

Our Mission

The Mission of The Arc of Alameda County is to provide advocacy, support, and education to persons with intellectual and developmental disabilities and their families throughout Alameda County. We will achieve this by promoting our Vision and Core Values.

Our Vision

Our vision is that every individual and family affected by intellectual and developmental disabilities in Alameda County will have access to the information, advocacy, and skills they need to participate as active citizens of our democracy and active members of their communities.

People with intellectual and developmental disabilities and their families shall have access to the supports they need to live a decent American life.

- By assuring they are valued, respected, and included in all communities.
- By assisting them in choosing their services and supports from many available sources.
- By empowering them through nonprofit advocacy, and assuring that State and Federal governments administer programs and set budgets that meet everyone's needs.

Will You Help?

We encourage volunteers to call, whatever your availability, skills or interests. Contribute what you can in time, interest, funds, political support.

Becoming a member is another way to participate. We have 6 levels of membership. All contributions, including membership fees, support local services and are tax-deductible as allowed by law.

- ◆ **Roots Membership—Free**
20 hours of volunteerism required annually. This can include helping at an event or at one of the program sites.
- ◆ **Basic Membership—\$25.00 per year**
Includes discount to The Arc of Alameda County Annual Awards Dinner
- ◆ **Silver Membership— \$50.00 per year**
Includes discount to the Annual Awards Dinner and to the Annual Day-at-the Races event.
- ◆ **Gold Membership— \$100.00 per year**
Includes discount to the Annual Awards Dinner and free entrance to the Annual Day-at-the-Races event
- ◆ **Platinum Membership—\$250.00 per year**
Includes 2 free tickets to plus a reserved table at the Annual Awards Dinner & free entrance to the Annual Day-at-the-Races event
- ◆ **Sapphire Membership— \$500.00 per year**
Includes 2 free tickets to plus a reserved table at the Annual Awards Dinner, 2 free tickets to the Annual Day-at-the-Races Event and discount 4-some for the Annual Golf Tournament and one other event free.

Please make checks payable to:

*The Arc of Alameda County
Attn: Membership Department
14700 Doolittle Dr.
San Leandro, CA 94577*

For more information about
The Arc of Alameda County
Visit us at
www.arcalameda.org

A Non-Profit Organization
Member of The Arc California * Member of The Arc US * A United Way Bay Area Organization * CARF Accredited



*For people with intellectual
and developmental disabilities*

2010–2011 ANNUAL REPORT

Achieve with us.

THE ARC OF ALAMEDA COUNTY OFFICES AND SERVICES

ADMINISTRATIVE OFFICES

14700 Doolittle Dr.
San Leandro, CA 94577
Executive Offices
Phone: (510) 357-3569
Human Resources & Accounting
Phone: (510) 357-3569

CHILDREN'S SERVICES

First Step Children's Center
Phone: (510) 582-8151

ADULT DAY SERVICES

SCOPE-San Leandro
Phone: (510) 357-3727

SCOPE-Union City
Phone: (510) 477-0896

INDEPENDENT LIVING SERVICES
Phone: (510) 394-9886

EMPLOYMENT SERVICES

Vocational Development Center-San Leandro
Phone: (510) 357-3569

Vocational Development Center-Hayward
Phone: (510) 582-8151

Vocational Development Center-Union City
Phone: (510) 477-0896

Vocational Development Center-Livermore
Phone: (925) 294-8931

Community Services
Phone: (510) 394-9886

ALTERNATIVE VENTURES PROGRAMS

Alternative Ventures Program-Hayward
Phone: (510) 582-8151

Alternative Ventures Program-Union City
Phone: (510) 477-0896

Alternative Ventures Program—San Leandro
Phone: (510) 357-3569

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ADDITIONAL GRANTS RECEIVED

Over this past year The Arc of Alameda County received some additional grants that benefited all programs:

- ◆ We were awarded a \$6,800 Disaster & Emergency Preparedness Grant from The Insurance Industries Charitable Foundation. The monies received will go towards adding to our emergency supplies (first aid, food, water, blankets, etc.). Additional money will be spent on consumer and staff development training in preparedness activities and communications.
- ◆ The Arc was also awarded two (2) mini grants totaling \$1,500 for the Arts Program. The money was used to purchase showcasing materials (art cards, cello envelopes, mats and frames) so consumers can show their art and have it look professional. Art sales are split 50/50 to the consumer and also to help sustain the Arts Program. We sold over 75 pieces of art this last year and hope in increase sales this coming year.

FINANCIAL REPORT FOR 2009-2010

REVENUE SOURCE	AMOUNT	PERCENT
Fees for services	\$1,761,432	14.28%
Contract revenues	\$737,337	5.98%
Contributions (includes fixed asset contribution of \$7,336,800)	\$7,349,251	59.57%
Government grants - CDE	\$353,100	2.86%
Government grants - CDR	\$1,955,799	15.85%
Contributed services	\$159,299	1.29%
Special events, net of expenses \$47,817	\$2,931	.03%
Other Revenue	\$17,054	.14%
Total Revenue	\$12,336,203	100%

EXPENDITURES	AMOUNT	PERCENT
Salaries and related payroll costs	\$3,439,364	58.91%
Supplies	\$92,166	1.58%
Communication	\$118,166	2.02%
Contractual	\$119,868	2.05%
Occupancy	\$844,700	14.47%
Contract expenses	\$600,478	10.29%
Contributed services	\$159,299	2.73%
Interest	\$92,023	1.58%
Special Events	\$47,917	.83%
Other	\$140,721	2.40%
Depreciation and amortization	\$183,477	3.14%
Total Expenditures	\$5,838,079	100%

COMMUNITY SERVICES

The Community Services Program continues to provide services to 36 consumers under Individual Placements with only one (1) Job Coordinator on staff and 6 consumers employed in 2 different Group Placement sites (the Oakland Museum and the Union City Graffiti Crew) each having one (1) supervisor assigned to them.

After much consideration, we decided to incorporate the San Leandro Grounds Crew which has 3 consumers working part-time with 1 supervisor into San Leandro Alternative Venture Program. The Livermore Police Department Car Wash which also has 3 consumers working part-time with 1 supervisor transferred into the Livermore Vocational Development Center as an off-site group. The same group of consumers will continue working at their sites.

The Arc remains without a full time Job Developer so because of that, the Community Services Program remains in maintenance mode and is unable to accept any new referrals from Regional Center for new individual placement jobs and new group placement sites. The Program is however in the process of restarting Situation Assessment Services. We are hoping that this will move The Arc a step closer to being able to start accepting new referrals.

Consumers in the Vocational Development Centers or any appropriate consumer returned from group placements always has the first priority to any group opening. At the present time, services might be able to provide if the new referred person served already has a job and needs extra assistance to keep his or her placement.

INDEPENDENT LIVING SERVICES

The Independent Living Services (ILS) Program started off with only six (6) consumers at the beginning of July, 2010 with no consumer leaving or referred into the program for the duration of the year until February, 2011. After many years of providing ILS services and at it's height of more than 30 consumers, using more than 5 staff at one point, we were down to only six clients, with two part time staff. The program started struggling to retain both consumers and instructors within the last 2 years due to the economy.

Due to not enough billable hours and lack of a full-time work schedule, one staff person decided to move on to a different career choice. At the same time, the program was unable to secure qualified staff willing to work only part-time.

The Arc of Alameda County finally decided to refer the remaining six (6) consumers to other ILS agencies in the Bay Area and suspend providing services on February 11th, 2011 which was agreed to by all (consumers, their Case Managers at the Regional Center of the East Bay, family members and other stakeholders) and to give us time for reorganization. It is hoped to restart this program in the future if funds and other resources become available.

A MESSAGE FROM THE PRESIDENT

Despite another difficult financial year, our organization kept it's commitment to provide the highest quality services for our consumers. Our staff needs to be commended for continuing to provide quality services and also help to protect the rights of our consumers and their families despite state cuts.

We will continue to receive more cuts from the state. Therefore, it's necessary to increase our advocacy efforts. We need help from everyone to act when asked so that we can continue to provide quality services and also protect the rights of our consumers to receive the services they need to live as independently as possible.

I want to personally thank our CEO, Ron Luter for all his help he provided me over the years.

Thank you for all you support.

Bob Perrotti
President, Board of Directors

A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Another year has passed and The Arc of Alameda has been able continue providing quality support services to people with intellectual and developmental disabilities and their families. This is true, not because the State of California has decided to fully fund programs such as ours but rather because of the dedication, focus and hard work of our many supporters, friends and employees of The Arc.

So on behalf of the people we serve each day with respect and dignity, I say thank you. Thank you to the members of the Board of Directors who have helped us to maneuver through difficult financial waters. Thank you to those who supported our events and programs with their time and hard-earned money. Thank you to the families and friends of those we serve for allowing us to play such a significant role in the lives of their loved ones; your ongoing support is more critical now than ever before. Thank you to the Walpert Association for a generous donation that goes a long way to ensure that this organization survives well into the future.

But I must give a special thank you to all the wonderful employees of The Arc of Alameda County. I cannot begin to express the gratitude and respect I have for this outstanding group of dedicated people. Because of State mandated cutbacks, they earn less money now than they did two years ago but they are exceptionally professional and remain faithful to the people they serve each day.

I look forward to the challenges of the New Year. But most of all, I look forward to standing shoulder to shoulder with you all.

Thank You

Ronald Luter
Chief Executive Officer

DEVELOPMENT DEPARTMENT

This program year was an exciting one for the Development Department. First, Susan Anderson joined the team. Susan brings with her a fundraising and event planning background in addition to a new perspective. Soon after arriving she secured a \$15K grant from Kaiser Permanente to create an exercise and nutrition program at our Union City facility. Dubbed the FFUN project - The Future of Fitness and Understanding Nutrition - the innovative program recruited experts from the Alameda County Health Department to lead consumers in an exercise program and provide information on selecting and cooking healthy food. The project also called for using electronic game technology to make the exercise component fun as well as beneficial. The program kicked off with consumers getting weighed, taking their blood pressure and having other "vital statistics" recorded. Those numbers will be compared with results at the end of the program in December of 2011. We are expecting a big improvement. If our expectations come true, and with the help of another Kaiser grant, we hope to expand the program in 2012.

The Development Department added a tool to its tool box in 2011 - a computer data base manager to help us track the effectiveness of our various fundraising campaigns and ensure we treat our donors with the respect they deserve.

The second annual "Bogey Bash" golf fundraiser continued to grow. We raised some \$13,000 at the event which attracted more golfers and more excitement than ever before.

The new Alternative Ventures Program in San Leandro will have a computer lab thanks to a \$15,000 grant from AT&T. Consumers use computers to research potential job opportunities, learn new skills and explore places to visit. A portion of the AT&T grant will be used to upgrade the existing computer lab in Union City.

The City of Pleasanton awarded the Arc a grant of \$5,000 to put the van at the Tri Valley facility in tip-top shape. The van is used to transport clients to various community events so dependability and safety are critical.

For a second year, Rita Williams, reporter for KTVU Channel 2 in Oakland, emceed our Awards Banquet. Ms. Williams has become part of the Arc family and we anticipate her joining us again in 2012. The Awards Banquet returned to Scott's Restaurant at Jack London Square and attracted some 300 people.

The annual Bowl-a-thon - probably our consumers' most anticipated event - got a facelift in 2010. We moved it to Halloween and added a costume contest. The staff at Cloverleaf Bowl in Fremont helped us arrange a "parade of consumers" and even helped select the winners. Consumers loved it!

After a 15 year hiatus, The Arc returned to Golden Gate Fields for "A Day at the Races." We see this not so much as a fundraiser but a stewardship event designed to thank donors, staff and others for their contributions throughout the year. Besides, it's a relaxing fun day!

Finally, with our new data base management program, we can much more easily send regular direct mail pieces asking for community support for The Arc and its programs. The first mailing goes out in the fall of 2011. We anticipate an excellent response to help us replace the revenues lost to cuts in State funding. We continue to develop our list of potential grant makers and donors in a number of ways - one is by actively participating in the social networks, Facebook, Twitter and LinkedIn. Our "friends," "followers" and "contacts" grows daily.

VOCATIONAL DEVELOPMENT CENTERS (VDC)

San Leandro VDC

The San Leandro VDC ended its year with 56 consumers enrolled in the program. During the course of the fiscal year a total of 18 consumers transferred into the AVP Program and 2 were transferred to other vocational sites. There was a total of 3 new intakes and there are 25 consumers desiring transitional services.

Program Highlights:

- ◆ We got the word from the City of San Leandro that our bid was accepted for grounds maintenance for 2 additional parks. This was great news as it will now provide more opportunities for more consumers to try community based work.
- ◆ We continue to try and come up with fun things for the consumers to do on the training half days to entice them to come to program. We have raffles for prizes and cash, special meals like a continental breakfast or a pizza party.
- ◆ The real highlight was that one of our consumers went to the Special Olympics games in Greece and walked away with a gold medal in shot put and a silver in the 100 meter race.



Union City VDC

Enrollment at the Union City VDC ended the year at 57 consumers. Throughout the year one (1) consumer transferred to the AVP Program and one (1) consumer was discharged. There are a total of 17 consumers desiring transitional services.

Program Highlights:

- ◆ Through a grant that our Development Department got from Kaiser Permanente for a pilot health and wellness program we started the FUNN Project (Future of Fitness and Understanding Nutrition). Every Wednesday the consumers get a chance to learn about nutrition and to do some exercising with the use of the Wii Fit and a Kinect.



VOCATIONAL DEVELOPMENT CENTERS (VDC)

Hayward VDC

The Hayward VDC ended the year with an enrollment of 61 consumers. There were 2 new intakes, 2 consumers transferring to the AVP Program and 4 discharges throughout the year. There are 5 consumers at the Hayward location desiring transitional services.

Program Highlights:

- ◆ The snack bar made some good purchases this past fiscal year. We purchased some planter boxes so that we could start growing our own vegetables, we bought new umbrellas for the picnic tables in the courtyard and we added a movie style popcorn machine. We had a special movie day to celebrate our new machine.
- ◆ On Cinco de Mayo we taught our consumers how to make enchiladas, beans, salad and flan for lunch and then celebrated with some Spanish music.
- ◆ In June we purchased hanging baskets consisting of strawberries, tomatoes and flowers.



Livermore VDC

Enrollment at Livermore is at 35 with a total number of persons served that have been exposed to community work at 16. Of those there are 12 persons served that are desiring transitional services.

Program Highlights:

- ◆ Four (4) consumers volunteered to man a table at the First Wednesday Street Faire in Pleasanton. We handed out brochures, talked to passersby and walked through the different booths to acquaint ourselves with the other vendors on site.
- ◆ We went on two field trips—one to the Egyptian Museum in San Jose and to the Disney Family Museum in San Francisco. The ability for the program to go on these outings was made possible through a grant. The consumers in Livermore have never been on group tours such as these. For many of them, the trips to San Jose and San Francisco were the first time they had ever been to either city and the first time for any of them to go on a “fun outing during the work day.”



FIRST STEP CHILDREN'S CENTER



First Step maintained an average of 27 children between the ages of 37 months and kindergarten age enrolled in the CDD program funded by contract with the California Department of Education, Child Development Division. The primary disabilities of the children were 4 children with Down Syndrome, 4 with Autism, 2 children with Cerebral Palsy, 5 were identified as autistic, 2 were identified with pervasive disorders, 6 children have severe oral language delays and 4 children with delayed speech. There was a total of 18 new enrollments with 24 children discharged for the 2010-2011 fiscal year. Our annual Quality Outcome Survey found that 74% of families were “Very satisfied” with an additional 24% being “satisfied” with their child’s program.

Program Highlights:

For the second year our staff participated in the Alameda County Professional Development and Retention Project in providing professional developmental support to early childhood education staff in the child care field. The primary goal of the AB212 project is to build a skilled and stable workforce to provide high-quality child care and developmental services through state and subsidized care programs. The program is designed to retain qualified staff by providing financial compensation and support for continued education. Each First Step staff member completed twenty hours of training with a speech and language therapist from The School of Imagination and Happy Talkers. Collectively, the First Step staff completed a total of 122 hours of professional growth.

The School of Imagination has an annual outreach program every May for parents to get their child assessed for free. A number of professional agencies and specialist help identify individual special needs. Also provided is an insurance specialist that helps parents weave through the maze to get insurance to pay for therapies. This is a One Stop service where parents can get things done which would take them months. Four of our parents took advantage of this opportunity.

The Healthy Toys Healthy Tots Program

One of the most important strategies to keep young children healthy is to disinfect and clean toys and objects that they use throughout the day. As every parent knows children carry a multitude of germs as they closely play together and put their little hands and mouths on everything. At our center we have “The Clean Team”, Walpert’s AVP” clients, come every Thursday. They wash and disinfect the children’s blocks, animals, play dishes and kitchen play materials to help keep the germs at a minimum. On Fridays the team comes and collects the children’s chairs for a good cleaning. This is essential to keep children healthy. The staff and parents really appreciate “The Clean Teams” efforts and support of actively helping the children at our center stay healthy.



Children Meet Developmental Goals

This year we had 4 children who had originally come from the Regional Center meet their developmental goals. One child who had been in our program since July 2008 met his language and cognitive goals in March 2011. He was assessed and he no longer qualified for special education services, his parent’s decided they wanted him to remain at First Step until he began kindergarten. He was accepted at a Catholic School in Hayward. By the parent’s last report Emil is thriving.

SUPPORTED COMMUNITY OPTIONS PROJECT OF THE EAST BAY (SCOPE)



The Supported Community Options Project of the East Bay (SCOPE) program currently provides services to 81 consumers with intellectual and developmental disabilities in the community areas of San Leandro, and Union City. This year we have once again increased consumers community integration weekly activities. Each consumer's average time spent in the community for the 2010-2011 fiscal year was about 3 hours per day. This increase was brought about with a revision of scheduling, planning & hard work by staff & management. The consumer-to-staff ratio was the key factor to the increase number of hours spent out in the community weekly.

Program Highlights:

SCOPE consumers continue to receive daily training and experience in recreation/leisure settings in the community, domestic settings & various other forms of community access. We have several senior/older consumers & middle aged individuals participating on a bi-weekly basis at selected upscale dining restaurants within the surrounding communities served by both SCOPE programs. The exposure of various undertakings has developed/increased participant's receptive & expressive skills and abilities that have become apparent to staff, care providers, and family members.

SCOPE consumers annually participates in the Community Food Bank Drive held in Union City, via dropping/donating canned goods from their home in designated barrels. They also volunteered their time & efforts along with staff within the community, via passing out flyers and by talking to neighbors during the month of March to Campaign for Disabilities Awareness - Fetal Alcohol Syndrome.

SCOPE incorporated Health & Wellness within consumers daily program plan to prevent/maintain a healthy well being. Routine daily short group walks, gardening, low impact- ROM exercises, & healthy choices of selected snacks resulted into visible weight loss & lower heart (BP) rate for clients, including The Arc staff. Throughout the 6 hour program day, all are given individual choices & reminded of their personal rights.

SCOPE staff has received extensive trainings in CPR/First Aid, Emergency Disaster, Bloodborne Pathogens, Behavioral Management, Special Incident Reporting, Medication Administering, and The College of Direct Support online training to name a few. Some of this training is due to SCOPE participation in the Regional Center of the East Bay's Training Consortium which is conducted at their site. The RCEB training curriculum in conjunction with Arc has also contributed in the professional development of our staff.

SCOPE staff will continue to strive for excellence as well as provide quality services to all consumers within the programs. We remain hopeful & optimistic that the state of the global economy will not limit our challenges & accomplishments for our consumers within the various sectors of the community.



ALTERNATIVE VENTURES PRGROOM (AVP AND ASL AVP)

The Alternative Ventures Programs (AVP) at all sites (San Leandro, Hayward and Union City) continue to grow. This is due in part to the increased activities and opportunities that are offered within the programs. In addition to the social/recreational components offered there are opportunities to work and to volunteer.

Alternative Ventures Program Hayward

This program ended the year with a total of 38 consumers enrolled between AVP and the ASL AVP. The program ended with a 93% satisfaction rating for the client's surveys.

Alternative Ventures Program San Leandro

The San Leandro AVP Program ended the year with a total of 29 consumers enrolled. The program ended it's year with a with a 94% satisfaction rating for the client's surveys.

Alternative Ventures Program Union City

Nineteen (19) consumers were enrolled in the Union City Program at the end of the year. The program ended the year with a 99% satisfaction rating for the client's surveys.

Some of the highlights of the AVP programs this past year are:

- ◆ Consumer artwork is being made in to framed pictures and greeting cards that are offered for sale at various events. Fifty (50) percent of the profits goes back to the artist and fifty (50) percent goes back into the program for continuation of the art program.
- ◆ Participation by the Union City AVP group in the FFUN (Future of Fitness and Understanding Nutrition) Project. This was a grant that The Arc received from Kaiser Permanente for a pilot health and wellness program that included exercise and nutrition.

Some outings for the AVP programs were:

- ◆ The Alameda County Fair
- ◆ Nike Missile Site
- ◆ Fire Fighter's Art Museum at the Presidio Gallery
- ◆ Half Moon Beach
- ◆ Marin Headlands
- ◆ Marine Mammal Center
- ◆ Tour of Laney College Campus
- ◆ Raiderettes Photo Shoot
- ◆ Oakland Museum Pixar Exhibit
- ◆ Waste Management Tour
- ◆ Mormon Temple Tour
- ◆ California School for the Deaf Tour
- ◆ Wells Fargo Museum

