



Great lives.

There are no wrong turnings. Only paths we had not known we were meant to walk.

~ Guy Gavriel Kay



ARCA
Opening Doors.

2018-19 Annual Report



5th Annual Award of Distinction

Don Wright was the 2018 recipient of ARCA's Award of Distinction. Don's volunteer work at ARCA began in 1978 when he joined our Board of Directors. He has served on numerous Boards, Committees and Councils in a variety of roles, as well as volunteering thousands of hours in the office. **His leadership has kept ARCA on a steady path of innovation for decades and we are profoundly grateful.**



When a few Albuquerque families came together in 1957 to create opportunities for their children with intellectual, developmental and cognitive disabilities (IDCD), it was the first step of a journey destined to change lives for generations to come.

As a small, volunteer group, ARCA introduced community-based services. When New Mexico closed its institutions, we expanded by welcoming adults with IDCD transitioning into the community in safe, beautiful homes, skills development and vocational placement, social and recreational programs, transportation, nursing, nutrition and the myriad of supports necessary for each individual to live a meaningful, causative life.

We've continued on this often untrodden path with compassion and delight and today can both reflect on historic milestones and anticipate a bright future for children and adults in our care. In the past year alone, 468 children and adults enjoyed maximum independence through customized supports in our InterCare, Family Based, Supported and Independent Living homes. There were 249 adults who gained new skills in our Career Enhancement Services, Supported Employment, and Smart Living Programs. ARCA's Prader-Willi Syndrome Project supported 66 individuals and their families throughout New Mexico and over 4,800 people received information, outreach and/or referrals through our NM Brain Injury Resource Center.

Our strong community partners have been with us every step of this quest. Our 2019 Bob Scanlon/Steve Mackie Bowl-a-Thon welcomed over 1,000 friends and families and a record number of mayors competing in Mayors on Strike for ARCA. Pi Kappa Phi bicyclists lifted our spirits at our annual barbeque celebrating their cross country Journey of Hope to raise awareness about IDCD. Thousands of poinsettias and geraniums set the tone for lovely visits with our friends and neighbors and ARCA Day at the Zoo was a perfect fall adventure.

This ongoing odyssey would not be possible without the talent, expertise and spirit of hundreds of volunteers. Bank of Albuquerque "elves" made magic at our annual holiday party while Beta Alpha Psi students worked alongside volunteers from REDW, Atkinson, Don Wright and Finance Department staff to prepare and submit 199 tax returns for individuals receiving ARCA services.

After a decade of funding cuts and provider closings, a rate study, commissioned by the NM Developmental Disabilities Supports Division, reported reimbursement rates for DD Waiver services are underfunded by 19% overall. If the necessary dollars are appropriated during the upcoming legislative session, New Mexico may once again be a national role model in effective, efficient service delivery models for children and adults with IDCD.

Robert Frost wrote, "Two roads diverged in a wood and I took the one less traveled by." This is a challenging journey, but together we move forward and along the way, experience the greatness of people realizing their dreams. Thank you for making the journey matter.



Jim Culpepper
 Jim Culpepper
 Chair, ARCA Board of Directors



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



Joey Sanchez
 Joey Sanchez
 President, ARCA Foundation Board of Directors



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

Navigating the complexities of caring for individuals with intellectual, developmental and cognitive disabilities takes a special inner compass.



Every day, ARCA staff go above and beyond, led by their heart. When Fred, Karl, James and Delbert (*below*) were missing Jesus, an ARCA direct support professional who had worked with them for years, staff helped them plan a trip to visit him in his new Denver home. Juan only wanted frozen burritos from the corner store. Staff helped him learn to make a healthier version he could freeze and easily heat up. ARCA staff go the extra mile because it's who they are.

"... you leave work knowing you made a difference in someone's day, no matter what position you are working."

For more information about ARCA's Workforce, visit ARCAOpeningDoors.org/Workforce



2018-19 Employee Demographics

Total Employees: 662 Male: 203 Female: 459

Hispanic/Latino	275	41.5%
Caucasian	239	36.1%
African American	55	8.3%
Asian	25	3.8%
Native American	56	8.5%
Two or more races	12	1.8%



The American Network of Community Options and Resources (ANCOR) presented Brenda Vasquez, ARCA Residential Instructor 3/ Certified Medication Aide, with the prestigious **2019 New Mexico Direct Support Professional of the Year** award.



For a third consecutive year ARCA was honored to receive a **Top Workplace** award.

work & learn

have fun

Working together to open doors for individuals with intellectual, developmental and cognitive disabilities to be valued members of the community.

MISSION

enjoy health, safety & happiness

CORE VALUES

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

- 1** Customer Success
- 2** Enhance Culture of Learning
- 3** Achieve Business Excellence
- 4** Financial Sustainability

STRATEGIC FOCUS

live dreams

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

VISION

make friends

ARCA's Person-Centered Services • FYE 2019

For individuals of varying ages, diagnoses and levels of need.



ARCA's **Independent Living Program** assisted **81 individuals** in realizing their dreams of self-sufficiency and inclusion by helping them use their own unique skills and talents as active members of the community.

98.4% of individuals say they feel happy in their home.

"I make decisions about my money and I'm going to a Joe Diffie concert!"



98.7% of individuals say they feel safe in their home.

ARCA's **Supported Living Program** ensured **111 individuals** experience optimum health and safety in a personalized environment where they develop increased self-sufficiency.

ARCA's **InterCare Program** provided 24-hour care and support for **84 individuals** designed to meet individual needs

"We have a great support team that helps us be effective foster parents. We could not do it without their great team."



100% of families/guardians say staff are compassionate and respectful.

Through ARCA's **Family Based Services Program**, **192 infants, children and adults** received customized supports in family settings, including adoption, foster care, personal care, home-based support and respite.

100% of families/guardians feel ARCA is responsive to concerns and would recommend ARCA to others.

ARCA's Demographics for 2018-2019

Total Individuals served: 643 Male: 58% Female: 42%

Age	Ethnicity
0 to 4 2.3%	African American. . . 2.6%
5 to 14. 7.3%	Asian. 0.3%
15 to 19. 4.7%	Biracial. 1.9%
20 to 39. 30.8%	Caucasian. 49.8%
40 to 59. 34.8%	Hispanic/Latino 34.8%
60 to 69. 14.2%	Mexican. 0.3%
70+. 5.9%	Native American 5.9%
	Other 4.4%



Every day, we embark on a journey to provide individuals the opportunities and supports to live their own best life. In doing so, we know we are living our own best life.



We continued to build our **Community Based Cognitive Functional Rehabilitation Program**, offering customized supports for adults who have experienced an acquired brain injury. ARCA provided information, referrals and outreach for 4,863 people through our **New Mexico Brain Injury Resource Center**. From community engagement to residential services, ARCA strives to offer individuals with cognitive challenges and their families accessible, quality, short- and long-term supports within New Mexico.



ARCA's Career Enhancement Services (ACES) enriched the lives of **138 individuals** through engagement in community activities and pre-employment training.

"All job coaches are great!"



100% of individuals in the **ACES program** are happy with the services they receive.



84 individuals were part of ARCA's **Supported Employment** program, after acquiring meaningful work in the community or fulfilling a dream of running their own business.



ARCA's **Smart Living Program** maximized independence for **27 individuals** utilizing mobile technology while **Health Matters** and **Dinner Club** projects enhanced individuals' health and well-being.

ARCA's **Prader-Willi Syndrome (PWS) Project** provided **66 individuals**, along with their families and key community members throughout New Mexico, necessary supports to ensure the health and safety of individuals with this life-threatening genetic disorder.



100% of families/guardians feel the individual served is happy with their life and the services they receive.



Our vision is to be the role model of excellence in life-long services for individuals with intellectual, developmental and cognitive disabilities.

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

Getting there together. . .



What a treat to connect with Pi Kappa Phi bicyclists when they arrived at ARCA's Sandia View Apartments during their **Journey of Hope**.

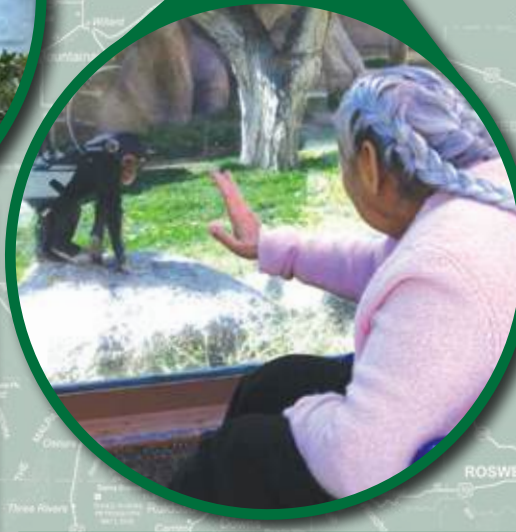


There was magic in the air at our annual **Poinsettia Celebration** as we gathered together among 7,000 gorgeous plants at the cusp of the holiday season.

ARCA's **11th Annual Bob Scanlon/Steve Mackie Bowl-a-Thon featuring Mayors on Strike!** hosted a record number of bowlers and an endless array of smiles.



The ABQ BioPark is where it's at during **ARCA Day at the Zoo!** Nothing beats strolling the park with over 1,000 members of the ARCA family on a beautiful fall day.



With so much color and beauty, ARCA's annual **Geranium Celebration** was a spirited gathering full of the hope and promise of spring.



ARCA's **2019 Legislative Day** was an opportunity for individuals receiving ARCA services to engage with our state leadership.

ARCA Buddies Civitan Club teamed with Albuquerque High School students for **Super Summer Games** as a way to connect and have fun!



Armado Peña and La Fonda del Bosque at the National Hispanic Cultural Center celebrated an evening in support of ARCA.



Mike and Maureen Gannon hosted dinner in their home debuting our documentary film, **57•17•77**, produced and directed by Phil Hughes and Jenn Daugherty.

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

- Albuquerque the Magazine
- American Auto Clinic
- Anonymous Family Foundations
- Bank of the West
- Carl C. Anderson, Sr. and Marie Jo Anderson Charitable Foundation
- City Treats Catering
- Cunningham Productions, LLC
- EntraVision
- French Family of Companies
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- New Mexico Department of Transportation
- New Mexico Mutual Group
- NRQE-TV
- PNM Resources Foundation
- Popejoy Hall
- Rodgers and Company, Inc.
- Rx Innovations/Best Buy Drugs
- Ten Pins and More
- The Church of Jesus Christ of Latter-Day Saints, Humanitarian Services
- United Way of Central New Mexico

Thank You Volunteers!



From preparing tax returns for individuals served to helping Santa at our holiday party, ARCA's volunteers are our shining stars. Thank you to countless individuals and organizations including Albuquerque Academy, Albuquerque Master Gardeners, Albuquerque Vietnam Veterans, Atkinson, Bank of Albuquerque, Bank of the West, Beta Alpha Psi, CNM Service Learning, Eagle Scouts, East Stake of the Church of Jesus Christ of Latter-Day Saints, Gap, Inc., Global Ties, Intel, REDW, Rio Rancho Public Schools BOLT Program, and UNM Anderson School of Management.

**Corporate and Foundation Partners listed in this report invested \$5,000 or more in ARCA during FYE 2019.*



ARCA's generous **Circle of Promise** members have made commitments to walk side-by-side with us to ensure bright futures. These planned gifts will grow our endowment and reduce our dependency on government resources. Generations of infants through seniors with intellectual, developmental and cognitive disabilities will have great lives because you let us know about your planned gifts to ARCA.

We applaud our beloved Circle of Promise members for joining us on ARCA's journey. Because of you, the best is yet to come.

The Campbell family at our 2019 Bowl-a-Thon



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

ARCA Statement of Activity

For the year ended June 30, 2019

Revenues

Medicaid	22,657,610
State Contracts	2,130,273
Grants & Contributions	836,409
Fees & Rent	1,545,537
Private Contracts	737,001
Net Sales	208,153
Other	440,216
Total Revenues	28,555,199

Expenses

Salaries and benefits	20,743,644
Persons Served	3,296,853
Facilities	1,939,084
Contractual Services	893,298
Transportation	1,089,579
Office expense	207,487
Other	157,531
Total Expenses	28,327,476

Change in net assets

227,723

Functional Expenses

Program	23,966,761	85%
Fundraising	211,923	1%
Management and General	4,148,792	14%
	28,327,476	100%

ARCA Statement of Position

For the year ended June 30, 2019

Assets

Cash and cash equivalents	4,217,656
Accounts receivable	2,252,776
Investments	4,251,561
Prepaid expenses	368,060
Property and Equipment, net	8,012,731
Tenant deposits and cash held in trust	2,422,722
Other assets	20,319
Total Assets	21,545,825

Liabilities

Accounts payable	501,685
Accrued liabilities	1,669,442
Deferred revenue	104,511
Mortgages	2,398,360
Tenant deposits and cash held in trust	2,422,722
Other liabilities	5,692
Total Liabilities	7,102,412

Total Liabilities

7,102,412

Net Assets

14,443,413

Total Liabilities and Net Assets

21,545,825

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