Empowering individuals with intellectual and developmental differences

Impact Report 2019
Mission: The Arc Jacksonville serves and advocates for individuals with intellectual and developmental differences to achieve their full potential and to participate in community life.

Vision: Individuals of all abilities enrich their communities and have quality options on how they live, learn, work, and play.

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- 600+ individuals served daily
- 5,000+ individuals and families served through Advocacy
- Four program and administrative sites
- 175 staff
- 29 AmeriCorps Members
- 6 VISTA Members
- Five community homes
- One residential apartment community
- 14 programs and services
A Message from Leadership

Jim Whittaker, President & CEO

2019 has come and gone...so many good things to share. We were thrilled to receive our second-year legislative special appropriation to continue our quest for increased employment opportunities and expand our community inclusion program. Senator Bean and Representative Cummings who represent Northeast Florida once again championed our request to increase Medicaid Waiver rates, which resulted in increased wages for our direct care staff, who are the backbone of our service delivery system. Another milestone occurred when we adopted a policy to no longer pay sub-minimum wage through our special wage certificate; our program participants now earn minimum wages! All in all I say it was indeed a good year!

Mike Tanner, Chairman, Board of Directors
Independent Consultant

Since 1965, The Arc Jacksonville’s focus has been to provide innovative and quality services for individuals in our community. In 2019, with input from our stakeholders, we developed the strategic framework to guide the organization through 2022. The vision and mission statements were modified to be fully inclusive, incorporating Connectable’s language of using “differences” rather than “disabilities.” Key strategic priority areas were identified: continue with the deep redesign of day services focusing on employability training and community inclusion, evaluate programs and services for emerging needs, strengthen organizational health, and enhance sustainable revenues. I am excited about the potential of the new Strategic Framework and look forward to working with our corporate and community partners, funders, and donors to provide the opportunities and quality of life that our community deserves.
“Pitney Bowes hired Arthur as a part of our efforts to expand and grow inclusion at our site. We know individuals with intellectual and developmental differences are just as functional in the workplace as those without. Our goal has been to open the door and provide opportunities for these individuals to be successful and independent in everyday society.” – Nate Polete, General Manager

A job is not just a source of income, it provides self-esteem, independence and a sense of achievement.

Since March 26, 2018, Arthur has worked full-time, Monday through Friday, at Pitney Bowes, operating machines and sorting parcels.

Employment services provide work readiness training, job coaching, on-going support, mentoring, and internships.

- **33** participated in internships
- **36** worked in internal training programs
- **6** individual placements
- **40+** business partners
- **56** individuals with ongoing support
“My favorite part is the people and being able to pay my own bills.” – Arthur
More than a place to live

A home not only provides a place to sleep, but is a place of belonging, security and friendship.

The state-of-the-art, Florida-themed Grove House Community Home opened in May, a new place to call home for Shawn, Ed, Andrew, Campbell, Carol and Berlinda. During a special “move day” celebration, the residents were overjoyed to explore their new home and customized bedrooms.

“I don’t think Campbell could be happier. With a new state-of-the-art home and an amazing staff what more could you want. It also gives his parents great comfort!” - Peter Eyrick, Campbell’s father, Grove House

The Village celebrated its third year of residents living independently and embracing life on their own. These residents continue to thrive through new and continued friendships as well as fully engaging in their community through employment, volunteering and social activities. The Kirbo Way Cafe opened, which is run by residents for residents. The Cafe offers a place to gather and serves freshly made smoothies, coffee and healthy snacks.
When his brother came for his first visit he looked at Campbell and asked “When can I move in?” Campbell’s face lit up and he proudly said “You can’t move in, all the rooms are taken.”
The Advocacy, Support and Knowledge department assists individuals with differences, and their families, to gain the information, training and support needed to achieve their goals.

Antonio and his mother first met with Denise, Advocacy Specialist, to get a Special Needs Housing Referral. He had lost his leg from a gunshot wound, but his real issue was feeling hopeless from his circumstances. After meeting with Denise, Antonio not only received a housing referral, but learned of the Brooks Rehabilitation Adaptive Sports program and was connected with a mentor. He now lives in his new apartment at The Lofts and has a sense of peace and safety in his life.

3,908
attendees of workshops, trainings, community meetings and conferences

956
calls and meetings with individuals and families

3,627
library materials and publications shared

14
Pooled Trusts opened

75
Guardianship referrals

13
Special needs housing move-ins
I am grateful to The Arc Jacksonville and back to feeling that my life matters in society.” – Antonio
A college experience at the University of North Florida

“Having an OCT student selected for the university’s first President for the Day was a wonderful way to appreciate and applaud every student who attends UNF, recognizing their unique value and celebrating their own student success.” – President David Szymanski

It’s not every day that a student gets the opportunity to serve as president of a university. On April 22, 2019, University of North Florida (UNF) President David Szymanski invited On Campus Transition (OCT) student Sarah Waters to do just that. President Waters was taken on a tour of the campus, met with the Student Body President and even UNF’s mascot, Ozzie. During lunch, Waters shared her experiences as a student. She enthusiastically mentioned her classes, on-campus internship, and mentors.

In addition to experiences like President for a Day, On Campus Transition teaches life-long skills.

“The Arc’s OCT program has helped Christian so much in many areas! Some examples would be learning more independence, time management, and schedule following...We truly believe, with The Arc’s support programs, Christian will be able to succeed in life.” - Melissa, Christian’s mother.

25 students enrolled
13 students in the residential program
6 students graduated
“This is the best day forever because I represented On Campus Transition.” – Sarah
Redesigning our Day Programs

Adult Day Training (ADT) programs were redesigned to offer more employment and work readiness options, meaningful experiences in the community, and expanded enrichment activities. Greater community involvement provided cultural enrichment, volunteering, access to art museums and sporting events, and healthy living visits to local farms. Our downtown location was transformed with an outdoor classroom, garden, and wheelchair accessible paved meditation path. Our westside location dons new program spaces promoting creativity, a new kitchen for cooking, and a vibrant interior remodel.

Johnson & Johnson Vision, the primary provider of our Triumph Industries work for more than 20 years, raised earnings allowing the 54 individuals working on their contracts to earn minimum wage. Triumph Industries, our facility-based work division, is one of several simulated work environments options now available in our ADT.

Through continued support and funding from Baptist Health, individualized and group mental health services were expanded to better meet wellness needs for individuals and their families. Mental health services are available at The Village, downtown and westside locations, serving 105 throughout 2019.

1,255 community-based activities
1,741 hours volunteered at partner organizations
Charles making music and enjoying nature in the newly renovated outdoor space.
Dinner with Bill & Friends
October 25, 2019

Chaired by Maren and Paul Bertozzi of Live Oak Contracting, the 26th annual Dinner with Bill & Friends raised over $286,000 and had more than 500 guests in attendance! The 56 sponsors included TIAA Bank’s “Moose Match,” VyStar Credit Union, and Anne and Robert Lufrano.

$260K raised
450+ attendees

Running of the Bulls 5K
February 24, 2019

The 5th annual Running of the Bulls had more than 600 runners, chased by the Jacksonville Roller Derby, and ended at the after-party sponsored by Intuition Ale Works. The race raised $40,000 and engaged community members of all ages.

$40K raised
600+ participants
The generosity of corporate partners, individuals, foundations and grant funders ensures that individuals can achieve the “good life” we all want – great friends, a good job and a safe home!

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State of Florida Special Appropriations
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TIAA Bank
United Way of Northeast Florida
Vocational Rehabilitation
Volunteer Florida
Voya Financial
Wells Fargo
The Arc Jacksonville’s fiscal year ran from October 1, 2018 through September 30, 2019.

88.8% of every donation goes directly to programs

Revenue $9,917,276

- Program Service Fees $6,217,542 | 63%
- State of Florida contracts $148,941 | 2%
- Contributions, including in-kind $1,051,261 | 11%
- Other government contracts $637,684 | 6%
- One-time capital housing grant $479,183 | 5%
- City of Jacksonville $119,601 | 1%
- United Way NE FL $79,482 | 1%
- Contracts $454,990 | 5%
- Special events $354,421 | 4%
- Other $374,171 | 4%
- United Way NE FL $79,482 | 1%

Expenses $9,501,592

- The Arc Jacksonville Village $669,636 | 7%
- Development and Marketing $277,838 | 3%
- Advocacy $188,688 | 2%
- Adult Day Services $4,088,914 | 43%
- Residential Care $2,421,685 | 25%
- Management, Buildings $786,059 | 8%
- Employment Services $1,068,872 | 11%

The Arc Jacksonville | arcjacksonville.org

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P 904.355.0155 | F 904.355.9616

Westside: 4401 Wesconnett Blvd., Jacksonville, FL 32210
P 904.573.2805 | F 904.573.2156

The Village: 3675 Kirbo Way, Jacksonville, FL 32224
P 904.721.5063 | F 904.619.6780