

Annual Report 2016

Answering 'What's Next?'



Summer LIFE Experience participant CJ Williams and Jacksonville Jaguars Quarterback Blake Bortles



A message from the President & CEO



2016 was a very good year for The Arc Jacksonville and the individuals receiving services. The Arc Jacksonville Village opened in April, construction began on a new Kaden Place group home, community employment placements soared, advocacy services were provided to hundreds of individuals and families and new initiatives were designed to promote more community based experiences.

The Arc Jacksonville continues to build unique partnerships resulting in new opportunities and expanded resources, such as our ongoing AmeriCorps and VISTA programs, providing additional manpower for direct services and administrative functions. New strategic employment programs have opened doors to the business community resulting in the creation of jobs and career paths for many who want to be contributing members of the workforce.

The rock star this year was the opening of The Arc Jacksonville Village, an affordable apartment community with 97 one- and two-bedroom units nestled into one of the most desirable areas of Jacksonville. The interest in this project exceeded our wildest expectations - all units were leased within a three-week period of announcing that applications were being accepted! The waiting list now surpasses 150 and continues to grow each day. This cutting-edge, independent-living neighborhood sets a new standard of quality and independent living with staff support and will surely be duplicated in other areas of the country.

Our development and marketing staff, along with board members and other partners, achieved new levels of financial support and awareness through targeted social media and other branding efforts. Our annual fundraising event, Dinner with Bill & Friends, was a tremendous success and raised over \$215,000, an all-time high, thanks to many new and returning donors who believe in our mission.

While 2016 was a year full of excitement and energy, it is now time to begin thinking about “What’s Next” in our quest for more inclusive services and fulfilling lives for the individuals we serve. Our new initiative, “What’s Next,” launched in 2016 and focuses on how The Arc Jacksonville answers that question. I hope that each of you will continue to follow our progress and become active volunteers and supporters as we tackle new projects and issues important to the individuals and families served by The Arc Jacksonville.

The Arc Jacksonville’s successes are a direct result of the support, commitment and enthusiasm of our board, management team, staff, volunteers and the many individuals and families who trust us to help them achieve their goals and dreams. Together, we are positioning The Arc Jacksonville as a leader and change-maker, both now and going forward.

Thank you,

A handwritten signature in black ink, appearing to read "Jim Whittaker". The signature is fluid and cursive, with a long, sweeping underline that loops back under the first part of the name.

Jim Whittaker
President & CEO

A message from the Board Chair



I am extremely honored to serve as Board Chair for The Arc Jacksonville. As Senior Vice President in Commercial Banking for Ameris Bank, I wanted to get more involved in our community. One day, almost 10 years ago, I was introduced to The Arc Jacksonville by one of our current and dedicated board members who asked that I take a tour. Immediately, I was hooked - and the rest is history. The Arc Jacksonville is the perfect fit for me and a way to get more involved. Since joining the board, I have seen the organization grow and continue to adapt to the needs of the individuals we serve. It is truly a cutting edge and dynamic non-profit agency where the words “can’t” or “not possible” are not in the vocabulary. During my tenure, I have been privileged to watch many programs that began as a dream many years ago become a reality, such as the On Campus Transition college program in partnership with the University of North Florida that provides a college experience for our participants, or with the opening of The Arc Jacksonville Village this past year that was one of the first in the country to provide independent living in a very inclusive neighborhood community setting.

I am impressed by the dedication of the agency’s board members and staff, who work each day to make these programs possible. Jim Whittaker, President and CEO, has led the agency for 18 years, and has a lifetime of experience working with individuals with disabilities. The members of The Arc Jacksonville’s Board of Directors come from a variety of backgrounds and companies; some are parents of the individuals served, others are passionate volunteers - many having served for more than 10 years. The staff is an incredibly diverse group whose varied backgrounds and experience enhance the quality of our services.

The support from our donors and corporate partners is critical in helping individuals achieve their full potential. In 2016, more than 500 volunteers from companies and the community gave their time to support The Arc Jacksonville’s programs. The annual giving campaign was launched in the fall, encouraging individuals to support The Arc’s mission through a yearly contribution. Each year, the community becomes more connected and integrated into our work.

I am proud of all that we accomplished together in 2016, and look forward to continuing our work in the future.

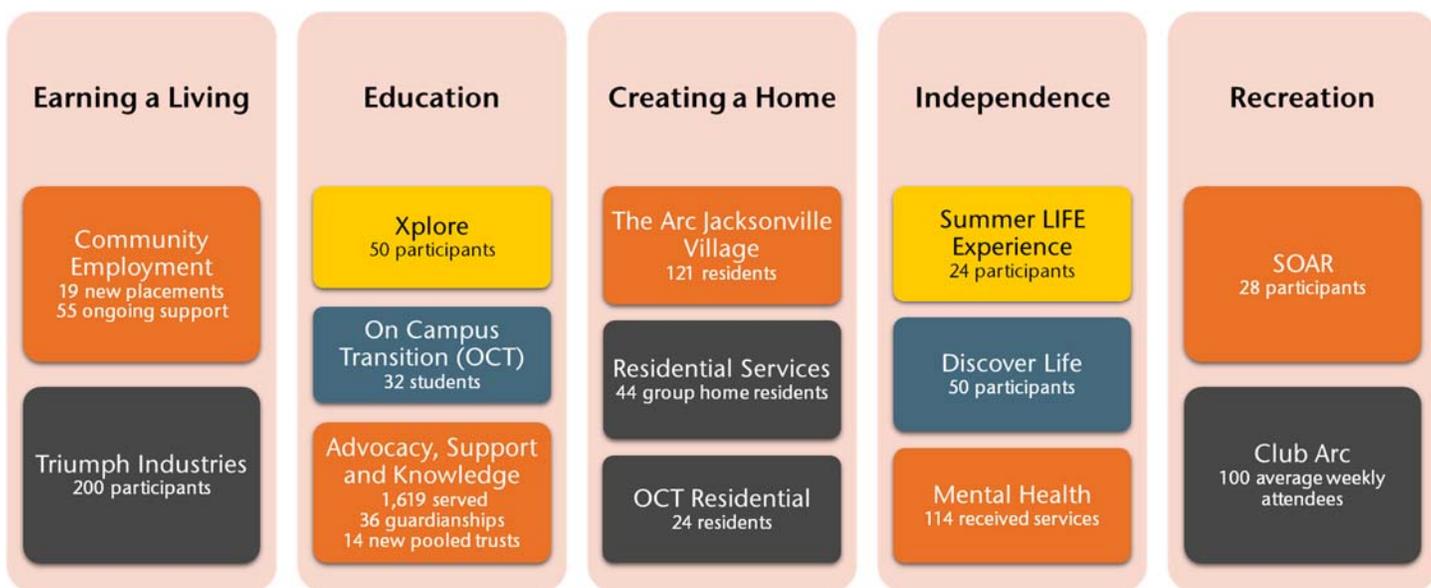
A handwritten signature in black ink that reads "Lou Vaccaro". The signature is fluid and cursive, with the first name "Lou" being more prominent than the last name "Vaccaro".

Lou Vaccaro
Chair, Board of Directors
Senior Vice President, Commercial Banking, Ameris Bank



The Arc Jacksonville's *impact*

The Arc Jacksonville answers 'what's next?' for individuals with varying abilities in education, creating a home, independence, recreation and earning a living. Through support provided by generous donors, companies and foundations, these programs and services make it possible for individuals and families to take the next step.



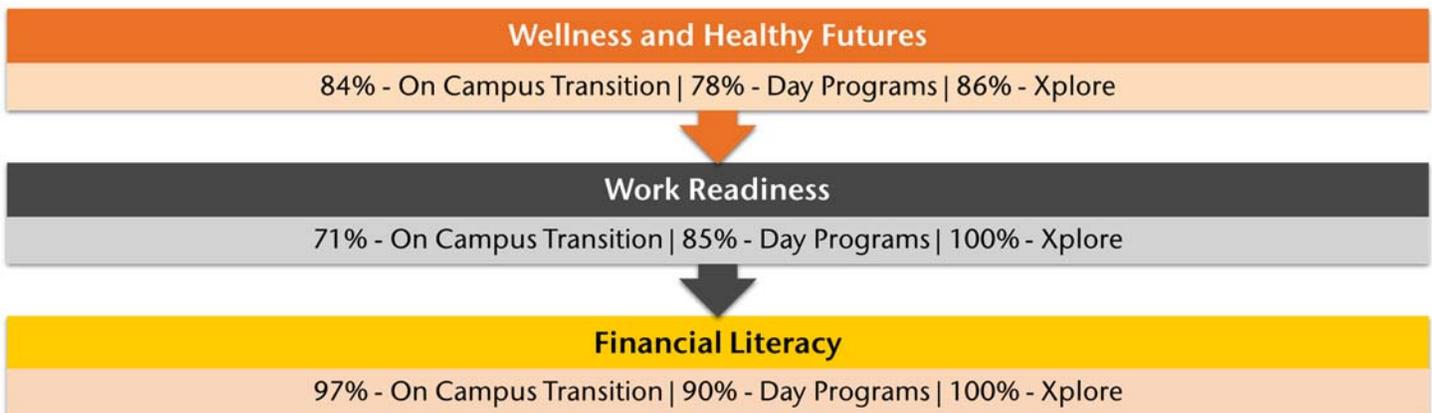
Mission: to serve people with intellectual and developmental disabilities to achieve their full potential and to participate in community life.

Vision: a community where disability is a distinction without a difference, where individuals will have choices on how they live, learn, work, worship and play.

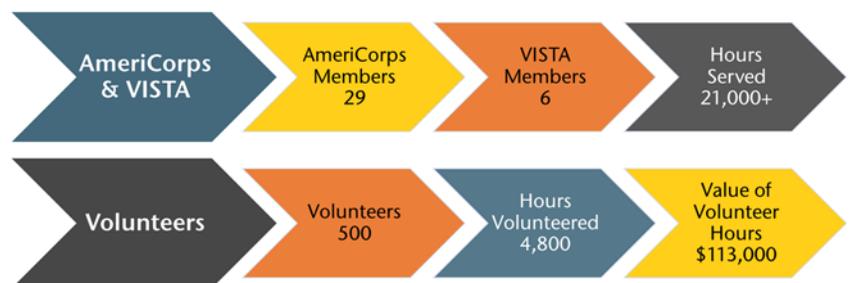


The Arc Jacksonville measures improvement in the areas of health and wellness, work readiness and financial literacy for participants of On Campus Transition, Xplore and day programs.

The numbers below demonstrate the percentage of participants that showed a gain in knowledge, skills and understanding in these three areas in 2016.



Through a partnership with National Civilian Community Corps, The Arc Jacksonville serves as a service site for AmeriCorps and VISTA. AmeriCorps members work directly with program participants, and VISTA members



provide administrative support to the agency. Both AmeriCorps and VISTA members are responsible for recruiting volunteers, who play a vital role of enhancing the organization's programs and services by providing new and exciting experiences to the individuals served.

The next step for *Independent Living*

The Arc Jacksonville Village

On May 18, 2016, The Arc Jacksonville and the community celebrated the opening of The Arc Jacksonville Village, a dream 10 years in the making.

Grand Opening Highlights

- Naming of the community center in memory of Mary Lou Davis was unveiled by her son Ben Davis, owner of Intuition Ale Works, who, with his wife Diana, made a gift in her honor
- Jacksonville Jaguars quarterback Blake Bortles presented The Village with a \$40,000 gift and led the ribbon cutting



“Innovative housing, like The Arc Jacksonville Village, requires a shared vision, a common commitment and perseverance to see it come to life. We are very proud to be part of the team that made this day, and the future for these residents, possible.”

Blake Wilson, EverBank President and Chief Operating Officer

About The Arc Jacksonville Village

- Construction began in May 2015
- Financing for the \$22.2 million construction project was provided by EverBank, tax credits and grants through Florida Housing Finance Corporation and gifts from individuals, groups, sponsors, community benefactors and families
- Residents began moving in April 2016; fully leased within three weeks of opening
- Endowment fund of \$1 million established by the Delores Barr Weaver Fund and David and Linda Stein to provide emergency financial assistance for residents to cover rent and living expenses
- The Jim Moran Foundation, Baptist Health Foundation and Riverside Hospital Foundation provided grants to fund staff to assist residents with the transition to independent living

121 residents	106 participate in other Arc programs	
65 male	56 female	56 currently employed



The next step for *Education*

On Campus Transition

In 2016, the On Campus Transition (OCT) college experience program celebrated 10 years of helping students take their next step in education at the University of North Florida. Since 2006, 139 students have traveled from all across the country to participate in the four year program. During the 2015-2016 school year, the OCT program had 39 students with nine graduating. Twenty-four students lived independently at The Arc Jacksonville Village or through the OCT residential program. **On average, 78% of OCT graduates secure employment within the community after graduation. Graduates have gone on to work for companies such as W&O Supply, Fields Automotive, City Hall and Clara's Tidbits.**



Xplore

In 2016, the Xperience program transitioned into the Xplore program, a hands-on, community-based, educational program designed to give adults the skills needed to take their next step. The program hosts a series of six-to-eight week sessions that focus on different topics to help participants gain knowledge, skills and independence. In 2016, 50 young adults participated in Xplore and 19 sessions were held per week. Topics included art and cultural, travel training, volunteering, finance, life skills, pre-employment, health and wellness and social skills.



"The Arc Jacksonville helped me reach a point of stability where I feel accomplished in life."

Bonnie, day program participant

The next step for *Employment*

Community Employment

In 2016, pre-employment training, experiential learning and volunteer opportunities were provided to more than 100 individuals thereby increasing the skills, knowledge, abilities and marketability of each participant. Nineteen individuals secured employment within the community, spanning a wide range of industries including the government, retail, grocers, travel, hospitality and entertainment. These placements represent a 54% increase for year one of the three-year Public Service Grant.



Companies partnering with The Arc Jacksonville in hiring for employment

Baptist Health	EverBank	Publix Supermarkets
Berg's Café/St. Vincents	Fields Auto Group	Regal Theatres
Bob Evans	Holmes Stamp & Sign	Rogers Towers
Burlington Coat Factories	Home Depot	Royal American Management
Carrabba's Italian Grill	Kilwins Jacksonville	Sonny's BBQ
Camellia at Deerwood	JAX Chamber	Target
Chartwells	Lowe's	Tidbits
Chili's	Mandarin Vet Clinic	UNF Parking Services
City of Jacksonville	MLXL Sportswear	Walmart
Dunkin Donuts	Navy Exchange/NAS Jacksonville	Wendy's
Duval County Courthouse	PDQ	W&O Supply
European Street	Professional Maintenance of Florida	YMCA

Triumph Industries

Specializing in assembly, packaging, collating, direct mail services, warehousing, piecework and fulfillment work, Triumph Industries gives individuals the opportunity to increase their employment skills while earning a paycheck. Companies have been contracting with Triumph Industries for almost 30 years.

Companies who utilize Triumph Industries

ITEL Laboratories	Reliance Supply, Inc.	Vistakon, a division of Johnson & Johnson
K&G Box Co.	Revlon	
LifeSafe Services	Safariland, LLC	

High School High Tech

Through the High School High Tech program (HSHT) funded by The Able Trust, students with varying abilities between the ages of 14 and 22 are prepared for post-secondary education and community employment. The program encourages students to explore careers in STEM fields – Science, Technology, Engineering and Mathematics. Educational opportunities are provided through volunteer events, keynote speakers and internships for the students to gain the much needed experience and skills to be ready for the workforce.

The Arc Jacksonville’s High School High Tech program has 45 students participating in four chapters within three counties - Clay, Duval and St. John’s – Orange Park High School (See you at the Top), PACE School for Girls - Clay, A. Philip Randolph Academies of Technology and St. Johns Technical High School.

The HSHT program has an active Business Advisory Council (BAC) of local community volunteers. The BAC provides leadership, opportunities for industry tours, speakers and internships.



“The Arc Jacksonville helped me become a leader among my peers.”

Becky, day program participant

The next step for *Fundraising*

Dinner with Bill & Friends

On Friday, November 4, 2016, more than 400 guests joined together for the 23rd annual *Dinner with Bill & Friends*, presented by The DuBow Family Foundation, David and Linda Stein, and J. Wayne and Delores Barr Weaver. Chaired by Audrey Moran, Senior Vice President for Social Responsibility and Community Advocacy at Baptist Health, the dinner was held at The Arc Jacksonville Village, raising an incredible \$215,000 for The Arc Jacksonville! The evening had the largest attendance and money raised of any Arc Jacksonville event. Pictured right: Lou Vaccaro, Arc Board Chair and Jim Whittaker, Arc CEO with presenting sponsors and event chair.



Event Chair, Audrey Moran



Ray and Susan Walden with Terry West



Mary Bower, Jerry and Sarah Mallott, Bruce Bower



Presenting sponsors Linda and David Stein



Heather Moore with Anne Lufrano



Village resident Robbie Culliton with his mother, Maryjo

Running of the Bulls 5K, presented by Intuition Ale Works

The 3rd annual Running of the Bulls 5K was held on Saturday, December 3, 2016 at Intuition Ale Works. More than 350 runners and walkers participated in the run, an 11% increase from 2015. The Jacksonville RollerGirls acted as the “bulls” and chased runners through a downtown course. Afterwards, participants were treated to complimentary beers from Intuition Ale Works, the presenting sponsor. Intuition Ale Works also brewed the *El Matador*, a pilsner beer made just for the event and debuted that day.



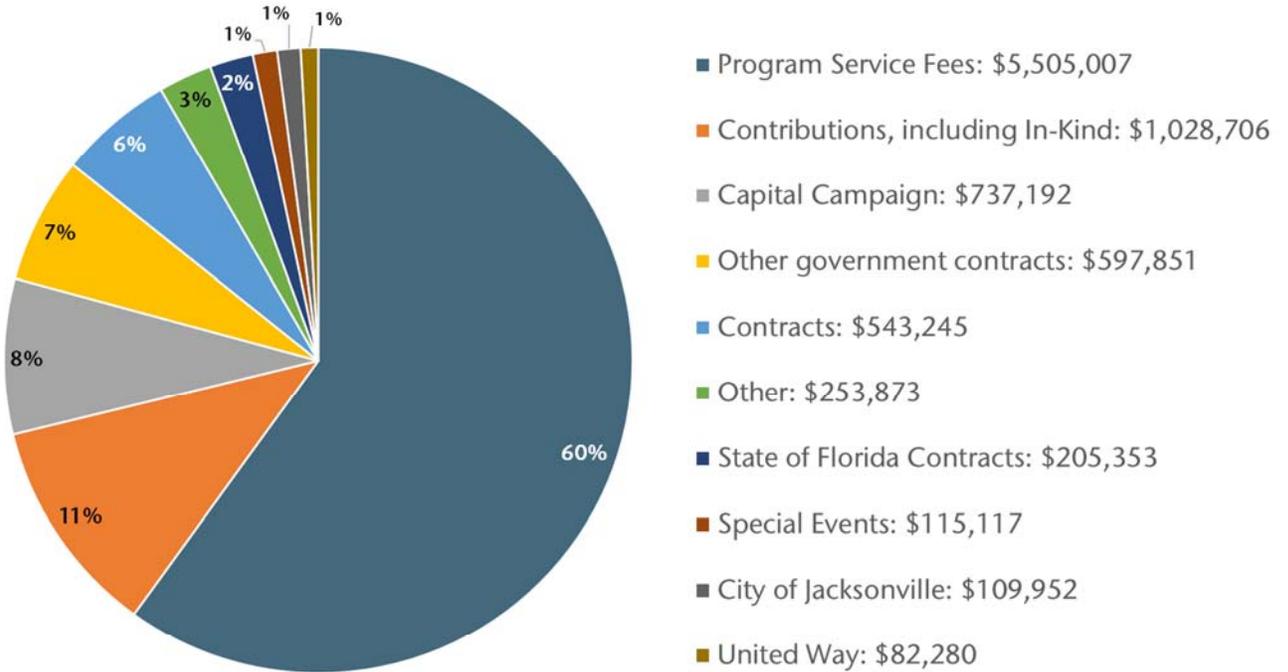
“The Arc Jacksonville helped me become an AmeriCorps member.”

Robert, AmeriCorps Member and group home resident

Fiscal Year '15-'16 *Financials*

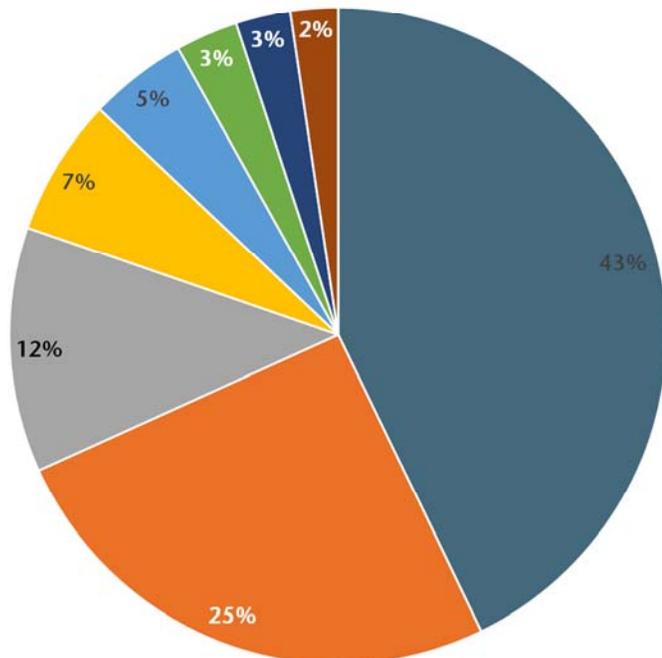
The Arc Jacksonville's '15-'16 fiscal year ran from October 1, 2015 through September 30, 2016.

Revenue: \$9,178,576



Expenses: \$8,412,026

- Adult Day Services: \$3,603,181
- Residential Care: \$2,135,890
- Employment Services: \$1,016,426
- The Village: \$570,019
- Management, Buildings: \$406,010
- Capital Campaign: \$257,801
- Development: \$226,022
- Advocacy: \$196,677



The Arc Jacksonville is incredibly grateful for all of the individuals, companies and foundations that support our work. Below recognizes gifts of \$1,500 or more in 2016.

*Does not include gifts made to The Arc Jacksonville Village Capital Campaign

Individual Supporters

Cara and Scott Baity
Mary and Bruce Bower
Benita Boyd and Jimmy Boyd
The Honorable Travis W. Cummings
Diane Decosty
Francis J. DiVito
Katie and Tom Dumphy
Debbie and Mel Gottlieb
Joy and Steve Gutos
Stephen A. Frick
Diane and Steve Halverson
Sally and Christopher Hazelip
Debbie and Jay Johnson
Judy Hall Lanier
R. Ward Lariscy
Anne and Bob Lufrano

Suzanne and James Marks
Suzanne and Frank Maurno
James & Elaine Moloney
Heather Moore
Bernadette Moran and Frank Rossi
The Honorable and Mrs. Donald Moran
Sharon and Billy Nuckolls
Martha and Tom Sawyer
Dr. Elana Schrader and Mr. Troy Abers
Linda and David Stein
Diane and Mike Tanner
Kit and Corky Thomas
Maryann and Lou Vaccaro
J. Wayne and Delores Barr Weaver
Terry West
Reb and Jim Whittaker

Company and Foundation Supporters

The Able Trust
Agility Press, Inc.
Alfred I. Dupont Foundation
Allstate Workplace Division
Ameris Bank
Arthur Rutenberg Homes
Baptist Health
Beaver Street Fisheries, Inc.
bestbet Jacksonville
Blake Bortles Foundation
City of Jacksonville
Comcast/NBC/Universal
Community Development Block Grant
COJ Disabled Services
CSX Transportation
Delores Barr Weaver Fund
DuBow Family Foundation
Edna Sproull Williams Foundation
EverBank
Florida Blue
Harrell Construction Company, Inc.
HandsOn Jacksonville
Hy-Safe Technology
Intuition Ale Works
Jacksonville Jaguars
Jacksonville University

JAX Chamber
The John H. and Ethel G. Noble Charitable Trust
Johnson & Johnson Vision Care, Inc.
Lantzy Family Fund
Martin Gottlieb & Associates
Mayo Clinic
McCall Service
Miller Electric Company
Orange Environmental Services
PGA Tour, Inc.
PQH Group, Inc.
Publix Super Markets Charities, Inc.
Red Fin Group
River Region Human Services, Inc.
The Riverside Hospital Foundation
Rotary Club of Mandarin
Swisher International, Inc.
Thurston Roberts Charitable Foundation
University of North Florida
United Way of Northeast Florida
The Vestcor Family Foundation
Volunteer Florida
VyStar Credit Union
Web.com
Wells Fargo
Wheeler's Medical Supply



"The Arc Jacksonville helped me take the next step to become independent and more confident in my communication skills."

Jermaine, day program participant



Answering *"What's Next?"*

Just like for everyone ...“What’s Next?” is the question many individuals and families ask. The Arc Jacksonville has the answer.

The “What’s Next?” campaign is centered on how The Arc Jacksonville provides opportunities for people with varying abilities to envision, pursue and create the life THEY want to lead as independently as possible and at the time they are facing the major life question of “what’s next?” The “What’s Next?” marketing campaign launched in the fall of 2016, featuring Blake Bortles and CJ Williams.

During his junior year of high school, Blake volunteered with an organization that pairs athletes with students with special needs to play football. It was there that Blake met CJ, a freshman who loved sports – especially football – and had autism. Blake and CJ’s friendship developed both on and off the field, playing football, watching old games and shooting hoops. Their friendship has continued over the years, through Blake attending college and now in the NFL.



It was through CJ that Blake was first connected to The Arc Jacksonville. CJ participated in the Summer LIFE Experience program. CJ loved his experience, which inspired Blake to become more involved with The Arc.



Blake and CJ were photographed and filmed for a PSA to help share their story and tell others about The Arc Jacksonville. The PSA was shown on local media stations and indoors at the stadium during Jaguars games. Their story and photos were highlighted throughout the “What’s Next?” campaign materials and featured for the launch of The Arc Jacksonville’s annual giving campaign.

Staff and Volunteer *Leadership*

Board of Directors (2016 Term)

Officers

Chairman

Lou Vaccaro
Senior Vice President,
Commercial Banking,
Ameris Bank

Vice Chairman

Mike Tanner
CPA, Senior
Manager, Revenue
Recognition, FIS

Secretary

Tiffany Green
CEO/Executive Director,
River Region Human
Services, Inc.

Treasurer

Anne Lufrano
Retired Psychologist &
Community Advocate

**Immediate Past
Chair**

Shawn Ashley
Business Owner

Members

Scott Baity, B.C.S.
Associate General Counsel
Baptist Health System, Inc.

John Cooksey
Co-owner & COO
McCall Service

Tom Dumphy
Fleet Director,
CSX Transportation

Joyce Eyrick
Community
Volunteer and Advocate

Steve Gutos
Past Chairman
Community Volunteer and Advocate

Diane Halverson
Executive Director,
Children's Christmas Party of Jacksonville

Jason Hamilton
Mail Room Clerk II, EverBank
and Self-Advocate

Sally Hazelip
Executive Director,
North Florida School of
Special Education

Debbie Johnson
Past Chairman
Deborah A. Johnson, CPA

Ward Lariscy
Owner and Designer,
R. Ward Lariscy, Inc.

Bernadette Moran
Past Chairman
Business Owner

Elise Nowikowski
Consultant,
Evidens Group

Karal B. Oberdier
Attorney,
Oberdier Law, P.A.

Helen Werking
Past Chairman
Executive Director,
Riverside Hospital Foundation, Inc.

Barbara A. Williams
President/Owner,
Orange Environmental Service

Staff Leadership (as of December 31, 2016)

William Adams, LMHC
Vice President, Mental Health

Patricia Goff
Vice President, Programs

Susan Hamilton
Vice President, Employment

Scott Holt
Vice President, Finance

Janet Lawrence
Vice President, Residential

Crystal Makowski, C.R.C., Ed.D.
Vice President, The Arc Jacksonville Village

Sara McMillan
Vice President, Development

Betty Smith
Vice President, Human Resources

Charlotte Temple
Vice President, Advocacy

Jim Whittaker
President & CEO



"The Arc Jacksonville helped me take the next step towards learning more independent living skills."

Evan, Village resident and OCT graduate




The Arc[®]
Jacksonville