





## A Message from David Mathis

President, Arc Board of Directors



In 2014, The Arc Oneida-Lewis Chapter celebrated its 60th Anniversary. There are many reasons for The Arc's continued success in providing the best possible service to people in Oneida and Lewis counties.

However, one reason

stands out above all others: our great employees. As Arc Board President, and more importantly, a parent to a person receiving services at The Arc, it's clear to me that our workforce is second to none. Countless times, I've been privy to our staff carrying out our Core Values, often going above and beyond their job duties. Featured in this report, are just a few of those amazing stories that we're proud to share with you.

At The Arc, Core Values are at the heart of what we do every day. If obstacles get in the way, those values of Compassion, Dignity, Dedication, Person Centered – Family Based, Progressive, and Integrity, provide a beacon to ensure we never stray from the path of putting people first. Sometimes we focus on challenges so much that we forget to savor the success. We have much to be proud of at The Arc.

In 2014, we also celebrated becoming the first provider in the region to be CQL certified. This accreditation, through the Council on Quality and Leadership International, further recognizes our staff and the efforts they make to personalize the way in which we provide essential services.

As I step back and reminisce about the better part of sixty years passed, I'm even more excited for what the next sixty years will bring. As we approach the future, one thing remains unchanged: it's the people, family, friends, and employees that will continue to lead the way. Our core has never been stronger, and our future never brighter.

A handwritten signature in black ink that reads "David Mathis". The script is fluid and cursive.

David Mathis  
President | Arc Board of Directors

## Arc Board of Directors

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## What The Arc Core Values mean to us and the people we support

In 2011, The Arc developed six Core Values for the agency to follow: Compassion, Dignity, Dedication, Person Centered-Family Based, Progressive, and Integrity. The staff embraced and employ them. But, these values were already being practiced throughout the agency. By marketing these values, putting those important words on the walls of our buildings, lanyards, reports, and unique displays, they have become tangible. From performance appraisals to employee nominations, Core Values are a large part of our culture at The Arc. Here are just some of the examples of our Core Values in action.

### Compassion at Christmas

The holiday season can be a stressful time for all. Many people fret as they scramble to purchase gifts for loved ones. This time of year can be especially tough for those that are in need. Many people we support depend on The Arc’s annual holiday giving campaign to provide them with essentials during this time. Toys for children are given, but more pressing needs such as food and clothing are provided in abundance too. The things that we take for granted are those that can get a family through the holidays and provide a lift when it’s needed most. Such is the case for the Nanthasene family. Suddenly and without warning, they found themselves

without a functioning hot water tank. The family tried to make do, but there was no denying that the basic need of hot water in one of the worst winter seasons on record was too paramount for them to endure. This was a sizeable expense that was coming at the worst possible time. Cerissa Saudarg is a Medicaid Service Coordinator at The Arc. She works with Mely, a daughter of the Nanthasene family, who receives services from The Arc. Saudarg worked to get this extremely important need funded through The Friends of The Arc Foundation, but that was only part of the mission. The Nanthasene family needed a way to pick up the tank and have it installed. The facilities department at The Arc, employees Juso and Sefik, were able



## A Date to Remember

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Most people celebrate Valentine's Day in a similar fashion. Giving some chocolates, cards, and spending time with a significant other, are things we all strive to do on this beloved holiday. That was the thinking when two people living in an Arc residence in Rome, made their plans. They both chose to go on separate dates with their boyfriends. As staff worked to honor both of these requests, it became apparent that they only had enough people to accommodate one of the dinner dates on that evening. But, how could they choose? It was clear they couldn't make this happen for one person and not the other. Allan Foote, Program Manager, discussed this dilemma with his wife. With her flexibility and compassion for The Arc, and Allan's dedication and creativity, the two hatched a plan. Allan and his wife would accompany one of the people we support and their date, meaning both people from this Rome residence would be able to celebrate Valentine's Day as they had intended. Allan made sure that this couple had their own table at the restaurant, so they truly had a date all to themselves. A great night was had by all, and once again, the remarkable staff that we have, put the needs and wants of people we support ahead of their own.

## The Ride of Her Life

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Antoinette Sciortino lives in an Arc residence and has had a life-long dream. She wanted to go horseback riding. It took staff many weeks to obtain approvals, to secure appropriate information, and to advocate for Antoinette. The team, which was determined to make this dream come true, was challenged time and again, facing obstacles and could have given up. Antoinette continued to talk about her dream, riding a horse was something she had wanted to do since she was a child. She was excited that finally, this dream might be coming true. The team was more determined than ever to help make this a reality. Then it happened, plans were finalized to have her ride a horse, she was thrilled, telling an Arc visitor and anyone else that would listen, what she had just accomplished. The dedication shown by this team of employees will never be forgotten by this woman who never gave up on her dream.

## You Are Not Alone

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Having to stay in a hospital for an extended amount of time can be frightening, especially if you don't have family or loved ones who can be by your side. This was the case for a person we support; she was



Antoinette helping in the horse stable.

Compassion  
DIGNITY  
Dedication  
Person Centered  
-Family Based  
Progressive  
Integrity



## Leading the Way

Tai Chi classes are offered at The North Utica Senior Center. People who attend The Arc’s Senior Program often participate in this exercise. One month, the instructor asked if anyone in the class would like to come up and take a turn leading the class in the next session. A person we support volunteered and proceeded to lead the class through their movements for the next 45 minutes. These classes are fully integrated with members of the community. The progressive thinking of Arc Staff to make sure people we support participate in the many activities offered at the Senior Center, has led to more positivity towards people and their abilities.

## Service With a Smile

Dreams can be big or they can be small. What matters is the individual dreams that people we support have, and how The Arc can help make those happen. Such is the case with Steve Warchol, a person that lives in an Arc residence. Through the CQL process, in which staff meets with people we support to find out their goals, hopes, and dreams.

Steve revealed his dream to be a bartender. When Gail Siegel, Assistant Director of Residential Services, found out, she had a thought — what if Steve could tend bar for the upcoming Residential Christmas Party? The plan was to have non-alcoholic drinks such as mud slides and Shirley Temples, made to order for guests. Steve was asked if he would like to take on this task and he accepted. Steve turned out to be a fantastic bartender that night. He was quick to fill orders, had great customer service skills, and was even sliding the drinks down the bar to patrons. Steve was right at home behind the bar. He cleaned up his work station and the smile on his face proved to be evidence that he truly had a great time. Residential staff was quick to schedule Steve for next year’s party, which he agreed to do, almost as quickly. The person centered services provided by Arc staffs are demonstrated time and again.



Roberta Halliday gains more than confidence with Tai Chi.



Steve Warchol tends bar at the Residential Christmas Party.



# Goals for 2015

- We will continue to achieve our goals for managed care preparedness and implement an agency-wide electronic health record and strengthen our information technology.
- We will continue to identify and implement our strategic plan to enhance workforce development and employee engagement.
- We will explore and enhance business partnerships and business enterprise opportunities in our community.
- We will enhance our partnership with families we support and engage them in advisory opportunities within the agency and our parent corporation of NYSARC, Inc.
- We will maintain a person-centered approach to explore more individualized and self-directed opportunities for all those we support.
- We will continue to build our community development and public relations goals to enhance awareness of The Arc, Oneida-Lewis and community support.
- We will explore merger potential with others to enhance opportunities for people we support.
- We will maintain our partnership with the American Heart and Stroke Association and the Boilermaker racing organization to keep our focus on wellness for all and community partnerships.
- We will identify and engage in leadership growth opportunities for staff with a variety of partners in our community.
- We will partner with other organizations to advance mutually identified goals to advance the quality of life of people within our community.





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"Not So Silent" Auction, 2014.



David Dutton joins the Coast Guard Auxiliary.



StageWorks' 2014 production of "Grease," behind the scenes (left), and curtain call (right).







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