disease materials as the guidelines are revised.

We attribute the success we have had in protecting the health of our residents and staff to the effectiveness of our training and protocols. Early on, we instituted health checks for staff in certified locations and residences, including temperature checks upon arrival and throughout a shift. We have also staggered schedules for staff to ensure we don't go above capacity, and have developed an internal code of conduct so staff can self-monitor and come to us with any health concerns. The Human Resources department is also offering wellness, telehealth and virtual medicine services to our staff.

Boundless Dedication

When our Bedford Men's residence was quarantined from March 26 to April 7, Residential Coordinator Garry Evans and Bedford Women's DSP Althea Palmer volunteered to sheltered in place during the quarantine to minimize exposure of our individuals to outside staff. They cared for the residents day and night while putting their own lives on hold,. Thanks to their selfless actions, all of the residents in the home have remained safe and healthy during the quarantine.



MORE THAN
\$250,000
spent on PPE through
September, 2020

Securing Critical Supplies & Managing the Environment

With Personal Protective Equipment (PPE) in high demand, we have advocated aggressively to secure the necessary supplies and have been working with our Foundation to deploy targeted fundraising campaigns to help cover these newfound expenses. Maintaining an adequate supply of PPE and disinfecting products has been crucial to our ability to protect the 240 residents in our homes, as well as our frontline staff. The demand for these items will rise as we reopen more programs and services. We are grateful that, so far, we have been able to source what we need, although this is an expensive undertaking.

PROGRAMMING DURING A PANDEMIC

A mandate from OPWDD for the immediate closure of Day Services challenged us to find effective ways to engage our individuals of all ages remotely – overnight. The Arc Westchester is known for its comprehensive and cutting-edge programming, and a pandemic was not going to stop us.



PRE-SCHOOLERS Thrive with Online & Remote Therapies

Like their peers all across the country, students from The Children's School for Early Development and their families faced the challenge of learning from home and receiving therapies via telehealth during the COVID-19 crisis. While remote learning was not designed for preschoolers with special needs, the staff and administration have gone above and beyond to help parents support their children's progress at home. Parent-teacher conferences, all evaluations, IEP discussions and meetings with school districts were held via conference calls or Zoom. All staff participated and provided services, including teachers, physical and occupational therapists, speech therapists, school psychologists and social workers, making sure that all of our students' needs were being addressed.

The Children's School also completely transitioned to Google Classrooms and provided at-home activities for students, based on what they would have been learning if they were still in the classroom.

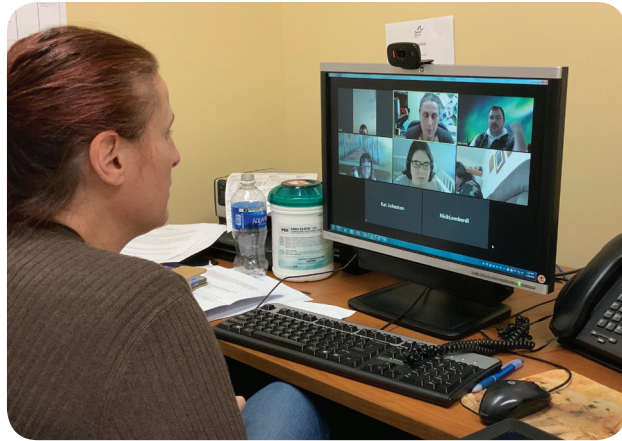
Teachers have been doing everything from filming "circle time" from their living rooms, to reading books on a park bench, to keep students moving towards their goals.

“

Throughout this whole process, our staff have gone above and beyond, never asking if they had to do something, but wanting to do more,” said Ann-Marie Sabrsula, M.A., VB/ABA Education Coordinator for The Children's School for Early Development. “All the teachers want to do is reach out to their students and ensure they and their families are getting all of the support that they need. Collaboration has been happening so organically and everyone has really come together to help our kids continue to learn and progress during this time.”



Connecting with Our **YOUNG ADULTS AND DAY PROGRAM PARTICIPANTS**



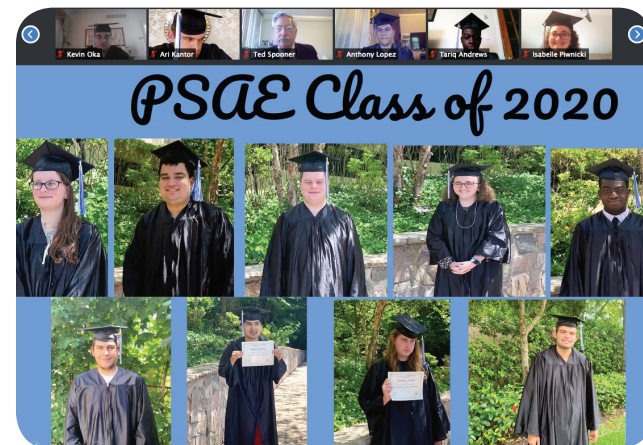
Engaging individuals not living in our residences presented a significant challenge. Beyond the development of programs, we were also faced with helping individuals learn how to engage in activities and with their peers via Zoom and other virtual communication tools. For individuals who thrive on relationships with their peers and colleagues — and look forward to daily outings, work and volunteer opportunities — learning how to receive instruction, take turns and participate remotely wasn't easy, but our individuals rose to the challenge, embracing dynamic learning opportunities and new activities such as book clubs, virtual scavenger hunts and sing-a-longs.

Project SEARCH Continues

On March 16th, the Project SEARCH Autism Enhancement (PSAE) staff made a quick pivot from an on-site program to delivering instruction virtually. All nine interns, telecommuting, were learning invaluable skills through that can be added to their resumes.

The interns began the morning with the familiar tasks of signing in, a morning meeting email and stations assignments. They then practiced suggested job skills at home followed by a group video check-in via Google Hangouts to provide socialization opportunities with fellow interns and staff.

Although the Class of 2020 was not able to have an in-person graduation, special arrangements were made for the graduates to pick up their caps and gowns, have photos taken and participate in a virtual Zoom graduation with family, friends, and staff.



Getting a Jumpstart on Transition Planning

Summer 2020 marked our first Transition Prep (T-Prep) program. Generously funded by The Taft Foundation, T-Prep helps educate high school students about the options and opportunities they have after graduation. Fifteen individuals participated in virtual, week-long sessions, learning about a variety of topics that are essential to transition planning. From group discussions and virtual games to independent work, each of our T-Prep participants received valuable lessons that will help set them up for success after high school.

Saying Thanks to Our Heroes

Our Choices Program participants showed their appreciation by creating more than 100 homemade Thank You Hero cards, which were dropped off at our local United For the Troops location. We hope these cards brought a little comfort to the brave men and women who protect our country each day.



Virtual Vacations Deliver Engaging Education

Three staff members of our Choices Program, including Allison Downer on a Zoom call below, have found ways to bring the outside world to our individuals, through creative activities such as virtual camping in Frost Valley, where participants explored traditional activities that campers would experience when traveling. Other remote learning adventures included science experiments, camp songs, campfire tales, and virtual trips to Europe and Woodstock.



VOLUNTEER-LED ACTIVITIES

Delight Participants

Prior to COVID-19, a group of generous, talented volunteers were giving their time to teach our individuals about personal finances, guide them through yoga and dance, immerse them in live music, and engage them in the preparation of delicious food.

Once the health crisis forced the suspension of in-person day services, our devoted volunteers continued to play an integral role in keeping the individuals in our Choices Program engaged at home, taking them through weekly activities via Zoom. We extend our gratitude to these amazing individuals for sharing their knowledge and passion and for giving the Choices participants something to look forward to during the pandemic:

- Art Nelson, a talented musician who kept the beat going from his home studio
- Dr. Vindogray Shah, a retired plastic surgeon whose “Laughing Yoga” sessions helped everyone to unwind
- Manochere Alamgir, a retired banker who continues to share budget tips through friendly games of “Banking and Bingo”
- Gabrielle Santiago, a college student whose dance and exercise sessions kept everyone moving
- Deb Bornstein, whose passion for baking and cooking kept “The Wow Wow Bakers” cooking and baking in the kitchen and learning about new foods
- Tishana Burton, a yogi whose passion has been a great inspiration to our individuals
- Sarah Walker, a rising junior at Duke University, taught pilates and stretching to help maintain flexibility



Engaging Our RESIDENTS

Shortly after COVID reached New York, all of our residences went into lockdown. Unable to work, volunteer, visit with friends and family, or enjoy recreational outings, our residents lost their connections to the community overnight. Our extraordinary DSPs went above and beyond for our residents, embracing their new responsibilities while adhering to strict health protocols. With the help of Day Services staff, our residents spent their time in lockdown learning new skills, eating healthfully, and engaging in a wide variety of volunteer projects, such as making masks and creating packets of laundry supplies to help those in need.



Residents Respond to Need for Face Masks

Giving back to the community is a core value of The Arc Westchester. Thanks to the initiative of day and residential staff members, many of our residents have been using their time at home to make masks for The Arc Westchester community and beyond. The process involves cleaning fabrics, assembling materials, cutting straps, and sewing beautiful designs. One of the talented members of our staff visited several of our homes to teach DSPs and individuals living in the home how to sew. To date, residents have made hundreds of masks that have been distributed throughout our organization and were also donated to Caritas of Port Chester, a Food and Soup Kitchen.



New Medical Director Expands Telehealth



In early 2019, we welcomed Alla Nirenberg, M.D., board certified psychiatrist, as medical director of our Wellness Center. In addition to overseeing the clinic, Dr. Nirenberg, who has decades of experience working

with individuals with developmental disabilities, is also responsible for all psychiatric evaluations and medication management for individuals supported by our organization. While acclimating to her new role, the COVID-19 pandemic hit and Dr. Nirenberg and the entire clinic staff had to quickly adjust to a new way of doing things – through telehealth services.

“When everything started, telehealth was very new to everyone. There were some challenges that presented themselves in terms of not having the right technology in some of the houses. But with teamwork among clinic staff, administration and staff in the houses, we were able to get a great flow of communication going.”

While the rest of the world adjusted to speaking with doctors through a screen, Dr. Nirenberg and her team relied on the Direct Support Professionals (DSPs) in the residences to help deliver these services to our individuals.

“It’s absolutely vital to have a visual consultation. The administrative team was instrumental in ensuring that the homes had the video capabilities that we needed, and the DSPs provided important input and assisted during these telehealth sessions.”

Celebrating Our Heroes

We recognize and honor our staff as the heroes that they are. Early on, HEROES WORK HERE signs were placed on the front lawns of all our residences to let our communities know how proud we are of our essential workforce. In recognition of the staff’s tireless efforts during this difficult time, Executive Director/CEO Tibi Guzmán visited our homes to thank staff personally, and in partnership with Cigna and Tompkins Mahopac Bank, delivered “hero” lunch bags filled with healthy treats as a thank you.



THANK YOU

We would like to extend our heartfelt thanks to the families who have generously donated meals to our residences during COVID-19. At a time when our individuals needed extra care, you nourished them and their staff. Thank you for your thoughtfulness and support!

Special Delivery from State Senator Shelley Mayer

During the crisis, The Arc Westchester was grateful to receive support from many people throughout our community. In May, our White Plains and Armonk homes received special visits from State Senator Shelley Mayer (37th District). The Senator personally delivered a pizza and pasta lunch to thank the homes’ hardworking Direct Support Professionals for their heroic work on the frontlines.



Residents Get Cooking with Help from a Local Farm

For many people, sheltering in place during the pandemic has had an effect on their healthy eating habits. And while it is important for everyone to eat as healthfully as possible, it is even more true for individuals with developmental disabilities. According to the CDC, children and adults with mobility limitations and intellectual or learning disabilities are at greatest risk for obesity.



Supporting good health is one of The Arc Westchester's core values and we have continued to focus on inspiring healthy eating habits, using food to bring our individuals and staff together and keep them connected during the crisis.

Our nutritionist Elisa Bremner, who typically travels to our residences and provides hands-on instructions from shopping to preparing to cooking, launched a series of virtual cooking classes called QED: Quick, Easy and Delicious. We were thrilled to be able to maintain continuity for our individuals that work with her, even if it is from afar.

Through generous donations from Fable Farm in Ossining, we were able to provide our residences fresh produce and dairy including broccoli rabe, mushrooms, lettuce, swiss chard, radishes and much more. Bremner then began creating recipes using these ingredients to get our individuals and staff involved with cooking the fresh food. We are so grateful for Fable Farm's generosity. Our residents have loved eating organic food straight from the farm!

Cultivating Skills

Throughout lockdown, our staff and residents have found new pastimes and pursuits. For example, Pemart House Manager Steven Bell and residents Shirley and Melvin created herb and vegetable gardens. Melvin planted the potted herbs and vegetables after the pots were put on the seat of his walker, and he waters them with similar assistance. Shirley planted the others and has learned not only how to water the plants properly, but when to water them and when not to. Much to Shirley and Melvin's pride, the fruits of their labor have been used in meals for the house, for everyone to enjoy.



Our Staff, Our Heroes

“

While it feels so inadequate, I wanted to send you and the entire Surrey Way team a note of thanks to let you know how grateful I am for the work you do for my brother and his housemates each and every day. I know that your jobs have become even more complex and challenging in this environment and I have the utmost respect and admiration for each and every one of you. You are true heroes like the other first responders.”

Adele Rota and
the Rigano Family



“

An enormous thank you to you, the administrative team, and all the organization members who are working so diligently to support and protect our loved ones. We cannot say enough about the staff at Cortland house and the work they are doing to keep Susan Pugliese and her house mates safe, engaged and feeling at ease. They are devoted and we truly appreciate their efforts.”

Daphne Daddino and Family

We are all fortunate to have the dedicated staff in the various homes run by The Arc Westchester. My daughter is in Mamaroneck Manor and I call them frequently to see how the staff are managing and compliment them on their commitment to keep the individuals in their care in good health. It is heartening to see that the DayHab comes in each day to work with them and keep them busy and occupied.”

Cynthia Ferguson

I wanted to let you know how impressed we have been by DSPs and others on your team. None of us have had to face such a crisis COVID-19 has posed, and your team has risen to this terrible occasion with courage and grace. My personal encounters with the DSPs (and other doctors as well), has found these folks to be engaged, hardworking and fighting to provide the best care for the individuals that they are responsible for. These DSPs are meeting all of these needs while putting themselves at risk, on the front lines, and it is something I am very grateful for.”

Matthew Kaufman, MD, CEO
Station MD (community partner)

National Television Recognition for Our Pandemic Response

National and local media have provided a number of opportunities to spotlight the important work of our staff. In May, the **TODAY** show aired a story about The Arc Westchester's response to the pandemic. Filming took place at our Hartsdale residence. News Anchor Craig Melvin interviewed our Executive Director/CEO Tibi Guzmán and parent Carol O'Leary about the challenges facing those with developmental disabilities during the COVID-19 pandemic. The segment also highlighted the devastating budget cuts the state is proposing and the critical need to preserve this funding.



A few days later, **News 12 Westchester** joined The Majsak Family as they visited their son David in our Yorktown Heights home for the first time after three months of lockdown. The Majsaks quoted that it had been three tough months staying away — but they were relieved to finally be allowed to visit their son. “It's joyful! It's like seeing a beautiful thing...that smile,” says Joe Majsak.

Both pieces are available for viewing at
www.arcwestchester.org.



news12
WESTCHESTER

MOVING FORWARD



Embracing the New Normal

March 2020 hit with a bang. With our residents sheltering in place and our Day Services suspended, we had to rethink all of our processes and programs in a fast-changing environment. As we were dealing with what was in front of us, we also needed to plan for the future, so that we would be prepared for re-opening in stages as soon as State regulations permitted.

With careful evaluation of our systems and processes, we created the **“Moving Forward Plan.”** The plan outlines the steps required to modify physical locations, enhance technology, and protect the individuals we support as well as our workforce. To gather as many viewpoints as possible, we have included all members of The Arc Westchester Family in our planning.

Notably, the phases of the plan are designed to be gradual movements towards a new normal while remaining prepared to reverse course in the event of a second wave of the virus. As always, we plan for the worst, as we hope for the best.

Core Components of The Moving Forward Plan:

Environment and Supplies: steps required to prepare all locations to enable and ensure social distancing and sanitization processes, including safe transportation of our individuals; maintaining a sufficient supply of PPE to be used as standard operating procedure.

Workforce and Health/Safety: continued training on infectious disease control, protocols for daily health checks, facilitation of telehealth/virtual medical assistance and wellness programs, procedures to track and trend all COVID-19 data, development of staff focus groups to solicit input into the strategic plan, and feedback on performance.

Organizational, Technology and Fiscal: creation of long term technology-based solutions for quick dissemination of information, remote programming, paperless records, staff training, and remote recruitment effort; identification of grants and other opportunities to support these efforts.



2019 Annual Review

Lights, Cameras, Action

Thanks to a generous grant from ArtsWestchester, we welcomed Good for You Productions as our Artist in Residence for 2019. The video production firm taught our individuals about everything from filming and editing to creating great visuals, even giving them the opportunity to star in and produce their own video. Our stars shined bright on camera and off, demonstrating how important these hands-on learning opportunities are for helping them reach their full potential.



Summer Fun at Manhattanville College

Our Summer Enrichment Program at Manhattanville College offers fun-filled weeklong experiences for young adults. Last year, participants enjoyed a combination of music, arts, sports, social activities and life skills classes with their peers on Manhattanville's beautiful campus.



Teaming Up with Regeneron for a Day of Doing Good

Volunteers from Regeneron spent their annual Day of Giving Back at The Ann Manzi Center decorating pumpkins with our individuals. More than 70 individuals from our Senior and Youth Connection programs participated.

gallery265 Shines at the Crowne Plaza in White Plains

In honor of National Disability Employment Awareness Month last October, we are thrilled to partner with the Crowne Plaza White Plains for our newest gallery265 exhibit. The installation of gallery265 art is on display in one of the hotel's new, renovated meeting spaces in the lobby.



Photography Recognized by The Arc New York

Oscar Yanes, a participant in our Port Chester Day Services Program, is passionate about photography. His photograph, "Cranberry Lake Preserve", received 1st place recognition in the Nature and Seasons category at The Arc New York's Annual Meeting. Oscar's standout submission was chosen among dozens of entries from chapters across the state. Congratulations, Oscar!



Art Recognized by New York Alliance

Rafael Reis, a participant in Arc Westchester's Choices day program at The Arc Westchester, loves to explore his creativity through art. His beautiful piece "Solar Unity" was selected to be the featured cover of the Annual New York Alliance Annual Conference. It will also be featured in The Institute on Disability/UCED 2021 Calendar.



2019 Annual Review

A Daycation at Yankee Stadium

Each month, The Arc Westchester hosts daycations and staycations as part of our Recreation Program. Over Labor Day Weekend 2019, our daycation group enjoyed a visit to Yankee Stadium to catch a game and enjoy time with their friends. Past excursions have included watching football at West Point and seasonal fun picking apples and pumpkins.



Celebrating the Holidays with Our Guardianship Program

In its 50th year, The Arc Westchester's Guardianship Program is one of our signature offerings. More than 100 individuals and the staff who support them celebrated the holidays at our annual event. Personalized gifts were selected for individuals and there was dancing and celebrating with old friends.



#bFair2DirectCare Rally

The Arc New York's 1,000 Person Rally, Albany, NY in support of increased funding for Direct Support Professionals was held in Albany, NY and was a great success! Several representatives from the Governor's office stepped into the War Room to publicly declare that the Governor would not sign a budget that did not contain a wage increase for our DSPs. Tibi Guzmán, Executive Director/CEO of The Arc Westchester, made the trip with several of our family members and support staff to have their voices heard.



Tech Conference

On March 28, more than 150 people attended the Fourth Annual Tech Supports for Cognition & Learning Conference at Mercy College in Dobbs Ferry. The conference is designed to engage and excite a community of thinkers to create technology and cognitive supports for people with disabilities. Our event partners included Mercy College, AHRC New York City, Westchester Library System, Putnam-Northern Westchester BOCES and Visiting Nurse Service of Westchester (VNS). We thank our generous event sponsors, Altice Business Solutions and Littman Krooks, LLP.



Employer Breakfast

Tibi Guzmán with several of our honorees at the Annual Employer Recognition Breakfast, which took place on April 26 at The DoubleTree Tarrytown. On April 26, we hosted our 31st Annual Employer Recognition Breakfast at The DoubleTree Tarrytown. This yearly celebration honors the 250 business and community partners throughout Westchester County that provide employment opportunities to individuals that we support. For the first time, the event featured an employer panel, made up of several of our esteemed business partners. Speakers included Sally Paull, Senior Vice President of Human Resources, Regeneron; Matt Diana, Plant Manager, Cintas; Helene Godin, Founder & CEO, By the Way Bakery; Polly Peace, Executive Director, Country Children's Center; and Joseph Saccomano, Jr., Esq., Office Managing Principal, Jackson Lewis.



2019 Annual Review

Golfing for Kids

The Arc Westchester Foundation and The Children's School for Early Development hosted the 19th Annual Golfing for Kids outing at Hampshire Country Club in Mamaroneck on June 4th, raising more than \$230,000 for children with autism, Down syndrome and other developmental disabilities supported by The Children's School. 135 golfers participated in the shotgun tournament and 300 guests attended the banquet and awards presentation honoring The Ronald McDonald House of the Greater Hudson Valley with the Community Partner Award and The Robert Mize and Isa White Trimble Family Foundation with the Foundation Partner Award.



Tennis Mixer

Our 1st Annual "Raising a Racket" tennis mixer was held on May 3 at Lifetime Athletic in Harrison, NY. The evening was an opportunity to raise awareness and funds to support programs and services for people with intellectual and developmental disabilities. More than 40 people attended this inaugural event. Sponsors included USPTA, Wegman's, Country Bank and Alix and Ruedi Laager.



Annual Membership Meeting

Our 70th Annual Membership Meeting took place on June 11 at The Gleeson-Israel Gateway Center in Hawthorne. More than 70 chapter members, invited guests, self-advocates, staff and board members attended. The Richard P. Swierat Self-Advocate of the Year Award, named after The Arc Westchester's former Executive Director, was presented to Suzette Burgher, who attends day services at the organization's Sheib Center in Yonkers. New to this year's Annual Membership Meeting was a presentation from Helene Godin, president and CEO of By The Way Bakery. Her business has gone above and beyond in supporting individuals with developmental disabilities since becoming an employment partner in 2016.

A Matter of Taste

The Arc Westchester Foundation held its 16th annual "A Matter of Taste" fundraiser on October 22nd at the beautiful Glen Island Harbour Club in New Rochelle, where everyone joined in to celebrate The Arc Westchester's 70th anniversary. This was the largest A Matter of Taste in the Foundation's history: nearly 400 supporters attended and nearly \$450,000 was raised. The evening featured two awards of recognition: the Family Partner Award, which was presented to The Kurzer Family, and the Corporate Partner Award, which went to Daniel Molino from Grassy Sprain Longterm Care, Inc.



Your Membership Makes a Difference

Becoming a member gives The Arc Westchester support from the community, breathes life into our mission and helps with supporting education and advocacy.

Your membership is three fold: By becoming a member of the The Arc Westchester, you also become a voice for The Arc New York (the state organization of which the Arc Westchester is a chapter) and The Arc U.S., which is the national organization — the largest in the world that supports people with developmental disabilities.

Membership and support mean POWER. The more members we have, the louder our voice is in advocacy efforts, and the stronger we are in our ability to make things happen in Albany and Washington D.C.

Your membership enables The Arc Westchester to:

- Fund programs and services that enrich the lives of people with developmental disabilities
- Advocate on behalf of children and adults with developmental disabilities
- Impact legislative policy through our unified voice

Become a member or renew your membership!

Visit: www.arcwestchester.org/join



The Arc Westchester Foundation

What a difference a year makes.

Traditionally, our letter in the Annual Report would share with you, our wonderful family, friends and benefactors, that 2019 was another year of financial success and great program accomplishments. And it was. We achieved total revenue of \$2.8 million, exceeding our goal by \$1 million, through successful annual fundraising and effective stewardship of our investments. By carefully controlling our expenses, we lowered the cost to raise a dollar to 10% — well below the national average — making 90% of your donation available to support the exceptional programs and services provided by The Arc Westchester's team of professionals.

Additionally, June 30, 2019 marked the successful conclusion of "Arc of a Life: The Campaign for The Arc Westchester," which raised \$6.9 million dollars in gifts and pledges. Campaign highlights and an impressive list of donors can be found on page 21 of this report. We are proud of our growing family of contributors and are deeply grateful for their continued, generous response to our calls for support.

This year, we felt we would be remiss if we did not comment on the first half of 2020 and the unprecedented impact the COVID-19 health crisis has had on our local community and around the world. This pandemic has added extraordinary safety, staffing and reconfiguration expenses to the Chapter's existing annual funding challenges. With our live fundraising events cancelled and uncertainty surrounding Medicaid funding for suspended in-person Day Services, the Foundation's ability to close the Chapter's funding gap seemed almost impossible. Thanks to past contributions from loyal donors like you, we were able to respond right away to the needs of the Chapter when the crisis began. And, because of your incredible response to the Foundation's **Covid-19 Emergency Relief Fund** we are entering the second half of 2020 with gratitude and optimism.



However, the mounting costs for Personal Protective Equipment (PPE), sanitizing supplies, and other equipment necessary to protect our DSPs and the individuals they support, will soon exceed \$300,000. These unfunded costs, combined with looming cuts to government funding, will continue to challenge us to the core. We are counting on your continued support so that the Foundation will always be able to respond to the critical needs of the Chapter, as they arise. Together, we will get through this - together, we are stronger.

We will all be altered by this pandemic; however, The Arc Westchester family is resilient. That resilience is embodied in each one of us and in the relationships we have forged.

With deepest gratitude,

Nancy Patota
Executive Director
The Arc Westchester
Foundation

Ruedi Laager
President
The Arc Westchester
Foundation

Stay safe, stay healthy, stay connected!

Visit www.arcwestchester.org/donate to make your gift online – it's easy and secure.

Arc of a Life: The Campaign for The Arc Westchester successfully closes with \$6.9 million raised!

The Arc of a Life: The Campaign for The Arc Westchester was designed to enable a bright future for the thousands of individuals and families who depend on The Arc Westchester for a continuum of excellent services, every day, regardless of the ever-changing government funding landscape. Launched in July 2013, this \$6 million campaign sought to raise the funds necessary to ensure that The Arc Westchester can adapt to change and address the needs of individuals of all ages with developmental disabilities throughout the entire arc of their lives.

The campaign successfully closed on June 30, 2019, exceeding its goal with gifts and pledges of \$6.9 million. A campaign celebration was being planned for summer 2020. Unfortunately, due to the COVID-19 pandemic, it was postponed, but will be rescheduled when it is safe to gather again. Until then, from the bottom of our hearts, we thank all of our generous donors.

Arc of a Life Campaign Donor Spotlight

Leadership contributors...

- The Taft Foundation
- Virginia Donovan
- The Laager Family
- Estate of Annette Edwards
- The Manzi Family

Campaign Funds Have Made a Huge Impact.

Just as intended, campaign funds have had an impact throughout The Arc Westchester. Notably, campaign funds were used to:

- Pay down the principal on the Gleeson Israel Gateway Center building bond. \$2.1 million was contributed, saving the Chapter \$250,000-\$300,000 in operating costs per year.
- Launch a pilot program in collaboration with Mercy College, to explore the use of everyday technology to increase independence and overall well-being for people with developmental disabilities. This pilot led the way to a successful 5-year run of the annual conference, Tech Supports for Cognition & Learning – the only one of its kind in Westchester County.
- Provide technology for the Youth Connection, a modern, age-appropriate educational environment where young adults transitioning from high school learn important life skills such as meal preparation, employment preparation, communication and socialization.
- Fund the Transition to Community program, created to prepare individuals moving from sheltered workshops to community activities such as volunteering, internships and/or paid employment.
- Expand use of the UNC TEACCH Autism Program, evidenced-based structured teaching techniques to aid prevocational and employment preparation for improved placement, retention and job satisfaction outcomes.
- Sponsor staff recognition and appreciation programs to motivate and retain our most valuable employees.
- Implement a comprehensive Behavior & Wellness through Nutrition Program to improve the lives of the 240 individuals living in our 45 residences and provide needed training to their direct support professionals.
- Fund Phase 1 of the renovation at the Ann Manzi Center in Mt. Kisco, creating the Senior Connection, a multigenerational, senior-friendly space to meet the needs of our aging population.

Arc of a Life Campaign Donors

\$1,000,000 +

Ms. Virginia Donovan
The Taft Foundation

\$500,000 +

The Estate of Annette Edwards
Mr. and Mrs. Rudolf Laager

\$100,000 +

Patricia Bailey Trust
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Silverberg



THE ARC WESTCHESTER

2019 Statement of Revenue and Expenses

Year ended December 31, 2019

Revenue	
Program Revenue	55,606,612
Other Revenue	638,748
Total Revenue	56,245,360

Expenses	
Personal Services and Fringe Benefits	40,939,687
Other than Personal Services	9,914,135
Equipment - Provider Paid	1,126,399
Property - Provider Paid	2,874,573
Total Expenses	54,854,794

Statement of Financial Position

Current Assets	
Cash and Cash Equivalents	5,857,960
Investments, at Fair Value	3,788,650
Accounts Receivable, net	9,717,738
Prepaid Expenses and Deposits	224,802
Due from Affiliates	154,272
Assets Held in Custody	282,170
Assets Held for Deferred Compensation	1,028,988
Right of Use Asset, Current Portion	1,179,043
Total Current Assets	22,233,623

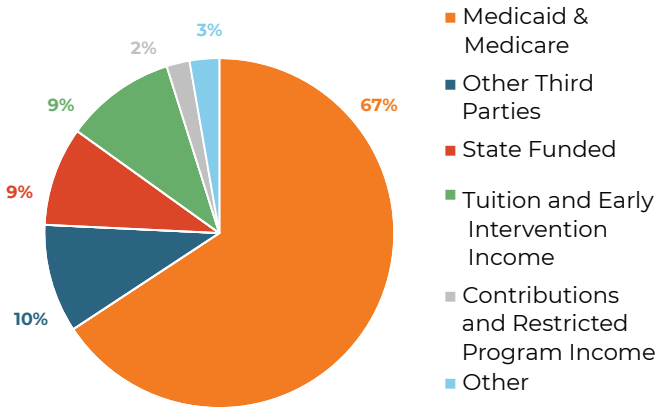
Right of Use Asset, Net of Current Portion	2,676,214
Security Deposits	33,765
Assets Limited as to Use	517,610
Subordinated Loans	4,145,560
Fixed Assets, Net	19,963,207
Total Assets	49,569,979

Current Liabilities	
Accrued & Accrued Expenses Payable	2,211,276
Accrued Salaries and Vacation Payable	2,932,969
Client Funds	410,561
Other Liabilities	1,457,778
Current Portion of Loans Payable	65,198
Current Portion of Bonds Payable	493,265
Due to Government Agencies	1,773,315
Current Portion of Lease Liability	1,179,043
Total Current Liabilities	10,523,405

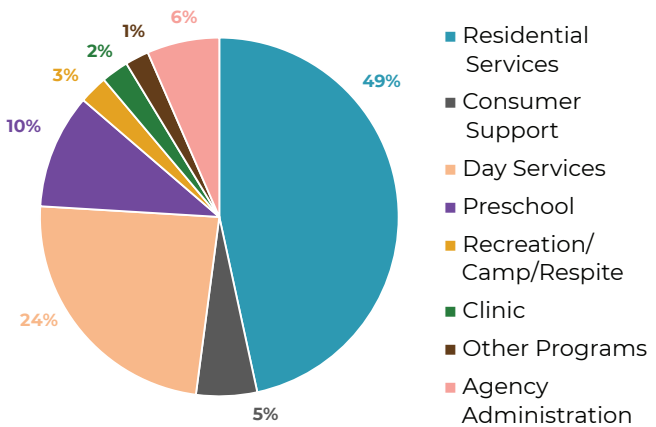
Lease Liability, Net of Current Portion	2,676,214
Loans Payable, Net of Current Maturities	2,660,249
Bonds Payable, Net of Current Portion and Debt Issuance Costs	3,243,838
Less: Unamortized Debt Issuance Costs	(88,498)
Total Liabilities	19,015,208

Total Net Assets	
Unrestricted	30,554,771
Total Liabilities and Net Assets	49,569,979

Where the funds came from



Where the funds went



The Arc Westchester Foundation

The Arc Westchester Foundation's mission is to increase public awareness and to raise financial support from the community, generate income through long-term investments, and make contributions to programs and services for people with developmental disabilities supported by The Arc Westchester. Since many of the Chapter's most innovative services receive little to no public funding, and government funding is constantly shifting, the Foundation attends to the long-term health of The Arc Westchester.

Through careful control of expenses, the Foundation reduced its cost to raise a dollar to 10%, well below the national average. As a result, 90% of your donation is available for the direct benefit of The Arc Westchester.

We are proud to be such effective and careful stewards of your donor dollars, and are grateful for your continued generosity.

2019 Foundation Financial Snapshot

	2019	2018
Total net assets:	\$5,168,053	\$4,081,843
Total revenues:	\$2,810,321	\$2,218,858
Net Proceeds from Special Events	\$525,369	\$524,781
Contributions to Chapter	\$952,914	\$1,213,063



GALAXY OF STARS

We recognize donors who have generously given cumulative lifetime gifts exceeding \$250,000 to The Arc Westchester Foundation.

Their extraordinary commitment is an inspiration to us all.

- John M. and Katharine W. Conroy
- Ms. Virginia Donovan
- Ms. Annette Edwards*
- Arnold D. Frese Foundation
- Mr. Gerard Gleeson*
- Mr. Justin Israel*
- Kresge Foundation
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- United Way
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- Mr. and Mrs. David B. Walker

*Deceased

We welcome
NEXT for AUTISM
to our Galaxy of Stars

Donor Recognition

Superstars
\$500,000 +

Ms. Virginia Donovan

Shooting Stars
\$200,000 +

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A Matter of Taste
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Diamond Stars
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Platinum Stars
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LEGACY OF LOVE SOCIETY

We are honored to give special recognition to those compassionate, forward-thinking donors who have included The Arc Westchester Foundation in their estate plans and are helping to ensure future services for people with intellectual and developmental disabilities.

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Susan and John Walker
Gertrude and Irving Wasserman
Louise C. Weston, Ph.D.



In Memoriam

The Board of Directors and staff of The Arc Westchester and The Arc Westchester Foundation would like to extend our condolences to the entire Walker family following Susan's passing from COVID-19. Susan was a founding member of our Foundation Board and devoted mother to three children, one of whom, Liz, participated in many of our day programs. Susan gave more than three decades of her time and passion to The Arc Westchester and The Foundation. We thank her for her generous support, including her Legacy of Love gift, and are grateful that she made her involvement with our organization a family affair. Although her daughter Liz passed away in 2019, Susan's commitment to this organization lives on through her son, David, who is a Foundation board member and , his daughter Sarah, a dedicated volunteer.

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The Arc Westchester 2019 Annual Report is published by:
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and The Arc Westchester Foundation

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Executive Director
Fran Higgins,
Assistant Executive Director/
Director of Development

In Memoriam

Sadly, COVID-19 took the lives of those we hold dear. From longtime residents and day services participants supported by The Arc Westchester to generous donors and beloved staff, our community grieves for these individuals and their loved ones. Each one of them have a special place in our hearts and we are so grateful they were part of The Arc Westchester family.

There were also several participants from our Day Services Program who sadly passed away from COVID-19 during this difficult time. We will miss them greatly.

- Nancy Autolitano**
Ossining Day Services
~
- Glen MacKinnon**
Peekskill Day Services
~
- Mary Lou Odell**
New Rochelle Day Services
~
- Frank Mondello**
Mount Kisco Day Services



Paul Babsky lived in our Ossining home for 10 years and also participated in our Day Services Program. We will remember him as a warm, fun-loving man who found joy in life and had strong relationships with his fellow housemates. He was known for sharing his love for music, his favorite movies and the unique enjoyment of fine fragrances with his friends.



Leroy Brown was a resident of our Surrey Way home and a beloved member of the Guardianship program since 1984. Leroy loved music and could often be seen wearing a CD player listening to his favorite Michael Jackson tunes. He was always smiling; his positive attitude was infectious and he loved to laugh. He also loved a good cheeseburger and he was always willing to share sweet treats with others.



Brian Curley was deeply loved by his housemates and staff in our New Rochelle residence. He was a longtime volunteer at County Harvest Meals on Wheels where he enjoyed deeply fulfilling relationships with the staff. As many of us do, he looked forward to his morning coffee and snacks provided by the staff.



Evett McKenney worked as a DSP at our Decatur residence for more than nine years. She was an extremely caring individual who loved life and her residential family. Holidays were very special to her and she would always decorate and celebrate with her colleagues and residents. Evett was someone who executed her job with care and dignity, and with great regard for the people we support.



Harold Powe lived in our Pemart House in Peekskill for the last three and a half years. He was a warm, gentle man who loved to hold hands and stay close to those he loved and trusted. He loved to eat and would wait anxiously by the stairs every night to check and see if dinner was ready. If you really knew Harold, you would have no choice but to love him.



Murray Siskind was a beloved member of our Guardianship program who lived in our residences since 1987 and was known as the unofficial "Grandfather" of the Bedford Men's home. He had a passion for music and often sang his signature song, "You Are My Sunshine." He was a fan of bingo, baseball, sports, park visits, delicious food and he especially enjoyed his volunteer activities working with horses.



*Supporting people with developmental
disabilities throughout their lifetime*



The Gleeson-Israel Gateway Center
265 Saw Mill River Road
Hawthorne, NY 10532
914.949.9300

Donate at arcwestchester.org