



The ARC Linkletter

WWW.WAYNEARC.ORG

SEPTEMBER 2011

SPECIAL POINTS OF INTEREST:

- **Oct 1st** - 4th Annual Coming Together The United Way Canal Walk
- **Oct 5th** - BJ's representative at RCC 11-12 at VanBuren 12:30-2
- **Oct 10th** - Agency closed in observance of Columbus Day
- **Oct 19th** - RCC Open House and Book Fair
- **Nov 11th** - Agency closed in observance of Veteran's Day
- **Nov 24th & 25th** - Agency closed in observance of Thanksgiving
- **Dec 23rd & 26th** - Agency closed in observance of the Christmas holiday
- **January 21st** - Wayne ARC Winterfest at Club 86 in Geneva at 5:30pm



Articles for the next Linkletter must be received no later than November 1st. Please send all entries to Terri Skinner via email at terri.skinner@waynearc.org

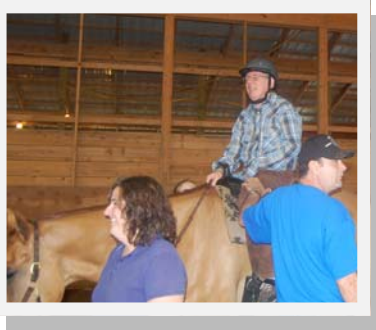
From David Calhoun, our Executive Director

September 11-17 is National Direct Support Professionals (DSPs) Recognition Week. DSPs are the front line staff that supports the individuals that we serve. Thank you for your dedication and commitment not only to those individuals but to our Agency.

On October 1st we will once again be collaborating with the United Way of Wayne County in hosting the "4th Annual Canal Walk", the walk is scheduled to begin at 8:30 am at T. Spencer Knight Park in Newark. If you are interested in walking or supporting someone to walk please contact Terri or Tracy in Development.

We are currently in the process of developing the 2012 budget. Since 2009

we have been cut about \$510,000.00 and we know that cuts to our local assistance contract, changes in MSC methodology, and additional OPWDD cuts are still a potential in our future. We have, however, increased revenues by starting new programs and services; we have been conservative in our spending and have made appropriate fiscal decisions to ride out these cuts with minimal disruption of services or loss of programs and staff. We have every reason to believe that we have positioned ourselves to be one of the premier agencies in the Finger Lakes and one of the most financially secure, and that is due to our hard working staff and our Board of Directors.



Equestrian Special Olympics was held at Lehman Farms,

September 10, 2011. Everybody Rides had three riders competing in the event. Congratulations to Travis Fish and David Shultz for doing such a great job! They each won medals and ribbons for their wonderful riding. They both looked great! Travis

rode English and David rode Western.

There was also a "Young Riders" class for the riders too young to compete in Special Olympics. Everybody Rides sent four of our youngest riders to take part in that event.

Everybody had a wonderful time and we are so proud of all

Special Olympics



Bright Spots

Jeff Hendler
Carrie Gilcrest
Holly Noody (2)
Myrtle Ave Staff (4)
Clairessa Eaken
Ryan Sheehe

Mishelle Hironomus
Brian Chambers
Lisa Roberts
Scott Leach
Angie Camnitz
Greg Eisenmenger

Alison Smith
Brenda Carr
Mike Ponticello
Ryan Rewa
Ashley Rector



Business Office Buzz

It's budget time in the Business Office. We're working with every program to create a spending plan for 2012. Our 2011 budget is about \$24.8 million. That's the amount we anticipate spending this year. If we stick to the plan, we'll spend almost 63% of that, or \$15.7 million, on wages and benefits for our employees. The remaining 37% goes to: operating expenses (the things we need to run our programs), capital expenses (things like equipment, vehicles, and building improvements), and administrative costs (the support departments like the Business Office, HR, and IT).

Creating the Agency budget isn't much different than the process you use at home to create your family budget. Like you, we follow three basic steps.

1. List expenses. With input from each program, we list every expense we anticipate for the next year. We can often use data from previous years to help us figure this out. Sometimes, though, we have to make educated guesses based on our research. Health care premiums are a good example. When we're creating the budget, we often don't know the premium increase amounts for the next year. We look at trends, we scour news reports, we get advice from Relph Benefits, and we come up with a number that makes sense.
2. List revenue. Our income comes from many different sources. In some programs, we're paid by Medicaid for units of service we deliver to our consumers. In others, we have a contract and are paid based on that. In our Key workshop, we're paid just like any other manufacturing facility for the number of widgets we produce.
3. Reconcile. Once we've listed all our expenses and revenue, it's time to mesh the two. And, just like you, we can't spend money we don't have. If we have more expenses than revenue, we go back to the drawing board and figure out where we can trim or eliminate expenses to get ourselves back into positive territory. Here, too, we depend on the programs to help us make certain we don't eliminate anything vital to our mission.

We finish the whole process in October. Then we present it to the Finance Committee and the Board of Directors for their approval. Once it's in place, the budget gives us a valuable tool to help us spend wisely and maintain our financial wellbeing.



Coming Together the United Way

Wayne ARC will again be partnering with the United Way of Wayne County for the Fourth Annual 5K Canal Walk along the Erie Canal. The event starts at 9:00 am on Saturday, October 1st at T. Spencer Park in Newark. For additional information please contact Tracy Clingerman x347, Terri Skinner x357 or the Wayne County United Way office at 331-2773. Registration forms are available online at www.waynearc.org as well as on ARCNet. The walk directly supports Wayne ARC and other non-profits located in Wayne County.

From Across The Canal...



We opened our doors to another school year here at RCC. We are so happy to have the kids back and the classrooms organized and ready for another year!!! RCC is very lucky to have such wonderful, dedicated staff who work so hard to get us all ready for our school year.

In the upcoming months we have our Open house – this is the time when our parents are able to come and have their children show off their accomplishments, classrooms, friends, teachers and staff. It is another night we have to applaud the staff here at RCC as they make the whole thing possible with the time and energy they give to this one special night.

We will also be having our yearly Scholastic book fair

October 18th, 19th and 20th in the RCC gym. Thanks to Janice here at RCC for organizing all of the volunteers to work at the fair! Also a BIG thank you to her for setting up the Book Fair Homepage at

<http://bookfairs.scholastic.com/hompage/rcc>. She has also set up (from October 8th until October 28th) our site for friends and relatives to be able to purchase books and the proceeds will benefit RCC at

<http://www.scholastic.com/schoolbookfairs/2879402>. Halloween is just around the corner – we always enjoy getting into the spirit of Halloween! Dressing in costume, enjoying our “Spooktacular” hosted by our OT/PT department, and hay rides!

News You Can Use From HR

To ALL Wayne ARC Staff: 2011 Wayne ARC Flu Clinic Information

Friday, October 14th

Canalside Conference Room (150 Van Buren Street)

9 a.m. - 11 a.m.

Thursday, October 27th

Staff Lounge (Roosevelt Children's Center)

2 p.m. - 4 p.m.

STEP 1 – sign up

You do not need an exact time appointment; however, **you must sign up by calling Jeanna Rouland at ext. 267** if you plan on attending either clinic so Wayne County Public Health can ensure there is enough staffing and flu shot serum necessary for the day.

STEP 2 – come prepared

In order to get through quickly and so that we can provide flu shots to as many staff as possible, please **complete** the three attached forms and **bring** them with you to the clinic you have signed up for. This is how to complete them:

Form 1 – New York State Department of Health Consent for Participation in NYSIIS

Print

Sign at the bottom

Form 2 – Flu Shot Consent Form

Print

Complete all information on top half of form

Sign in the box for “Influenza Consent”

Form 3 – Insurance & Billing Information

If you have insurance, *copy your insurance cards* onto the page (or a separate sheet) & *sign* at the bottom of the form

If you do **not** have insurance, *fill out section two* with household and income information & *sign* at the bottom of the form

Important information:

Flu Clinics are for Staff only.

Depending on your insurance coverage there may be a fee that will be your responsibility; however, you will not be expected to pay anything on that day. You will be billed separately. If you are unsure if you have a copay for the shot, please call your insurance company prior to coming to the clinic.

If you do not have insurance, the cost of the flu shot is based on a sliding fee scale which is determined by your income and family size. When you arrive to receive your shot, Wayne County Public Health will be able to determine your cost from their fee charts after you answer a couple of questions.

Please do not arrive before the start time and dress appropriately to receive the shot.



Community Services

consists of several areas beginning with **Community Hab** which provides services to assist individuals in the community to learn how to cook, clean, and manager their own finances. We also assist persons to access other community services and increase their socialization skills. Persons may be living alone with family members.

The **Play & Grow** provides services to assist parents of children under six years old. Either the child or parent must have a disability though OPWDD in order to qualify for this program. Services to help parents understand the developmental milestones and assist their children to realize their full potential through play and individualized supports.

Autism Support Program serves families who have a child under 21 who has been diagnosed with autism. This service is for families who like assistance in creating an environment that support the person in their household with autism. Service provider will help structure the family home, organize toys and school things to help the child with autism. Service may also assist with providing communication pictures or labeling pictures to help the parent structure the child's environment.

Family Crisis provides a specialist with the Aftercare Team from our clinic to support and provide assistance to reduce the behaviors and increase the safety for our consumers and their families. All of the programs listed above are managed by Amanda Bement.

Group Respite provides services to give caregivers a break from our consumers and may also provide some entertainment for the consumer themselves. This service is managed by Ashley Rector. This service is for Children and Adults:

Children's Respite is typically held 9AM – 2:30PM on Saturdays either at RCC or our Macedon site where we play outside, do crafts, puzzles and games. We will also have occasional trips to pumpkin or apple farms, hayrides or out for an ice cream.

Adult Respite is typically on Friday nights and some Saturday afternoons. We either have game night here at Wayne ARC from 6:30 to 8:30 or a monthly dance at the Alex Eligh Center on Fridays 7-9pm or bowling at 6:30; also once a month at Doug Kent Lanes here in Newark. We also have occasional shopping trips or off to a ballgame.

Individual Respite care is available to either children or adults who live in the family home. Program is designed to give the care giver a break and provide excellent care from Wayne ARC staff while caregiver takes a break, goes shopping, or spends time with other family members. Note: this service cannot be used while care giver is working or attending school.

Customer Service Corner

Think about a good experience you've had in a restaurant. Chances are your memory of the experience has more to do with how you were treated than anything else. If you left the restaurant DELIGHTED, then probably the waiter was attentive and helpful throughout your visit. It wasn't just that he or she got your order right; it was more about greeting you warmly and promptly, anticipating your needs, and making sure everything was to your liking. You felt comfortable and validated from the time you arrived until the time you left. That waiter was helpful and responsive and made you feel like you were special. Will you go back to that restaurant? Will you recommend it to your friends and family?

Now think about a bad restaurant experience. Was it the food? Or, was it a waiter who treated you like you were an annoyance and a bother? You might have had to wait to be seated and served or you might have had to beg for a refill on your water glass. Maybe you felt rushed through your meal and pushed out the door so the next party could be seated. Maybe the waiter took your order and then promptly walked off and forgot about you. He or she never picked your food up from the kitchen and by the time it arrived it was cold and unappealing. Will you go back to that restaurant? Will you tell your friends and family about your bad experience?

Most of us are much more likely to talk about a bad experience than a good one. Statistics show a happy customer will tell 4 to 6 people about his experience. An unhappy customer, on the other hand, will tell 9 to 15 people about his experience. That's worth remembering when we're working with our internal and external customers throughout our workday. It isn't enough just to provide a service. We need to wow our customers every chance we get by going above and beyond their expectations so that they can't wait to tell everyone how great we are and how much we DELIGHTED them.

Wayne ARC's Float Takes First!

On Saturday, September 17th, Wayne ARC entered a float in the 2011 Palmyra Canal Town Days Grand Parade and took first place! The theme was America the beautiful. The parade committee consisting of Karen Beach, Linda

Mascioli, Dave Hammond, Martha Elmore, Chrissy Elliott, Sharon Confer, Arden Altenhof and Terri Skinner created and built the float with the help of volunteer Jack Skinner.

The float was built with donations that were received from HEP Sales - North Main Lumber and Love's Furniture and Carpeting. Thank you for your donations.

A big thank you also to all our IRA's and Supportive for designing the beautiful stars decorating the back of the float. Great job everyone!



Wayne ARC held its 1st Annual KanJam Tournament on Saturday, August 13th at the Newark Fireman's Field.

The event netted over \$1200 in cash and donations. All proceeds from this event will benefit the children attending Roosevelt Children's Center. First place went to the Geriatric Jammers, Jack Skinner and Ron Henkel, who donated their winnings back to RCC. Lyons National Bank was the event's lead sponsor. Food and beverages were donated by Mark's Pizzeria in Newark and Newark Wegmans. Other sponsors were Newark Volunteer Fire Department, Newark Walmart, Olympia Sports, Graphix Direct, Family RV Center, Victoria's Treats, Lazy Suzan's, Erie Falcon, David Calhoun and Donna Granger. Thank you to all of our sponsors, participants and volunteers.

Kan Jam Tournament

Day Hab Annual Craft and Bake Sale

Save the date: Thursday October 20, 2011, Day Hab will be hosting the annual Craft and Baked goods sale.

This year we will be selling items related to Halloween, Fall, Thanksgiving, and Christmas. We will also be selling some of our famous baked goods. We will have two large raffle items that you will be able to purchase a ticket for a chance to win. This year we are also selling 50/50 tickets. The tickets are \$1.00 each or 6 for \$5.00. They are for sale starting September 1st, until the day of the sale. The winner gets half of what ever

monies are taken in, and Day Hab will get the rest. The more tickets sold, the more money someone will have for shopping!!!!

The 50/50 tickets can be purchased from Kari Baker at the front desk of the Day Hab area.



Over 40 individuals enjoyed music provided by "SpazManSpins", a DJ who donated his services at Palmyra Town Hall for a dance sponsored by our own "Rise & Shine" Aktion Club. The club held the dance to benefit the "Everybody Rides" program. Carol Kenyon accepted the \$230.00 donation from the proceeds of the dance on behalf of the "Everybody Rides" program.

A big thank you to our volunteers: Hannah Tones, Alayna Alvarado and Olivia Bement.

Wayne ARC Aktion Club provides adults living with disabilities the chance to develop initiative and leadership skills, serve their community, be a part of society and show others they have dignity and are valued citizens.



Wayne ARC Winterfest

PLEASE JOIN US FOR AN EVENING OF CELEBRATION
Saturday, January 21, 2012
At Club 86 in Geneva, NY

Cocktails 5:30pm - Dinner 6:30pm
DJ - 8:30pm until 11:30pm

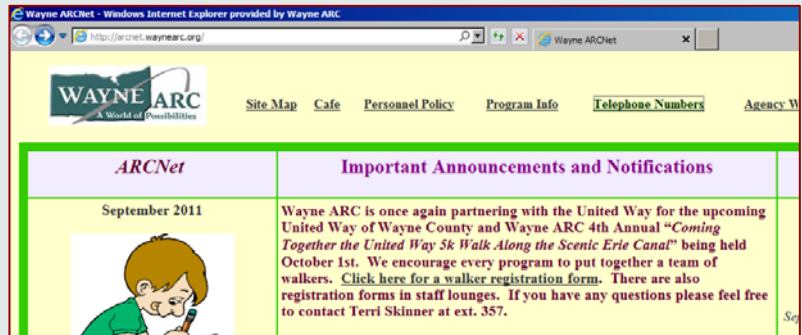
Wayne ARC Staff \$5.00
Guest of Staff \$20.00

Rooms available for \$70.00 by calling the
Ramada Inn at 1-315-789-0400 by December 21st, 2011
and mentioning that you are with the Wayne ARC party
Hotel Shuttle service provided to & from event for hotel guests

IT Updates & HIPAA Reminder

ARCNet

Have you ever needed to call another staff or a residence but can't find the interoffice phone list Staci sends out? ARCNet is another excellent source for staff and other agency-related telephone numbers. Our ARCNet Webmaster, Crystal Rothfuss, has worked closely with Human Resources to obtain current staff assignments and regularly maintains the ARCNet listings every two weeks. You can easily access the telephone list from the ARCNet home page link.



Speaking of ARCNet, what do you think of our internal website? Is it a convenient tool for you to access needed information? Can you easily find the information you need? We'd like your feedback. Feel free to send your comments or suggestions to Webmaster@waynearc.org. We'd love to hear from you!



Who Are You?

Have you ever had to call the IT Help Desk because you accidentally locked your network account and can't log into the network? Trust me, you're not alone ... from time to time, we all suffer from this problem!

As the Agency has grown and as staff come and go, we no longer know and/or recognize every staff person's name, let alone the sound of their voices on the telephone. For the security of our electronic records, IT needs to be sure you are you when answering a call to unlock a user network account or reset a forgotten password.

We are currently looking into options available for verifying a user's identity when a staff person calls the Help Desk in these situations. We will notify users when we have been able to work out the details and have a new policy in place. When we do so, please remember that we are not doing this to give you a bunch of grief. We are doing this to protect our staff and our Agency from unauthorized individuals gaining access to our network and our data. This will be a safeguard for all of us and help strengthen our network security policies and procedures.