

Annual Report



2018



600 S. Wilbur Ave.
Syracuse, NY 13204

Dear Friends,

We had much to celebrate this past year! Although we were sad to say goodbye to some long-standing programs, we were excited to welcome new beginnings, new opportunities, and even a new home! In 2018, we asked ourselves a very important question: How can we respond to the challenges we face, prepare for what's next, and still provide the quality support and services that people want? In answering that question, we had to take a critical look at ourselves by realistically evaluating program operations, scrutinizing how we market what we do, expanding and utilizing community partnerships, and recruiting and retaining our most valuable asset: our staff.

There seems to be a recurring theme in the human services field these days: change. As in years past, in 2018 we continued to see significant shifts in the field of providing supports and services to people with intellectual and developmental disabilities. As one of the first concrete steps in the move to managed care coordination, we saw the elimination of Medicaid Service Coordination. We closed our sheltered workshop and were challenged with the task of not only creating an economically viable, integrated business, but also finding new opportunities for employees who have spent their entire "work lives" on the Monarch floor. And, alarmingly, in New York and across the nation, we have been faced with an unprecedented shortage in direct support staff as we continue to compete with fast food chains and struggle to provide living wages for people who do life-changing work.

As we took the time to scrutinize how we do what we do, we were excited to experience very positive outcomes in some of our most challenging areas of concerns. By encouraging choices and options, finding new areas of exploration, connecting with our local neighborhoods, and creating ways to engage our workforce despite regulatory mandates, we were able to think creatively and move forward with positive change and happy individuals and staff.

In 2018 we celebrated many things. We celebrated achievements, we celebrated accomplishments, but most importantly, we celebrated relationships; for the people we support and for the agency as a whole. As Helen Keller once said, "Alone we can do so little; together we can do so much." It takes the work of over 500 employees for Arc of Onondaga to achieve what we are able to accomplish seven days a week, 52 weeks a year. So, while times continue to be uncertain and this forward trend of change seems to remain inevitable, at the root of our success was and will continue to be the relationships we form with those around us. Whether we are an employee, a person receiving services, or a member of the community, the more we work together, the more successes we will continue to celebrate.



ELLEN GUTMAKER
EXECUTIVE DIRECTOR



CHRIS CENTORE
PRESIDENT OF THE BOARD OF DIRECTORS



Ellen Gutmaker
Executive Director



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President of the Board

Board of Directors

Chris Centore
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Encourage choices and options with increased flexibility




Career Tracks began in 2018 in response to the anticipated closing of sheltered workshops throughout New York. The pre-vocational work experience program allows individuals who were working on Monarch's workcenter floor the opportunity to receive community-based employment exploration and training. With ongoing opportunities at places like Walgreens, Goodwill, and Sodexo at Menorah Park, individuals are able to not only realize, but fulfill their employment dreams by being trained for opportunities outside the walls of Arc.

New experiences and places to explore



Person-centered planning is about providing the kind of services, supports and activities that people want. In 2018 we said goodbye to trying to fit people into programs, and encouraged individuals to create services and schedules that worked for them. Whether it was visiting museums, snow tubing, indoor rock climbing, trips to the zoo, or batting practice at NBT Bank Stadium, our residential, day, recreational and Parkside programs offered more than just "trips to the mall."

A woman with dark curly hair, wearing a dark blue jacket, is smiling and looking to her right. She is holding a dark brown reusable coffee cup with a black lid. The background is slightly blurred, showing other people and what appears to be an outdoor or semi-outdoor setting.

Individuals at Hampton Day Hab look forward to Tuesdays and their newly founded Coffee Club! Staff and participants purchased reusable travel mugs from Byrne Dairy and every Tuesday, groups take advantage of free coffee at the stores (or hot chocolate if they prefer). Sometimes they sit at the picnic tables outside to enjoy their cup of joe. On rainy days, they bring it back to the site where they sit in the library and enjoy their time together. "It's been really great," said Meredith Burrows, program manager. "The individuals are not only getting out, but because they are visiting the same stores over and over, they have made friendships in the community. Managers and employees know them by name and ask where someone might be when they don't make it in on a Tuesday. They're really making an impact in their local neighborhood."

As part of Arc's unit on Families and Community, the preschoolers at Parkside Children's Center at HW Smith engaged in some "career exploration" opportunities. Doctors, nurses, law enforcement officers and other civil servants were just some of the professions on hand allowing children the ability to learn about many of the important jobs that keep our communities happy, healthy and safe.



Live, learn & work in neighborhoods and communities



Whether it is cleaning the roads through the Syracuse Adopt-a-Block program, ringing bells for the Salvation Army, delivering holiday goodies to neighbors, or working at any number of places throughout the county, Arc of Onondaga is helping people live, work and learn in their neighborhoods and community; assisting them in achieving their goals and living their lives to their fullest potential.

In September, Arc broke ground for a new home in Baldwinsville. The sensory-friendly, single story residence is able to accommodate five adults diagnosed with Autism Spectrum Disorder so they can live inclusive, enriching lives in a residential setting to their fullest potential. The new home was planned with many autism-specific features in mind including an open floor plan for easy accessibility, durable materials, special blinds and window treatments, and a dedicated "sensory room" designed specifically to meet the many varying and individualized needs of those living on the spectrum.



Comfortable, functional, attractive environments

In 2018, we expanded certified capacity in several homes. Wanting to make sure Arc of Onondaga was a place where people wanted to receive supports and services, we took the time to make sure that the environment in which those services are provided are not only functional, but comfortable, warm, well cared for and attractive. With help from the Arc of Onondaga Foundation, we were able to upgrade furniture in the Horizons Clinic waiting area, purchase new supplies for the sensory room at our Galeville day hab, and provide chill-out and sleep chairs to make our residents more comfortable in their home environments: all with the help and input of the people who use and matter most.



Active, engaged workforce

Arc staff are at the heart and soul of what we do. Without their commitment, dedication, and unique ability to form trusting relationships, we simply could not do what we do. In 2018 we worked to make sure staff were engaged, involved members of the agency. We re-invigorated the wellness and diversity committees, promoted volunteering for Foundation events, and held agency-wide activities like our annual Ugly Sweater holiday contest. By incorporating sign-on and employee referral incentives, shift differentials and base wage adjustments, Arc has created a fun, purpose-driven, and competitive place for people to not only have a job, but advance their career.



2018 Audited Financial Information – Arc of Onondaga

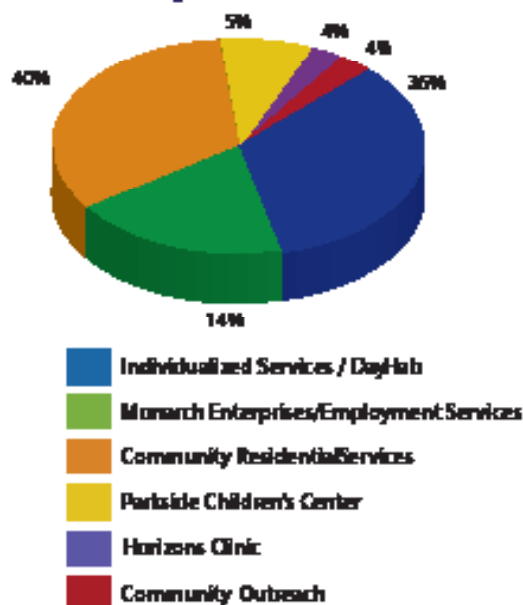
Arc of Onondaga's services and programs cost over \$26 million to operate in 2018 and continue to expand to meet the growing needs of people with developmental disabilities in Onondaga County.

Among the individuals Arc serves, more than 100 live in residential homes and apartment settings provided by Arc's community residence program.

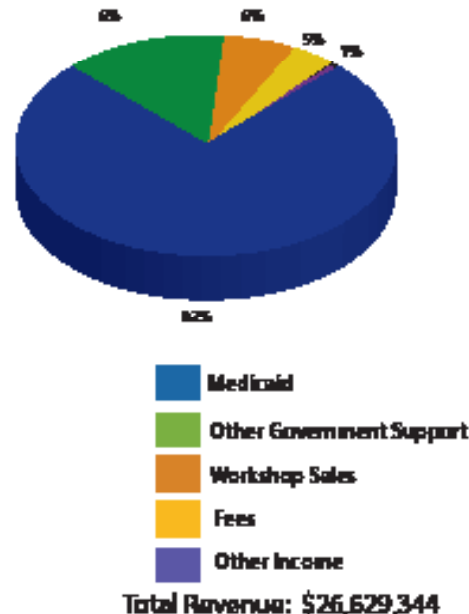
Over 300 people receive day services at one of seven sites and almost 100 more people are employed by Monarch, Arc's vocational division.

It takes over 500 full and part-time staff to provide Arc's high-quality services to over a thousand individuals and their family members living in Onondaga County.

Expenses



Sources of Revenue



ARC OF ONONDAGA

Legacy of Love Society

The following individuals are recognized for their leadership in giving to the **Arc of Onondaga Foundation's annual fund drive**. Members of the Legacy of Love Society demonstrate exceptional generosity and help ensure the continued support of individuals with developmental disabilities in our community. Entry into the Legacy of Love Society is made with a donation of at least \$500 to the annual fund campaign. **Membership is maintained by making donations of \$500 or more each year.** Donations are cumulative and each year provide the opportunity to move up to higher giving circles.

Diamond Circle: (\$10,000 & up)

Mrs. Masue K. Bernholz
Mr. Paul Drescher & Co.
Mr. & Mrs. Gordon Eyer
Ms. Carol Ann Fisher
Ms. Ellen Gutmaker
Mr. & Mrs. John Horsington
Mr. Jim Moran
Mr. Klaus Schroder
Ms. Carolyn Stark
Mr. Robert Walsh

Ruby Circle: (\$5,000 - \$9,999)

Mr. & Mrs. Sean Broderick
Mrs. Joyce Carmen

Mr. & Mrs. Dale Marris
Mrs. Dennis Nolan
Mr. Jim Pitts
Mrs. Sandy Radziwon
Mr. & Mrs. Gary Salibrici

Platinum Circle: (\$2,500 - \$4,999)

Ms. Tiffany Bird
Mr. Mike Ferony, UPS
Mr. William Horsington
Mr. & Mrs. Edward Moran
Mr. & Mrs. Russell Smith

Gold Circle: (\$1,500-\$2,499)

Ms. Evelyn Carter, Wegmans

Mr. Vincent Darden
Mr. & Mrs. David Loveland
Mrs. Ruth Ann Riposa
Mr. Joseph Tracy

Silver Circle: (\$1,000-\$1,499)

Mrs. Alyssa Benedict
Mr. & Mrs. Mark Eyer
Dr. & Mrs. John Skopek

Bronze Circle: (\$500-\$999)

Mr. Zachary Erickson
Mrs. Joanna Jewett

Arc of Onondaga and the Arc of Onondaga Foundation sincerely thank all those who give their support. We recognize the following individuals, organizations and companies for their contributions in 2018. If we have made an error or omission, please contact our offices. To find out ways you can contribute to the work of the Arc of Onondaga Foundation, visit our website at www.arcon.org.

2018 Achievement Awards Dinner

\$10,000 and up

Durham School Services

\$5,000 to \$9,999

Wegmans Food & Pharmacy

\$2,000 to \$4,999

Abbott-Nastri Partnership
Barclay Damon
Brown & Brown Empire State
National Grid
The Bonadio Group

\$1,000 to \$1,999

BNY Mellon
Bond, Schoeneck & King
Sean & Theresa Broderick
Empire Archives
Empower Federal Credit Union
Excellus Blue Cross/Blue Shield of CNY
Karen & William Fisher
Firley, Moran, Freer & Eassa, CPA, PC
Galaxy Media, LLC
Jim & Juli Boeheim Foundation
Kinney Drugs Foundation
Lan-Co Companies
Molina Healthcare
Thomas J. Murphy
Nascentia Health
OneGroup
SEFCU
Frank Smith
Syracuse University Dept. of Advancement & External Affairs
United Parcel Service
The Upstate Foundation, Inc.
Ellen & Howard Weinstein, MD
Welch Allyn

\$500 to \$999

ACR Health
BCI Empire Division
CNY Central Media Group
Community Bank, N.A.
Gordon & Judy Eyer
Hancock & Estabrook, LLP
Servpro – NE Onondaga County

\$100 to \$499

AAV Electrical Contracting
Anaren Microwave
ARISE
Arthur J. Gallagher & Co.
Avalon Document Services
Marc Brandt
Joyce Carmen
Carrols Restaurant Corp.
Susan & Craig Cobb
Kathy Conahan
Doyle Security
E.C.K. Tree & Outdoor Products
Fairmount Carpet & Linoleum
Fulton Savings Bank
Marian & Daniel Glauber
Michael & Jacquelyn Goldberg
Harmony Architectural Associates, PC
Jeffrey's Auto Body, Inc.
Laci's Tapas Bar
Michael Lane
Latocha Builders & Renovations
Young & Jay Lee
Literacy CNY
John Mallan
Merchants Fleet Management
Oneida Nation Foundation
Onondaga Community Living
Paul deLima Coffee Co.
Mary & Gary Salibrici
Servpro – NE Onondaga County
Syracuse Crunch Hockey Club
Syracuse Fire Dept. Employees FCU
Syracuse Label & Surround Printing

The Taishoff Center for Inclusive Higher Education
Valesky for Senate

Up to \$99

Marjorie Canino
John & Jamie Cucinotta
Shirley DeGouff-Brassard
Silvano & Natalina Murgia
Virginia & Richard Russo
Susan & Gordon Spooner
Charles Wiggins

2018 Dunkin' Run Arc Race

\$5,000 to \$9,999

Dunkin' Brands Group, Inc.

\$2,000 to \$4,999

KeyBank Investments
UPS

\$1,000 to \$1,999

Brown & Brown Empire State
Kinney Drugs Foundation
Molina Healthcare

\$500 to \$999

Abbott-Nastri Partnership
Anaren Microwave
BPAS
Community Bank, NA
Fleet Feet Syracuse, Inc.
Galaxy Media
Inficon, Inc.
Marriott Syracuse Downtown
Nascentia Health
Pathfinder Bank
Pinnacle Investments, LLC

\$100 to \$499

AAV Electrical Contracting
Anderson Partners, LLC
Barclay Damon
BNY Mellon
Bond, Schoeneck & King

Harmony Architectural
Associates, PC
Stephen Jackson
Jeffrey's Auto Body, Inc.
K-Mase Productions
Laci's Tapas Bar
Latocha Builders &
Renovations, Inc.
LIFEPlan CCO
Patrick & Diane Nichols
OCRRA
Oneida Nation Foundation
Onondaga Community Living
Pro-Flex Administrators
Rosamond Gifford Zoo
Syracuse Fire Department
Employees Federal Credit
Union

Up tp \$100

Berkshire Farm Center
Edward & Sharon Moran
Mike & Susan Tierney

2018 Annual Appeal and General Contributions

\$10,000 and above

Gordon & Judy Eyer
Naomi B. Chambers
Charitable Trust
P. Drescher Co., Inc.

\$5,000 to \$9,999

Masue K. Bernholz
Carol Ann Fisher
Jim & Juli Boeheim
Foundation
KeyBank Foundation
Mackenzie Hughes, LLP
Klaus Schroder

\$2,000 to \$4,999

Network for Good
Carolyn Stark

\$1,000 to \$1,999

William & Sylvia Cohen
Barbara Davis
Durham School Services

Ellen Gutmaker
Susan S. Langley
James Pitts
Sandra Radziwon
Mary M. & Gary D. Salibrici
Truist
United Way of CNY
Wegmans Food & Pharmacy

\$500 to \$999

Joyce Carmen
Vincent Darden
Zachary Erickson
Mark & Lauren Eyer
Janiqua Hasan
James N. & Mary Lynn
Hettler
Joanna Jewett
Susan & Dale Marris
Jon & Donna Miles
Edward & Sharon Moran
Jeannine Nolan
Ruth Ann Riposa
Marilyn & John Skopek
Marlin & Russell Smith
Joseph Tracy
UPS
Robert Walsh

\$100 to \$499

Michael Ball
BNY Mellon
Benevity Community Fund
Brown Living Trust
Richard E. Brundage
Carol Bullard
Alice Burns
Byrne Dairy
Thomas & Shannon Carlson
Christopher Centore
Christopher Wood Phillips
Fund
CNY Playhouse
Rachel Colella-Squire
John Hassett & Judith
Crawford
John & Jamie Cucinotta
James Curtin
Tammy Elowsky
Katherine Flack
James & Patricia Flynn

Louis Fournier III
Gary Freeman
Marian C. & Daniel J.
Glauber
Michael Herbst
Independent Retirement
Partners, LLC
Linda Jackson
Lewis Roth Family
Foundation
Judy & John Martin
John Massaro
Matt McCabe
Tina Meehan
Lauren Merola
Margot Paronis
Carol Paronis
Elizabeth Plyter
John Powers
Jeffrey & Toni Rogers
Kelly Scanlon
Small Grants & Initiatives
Fund
Gwendolyn Spadafore
Denise Stephens
Christine Sweeney
Thomson Reuters
Corporation
Mike & Susan Tierney
United Way of Greater
Milwaukee & Waukesha
County
Cheryl Anne Woloszyn

Up to \$99

Shawn Babcock
Joan Bailey
Donna Baroni
Summer Burns
Christopher Burrows
Marjorie Canino
James Cannon
Wendy Coleman
Community Health Charities
of New York
Michael Copanas
Peter & Elizabeth Costello
Teri Dashnau
Shirley Degouff-Brassard
Barbara Dennis
Fairmount Carpet & Linoleum, Inc.

Ronald & Nancy Farewell
 Ian & Susan Farr
 Mark Feldman
 Mary Louise & Lorenzo Ferrari
 Michelle Gillespie
 Shaquana Green
 Thomas HaHer
 Anneliese Harfman
 Essie Harris
 Carmell Hart
 Margaret E. Howard
 Alexis Jennings
 Dreydel Johnson
 Cheryl & Don Kieloch
 Patricia Killius
 Jeff Knauss
 Luanne Krzykowski
 Pam LaKeya
 Shirley Lavergne Harden
 Charles & Elaine Liggett
 Barry Lyon
 Novara Living Trust
 Oxana Panol
 Joseph Pavlos
 Hanna & James Pecori
 Shaleyia Peterson
 Daniel Posniak
 Babette Puzey
 Marlene Reilly
 Charles Romano
 Lois D. & Wayne B. Scott
 Brenda Stone
 Mary Szczech
 Jacob Tanner
 William Tourville
 Peter N. Wells

Honorariums and Memorials

In Memory of Robert Acierno
 Wendy Baker
 Joann Briggs
 Maureen Hartnett
 Christine Keily
 Syracuse Eye Center Ocutique
 Shirley Weisenborn
 University College/Kris
 Hartnett

In Honor of John Bernholz
 Masue Bernholz

In Memory of Jerilynn Colella
 Danielle Cardarelli-Badio
 Virginia Colella
 Jamie Ferguson
 Jay Goldman
 Lorraine Jarrett
 Theodore & Theresa Monto
 Bernice Reed
 Robert Squire
 Judith Stelljes

In Honor of Delphine Corradino
 CNY Community Foundation/
 Small Grant & Initiatives Fund

In Honor of Jackson Erickson
 Wendy Coleman

In Memory of Robert John Fisher
 Sara Massa

In Memory of Clifford Gould
 Jim & Jill Brule
 Gary & Joan Cunningham
 Ava & Jonathan Dinkin
 Michael Fixler
 John Folk
 Leonard Koldin
 George Urist

In Memory of Joseph Keller
 Julia Mayhew
 Brian & Kathy McCann
 Lisa Overholts

In Memory of Irene & Bernard Kelly
 Theresa Kelly
 Barbara Walzer

In Memory of Marie Koss
 Thru-Way Autoglass
 Distributors, Inc.

In Honor of BJ Menter

Tracy Amiral

In Memory of Gail Mullane
 Noreen Chalk
 Susan McNeill
 Gerald Sweeney

In Memory of Zigmas Paronis
 Jack Bergman & Sula Fizman

In Memory of John Spencer
 Eschner Living Trust/
 Jean Eschner
 Jeannine Nolan

In Memory of Robert Vinette
 Sutton Real Estate Co., LLC

In Honor of Matthew Wall
 Thomas Wall

In Honor of Howard & Ellen Weinstein
 Shari Cohen

In Memory of Matthew Woloszyn
 John & Michelle Delp
 Marie Desnoyers
 Esther & Paul Desnoyers
 Mary Podsobinski
 John & Virginia Ryan
 Henry Sessions
 Kenneth Shelter
 Mr. & Mrs. John Urban
 Ruth Woloszyn

2018 Sensory Garden

Andrea Butterschon
 Lisa Chamberlain
 Nina Dunlap
 Christine Keily
 Mary Jo Kravec
 Lindsay Marshall
 Brenda Metrick
 Paul Napoli
 Denise Neimeier
 Christine Price
 Stickley, Audi & Co.
 Michael & Colleen Tanner

2018 Butterfly Gallery

Joan Bailey
Masue Bernholz
Stuart & Linda Bruce
Building Energy Technologies
James Cannon
Joyce Carmen
Abby Chinitz
John & Jamie Cucinotta
Catherine Cudworth
Lorraine DeForge
Jack Dee
Jeff & Linda Drimer
Gordon & Judy Eyer
Patricia & John Gaetano
Thomas HaHer
Bruce & Shirley Hale
Christina & Kenneth Herzog
Margaret E. Howard
Alice & James Iles
Mary & Richard Jennings
Theresa Kelly
John & Gloria Kennedy
William & Mary Kinne
Lena & Edward Kochian
Eve & Linda Kotowicz
Susan S. Langley
Janet Lindsley
Lioness Club of Central
Square
Kathy & David Loveland
Nicholas & Cathy Lozoponi
Judy & John Martin
BJ Menter
Joseph & Ruth Metallo
Mike Moncada
Patricia Musengo
Mary J. Osada
Donald Polacci
Ernest & Antoinette Scalzetti
Harry & Patricia
Schwarzlander
Chuck & Anne Seereiter
Susan & Gordon Spooner
Tommy's Grass & Contracting
Twin Trees Too, Inc.
Arthur & Beverly Vinette
Peter N. Wells

Cheryl Anne Woloszyn

In Kind

7 Enterprises Marketing Firm
LLC
All Star Alley & Tavern
America On Tap
Ancora Restaurant
Attilio's Resturant & Bar
Baker Photography
Beat Street Music Co.
Bimbo Bakeries
BJ's Wholesale Club
Blue Bowl
Blue Tusk
BodyMind Float Center
Bomshell Boudoir Studios
Boom Babies
Bradley's Jewelers
Buffalo Bills
Bull & Bear Roadhouse
Carrols Restaurant Corporation
Cayuga Lake Wine Trail, Inc.
Cazenovia Jewelry
Central New York PGA
Cumulus Media
Daniel's Grill
Del Lago Resort & Casino
Sheila Dion
Dolce Vita World Bistro
Embassy Suites at Destiny USA
Firudo Asian Food & Bar
Freihofer's Baker
Frito-Lay, Inc.
George Eastman Museum
Glimmerglass Festival
Judith Gotham
Dave Hall
Hangar Theatre
Holiday Ice
Hollywood Theatre
Hunt Country Vineyards
iHeart Media
JetBlue
Joanna Jewett
John's Auto Care
King David's Restaurant
Laci's Tapas Bar
MACNY - The Manufacturers
Association
Marriott Syracuse Downtown
BJ Menter

Mid-Lakes Navigation
The Mission
Modern Malt
Morgan's Wonderland
The MOST
Movie Tavern
National Women's Hall of
Fame
NCM
New York Jets
OCRRA
Old Home Distillers
Onondaga County Parks
Onondaga Historical Association
Owera Vineyard
Panera Bread
Paul deLima Company Inc.
Peppino's Restaurant &
Catering Group
Pepsi Cola Bottling Company
Phoebe's Restaurant
Photography by Kristen
Shepard
Sandra Radziwon
Raymour & Flanagan
Red House Arts Center, Inc.
The Retreat
Riley's
Santangelo's
Sky Zone Trampoline Park
Speedway LLC.
Strada Mia, LLC.
Linda Surace
Syracuse Stage
Sysco Syracuse, LLC
Toggenburg Ski Mountain
Tops Friendly Markets
Traynor Home
W.B. Mason
Bob & Karen Walsh
Waste Management of New
York, LLC
WCNY TV
Wegmans Food & Pharmacy
Wise Foods, Inc.
WonderWorks



Arc of Onondaga
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Syracuse, NY 13204

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www.arcon.org