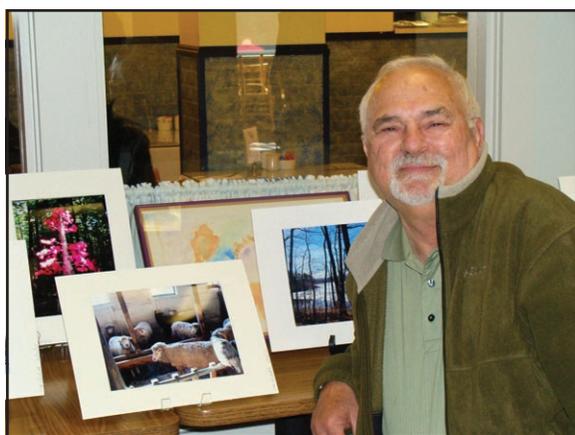




## Annual Report 2012-2013



- ◆ Residential
- ◆ Vocational
- ◆ Advocacy/Family Support
- ◆ Day Programs
- ◆ Brain Injury Programs
- ◆ Clinical/Nursing
- ◆ Quality Assurance
- ◆ Zip 'N Sort Mail Services

*“Supporting People, Enriching Lives”*

# *Berkshire County Arc is committed to assisting and supporting*

## **From the Executive Director and Board President:**

Berkshire County Arc, now in its 59<sup>th</sup> year, continues to place great emphasis on being part of the local community. This happens in all aspects of the agency's operations. Providing work opportunities for well over 100 individuals through our Advantage Employee Network and Zip 'N Sort Mail Services, those that we serve are able to have competitive employment as well as opportunities to contribute to the economy of their communities. Our 33 beautiful homes are spread throughout both Berkshire and Hampden counties and are carefully designed to be part of their local communities. Our Day Programs continue to offer important programs in Lee, Pittsfield and Dalton, providing services that enhance the growth of individuals and teach important growth skills. We now have seven homes serving individuals with brain injuries and have offered new life opportunities for individuals that previously were in nursing homes, hospitals or other restricted settings.

Our Family Support Program regularly serves over 200 families through our Adult Family Care Program and our two Family Support Centers, one in Pittsfield and one in South County. In addition, we are extremely proud of our Down Syndrome Family Group that has continued to grow and offer support to families throughout Berkshire County. This year's Buddy Walk saw more than 1000 marchers gathered to support their important work.

We are proud of our community-based programs and are grateful to all of our supporters. We salute our staff and our Board of Directors for their great efforts and those that we serve who inspire us.

**Kenneth W. Singer, Executive Director**  
**Joseph P. Woitkoski, Board President**



## **Day Program Highlights**

- In 2013, our dedicated and committed **Crossroads Day Habilitation program in Pittsfield** introduced a wide variety of new activities. This year they hosted an intern from Miss Hall's School, expanded volunteer activities and increased use of communication technology including SKYPE and i-Pads and made improvements to their Sensory Room.
- The **Center for Development (CFD) in Lee**, began providing supports to four additional individuals with brain injuries; they are a welcome addition to our services. The program also formed a new Gardening Club and raised vegetables, herbs and flowers in their new raised beds, and explored the use of new communication devices for several individuals.
- Individuals at the **Social Development Center (SDC) in Dalton** continued to participate in delivering "Meals on Wheels" to senior citizens in Berkshire County for the third year in a row. In addition the individuals participated in weekly yoga activities through the summer months. SDC also welcomed several new individuals into the program.

## **Zip 'N Sort Mail Services Highlights**

- Best year ever in spite of an overall slow market environment.
- Increased fulfillment work with PJ Library both nationally & internationally.
- Increased the number of companies served in the Pioneer Valley to 28. Continued market expansion anticipated in 2014.
- Maintained employment for 18 individuals with disabilities.
- Served 252 companies throughout the year.
- Services provided using the latest technical equipment & 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.**

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

## **Residential Highlights**

- Expanded our *“Reach for the Stars”* program to include staff as well as individuals. This program challenges the individuals to become more independent and to try something new.
- Continued our *“BCArc Gives Back”* program which enables our individuals to experience giving back to their community.
- Supported an individual through moving into an AFC placement with a very close friend of his.
- Provide ongoing training to our managers at our monthly managers’ meetings.
- Continued to hold weekly *“Healthy Choices”* classes which offer an exercise program as well as discussions regarding healthy recipes and snacks. A yoga instructor is provided 1-2 times per month. Swimming is offered through the Gladys Brigham Center’s pool during winter months for an extra opportunity to exercise.
- Refocused internal programming through the use of our mission statement to concentrate on *“teaching”*. Worked with the Staff Development Specialist to retrain all residential support staff and our managers in teaching techniques.
- Many of our individuals experienced exciting vacations again this year.



## **AEN Highlights**

- AEN continued to be a leader in supported employment in the state of Massachusetts.
- AEN has served over 160 individuals referred from three state agencies this past year.
- AEN recognized 3 employers who have employed individuals for 20 years in their businesses- Blue Q, ITAM Lodge #564 and Becket-Chimney Corners YMCA.
- AEN continues to conduct successful school to career transitions serving close to 20 students for 8 different school districts.

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

## **Brain Injury Highlights**

- Health and Human Service Secretary John Polanowicz visited Sammy Lane.
- Welcomed four new individuals to residential services.
- The *“Community Connections”* volunteer program provided over 250 opportunities for the individuals to give back to their community.
- One individual was honored by *RSVP* with their *“Volunteer of 2013”* annual award.
- Introduction of a new annual staff training calendar with curriculum that will assist staff in enhancing their skills and competencies.
- Three individuals are currently in training for self-administration of medications. Two individuals currently enjoy *“Home Alone Time”* as part of their training for greater independence. Lastly, four individuals currently enjoy *“Community Alone Time”*.
- Two individuals were invited to be on a MRC Committee for creating a *“Satisfaction of Services Survey”*.

## **Quality Assurance Highlights**

- In an effort to maintain high quality services and agency compliance with licensing and accreditation standards, comprehensive office and onsite record and safety audits were conducted at all 33 residential sites. (including Brain Injury homes), respite house, all 3 day habilitation programs, AEN individuals and Zip 'N Sort Mail Services.
- Coordinated and conducted training for staff in the updated ISP process and Incident Reporting changes.
- Successfully coordinated review of Agency Policy and Procedures Manual.
- Continued to participate in both the Berkshire and Southern Berkshire Self-Advocate/Focus Group activities and informational sessions.

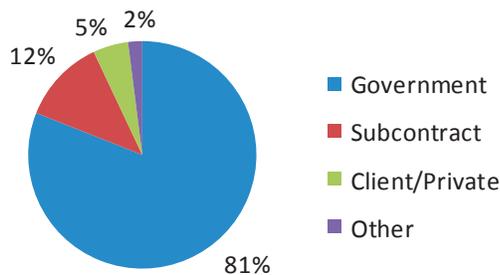
## Advocacy & Family Support Highlights

- BCARC Adult Family Care Program, a care giving program for individuals with disabilities, currently supports approximately 95 families in Berkshire County.
- BCARC's Central & Southern Berkshire County Family Support Center supports over 180 individuals and their families, and offered an array of networking and recreational opportunities this past year: *Spring Break Camp; Bowling Nights; Family Support Pancake Breakfast; Holiday Cookie Social; Family Support Groups; Autumn Harvest Get Together at Respite House, and "Lifelong Planning for Persons with Disabilities"* workshop.
- The Autism Family Support Group, a collaboration of agencies in Berkshire County, celebrated its second year anniversary this past summer. The group offers networking opportunities, specialized trainings, and recreational activities to families.
- BCARC Down Syndrome Family Group sponsored a successful 6<sup>th</sup> Annual *Sprout Film Festival* at the Beacon Cinema followed by a reception at On A Roll Cafe on North St., Pittsfield. A great event!
- BCARC Down Syndrome Family Group hosted their 7<sup>th</sup> Annual Buddy Walk of the Berkshires®, drawing a crowd of over 1000 people. Proceeds from this fundraiser go to the Down Syndrome Family Group to continue their mission to increase community awareness and education.
- The Advocacy & Family Support Department, in collaboration with other agencies, hosted the 6<sup>th</sup> Annual Berkshire County Family Support Conference. The theme of this year's conference was "Circle of Supports."
- 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.

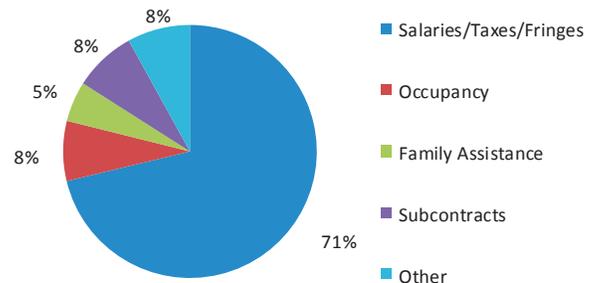
## Clinical & Nursing Highlights

- Our Residential Nurses continued to offer outstanding medical supports to each individual receiving services at Berkshire County Arc. Nurses continue their efforts to ensure that staff are well trained and that those with complicated medical conditions receive coordinated care. A nurse is available 24 hours a day for medical consultation and to answer any staff questions.
- Our Behavior Specialist continues to coordinate closely with families, staff and other professionals to develop positive teaching strategies for all of our individuals.
- BCARC continues to provide outstanding Physical, Occupational and Communication Therapy services to assist all individuals in reaching their full potential.
- BCARC's Saturday Morning Children's Program continued to work with seventeen children with different abilities. Kids with sensory challenges come into the program three times a month throughout the year to engage in sensory, social and recreational activities at our sensory gym located at the Social Development Center in Dalton.

### Income 2013



### Expenses 2013



## Berkshire County Arc Board of Directors

Joseph P. Woitkoski-**President**, Debra Jarck-**Vice President**, Michael Ferry-**Treasurer**,  
Thomas J. Hamel, Esq.-**Assistant Treasurer**, Bob Sinopoli- **Clerk**

Linda Carnevale, Kathy Clark, Douglas Craighead, Dr. Mark Pettus, Patrick Sheehan

Kenneth W. Singer, **Executive Director**