



Your Membership Supports our Mission Living a Life of Independence

Mission | Who We Are

The Arc Chemung-Schuyler is a family based organization, providing supports to people with varying abilities. We create opportunities for individual growth, while emphasizing choice. Our passion for excellence is evidenced by our family and community partnerships, quality supports, education, and advocacy.

Vision | Where We Are Going

The people we support are accepted and valued members of their communities.

Values | We Believe In

- Our Staff Being Our Greatest Resource
- · The People We Support Being First
- Doing the Right Thing
- Respect
- Teamwork
- Life-Long Learning

The Arc Chemung-Schuyler 2024-2025

Officers for Board of Directors
Margaret Lawrence, President
Michael Stamp, Vice-President
Anita Lewis, Treasurer
Eileen Remec, Secretary



Board of Directors

Justin Dildine*
Thomas Gough
Harold J. Hoffmeier, Jr.
Margaret Lawrence
Anita Lewis
Lee Moran
Judy Phillips*
David Ralph
Eileen Remec
Margaret Sisson
Michael Stamp
Nancy Thomas





Board of Governor Representatives

Harold J. Hoffmeier, Jr., Primary Eileen Remec, Alternate



*Indicates New Board Member

Letter from Board President, Margaret Lawrence

This year marks the 75th Anniversary of The Arc New York. It all started in 1949, when one parent placed an advertisement in the New York Post. She wanted to learn if others, like her, were interested in starting a day nursery. The idea came about after two families who had children with developmental

disabilities, living in the Bronx, were denied access to public school. Hundreds of people showed up to the first official meeting and The Arc New York was conceived.

Today, true to the original vision of the founding families, at The Arc Chemung-Schuyler (one of The Arc New York's 35 Chapters) everything we do centers on the organization's mission and vision. We work to support people with varying

abilities and strive to make certain all are accepted and valued members of their communities.

The Arc Chemung-Schuyler has and continues to evolve to meet the needs of the people we support. We said goodbye in 2023 to Sean Eagan, who retired as The Arc's Chemung-Schuyler's Chief Executive Officer after 25 years of service. Sean led the organization through the unification of Chemung and Schuyler Chapters. He was the right leader at the right time for the organization, and we sincerely appreciate his steadfast leadership.

We welcomed Sal Garozzo into the leadership role in February 2023. During his short tenure, we have felt the positive impact of Sal's dedication and experience. He has and continues to work closely with the senior leadership team to plan and prepare for the future.

Together, they are working on the organization's strategic plan focusing on the following goals and objectives:

- Ensure financial sustainability,
- Create and maintain a healthy work environment,
- Keep top of mind the importance of diversity, equity and inclusion,
- Utilization of technology to its fullest potential,
- Invest in our staff, support the team, and show a path forward.
- Most importantly, and at the forefront of everything we do, the people we support come first.

I would like to thank Sal Garozzo, Chief Executive Officer, members of the Senior Leadership Team, the Board of Directors, and all of the staff at The Arc Chemung-Schuyler who work tirelessly each day to fulfill the mission of the organization. Your collective efforts are sincerely appreciated and make a difference to the more than 1,200 people and families we support.

The future of The Arc Chemung-Schuyler is bright. It is incredibly rewarding to be involved and work with a highly dedicated, caring group of people. Here's to another 75 years!

Warmest regards,

Margaret Lawrence

Letter from CEO, Salvatore Garozzo

It was my sincere privilege to rejoin The Arc family in February 2023, having previously worked at The Arc Ulster-Greene (now mid-Hudson) from 1998-2013. Since becoming CEO of The Arc Chemung-Schuyler, I've been given the opportunity to work once again alongside a dedicated

board, committed staff, and all our partners at OPWDD and in the community. I am especially grateful to Margaret Lawrence and Anita Lewis whose vision and support guided us to a successful 2023 year.

This year, we dedicate our annual report to responding to the needs of the people we support and their families by improving our delivery in the areas of technology, clinical

supports, and behavior supports. As you can see from this report, the agency remains a strong community partner and has made tremendous strides in technology and behavioral support.

Our agency was awarded a \$140,000 grant to help implement an innovative and unique remote assistive technology support center in our Elmira location. This center is designed to offer virtual and smart technology support, to supplement the challenges we face by securing enough staff to meet the needs of the people we support. We expect the room to be operational in 2024.

Our team has worked hard to reduce the number of physical interventions and increase the number of positive supports. While this area is a source of continued attention, we see a positive trend with continued reductions, due to the

dedication of our clinical and direct care staff working together for the people we support.

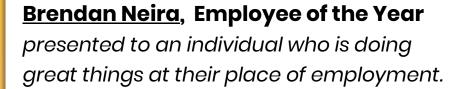
Despite the developments we have made as an agency, we continue to fight for New York State's support of the needs of the people we support and their staff. It has been an ongoing challenge, which ultimately led to a 2.8% payrate increase in 2024. This increase would not have been made possible without the support of The Arc New York, Senator Thomas O'Mara, Representative Phil Palmesano, and ultimately Governor Hochul. Without their support of our cause, our entire field would crumble, and our attention would be drawn away from finding ways to make the lives of the people we support better, versus finding ways to survive. For that, I am sincerely grateful.



Celebration of Services Awards

<u>Ulysses "Smokey" Roberson,</u> Community Champion

presented to an individual who is truly a part of the community, joining clubs and/or groups, uses public transportation, and just gets out and about often.



<u>Cullen Ryan</u>, Journey to Independence presented to an individual who is learning skills to live independently.

Brett Bliss, Volunteer of the Year presented to an individual who is committed to volunteering and making a difference in their community.

<u>Celeste Lindsay</u>, Volunteer of the Year presented to an individual who is committed to volunteering and making a difference in their community.











Programs and Services

Career and Employment Support Services (Vocational Training)

Benefits Advisement · Career Exploration and
Transitional Employment · Community Pre-Vocational
Services · Employment Services · Employment Training
Program · Pathway to Employment · Supported
Employment · Youth Employment Services · Services for
Businesses and Employers · Pre-Employment Transition
Services

Community Supports and Day Services

Assistive Technology · Benefits Advisement ·
Community Habilitation · Day Habilitation Without Walls
· Early Intervention · Family Member Training · Future
Care/ Guardianship · Interim Case Management ·
Recreation · Respite: Community and/or After School ·
Self-Direction · Transportation Services

Housing Supports

Traditional Group Housing · Respite · Independent Housing Options

Clinical Supports / Developmental Health Services

Social Work · Psychology · Psychiatry · Occupational Therapy · Physical Therapy · Speech & Language · Nutrition · At-Home Behavioral Support

NYSTART/CSIDD

Crisis prevention and response support

People Supported

Career and Employment Support Services (Vocational Training): **164**

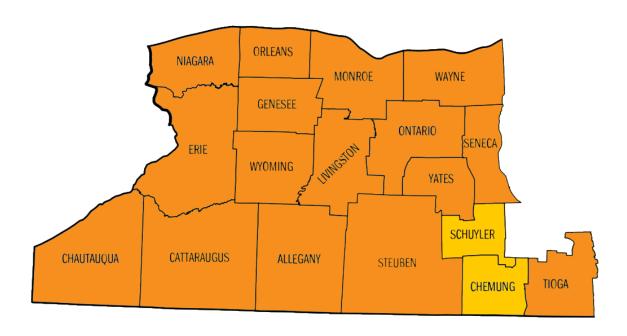
Community Supports and Day Services: 457

Housing Supports: 161

Clinical Supports / Developmental Health Services: 466

NYSTART/CSIDD: 149

We provide supports and services to people and their families across 18 counties!



Total People Supported: 1,207

Financial Report

| | 2023 | 2022 \$33,787,546 |
|------------------------|--------------|-----------------------------|
| REVENUE AND SUPPORTS | \$31,655,918 | |
| Expenses | | |
| Salaries | \$22,571,428 | \$20,013,217 |
| Employee Benefits | \$4,564,664 | \$4,235,599 |
| Depreciation | \$750,570 | \$644,587 |
| Supplies and Materials | \$660,081 | \$602,169 |
| Food | \$580,975 | \$663,035 |
| Other | \$4,400,442 | \$4,598,592 |
| TOTAL EXPENSES | \$33,528,160 | \$30,757,199 |
| Change in Net Assets | \$322,590 | \$761,502 |

Thank You to the sponsors who have contributed to this event!

Awards Sponsor



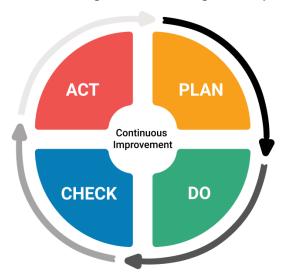
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Our Report Card for the Year

At The Arc Chemung-Schuyler, we challenge ourselves to make real improvements in the following critical areas of service.

- 1. Financial Management
- 2. Workforce
- 3. Healthy Work Environment Diversity, Equity, and Inclusion
- 4. Technology Improvements
- 5. Management Supports
- 6. Quality Measures Eliminate Personal Interventions
- 7. Quality Measure High Performing Surveys



Goal 1 - Financial Management: To add \$1 million in new revenues to support our programs.

Outcome: In 2023, our overall financial surplus was \$762,000 despite the challenges of some underfunded programs. We quickly turned this surplus into a wage enhancement for our direct support staff and added additional positions to assist with staff training, quality, and management support.

Goal 2 – Workforce: To reduce the number of vacancies from 112 openings in 2022 to 72 positions.

Outcome: I am pleased to report that at the end of 2023, we had 73 openings with many of our departments being fully staffed.

Goal 3 –To create a Healthy Work Environment through Diversity, Equity, and Inclusion Training

Outcomes: (1) In 2023, our team worked closely with DEI consultant, Dr. Kerr Messner, in addition to participating in training provided by The Arc New York, through Georgetown University. (2) In collaboration with Community Foundation of Elmira-Corning and the Finger Lakes, Inc. and Corning Community College, the New Neighbors Project is underway. This community collaborative is dedicated to inviting people to work for our agency from outside communities, offering people from marginalized backgrounds various resources to support them as part of The Arc family.

Goal 4 – Technology Improvements: To advance in the field of supportive technology.

Outcome: In 2023, we started the development of a new Remote Assistive Technology Support Center, complete with remote supports and smart home living devices. While The Center is not fully operational to date, the foundation of The Center is available to help us launch into the 2025 year.

Goal 5 – Management Supports: To support our program management and reduce turnover to no more than 10%.

Outcome: By the end of the 2023 year, our QA measurement of turnover was 6.7%

Goal 6 – Quality Measure: To eliminate the need for restrictive physical interventions.

Outcome: By the end of 2023, we had reduced the number of interventions to between 13-14 per month. We increased the number of behavioral supports to further reduce this number.

Goal 7 – Quality Measure: High performing surveys **Outcome:** By the end of 2023, with three quarters of data reported, two of our programs received a Statement of Deficiency. Despite this, our teams are working diligently to remedy areas identified in need of improvement.

Why is it Important that We Commit to our Family-Based Values?

While The Arc Chemung-Schuyler provides a variety of programs to a broad spectrum of people with different abilities, one of the unique differences between The Arc and other agencies is our commitment to offering services to families from the moment they contact our agency. This occurs through Service Access Management, as well as Interim Case Management, which assists people in navigating required OPWDD eligibility processes and obtaining the information/evaluations they need to move forward with gaining access to supports and services. In a time when every agency experiences financial pressures and a look to cut programming, The Arc Chemung-Schuyler continues to invest in this important area of support.

Our Service Access team supported a total of 502 applications in 2023 alone. Families were so appreciative of the service navigation support they received, unique to our agency, whether they were eligible for OPWDD services or not. However, if it did look like the person may be eligible for long-term supports through OPWDD, the team helped families secure the proper documentation, gain access to required testing, and connect with Care



Coordination agencies throughout the region.

We do this with no expectation that the family will receive services from us. In addition, we provide Service Access Management free to any person and/or family who walks through our doors.

Of the supports and services families are seeking to obtain, the most often requested were clinical supports (94) and recreational services (67). Families are looking for some relief for their loved ones, who often must wait at home looking for support because there are not enough staff to support their needs. Our agency is challenging ourselves to be able to address this concern by investing in technological solutions, to coincide with our highly trained staff.

Over the next few years, The Arc Chemung-Schuyler intends to be a leader in the field of assistive technology. In 2023, our chapter received \$140,000 grants from Finger Lakes Performing Provider System (FLPPS) for the development of a new remote assistive technology support center. We used these funds to

