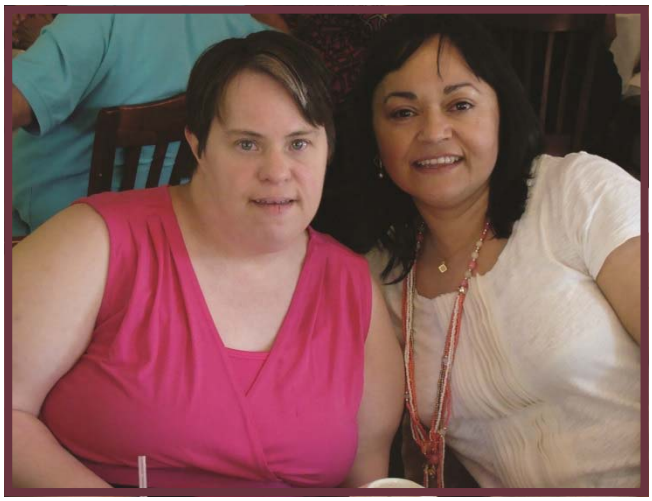
“Supporting People, Enriching Lives”



BCArc
1954 - 2014
www.bcarc.org
60th Anniversary

Residential

Vocational

Advocacy &
Family Support

Day Programs

Brain Injury Programs

Clinical & Nursing

Quality Assurance

Zip ’N Sort
Mail Services

Berkshire County Arc Annual Report 2013 - 2014

Berkshire County Arc is committed to assisting and supporting

Sixty years ago, eleven families met at Pittsfield High School to look for ways to provide services for their family members. These eleven families became the heart of what has grown to be one of the most successful human service agencies in Massachusetts. Families that fought for equal services for their loved ones with a developmental disability went on to be leaders in the fight that eventually lead to State Law Chapter 766, which provided equal education for individuals with disabilities. This was the model for the national law that opened up services throughout the United States for ensuring that all schools provided services for students with developmental disabilities. Berkshire County Arc is very proud of this heritage, which has led to much greater things.

Opening our first group home in 1971, we were one of the leaders in Massachusetts that started the road to closing the state institutions . We were one of the first leaders of the movement as we were the first to close our institutions, the first to open residential programs and eventually, one of the first to close our sheltered workshop in 1998 in favor of community-based supported employment.

Today, Berkshire County Arc has grown to a multi-service organization serving people with developmental disabilities and brain injuries and offering a variety of services to enhance their lives. We have 35 community residential programs, our apartments program, our day habilitation programs and our many employment programs including Zip 'N Sort Mail Services as well as two Family Support Centers. We continue to provide outstanding opportunities for those we serve to be full members of their local communities.

Our 650 employees are dedicated, hardworking, caring individuals who make a difference in people's lives every day. With the support of our outstanding Board of Directors, we have been able to grow and develop programs, while maintaining our family-directed-services offering people numerous choices in their lives.

We are very proud of the many gains made throughout the years at Berkshire County Arc. Celebrating our **60th Anniversary,** we look back with fond memories and appreciation of the great support we have received from the community. We salute all of our supporters and offer our deepest appreciation. **Happy 60th Anniversary** to all connected with Berkshire County Arc!

Kenneth W. Singer, President & CEO
Joseph P. Woitkoski, Board Chair

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individuals in their quest to identify and realize their chosen lifestyles.

Brain Injury Highlights (7 Residences)

- Opened Dug Road which is the newest Acquired Brain Injury (ABI) Waiver program house located in Westfield.
- Welcomed three new individuals to residential services.
- Successfully facilitated Morgan and Valentine Road ABI Waiver Programs to DDS Waiver Services.
- The ***"Community Connections"*** volunteer program provided over 300 opportunities for individuals to give back to their community.
- Enhanced annual staff training calendar with new curriculum that will assist staff in enhancing their skills and competencies.
- Four individuals are currently in training for self-administration of medications. Three individuals currently enjoy ***"Home Alone Time."*** as part of their training for greater independence. Lastly, five individuals currently enjoy ***"Community Alone Time."***
- Two individuals participate on the Massachusetts Rehabilitation Commission (MRC) ***"Brain Injury Services Advisory Committee".***
- Successful completion of five MRC Annual Site Monitoring Surveys.

Quality Assurance Highlights

- In an effort to maintain high-quality services and Agency compliance with licensing and accreditation standards, conducted comprehensive office and onsite record and safety audits at all 35 residential sites, respite house, all day habilitation programs, AEN and Zip 'N Sort Mail Services.
- Successfully prepared Agency Self-Assessment and coordinated 2014 DDS Licensing Survey, resulting in the agency receiving a two-year License in both Residential and Individual Supports and Employment and Day Supports.
- Helped to prepare Acquired Brain Injury (ABI) homes for their initial DDS licensing survey.
- Continued to conduct training of staff in the HCSIS ISP process and Incident Reporting.
- Continued to participate in both the Berkshire Self-Advocate and Southern Berkshire Self-Advocate/Focus Group activities and informational sessions.

Clinical & Nursing Highlights (9 Nurses)

The Nursing Department continues to provide excellent supports to ensure the health and safety of the individuals we serve. Our nurses have been instrumental in coordinating medical care, training staff on specific care needs, overseeing medication administration and providing direct nursing care in the Day Habilitation Programs. The nurses played a key role in seeing several individuals through serious, life-threatening illnesses and countless minor illnesses.

The Clinical Department provides exemplary behavioral supports to individuals across all agency settings so they can be successful at home, in their day programs and in the community. The Clinical Department staff have attended training sessions for the Positive Behavioral Supports initiative and are currently working with the Leadership Team to continue to offer training and feedback throughout the agency. The clinical advocate presented at the Brien Center inter-agency conference to demonstrate the best practices for clinical advocacy.

Berkshire County Arc: A Brief History

When Berkshire County Arc (BCArc) was established 60 years ago, the agency served four children in a preschool program. Today, we serve over 650 individuals throughout Berkshire and Hampden Counties. BCArc provides an extensive range of human services, (i.e. Day, Residential, Respite, Brain Injury and Family Support), assists hundreds of businesses to meet their mailing needs through Zip 'N Sort Mail Services and helps the Berkshire economy thrive through training and placing individuals with disabilities into jobs through the Advantage Employee Network.

Following are a few of our many highlights over the past six decades:

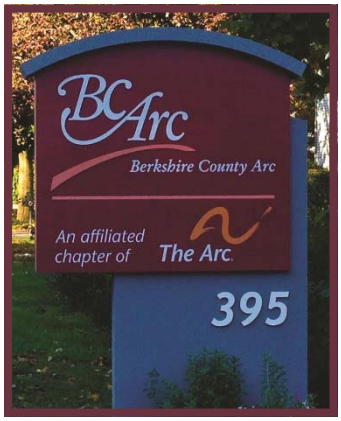
- In 1971, the first residential program was established on Copley Terrace in Pittsfield. Today, Berkshire County Arc has 35 residential programs throughout Berkshire and Hampden Counties.
- In 1979, the agency opened its first day habilitation program in Pittsfield. Two more were created – one in Lee and one in Dalton – and today they serve 167 individuals. Participants learn skills including communication, socialization, health maintenance and safety.
- That same year, BCArc opened Respite House, which provides temporary and short-term relief for Berkshire County families who have a family member with a developmental disability. Over the past 35 years, Respite House has supported more than 200 families, serving individuals ranging in age from three to 80.
- Established in 1983, Advantage Employment Network (AEN) grew out of the vision to seek gainful employment for individuals in their respective communities. For more than 30 years, AEN has matched hundreds of individuals with disabilities with jobs based on their skillset and interests, resulting in a reliable workforce for local businesses and industries.
- In 1998, BCArc closed our sheltered workshop and opened Zip 'N Sort Mail Services, a full-service mailing company with a customer base of nearly 400 local, national and international companies, including schools, colleges, universities, insurance companies and non-profit organizations.
- In 2007 BCArc received a $2.2 million Housing and Urban Development (HUD) Grant to build a fully-accessible apartment building for supported living and semi-independent living individuals, which is now known as the Thomas F. Flynn Community Apartments.
- In 2008, the agency opened its first residential program for individuals with traumatic brain injury. Today, there are seven residential programs serving individuals with traumatic and acquired brain injury.
- In 2009, the agency opened the Adult Family Care Program, which enables individuals ages 16 and above who are unable to care for themselves independently to continue living at home with their families. This enables a caregiver, who is often a family member, to assist the individual with daily activities and tasks in their home environment. The program currently serves 111 families.
- In 2010, the agency opened two Family Support Centers in Central and Southern Berkshire County. These centers offer an array of networking, training and recreational opportunities to the individuals and families they serve.

Celebrates 60 Years of Supporting People & Enriching Lives.

History in Pictures

Left: BCArc's original home on 52 Deming Street in Pittsfield.

Below: Berkshire County Arc as it is now at 395 South Street, Pittsfield



2014

(Left): Then - The Co-Op Apartments

(Right): Now - The Thomas Flynn Community Apartments 189 First Street, Pittsfield

(Far Left): Michael & Grace Kuvent's wedding picture from July 20, 1985.

(Right): Michael & Grace now as happy as ever!

Residential Highlights (27 Residences)

- Added generators to two of our homes that house medically-challenged individuals.
- Three individuals from the Westfield/ Springfield area joined a local self-advocacy group and are actively participating.
- Continued the "Reach for the Stars" program residentially, which challenged all individuals to try something new and to reach greater levels of independence.
- Focused on teaching skills and provided residential staff a teaching skills training course.
- Hosted a successful fourth annual relief staff appreciation dinner.
- Many individuals experienced vacations and day trips to local attractions as well as Cape Cod, New York City, Hawaii, Lake George, The Finger Lakes region and Florida.
- Held four dinner dances during the year: a spring dance, a Halloween dance, a Holiday Party dance and a Valentine's dance. All four were well attended and were highlights for the individuals we serve.
- Continued the BCArc Gives Back volunteerism program.

Zip 'N Sort Mail Services Highlights

- A consistently busy, solid year. Contract revenue grew 4.5% over FY 13.
- Increased fulfillment work with PJ Library and Litchfield Industries.
- Pioneer Valley, a growing segment, accounted for 18.2 % of contract revenue.
- Maintained employment for 18 individuals with disabilities.
- Assisted one individual to transition from high school to work. Assisted two individuals to retire.
- Served 263 companies throughout the year.
- Services provided using the latest technical equipment and expertise available in the market, including intelligent mail barcode (IMB).

Zip 'N Sort Mail Services maintains their position as an industry leader and trusted business partner.

(Left): 22 Copley Terrace, Pittsfield, MA

Berkshire County Arc's first residential group home opened in 1971.

Day Program Highlights

Again this year, Berkshire County Arc's three day habilitation programs demonstrated excellence in ensuring individuals were provided the necessary skill development.

- The **Center for Development Day Program in Lee, MA**, in collaboration with BCArc's vocational program, developed Transitions Day Services in 2014. Through this program, we are fully responsive to the needs of individuals transitioning from high school to adult services.
- The **Crossroads Day Program in Pittsfield, MA** is committed to providing individuals with a wide array of opportunities to increase independence and community participation. This past year, Crossroads focused on increasing communication. Through ***"See It and Sign It,"*** a new activity developed by a Crossroads staff member, individuals and staff were eager to increase their sign vocabulary in a new and exciting format.
- The **Social Development Center Day Program (SDC) in Dalton, MA** developed groups that addressed the specific needs of individuals. SDC individuals and staff were quite proud of their garden this year, which allowed them to make several different fresh recipes. SDC also purchased new fitness equipment that benefits individuals who attend the program as well as the children who attend the Autism Saturday Sensory Integration Program.

Advantage Employee Network (AEN) Highlights

- AEN provides a wide range of employment services to assist individuals realize their chosen careers.
- AEN continues to be a leader in the state of Massachusetts and the Berkshires in the employment of individuals with disabilities.
- AEN has served over 160 individuals referred by four different state agencies and 10 local school districts.
- Specifically, AEN provided school to career services to over 20 students from eight school systems and assisted 25 individuals to secure new careers while supporting over 100 individuals to maintain their existing jobs over the past year.

AEN continues to be a leader in community-based employment in the state of Massachusetts.

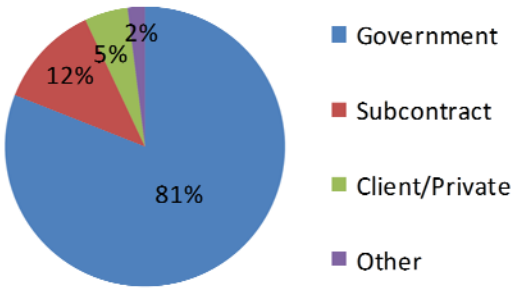
(Above): 13 Dug Road, Westfield, MA

Most recently opened Acquired Brain Injury-Department of Developmental Services (ABI-DDS) residential home opened September 18, 2014.

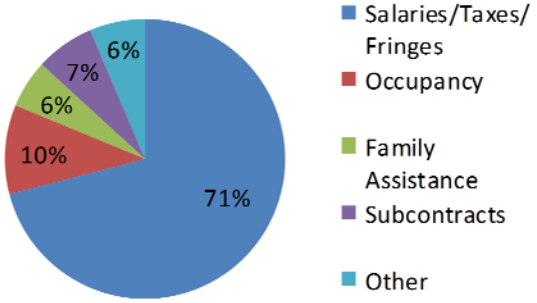
Advocacy & Family Support Highlights

- BCArc's Adult Family Care Program, a care giving program for individuals with disabilities, currently supports approximately 111 families in Berkshire County.
- BCArc's Central & Southern Berkshire County Family Support Center supports more than 175 individuals and their families, and offers an array of networking , training and recreational opportunities this past year, including *Spring Break Camp; Family Bowling Night; Family Support Pancake Dinner; Autism Family Support Group; and trainings such as Eat To Total Health and Basic Rights in Special Education*.
- BCArc's Down Syndrome Family Group sponsored a successful 7th Annual ***Sprout Film Festival*** at the Beacon Cinema followed by a reception at On A Roll Café on North St., Pittsfield. A great event!
- BCArc's Down Syndrome Family Group hosted their 8th Annual ***Buddy Walk of the Berkshires*** ®, drawing a crowd of more than 1,000 people. Proceeds from this fundraiser go to the Down Syndrome Family Group to continue their mission to increase community awareness and education.
- BCArc ensures individuals receive the maximum in public benefit entitlements and that their entitlements are safe and secure through daily oversight and management of the Master Special Needs Pooled Trust and the Family Special Needs Pooled Trust.
- In 2014 we added 33 new accounts to our Special Needs Pooled Trust valued at $ 1,804,850. Currently there are 134 accounts in the trust. The trust is now valued at $ 5,160,203.

Income 2014



Expenses 2014



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