

1954 - 2019



Celebrating 65 Years



2019 ANNUAL REPORT



1950

**Call June 29 Meeting
On Retarded Children**

A meeting of the Lewis County Association for the Help of Retarded Children will be held Wednesday, June 29, at 8 p. m., in room 109, Lowville Academy. Final plans and introduction of the teacher for the class to be held in the Lewis District school starting July 8 will be made.



1970



'50 '51 '52 '53 '54 '55 '56 '57 '58 '59 '60 '61 '62 '63 '64 '65 '66 '67 '68 '69 '70 '71 '72 '73 '74 '75 '76 '77 '78 '79 '80 '81 '82 '83 '84 '85



1960



1980



1950s

'54 Dissatisfied with society's perception and treatment of people with developmental disabilities, a group of parents organized and opened a school for their children. The Association for the Help of Retarded Children (A.H.R.C.) was formed.

'56 Under the same set of principles, the Lewis County AHRC is formed to serve families in the North Country.

'57 A.R.C. vocational programs are established, providing meaningful job training and work opportunities for people receiving services.

1960s

'60 The A.R.C. expanded and improved pre-school and workshop programs. During the 1960s, the agency grew to include a kindergarten program for 5-7-year-olds and a vocational pre-workshop for 17-21-year-olds.

'68 The Oneida County A.R.C. developed an instructional program to train in the operation of laundry equipment and laundry maintenance. This was part of a long-range plan to increase the training center and strengthen the agency's workshop branches.

'69 The Charles B. Wolken Memorial Camp in Frankfort is established. The camp, open for several weeks during the summer, offers activities, sports, arts and crafts, and other recreation for children served by The A.R.C. and their siblings.

1970s

'71 The Oneida County A.R.C. begins child guidance classes. The classes were intended for children who were not serviced through public school special education classes.

'76 The workshop moves into its current location on Arnold Avenue. The move allowed the agency's vocational programs to serve more

than the 160 people who attended the programs at that time.

'77 Oneida County A.R.C. was the first voluntary agency to open a community residence. Twelve people moved into the house located in Utica on the corner of Genesee and Faxton Streets.

1980s

'80 The A.R.C. opened four supportive apartments in Oneida County with two people living in each apartment.

'85 A Community and Family Services department was established to offer families support and assistance for their loved ones living in their own homes.

'89 As the number of seniors with developmental disabilities in the area continued to grow, The A.R.C. Day Treatment program expanded to include senior citizens.

1990s

'91 The Friends of The A.R.C. Foundation board is formed. Their purpose is to organize fundraisers and steward philanthropic efforts to support under and unfunded A.R.C. programs and services.

'94 The agency changes its name from The A.R.C. to The Arc of Oneida County. The name is no longer an acronym as had been used in the past.

'96 The Arc of Oneida County merged with the Lewis County ARC to become The Arc, Oneida-Lewis Chapter. The merger helped stabilize jobs and expand services for people with disabilities in both regions.

'98 The Arc moves into new administrative offices at 245 Genesee Street. The move and renovations were made possible by many supporters, most notably Assemblywoman RoAnn Destito, who secured a \$50,000 grant for the project.

'99 The Arc starts a program for middle- and high-school aged students, which has now grown to become the School to Work programs.



1990



2010



5 '86 '87 '88 '89 '90 '91 '92 '93 '94 '95 '96 '97 '98 '99 '00 '01 '02 '03 '04 '05 '06 '07 '08 '09 '10 '11 '12 '13 '14 '15 '16 '17 '18 '19 '20



2000



2020



2000s

'00 The Arc honors Dr. Anthony V. Delorio by dedicating the building at 14 Arnold Avenue in his name. Dr. Delorio served as medical director for the agency from 1981-2000.

'02 The Saturday Friends program is established to provide a safe and fun environment for children while providing respite to families and caregivers.

'05 The CollegeWorks program is created. The collaborative project of The Arc and Mohawk Valley Community College (MVCC), is

designed to provide the full college experience for students with developmental disabilities. The first CollegeWorks class completed the 2-year program in 2007 and received certificates at a graduation ceremony held on the MVCC Utica campus.

'09 The Arc opens two new Day Habilitation programs: Kirkland and Venture, designed to provide volunteer and community experiences.

2010s

'10 A collaborative program between The Arc and the Players of Utica Theater, called Fine Arc, is created to enhance and showcase the artistic talents of people with developmental disabilities.

'11 After serving 32 years as Executive Director, Angela Vanderhoof retires. Following a year-long search, The Arc names Karen Korotzer as Chief Executive Officer to lead the organization into the future.

'12 The Arc establishes a set of defined CORE Values that reflect the work, foundation of our culture, and backdrop of our everyday interactions with people in our community.

'14 The Arc becomes the first local agency of its kind to earn accreditation from the prestigious Council on Quality and Leadership (CQL). The certification states The Arc continuously defines, measures, and improves the quality of life and quality of services for youth, adults, and older adults with intellectual and developmental disabilities.

'15 The Arc purchases the Nickelback Redemption Center in Waterville and continues to operate the business to provide integrated community employment opportunities for people with developmental disabilities.

'16 The Day Hab Without Walls program is launched in Lewis County. This community-based program focuses on volunteering and furthers The Arc's mission that people live as fully included members of their community.

'17 The Arc receives a grant from the United States Department of Agriculture to help fund the agency's Project NVITE telehealth and distance learning initiative. In total, \$1,500,000 of technogrant is awarded to The Arc over two years for this critical healthcare project.

'18 The Arc purchases the Get-It & Go Deli in Lowville, becoming the first Arc owned business in Lewis County.



**A Message From
Karen Korotzer
CEO, The Arc,
Oneida-Lewis Chapter**

I often think about how our agency started back in 1954. How the parents of children with special needs wanted more for their children; an education and a path towards independence and quality supports. They had a vision for their children that included a range of life-long supports in the community, integration and connecting with co-workers in a job they love, living the lives they want to live, and enjoying life one day at a time with friends and people who care about their hopes and dreams.

The Arc has never lost sight of this vision. As we have grown these past 65 years, we have adapted and expanded to provide even more choices and options for all

those we support. Today, we have services and supports for people from birth to seniors, and our teams are continually looking at ways to be more innovative and flexible while providing the highest quality of care.

I am extremely proud to be part of The Arc, our success, and how we continue to push ourselves forward just as the founding parents did 65 years ago. Our CORE Values firmly ground us in all we do no matter where we are in the agency. We have been successful for the last 65 years because we work together as a team and have the support of our community. We are Arc strong! It will be exciting to see what the next 65 years will bring to our agency and all the incredible people we support.

A handwritten signature in black ink that reads "Karen Korotzer".

**FROM THE
ARCHIVES:
A reunion
of founding
members of
The Arc with
past Board
President,
Joan Ehlinger.**



Stepping into my first year as Arc Board President during the 65th Anniversary of the agency gave me a reason to pause and reflect.

Immediately, I thought of Elliot Hunt. Elliot was the first Board President of The Arc in 1954, and, like me, a father. What would he think, if he were with us today to witness just how far The Arc has come?

At first glance, Mr. Hunt would notice how The Arc has grown exponentially from a single schoolhouse supporting 46 people, to over 50 locations now supporting 1,400 people.

He would applaud community inclusion through Arc Residential, Day, Employment, and Community and Family Services.

Elliot would celebrate the development of vocational programs that began in 1957, which have blossomed into Progress Industries, a business division providing meaningful jobs through contracted work with companies, both domestic and international.

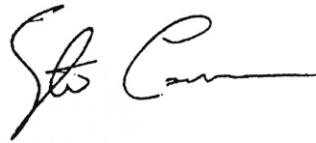
I wish he could see the Nickelback Redemption Center in Waterville and Get-it & Go Deli in Lowville; two Arc owned businesses.

Yes, times have changed, but I genuinely believe Elliot would be most proud of what has remained the same. The willingness of people to help others is the constant that has prevailed through good times and bad.

It started with parents and volunteers. Now, over 700 professionals perform the essential duties that contribute to the many successes of the people we support.

I'm honored to follow in Mr. Hunt's hallowed footsteps and everyone who laid the foundation of what we know The Arc to be today.

Here's to 65 wonderful years, and many, many, more.



**A Message From
Steven Gassner
President,
Arc Board of Directors**

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*Elliot and
Myma Hunt,
founding
members
of The Arc*

2019 Financials

2019 Expenses

	\$ Amount	Percent
Residential Services	10,539,770	30.46%
Employment & Business Ent.	8,289,934	23.96%
Day Services	4,848,126	14.01%
Community & Family	2,994,454	8.65%
Care Coordination	780,865	2.26%
Self Directed Services	1,663,060	4.81%
Children Services	174,290	0.49%
Transportation	1,766,942	5.11%
Other	732,081	2.12%
Administration	2,812,019	8.13%
Total	34,601,541	100.00%

2019 Revenue Sources

	\$ Amount	Percent
Medicaid	26,658,715	72.83%
Subcontract Income	2,677,472	7.31%
Chapter Funds & Grants	2,077,954	5.68%
Program Fees & SNAP	2,039,042	5.57%
OPWDD/OMH/County	1,694,739	4.63%
DoH SED and Schools	1,456,337	3.98%
Total	36,604,259	100.00%

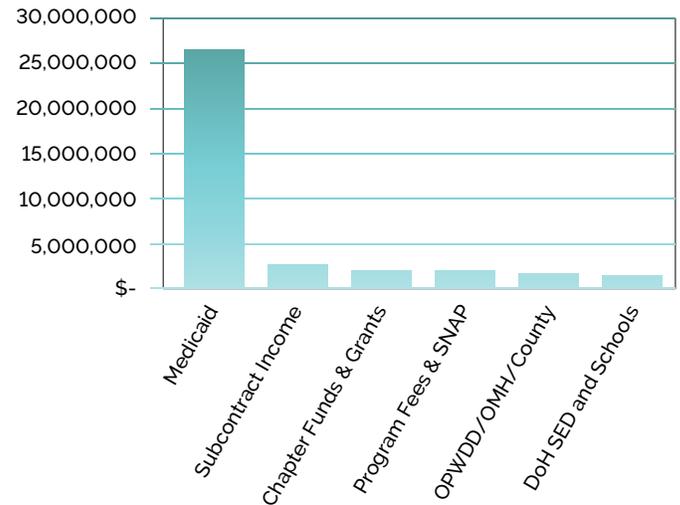
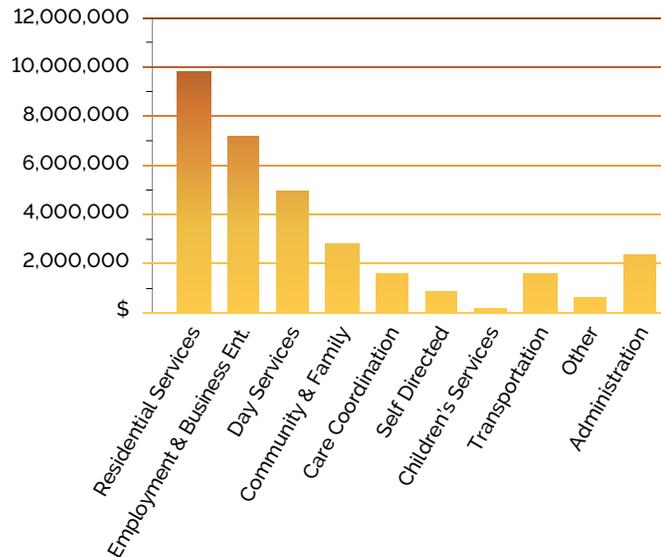
OPWDD = NYS Office for People with Developmental Disabilities

OMH = NYS Office of Mental Health

DoH = NYS Department of Health

SED = NYS Education Department

SNAP = Supplemental Nutrition Assistance Program



Cheers to 50 years

The Arc Utica Rotary Christmas Party celebrated a milestone of its own, with a special 50th golden jubilee observance as part of the annual get-together in December.

Over 300 guests were treated to dinner, dessert, dancing, and a visit from Santa and his elves. The celebration was made possible by the generosity of The Rotary Club of Utica, a recreation grant from NYSARC Trust Services, and the selflessness of Rotarians and Arc employees who volunteer their time planning and executing the event.

Guests received a keepsake Christmas ornament to commemorate the 50th-anniversary occasion.

We thank The Rotary Club of Utica for their dedication to this outstanding event and willingness to host it as we look forward to fifty more years of smiles and celebrations.





“ I could go on forever, and I can't imagine what her life would be like without The Arc family. The Arc has brought friends, a sense of pride by having a job, and, most importantly, meaning to Linda's life. She's enjoyed dances, activities in the community, camping, and making many friends. Best of all, Linda shares a home with housemates, whom she loves, and she's in the care of people who respect her and show compassion. ”

**JOANNA GRECO, CURRENT
ARC BOARD MEMBER AND
PAST BOARD PRESIDENT**

70 years in the making

Linda Greco was born five years prior to The Arc's existence. It turns out, The Arc would become her second family and a significant part of her identity. Linda was only 15 years old when she ventured to a workshop operated by The Arc on the corner of Matthews Ave and Erie Street in Utica. It was the only building The Arc had at that time.

While the structure stands vacant today, it remains full of memories for Linda and many others who learned valuable employment skills while forming meaningful relationships with peers.

Joanna Greco, Linda's younger sister, was just twelve at the time. She recalls her sister making acquaintances, such as Betty Brady, who Linda considers a dear friend to this day.

Like The Arc, which has grown from one building to 50 sites in two counties, Linda's life has blossomed over her 55 years of involvement with the agency. She currently works at Progress Industries in Marcy, while attending the Senior Day Hab program once a week, and lives in an Arc residence. The impact that each has had on the other is undeniable.



Born to shine

Scenes from StageWork's 2019 production of Willy Wonka.

StageWorks started in 1997, with a cast of 12 people, out to prove that talent comes in all shapes and sizes. 23 shows later, the cast has grown to 90 performers, and the venue has changed from the Kirkland Art Center and Grace Church to the Clinton High School Performing Arts Center. Today, many different departments provide support to make StageWorks possible. Community & Family Services handles set design, costumes, and many other

logistics of rehearsals/performance. Residential Services assists in ensuring the cast attend rehearsals in preparation for their performances. Facilities lends support by building, flying & taking down sets. Various Day Services programs have provided refreshments to sell at intermission. The Fine Arc program helps with props. We have an agency-wide contest where people we support provide images to become the chosen design

for the program, poster, and t-shirts for the year. Lewis County Rockers, a line dancing group, made up of people we support, performs at intermission. Community Development takes care of publicity, photography, and running the front of the house with volunteers from all over the agency. The cast has more artistic control, such as picking the show each year. We can't wait to see what they choose next!





Sweet recipe for success

The Arc, Oneida-Lewis Chapter was selected as beneficiary of the Utica Mayor's Gala in 2019. Over 700 people attended the event, helping to raise a record \$58,000!

The Arc is using proceeds from The Mayor's Gala to relocate and expand our Chef's Express program from Kirkland to 241 Genesee Street in Utica, which includes the creation of a Bakery/Cafe called "Chef's Express" that will be open to the public. Additionally, this social enterprise will serve as a training site for people with developmental disabilities who

may have a goal to be competitively employed in the community. Artwork produced by our Fine Arc program will also be on display and for sale.

In 2008, Chef's Express was created as an extension of our Venture Day Habilitation program for people interested in culinary arts. Participants learn skills in preparing sandwiches, baked goods, and desserts, along with instruction for catering lunches and small events.

"We're very thrilled to announce that as we continue to expand our downtown, and great things are

happening, Chef's Express provides a unique opportunity for all young people to grow and be prosperous while becoming an important part of the foundation of our great city," said Utica Mayor, Robert Palmieri.

Chef's Express is has developed a following for their gourmet cupcakes and mouthwatering desserts, which they look forward to sharing with the community. Work on the space is almost complete, and a ribbon-cutting/grand-opening event is in the works.



In 1991, The Friends of The Arc Foundation was formed to secure, manage, and steward philanthropic support to benefit the mission of The Arc, Oneida-Lewis. In 2019, The Pour Your Hear Out celebration in Rome, Swifty's Annual Golf Tournament, and Arctoberfest in Lewis County raised critical funds in support of under and unfunded Arc programs.





“ For the first time in his life, a truly miraculous thing happened to our son: he found friendship and a social network centered around mutual interests. Debby penetrated the loneliness that Florin felt, and we felt as his parents and made that a thing of the past. Words will never be enough in expressing the enormity of this task or the value it has added to all our lives. ”

**DEBRA DZIEKONSKI
AND PATRICIA PACE**



More than a job

Each year, The Arc New York recognizes four Direct Support Professionals who consistently demonstrate excellence, creativity, and commitment to providing support for people with developmental disabilities.

Deborah Fleming, a Senior Mentor in the Venture Day Hab program, is one of the exceptional staff across the state to receive a Thomas A. Maul Direct Support Excellence Award in 2019. Deb takes a person-centered approach to her job and does it with creativity, whether finding something new or taking

an existing activity and tweaking it to make it fresh and unique. More importantly, Deb goes to those supported in her program to ask for their input and ideas. She has always understood that engaging the people in the program is the first step to ensuring what happens each day is meaningful, productive, and fun.

Deb is a shining example of what true support is to anyone with a disability. She combines compassion, respect, and dignity in all her interactions, and she has had a profound effect on the lives of the people she supports.



**CORE PATROL
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**CORE PATROL
LEWIS COUNTY RESIDENTIAL DEPARTMENT**



**DSP RECOGNITION
WEEK
NAKIA BRANDON**



**HEART OF A
LION AWARDEE
FRANK ZAMMIELLO**
*Training Asst., Hab
Spec. II, Respite Spec.*

Celebrating our remarkable employees

In 1954, parents and volunteers rolled up their sleeves and did everything from mending and repairing facilities to instructing and preparing their loved ones for life.

Today, a dedicated, talented staff of over 700 employees cares for 1,400 people we serve daily.

The Arc honors these vital employees throughout the year in various ways, including the employee of the quarter, CORE Honors program, Direct Support Professionals Week, CORE Patrol visits from Executive Management and Board Members, the annual Employee Recognition Event, and more.

Arc employees are essential, and the best resource we have.



**PRESIDENT'S
CUP AWARDEE
KARA BENNETT**
*Community Respite
Programs Manager*



**DSP RECOGNITION WEEK
NATHAN WINES**



**EMPLOYEE
OF THE YEAR
LAUREL
HARTMAN**
*Student
Services Liaison*



**DSP RECOGNITION WEEK
CYNTHIA JORDAN**



Employment Solutions

There are over 6.5 million people with developmental disabilities in the United States, but only 19 percent of them are employed. Each year, The Arc holds events in Oneida and Lewis Counties to recognize and celebrate the businesses that work

with us to hire over 150 of the people we serve. These events happen in October as part of National Disability Employment Awareness Month (NDEAM). Walmart Supercenter in Rome (Oneida County) and Fort Drum Exchange (Lewis County) were

named Employers of the Year by The Arc. Rodney Fowler, an employee of The Arc's Progress Industries division in Lowville, received a 2019 Joslin Outstanding Performer Award by overcoming individual challenges to experience meaningful employment.



Passion. Purpose. Progress.

In 1957, Arc vocational services began inside an old church in New York Mills, where woodworking, sorting sleeves, stuffing envelopes, and punching out film negatives were the first jobs performed by people supported by The Arc.

By the late 60s, the newest site was a building on Mandeville Street for sewing buttons, assembling coat hangers, and manufacturing gift boxes.

A decade later, de-institutionalization in the developmental disabilities field, combined with a move to the current site at Arnold Avenue, saw an increased demand for vocational training.

Today, Progress Industries has locations in Utica, Marcy, and Lowville, providing assembly, packaging, and fulfillment services for a multitude of companies and businesses.



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OFFICES ARE LOCATED AT 245 GENESEE STREET, UTICA, NY 13501, UNLESS OTHERWISE INDICATED.
IT IS IMPORTANT TO NOTE, MANY OF THE PHONE NUMBERS FOR OUR LOCATIONS CHANGED IN 2019.

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