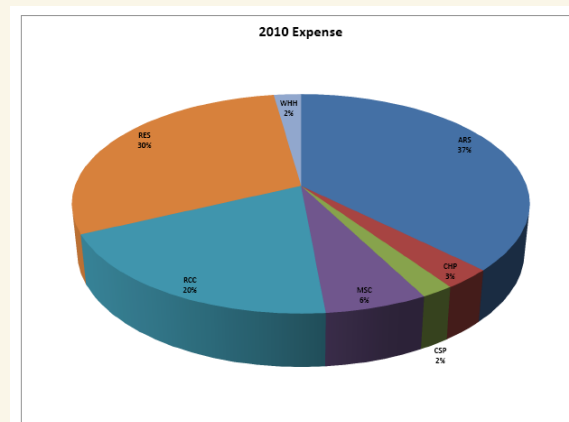
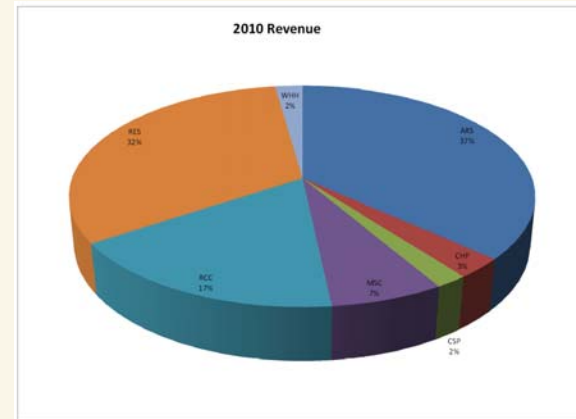




2010 FINANCIAL INFORMATION



Wayne ARC Strategic Plan

The Strategic Plan the Agency conducted and completed in December of 2007 will be the blueprint for the future goals of the agency through 2012. The strategic plan contains eight goals:

1. Increase the awareness of Wayne ARC to promote the organization and its services.
2. Provide programs and services that meet the changing needs of our community.
3. Expand and develop collaboration with other organizations.
4. Increase the capacity and efficiency of the organization.
5. Recruit and retain a highly qualified workforce.
6. Enhance the technological capacity and efficiency of Wayne ARC to fully meet its Mission.
7. Strengthen financial stability.
8. Identify and provide services to un-served and under-served populations.

These goals contain a number of measurable objectives and activities. Progress made on the goals and objectives will be reported on a semi-annual basis to the Board of Directors. A copy of the Strategic Plan is available upon request.



150 VanBuren Street
Newark, NY 14513

2010 Annual Report

A WORLD OF POSSIBILITIES



FOCUSED ON THE FUTURE KATHLEEN DENNISTON, PRESIDENT OF THE BOARD.

As my first year as Chairman of the Board of Directors draws to a close, I would like to thank all the staff, volunteers, consumers and families for all of their hard work in making 2010 a success. I am looking forward to working with a very dedicated administrative staff and Board of Directors whose expertise will guide us through the upcoming year.

2011 will be filled with challenges. For the first time in recent history, we have an on-time state budget that is attempting to rein in spending. The impact upon our programs and services has yet to be determined, but our agency is fiscally strong and, I am confident we are ready to handle whatever lies ahead.

Looking back to our beginnings, it was the dedicated staff, parents, guardians and volunteers who supported and made possible our vision for those with disabilities. We welcome new parents and advocates to our agency, and hope that they will join us in our continued efforts to offer excellent programs and services. Remember, it is our commitment and dedication to those with disabilities that keeps us strong and allows each to reach their goal.



Mission

Wayne ARC, a parent based organization, advocates for and serves persons of all ages with or without special needs. The agency assists individuals in taking their full, independent, productive place in society through an array of quality, individualized services.

Vision

Wayne ARC assists, supports and learns from persons with or without special needs and their families. In partnership, each person's needs are identified and a plan of action is cooperatively established to access all available supports and services. Wayne ARC employees are charged with carrying out this Vision and are supported in using their best judgment. The indicator of success as an organization is when each person believes that the action plan and its implementation are meeting his/her needs

Values

- Safety, respect and well-being of those we serve and employ
- Hopes, dreams and valued outcomes of each individual we serve and their families
- Recruitment, training, support, retention and advancement of our staff
- Highest quality of programs and services provided in the most ethical, effective and cost efficient manner
- Evaluation of relevance and success of what we do as an organization



Board of Directors

Kathleen Denniston - President

Sharon Boyd - 1st Vice President

CJ Britt – 2nd Vice President

Helen Wright - Secretary

Scott Healy - Treasurer

Essie Barnes

C. Grace Krueger

Hannelora Reinhardt

Joseph VanHaelst

Bill Cathy

Carol Kenyon

Sandy Woodard

Bret Vanzo

Administration

David Calhoun
Executive Director

Donna Granger
Assistant Executive Director

Sue Kell
Director of Financial Services

Melissa Kumkey
Director of Residential Services & Community Services

Joanne Hicks
Director of Medicaid Service Coordination

Norma Madayag-Reilly
Director of Vocational Rehabilitation Services

Fonda Benne
Director of Nursing Services

Wendy Varricchio-Fletcher
Director of Quality Assurance

Lynne Ward
Director of Roosevelt Children's Center

Gary Reilly
Director of Human Resources

Tracy Clingerman
Director of Development & Community Relations

CHALLENGING TIMES

REMAINING EFFECTIVE IN TIMES OF CHANGE.

The year 2011 I believe will be the date when we look back and realize that the way we did business no longer applies. Every aspect of our business is being looked at, reviewed, changed, audited or eliminated. Some of these changes will bring about a system wide paradigm shift in the way families and individuals are served, some changes will be beneficial while others will leave people at home with only minimum supports and services.

Dollars for our field continue to be cut, yet we are asked to maintain quality and variety of service op-

THE CHANGES THAT ARE SURE TO COME, GIVEN THE STATES FISCAL SITUATION, PROVIDE FOR US AN OPPORTUNITY TO DELIVER SERVICES IN UNIQUE AND CREATIVE WAYS.

tions. Our business has transformed itself from the primary focus of assisting people with disabilities into one that is now more concerned into developing corporate compliance rules, regulations and check list of those rules and regulations, while relegating to the back seat the fundamental reason of why we provide services and what the important principles that led us into this field. As we move into the future we need to train and develop staff with the principles and ideals that the founders of the ARC movement fought so hard to develop and bring into the community.

This upcoming year the Agency will also have to deal with escalating health care cost and very complicated health care decisions.

The loss of anticipated revenue in DayHab, Early Intervention, and State Aid to Education, transportation, and OPWDD programs will require and dictate the way we provide services and in some instances may necessitate that services and programs be no longer offered.

The changes that are sure to come, given the States fiscal situation, provide for us an opportunity to deliver services in unique and creative ways. We have already begun to

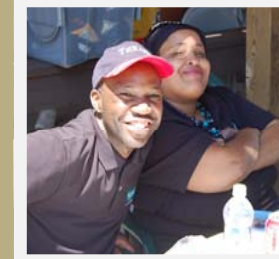
move away from center based services to providing those services in more natural environments. There is a need for both service deliveries and our challenge will be to meld those in order to meet the needs of all those individuals we serve or will serve.

The Agency is in a very strong position financially and among its greatest asset is the dedicated and professional staff that works every day to provide quality services.

I would like to thank the Board of Directors, the Program Directors, and outstanding staff for the commitment and dedication that each has shown to the individuals and families we support.



HIGHLIGHTS FROM 2010.



- Wayne ARC joined with Cornell Cooperative Extension in an effort to promote healthy eating and exercise for preschoolers.
- We expanded the use of computer based IEP systems with local school districts. We develop IEPs on ClearTrac for Newark, North Rose-Wolcott and Marion.
- The PERK Committee initiated Customer Service Training to be offered to all employees in 2011 reinforcing excellent customer service as one of our core values.
- We offered Biometrics Screening tests for all employees, 250 employees attended. A \$50.00 Wal-Mart Gift Card was given to employees who completed the Health Risk Assessment before the deadline
- We provided department and agency training and implemented the new state redesign of Medicaid Service Coordination.
- Five MSC staff were trained to be Start Up and Support Brokers for Portal and Community Support Services/Self Determination
- Over 530 consumers were served by MSC on a consistent basis.
- The first phase of the Residential three year strategic plan was completed.
- Four Residential staff attended and graduated the College of Direct Support and two Residential Staff completed the Disabilities Studies Certificate Program.
- We were awarded two new Family Support Contracts for in-home services for individuals and families in crisis.
- We were awarded a Youth Grant from the Office of Aging and Youth to assist with costs of Day Camp.
- A new Respite Manager Position to promote and expand respite services throughout the County was developed.
- We developed a collaboration with the Everybody Rides Family Council to provide Therapeutic Riding.
- The Agency was awarded a new Waiver Service of Intensive Behavior Support
- Article 16 Clinic provided 14,819 services to 549 individuals. We provided 104 medical assessments
- 62 new intakes were completed.
- Day Hab provided services for 23 new individuals in 2010
- A total of 56 consumers participated in the Wegman's Wellness Challenge.
- Renovations for the medical model were completed in early 2010. The total number of people served daily was up to eight. One existing staff was transferred to this area and four new staff were added in order to meet the high level of need in this area.
- 160 children were served including the completion of 45 home assessments were performed through Child Case Management.
- We provided 3679 trips to various locations throughout New York State to 80 individuals. 100% satisfaction on consumer satisfaction surveys was achieved.
- One consumer received the William B. Joslin Outstanding Performer Award from the New York State Industries for the Disabled, Inc. (NYSID).
- Twenty consumers are working at individual worksites in the community and receiving their pay directly from those employers.
- Eighty-five consumers worked at various enclaves or on mobile crews based on business needs and their abilities.
- Acquired two new worksites GW Lisk in Farmington and Z-Axis in Phelps.
- A total of 34 consumers were served through Long Term Sheltered Employment (LTSE) program.
- Three new businesses were procured for the workshop. These businesses are: Hilltop Industries, Maco Bag Corporation, and Terrenow.
- We provided lawn mowing services to 6 of the agency's residential locations as well as the 150 Van Buren street facility.
- We developed and implemented the 'Wayne ARC Tuberculosis Control Policy' in accordance with the new OPWDD Tuberculosis Control Regulation.
- A Wayne ARC Nursing Department brochure was created.
- The Agency held its 28th Annual Golf Tournament and netted an all time high of \$30,000.
- Wayne ARC entered the world of social networking with the creation of a Facebook page. It will be used to promote agency services, events and relevant concerns.
- A Volunteer Appreciation Luncheon was held on April 22, 2010.
- The Third Annual Canal Walk, in collaboration with the United Way raised \$ 5,000.00.
- The Wayne ARC Razor Fish Reciters won 1st Place at the Wayne County Rotary Spelling Bee.
- The Agency developed new By-Laws which were approved by NYSARC Board of Governors.
- The Agency developed two new committees, Human Rights and Consent.
- Over 180 staff participated in the Eat Well, Live Well Challenge.