“We take pride in celebrating accomplishments of both our remarkable staff and the amazing individuals we support.” – Ann Scheetz, Executive Director
**Mission**
Ontario ARC is a not-for-profit organization dedicated to assisting individuals with developmental disabilities and their families. We offer personalized services and supports that promote independence, recognize individual uniqueness and value quality of life.

**Vision**
We envision a community where people with developmental disabilities are welcomed, involved, and respected. To achieve this, we live by our values, creating opportunities for individual growth, decision-making, choice, and access to services.

**Values**

**INTEGRITY**
Having high standards of honesty, trust and sincerity.

**RESPECT**
Ensuring an atmosphere of dignity, recognition and appreciation.

**TEAMWORK**
Working together toward common goals.

**QUALITY**
Striving for excellence.

**COMMITMENT**
Acting with dedication and responsibility.

**PERSON-CENTERED**
Building supports based on personal choice, ability and need.

**QUALITY OF LIFE**
A personal sense of fulfillment.

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### 2013 SUMMARY OF PROGRAM REVENUE AND EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
<th>Revenue</th>
<th>Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUE</strong></td>
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<td><strong>EXPENSES</strong></td>
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<td>Employment Services</td>
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<td>Community Services</td>
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<tr>
<td>Other</td>
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<td><strong>Total</strong></td>
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### PROGRAM REVENUE BY YEAR

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</tr>
<tr>
<td>2013</td>
<td>$20,000,000</td>
</tr>
</tbody>
</table>

### EXPENSES BY PROGRAM

- Residential: 42.1%
- Day Services: 31.3%
- Employment Services: 11.9%
- Community Services: 6.7%
- Other: 8.0%

### PROGRAM EXPENSES BY CATEGORY

- Salaries: 52.7%
- Fringe Benefits: 13.2%
- Administration: 8.5%
- Depreciation and Amortization: 5.8%
- Vehicle Operating and Expensed Equipment: 4.7%
- Participant Wages: 2.9%
- Utilities, Repairs and Maintenance: 2.9%
- Other: 9.3%

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**ON THE COVER**
Cathi Gepphart (left) and Jenna DeBrock (right)
More than anything else, people with intellectual and developmental disabilities want to show they have value, and celebrate their achievements just like you and me. Throughout this publication, we take pride in celebrating accomplishments of both our remarkable staff and the amazing individuals we support for their achievements. And guess what, their successes are the same!

The environment at Ontario ARC starts with the actions and attitudes of the people we employ. Staff who think first about what someone can do, rather than about their disability; staff who use “people first” language to show respect, and not identify a person by their disability. It is this respectful and humble culture that empowers the individuals we support to succeed just like their peers.

This annual report illustrates that the celebration of achievements are the same for both our staff and for the individuals we support. We have highlighted people who are new to the workforce, newly elected to leadership positions and those who give back to their community and have made major health improvements. We showcased the achievements of all people who make Ontario ARC the special place it is. Please read about our successes and celebrate all that is Ontario ARC.

As we enter our 60th year of providing supports to individuals with intellectual and developmental disabilities, we are preparing for a fundamental change in the way we are funded. Managed Care will become a reality for Ontario ARC and the individuals we support. This change calls for a full strategic planning review to guarantee success as we move into this next phase. We will enlist the help of all stakeholders to ensure a complete and thorough process. As always, with your support, Ontario ARC will thrive and remain on the cutting edge.

What I know for sure is that no matter how the funding streams change, some things will remain the same. The quality of the services we provide will remain strong. The innovative, proactive spirit that makes Ontario ARC unique will never change. And, our values will be interwoven in all we do!

Sincerely,

Ann Scheetz
executive director
At Ontario ARC, 2013 proved to be the year to “OWNit!” With the rollout of the Ontario Wellness Now Initiative, staff and participants had the opportunity to receive the supports they needed to achieve their wellness goals. Billie Jo Damboise (left), Ontario ARC benefits specialist, lost a total of 69 pounds in 2013 with the help of the Weight Watchers meetings held at the agency. Looking back on the past year she says, “The support and encouragement from the program was really great. Now I love to encourage others!” Christine Stewart (right) lives at Ontario ARC’s Hastings Road residence and has seen the benefits of making healthy choices, too. “It’s a good thing to be healthy,” says Christine, “I am happy when doing exercises. Sometimes I walk a couple of times a day.” From taking walks along the lake, to working in the house flower bed and garden, Christine has shown that small changes can make all the difference in overall wellness.
From the integration of community organizations into Ontario ARC programs, to holding donation drives for different causes and needs, giving back to the local community is a huge part of the culture at Ontario ARC. Sue Walker (left), Ontario ARC placement specialist, is a volunteer in the community preschool program at the Crosswinds Wesleyan Church in Canandaigua. “My philosophy is that everyone has reasons why we say we can’t volunteer,” she says, “but until I have a reason, I will keep doing it!”

Matt Buttaccio (right), a resident at the Ontario ARC High Street residence in Victor, volunteers every Monday with the Victor Fire Department. “I go on as many calls as I can to help others,” says Matt, “I like being in the fire department because we look out for each other.”
For Ron Wilson and Sarah Austin (left), 2013 was the year for milestones. They audited classes, made friends and completed internships in the College Experience program at Hobart and William Smith Colleges, and they also found each other. Ron proposed to Sarah on May 6, 2013 and the couple is planning a wedding in 2015. Teather Green (right with fiancé Kris Frisbee), Ontario ARC day habilitation specialist at the Eberhardt Center, felt the love in 2013 too! In December, Teather’s fiancé proposed to her after a night of ice skating and she said yes! “It’s so exciting,” says Teather, “I get to marry my best friend.”
What does it take to be a leader? "Listen to what everyone has to say; we all try to agree on things," says Theo VanSanten (left), newly elected President of Speak Up-Speak Out, the self-advocacy group for participants at Ontario ARC. "We do fundraisers, conferences, and events," says Theo. "I love what I’m doing in my position as President – it makes a change in the world!" Brenda Estey (right), senior associate executive director at Ontario ARC agrees. In her newly elected role on the Ontario County Community Services Advisory Board, it is important to increase awareness through communication. "The thing I like is that I can keep the community updated on the most recent developments in our field," says Brenda.
Finding a job can be difficult; at Ontario ARC participants and staff members are encouraged to try new things to find the right fit. “I chose to intern for Ontario ARC because I wanted to know more about the agency and I had heard really great things about the organization,” says Tiffany Kobielski (left), community habilitation specialist at the agency’s Canandaigua senior’s program. Tiffany made the decision to apply to Ontario ARC during her time as a college intern, and was hired shortly there-after. “I think being able to intern first gave me a chance to know more about the people the agency supports and the services they provide,” says Tiffany. The internship opportunities available in the College Experience program at Ontario ARC offer a similar experience. Alyse Blair (right), a participant in the College Experience program at Finger Lakes Community College has seen the benefit of creating career connections. During her time at FLCC, Alyse has had the ability to participate in a number of internships and volunteer activities and will tell you that she is “definitely not a homebody.” Following her internship with Mark’s Pizzeria in Canandaigua, Alyse was offered a job and she is excited to work with friends and make pizza after she graduates in spring 2014.
Starting a new job is always exciting! Beth Bareham (right), senior skills II instructor, began working for Ontario ARC in March 2013 and quickly realized that this was the place for her. “My favorite part about working here is that I have the opportunity to build meaningful relationships with the people that we support,” says Beth, “I can make a positive and lasting impact.” Beth was originally hired as a skills instructor, and has since been promoted twice and is now the senior skills II instructor at the Mulberry residence. For Austin Overmoyer (left), finding the perfect job was about having a connection with the organization. Having previously been a volunteer and an intern with the VA Hospital in Canandaigua, Austin jumped at the chance to apply for a position when he heard that there was an opening in the mailroom. “I already knew where everything was, and the VA is a perfect fit for me,” says Austin.
A BRIGHT FUTURE

There is nothing quite as thrilling as the time that you spend in college. When Cathi Gephart (left) started in the College Experience program at Finger Lakes Community College, she had no idea how the experience would help her grow. “I really had to put my thinking cap on at school to get internships,” says Cathi. Following graduation, Cathi began work at UltraFab and has brought a number of the skills she acquired at FLCC with her. Cathi makes work a priority, “The internships were good practice for my new job at Ultra Fab. I will never leave there!” she says. Jenna DeBrock (right), technology training specialist at Ontario ARC, graduated from Keuka College in February 2013 and proved to herself that learning can come in a number of ways. “When I first started at Keuka in 2011, I had no idea where I was headed over the next two years,” says Jenna, “Over time I came to realize that I was going to college for me, something that I had not done in many years. These were my hopes and dreams of earning something myself.” Jenna is currently attending Keuka College where she plans to graduate in 2015 with a Master’s degree in Management.
Despite the many challenges we faced in 2013, it was a year filled with accomplishments and great success. We saw many of the individuals we support reach numerous personal and professional milestones. We could not be more proud of these individuals and of the part we play in supporting them in achieving their goals. Our team continues to strive to provide the programs, services, education and support necessary to help facilitate these great moments.

I was able to directly observe one of these great moments. I watched the participants in the Project Search program at Finger Lakes Health develop tremendous confidence, gain valuable experience, enhance their communication and customer service skills and develop other talents that will benefit their personal and professional lives. One of the most uplifting and exciting moments for me was to watch several of the Project Search graduates begin new jobs at Geneva General Hospital, build new relationships and become respected, admired and valued members of their new teams. Project Search is just one example of the great work and the great moments occurring at Ontario ARC.

There are plenty of reasons to be excited and highly optimistic about the future at Ontario ARC. The staff is talented, dedicated and they possess an unwavering commitment to quality and the people we support. We have a strong, dynamic and innovative leadership team that is well prepared to successfully navigate the challenges that face our industry. Combined they remain focused on our most important goal, which is to provide those we support with the best experience possible and help them reach new milestones and achieve their personal and professional goals.

On behalf of the agency and the Boards of Directors, I thank you for your continued support, involvement and interest in Ontario ARC. Partnerships across the communities we serve are vital to our future success and to the success of those we support.

Sincerely,

Patrick Boyle
board president
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