



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

11300 Lomas Blvd. NE • Albuquerque, NM 87112  
Tel: (505) 332-6700 | Fax: (505) 332-6800  
[www.ARCASpirit.org](http://www.ARCASpirit.org)

Non-Profit Organization  
U. S. Postage  
**PAID**  
Albuquerque, NM  
Permit No. 100

ADDRESS SERVICE REQUESTED

**FOLLOW US!**

[instagram.com/arcaopeningdoors](https://www.instagram.com/arcaopeningdoors)

[facebook.com/arcaopeningdoors](https://www.facebook.com/arcaopeningdoors)

**Please consider adding the ARCA Foundation to your will or estate plan.  
Contact Nadine Mary at (505) 313-3514 or [NMary@ARCASpirit.org](mailto:NMary@ARCASpirit.org)**




**Please Join Us for our Annual Poinsettia Sale!**

Saturday, November 18, 2023  
9:00 a.m. - 11:00 a.m.  
181 E. La Entrada Lane, Corrales



**Mark Your Calendar**  
Don't miss these ARCA events!

**ARCA's Annual Meeting**

Wednesday, November 1, 2023, 11:00 a.m. - 12:30 p.m.  
11200 Lomas Blvd., NE, Albuquerque 87112  
*See Page 7 for Details*

**CBIS Training**

November 6-10, 2023 • Registration Deadline  
October 10, 2023  
Training Location • 11300 Lomas Blvd., NE  
Albuquerque, NM 87112

*The ACBIS program provides the opportunity to learn information about brain injury, demonstrate learning in a written examination and earn a nationally recognized credential.*

Visit [ARCAOpeningDoors.org/CBIS](http://ARCAOpeningDoors.org/CBIS) for more information



# Outlook

Volume III  
2023

Opening Doors for individuals with intellectual, developmental and cognitive disabilities since 1957. | [ARCAOpeningDoors.org](http://ARCAOpeningDoors.org)

The results of the State's wellness checks of 6,815 New Mexicans with intellectual and developmental disabilities receiving support through the Developmental Disabilities Waiver program revealed four environmental concerns and two cases with administrative issues. While we don't know the specifics, environmental concerns can be a missing light bulb or broken window. Administrative errors are reported to the Medicaid Fraud Control Unit and likely involve missing documentation. The people involved in these six cases were given corrective action plans. According to the Albuquerque Journal, Dr. José Acosta, Director, New Mexico Developmental Disabilities Supports Division reported "There were no findings of abuse or exploitation within the program."



I want to thank Jim Copeland, Executive Director, Association of Developmental Disabilities Community Providers, for writing a letter to the editor asking the State to make the results of the wellness checks public. We were all horrified by the death of a New Mexico resident resulting from harrowing abuse by her family provider. We were shocked by the State's accusation of widespread abuse within our industry and pleased to have Dr. Acosta confirm to the Journal "there isn't widespread abuse among people who receive services from the Waiver program and care received from providers from the program is safe."

Successful outcomes for children and adults in our care are dependent on many things, perhaps most importantly our community's belief in the work we do and the people we serve. We are not perfect, but strive each and every day to deliver the highest quality care with respect and dedication. The work we do requires a highly skilled, compassionate workforce.

We would ask the State to look at the extraordinary work done before, during and since COVID and the outcomes of their wellness checks and thank the thousands of New Mexicans who work diligently to create meaningful opportunities for people with intellectual and developmental disabilities. One way to show gratitude is for the Legislature to appropriate reimbursement rates sufficient to pay direct support professionals a living wage.

As we celebrate DSP week, I want to express my deep admiration for ARCA's direct support professionals and the positive difference they instill in so many lives.

(505) 332-6825 • [EKaul@ARCASpirit.org](mailto:EKaul@ARCASpirit.org)

## Bishops' Storehouse

For years, the Church of Jesus Christ of Latter Day Saints, Bishops' Storehouse has provided adults in ARCA's Community In-Home Supports Division with nutritious food and commodities at no cost. Each month, staff work with individuals to complete a shopping list. We email our lists to Bishops' Storehouse volunteers and a week later our order is ready for pick up!

Everyone gets pretty excited when they see the truck pull up and have grocery bags and carts ready to bring their groceries home! For individuals living on a monthly SSI payment these groceries are a treasured resource, meaning they don't have to choose between transportation or food. For ARCA staff, it's a precious tool for teaching people about nutrition, math and vocabulary needed for recipes, social skills and so much more.



# Certiably the Best

ARCA's nationally recognized Career Enhancement Services and Community Integrated Employment Program works with adults with intellectual, developmental and cognitive disabilities and local businesses to develop meaningful career opportunities in our community.

Successfully developing job opportunities, educating local businesses on the benefits of hiring people with disabilities, understanding and communicating incentives available through state agencies and working with individuals to find and succeed in the right job is a complex process.

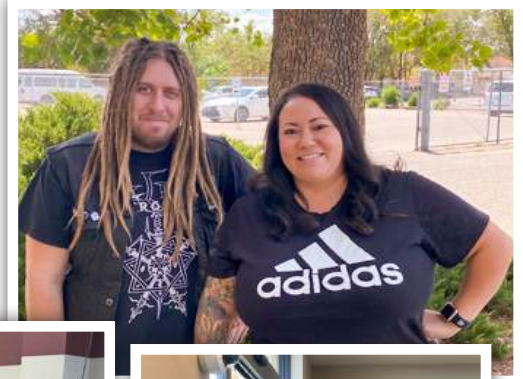
To help ensure success, ARCA's Employment managers are certified in Supported Employment Training across Waivers through UNM's Center for Development and Disability. Job Coaches have completed or are in the process of advanced certification through the Association of Community Rehabilitation Educators (ACRE).

Instructors at the University of Massachusetts score their course and field work in areas including skills evaluation and acquisition analysis, strategies for job development, engaging employers, performance coaching and addressing challenging behaviors/situations while offering opportunities for group discussions, prospective scenarios and networking with different area sectors. There are 22,234 certified professionals nationwide.

Chase Painter, who completed his ACRE certification, found this opportunity helpful, especially for job development. "It gave me the tools to feel confident in presenting and representing. For example, how to disclose a person's disabilities to a prospective employer or sharing information about employer benefits and incentives. We have many businesses in town who were initially apprehensive and now employ multiple people with developmental disabilities."

Crucita Powell, Community Services Manager, notes, "this is a great opportunity to gain confidence in your knowledge to effectively communicate successful employment scenarios for employers and clients."

Paid work is often considered a measure of personal value. For more information about employment services for individuals with IDCD, please contact Crucita Powell at (505) 450-4219 or via email at CPowell@ARCASpirit.org.



# ARCA Celebrations

ARCA loves a good party and our Summer Employee Celebration was a hoot! We recognized our 2023 ARCA on the Move Award recipients, danced to live music by Carli's Angels, enjoyed lunch and healthy, cool snacks from Pop Fizz while visiting information booths to grab the inside scoop on upcoming activities and opportunities for staff and individuals receiving services. Very special thanks to ARCA's stellar HR team for hosting such a special day!

Independence Day is a particularly festive day at the farm. BBQ, live music and lots of friends make for the very best parties!



# ARCA Family Exhibit

The spirit of ARCA was on display at La Fonda del Bosque's exhibit of original artwork. Individuals receiving services, staff, families and Board members came together and, as they always do, made magic with a hybrid genre of pieces – each one unique and striking while perfectly complimenting the next. Like ARCA, the beauty of the exhibit is dependent on the unique skills of each individual artist, but shines brightest when enjoyed in concert.





# Expands Residential, Neuro Rehabilitation Services

NeuRoads NM offers the only long-term, residential, neuro rehabilitation facilities for brain injury survivors in New Mexico. According to the July 1, 2023 Santa Fe

New Mexican, "Brain injuries, which can be a lifelong struggle, affect an estimated 369,000 New Mexicans."

NeuRoads NM welcomed community partners, friends, families and funders to tour its newest facility in the South Valley. Nestled on nearly 2.5 acres, this Intake/Assessment facility will provide post-acute, transitional care for up to eight adults with an acquired brain injury from the hospital to the next step on their journey.

Funded by the Bernalillo County Department of Behavioral Health Services, NeuRoads' Lakeview facility adds a critical element to the continuum of care for brain injury services in New Mexico. Post-acute care for adults with a brain injury in New Mexico is fragmented and navigating the complex Medicaid requirements can be extremely difficult for a survivor.

ARCA, dba NeuRoads NM, has been working for nearly seven years to bring these services into our State. We managed the New Mexico Brain Injury Resource Center from 2017 – 2023. We hosted a series of key stakeholder sessions including legislators, medical experts, public safety leadership and nonprofits to identify gaps in New Mexico's brain injury supports system. We developed and implemented the New Mexico Brain Injury Model of Care and participants have shown remarkable success.

It's been a difficult process, but we continue to believe in the positive outcomes available for New Mexicans with a brain injury and their families when they receive timely and effective supports incorporating cultural sensitivity, community engagement and family involvement.

NeuRoads NM currently operates three licensed Specialized Assisted Living residential facilities dedicated to helping New Mexicans with a brain injury regain a life of maximum independence. Our fourth facility, located in the S.R. Marmon neighborhood of Northwest Albuquerque, is awaiting licensure. Funded through Blue Cross Blue Shield NM, it will provide residential neuro rehabilitation services for up to three adults with an acquired brain injury.

For more information, please contact Michael Langford, Director, NeuRoads NM at [MLangford@NeuRoadsNM.org](mailto:MLangford@NeuRoadsNM.org).



# Community Solar Gardens

For decades, our community has enjoyed ARCA's spectacular geranium and poinsettia gardens, purchasing spring and holiday lovelies to decorate their homes, yards and offices. Now, ARCA is partnering with Affordable Solar to celebrate a different type of community garden.



New Mexico's COMMUNITY SOLAR ACT OF 2021 created a program where up to 200 MW of energy can be sold through subscriptions to localized solar "gardens" built within PNM service territories. While renters, multi-tenant properties, homeowners with incompatible roofs and others have traditionally been excluded from solar options, these gardens provide solar energy without the need to invest in installing equipment at the home or business site.

Affordable Solar is developing these gardens now and, once complete, the energy will be distributed using existing PNM electrical lines. ARCA homes and offices can expect to see savings in utility costs of up to 20%.

For more information about Community Solar gardens in New Mexico, please scan the QR Code.



## Words of Wisdom

*What does it mean to be a direct support professional (DSP) and why do people choose to make this difficult work their career? In honor of DSP Week 2023, we asked several tenured staff to share their thoughts.*

**Budd Berkman**, Training Manager/Data Analyst, says, "My 24 years at ARCA have enabled me to make a difference by helping others achieve their goals. I've made lifelong friends and grown personally and professionally. Deciding to work for ARCA was one of the best decisions I've ever made."

**Monica Sandoval**, Community Services Quality Administrator, came to ARCA over 20 years ago. She says it was initially, "because I needed a job. The reason I made this my career is because of the light individuals shine in our community. I learned this is not just a job, but an opportunity given to me to teach, to learn, and to watch people grow."

**Cecile Evola**, Supported Living Division Director, began her career as a Special Education Teacher. She came to ARCA 27 years ago as a DSP. Cecile shared "we teach people with developmental disabilities in whatever way works best for them. For each person, we have to figure out what will be most effective. That's our job."

**Ed Kaul**, ARCA President/CEO came to ARCA 40 years ago after a stint in Arkansas with the Peace Corps. He began his career as a DSP with a four days on/four days off work schedule. "It's always been about the people, helping them find success." Ed still gets excited when people he worked with 40 years ago tell him about their ongoing successes and the staff who work to make them possible.

**Aurora Ortiz**, NeuRoads NM Program Manager, feels she found her purpose at ARCA, working alongside people passionate and knowledgeable about brain injury. "I see the strength and hope in participants who began their journey feeling hopeless," she says. "They teach me not to take anything for granted. Some days are challenging, then a participant will remember your name or complete their ADLS independently and you're reminded why you're here."

**Dorothy Baca**, InterCare Social Service Coordinator, worked as a weekend DSP in college and completed her Social Work practicum at ARCA 41 years ago. She shares, "I had no idea I would make this my career." Thanks to ARCA's tuition reimbursement benefits, Dorothy completed one year of the MSW program at Highlands then switched to UNM to complete her MSPED." She loves spending time in ARCA homes mentoring new staff, "I just roll up my sleeves and do what is needed."

**Eligio Velasquez**, Supported Living Instructor 3, began his career as a chef. He came to ARCA 30 years ago. He works with adults with IDD and loves the variety of jobs within the job, "you're in the community, you're cooking, helping people improve daily living skills, driving them to work or day activities and sometimes you're in the hospital holding their hand. No two days are the same. Every day is important."

**Donna Naclerio**, Social Worker, Family Based Services, first heard Judith Heumann speak when she was 16 and working at a camp in NY for disabled children. Donna recalls for new DSPs entering the workforce, "I was riveted. Judith could not live an independent life without the help of DSPs...me from that point on...and now you." Over 40 years later, Donna remains grateful to all the DSPs who have lovingly supported her own son, "I honor each of you and hope you love your ARCA journey."

# A Thread that Unites Us

Intel defines its values as “the common thread that unites us.” They achieve this through the creation of innovative technology supporting business and society. They live this by lending their spirit, strength and work ethic to communities in which they live and work. Amazing Intel employees have dedicated their time and talents every two weeks this summer to help us get the farm in order. It looks beautiful and we are grateful.



# Olive Garden

Folks from the San Mateo Olive Garden spent time nurturing ARCA's gardens! We started with bare grow tables and ended the morning with perfect poinsettia placement. Now, we get to watch them grow plump and colorful in anticipation of decorating your home and office for the holidays!





Recently, out of the clear blue New Mexican sky, I received an email from Barbara and Roger Murphy letting me know they updated their estate plan to include a distribution to ARCA. I had the absolute pleasure of meeting them in “the city different” to welcome them into ARCA’s Circle of Promise. I was not surprised by their

warmth and friendliness, attributes that seem to go hand in hand with generosity.

Barbara said they learned about ARCA after reading an article in the Santa Fe New Mexican about a young man with developmental disabilities who had recently passed away. He’d become a legend over the years, making many friends while taking walks with his parents in the plaza. The family asked donations in honor of their son be made to ARCA and they did.



Barbara researched ARCA on Charity Navigator and liked what she saw. She said she and Roger, “are deeply grateful for all ARCA does for so many, giving the opportunities, care and love each deserves.”

We are grateful for the Murphys and all our Circle of Promise members and look forward to long and happy relationships. If you are considering a planned gift to ARCA, please consult your attorney/estate planner for ways that best suit your needs. If you have already arranged for a gift to ARCA, please let us know so we can thank you in person, too!

*Nadine Mary*

Nadine Mary • ARCA Endowment & Pooled Trust Coordinator  
(505) 313-3514 • NMary@ARCASpirit.org

## Annual Meeting

ARCA’s Annual Meeting is scheduled for November 1, 2023, 11:00 a.m. - 12:30 p.m. at 11200 Lomas Blvd., NE. The ARCA Board of Directors’ Nominating Committee is pleased to present the following nominees for a three-year term of service:

**Cindy Faris** recently retired from the NM Preschool for the Blind and Visually Impaired and previously served as an early interventionist for various agencies. She is guardian for her older sister who receives services through ARCA and is multilingual in Spanish and Braille.

**Deanna Mielke** is a native Albuquerquean with a degree in Psychology from the Univ. of Northern Colorado. She has been married for 31 years with three adult children. Recently retired from FRENCH Funerals and Cremations, Deanna is the family living provider for her oldest son.

**John Phillips MD**, Professor Emeritus, UNM Neurology & Pediatrics is the Medical Director of the Mind Research Network and part-time clinician with the UNM Family Practice TEASC team. Dr. Phillips has long standing experience with academic neurology, specializing in cerebral palsy and brain injury.

**Toni Benton, MD – 3rd 3-year term**

**James Saya – 3rd 3-year term**

All ARCA Members are invited to attend. Please RSVP to Mindy at MAllison@ARCASpirit.org no later than Oct. 27th.

### ARCA Board

Barbara Lewis, CPA  
*CliftonLarsonAllen*  
CHAIR

Jennifer Lehman  
*Community Volunteer*  
VICE-CHAIR

Pat Kominjak  
*Community Volunteer*  
SECRETARY

Adam Thompson  
*Century Bank*  
TREASURER

Jim Culpepper  
*Community Volunteer*

Joan Campbell  
*Tonsorial Parlors*

Andrea Kinsley, CPA  
*Presbyterian Health Services*

Toni Benton, MD  
*UNM Hospital*

David Mork  
*Lovelace Rehabilitation Hospital*

James J. Saya  
*Lewis University*

Bernadette Miera, MCRP  
*Retired*

Ron O’Dowd  
*Community Volunteer*

Rudy Miera  
*Community Volunteer*

Louisa Ball  
*Advocate*

### ARCA Committees

#### Finance

Barbara Lewis, CPA  
Matt Maes, CPA  
Jim Culpepper  
Adam Thompson  
Dorothy Wood  
James J. Saya

### Human Resource Advisory

Matt Maes, CPA  
Phil Mayo  
Carol Cochran  
Amy Rehfeld  
Ron O’Dowd  
Bernadette Miera  
Andrea Kinsley  
David Mork

### Joint Board

Jennifer Lehman  
Phil Mayo  
Joey Sanchez  
James J. Saya  
Lori Ferraro  
Rudy Miera

### ARCA Foundation Board

Kris Stichman  
*Community Volunteer*  
PRESIDENT

David Sahd  
*Cedar Marketing Group*  
VICE-PRESIDENT

Phil Mayo  
*RBC Wealth Management*  
TREASURE

Misty Sanders, SHRM-SCP  
*REDW*  
SECRETARY

Betty Valdez  
*Bernalillo County Housing Authority*  
IMMEDIATE PAST PRESIDENT

Maureen Gannon  
*PNM*

Joey Sanchez  
*Community Volunteer*

E. DeAnn Eaton, CPA  
*Haverland Carter Lifestyle Group*

DeeVonda Batres  
*Century Bank*

Lori Ferraro  
*Bank of the West*

James Stromberg  
*Sandia National Laboratories*

Gary Bertholf  
*Advocate*

### ARCA Foundation Committees

#### Finance

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

### Planned Giving Task Force

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

### Pooled-Trusts

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