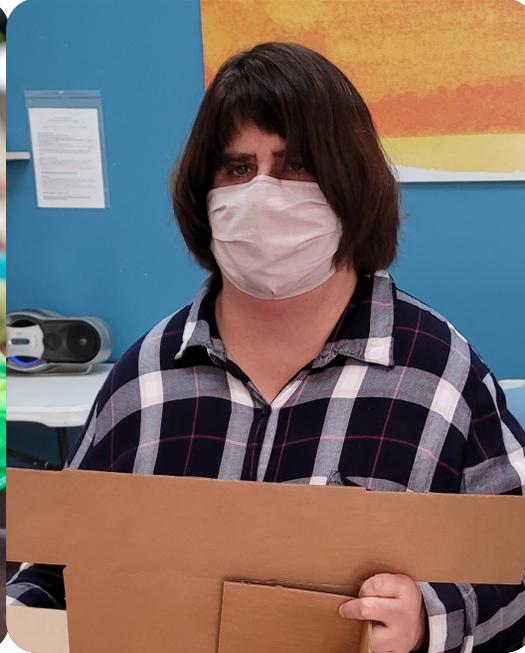


 *Impact Report 2020*





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.



500+ individuals served
3,000+ individuals and families served through advocacy



Four program and administrative sites



124 Staff | 22 AmeriCorps Members | 6 VISTA Members



Five community homes
One residential apartment community



12 Programs and services

Board of Directors

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Mike Tanner, Chair
Independent Consultant

John Cooksey, Vice Chair
McCall Service

Barbara Williams, Secretary
Orange Environmental Services

Dr. Anne Lufrano, Treasurer
Community Volunteer and Advocate

Lou Vaccaro, Immediate Past Chair
Ameris Bank

Members

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Amanda Crawford, VyStar Credit Union
Tom Dumphy, CSX
Steve Gutos, Community Volunteer and Advocate
Diane Halverson, Children's Christmas Party of Jacksonville
Jason Hamilton, TIAA Bank and Self-Advocate
Jonathan A. Hart, North Florida Financial Corporation
Sally Hazelip, North Florida School of Special Education
Debbie Martin Johnson, Deborah A. Johnson, CPA
Kelly Kristoff, PGA TOUR, Inc.
Ward Lariscy, R. Ward Lariscy, Inc.
Bernadette Moran, Community Volunteer and Advocate
Elise Nowikowski, Evidens Group
Dr. Dan Robie, Florida State College of Medicine
Kit Thomas, North Florida School of Special Education
Helen Werking, The Riverside Hospital Foundation, Inc.
Dr. Rob Zeglin, University of North Florida

as of December 31, 2020



Jim Whittaker, President & CEO

I would like to express my sympathies to those who have been affected by the current COVID-19 pandemic. I would also like to express my heartfelt gratitude to our staff who have given over 100% each and every day to meet the needs of the individuals we serve.

2020 was filled with many unexpected challenges, at times pushing us to our limits. Together we developed new pandemic-related solutions and safety protocols. Our commitment to keep our programs participants and staff safe has always been our priority.

The generosity and support we have received from our donors, funders and the Jacksonville community has been remarkable - we appreciate each of you! Slowly but surely, we have begun the process of reopening day training program locations and look forward to having all of our program participants back.

2021 will be a busy year of rebuilding and developing new opportunities, choices, and partnerships which promote our mission and vision for the future.

Mike Tanner, Chairman, Board of Directors



As I think about 2020, I reflect with gratitude on how our donors and partners uplifted us during this troubling time. For the first time, we were faced with the question of “what would happen if The Arc Jacksonville wasn’t here?” We saw a glimpse of the impact on those we serve when we closed our programs.

However, all of you made it possible for our mission to continue to serve and advocate for individuals with intellectual and developmental differences and their families. You are the reason we are resolute in accomplishing our purpose even when faced with large obstacles such as a pandemic.

As we begin a new year, we will continue to adapt and offer the engaging, meaningful programs that families have relied on since we began in 1965.

We began 2020, as we have for the past few years - with the 6th annual Running of the Bulls 5K on Sunday, February 23.

Intuition Ale Works and the Jacksonville Roller Derby partnered to raise more than \$46,000 in a fun, healthy way! We recognize and thank our runners, donors and sponsors for supporting our mission in a year when it was needed most.



Intuition Ale Works is proud to be a longtime supporter of The Arc Jacksonville. We enjoy working with The Arc team to host the Running of the Bulls each year, which is one of Jacksonville's most fun annual races. Supporting the important work that The Arc does to integrate people of all abilities into the workforce is truly critical, and we hope to collaborate with The Arc for many years to come to help their mission succeed.

Ben Davis, Founder of Intuition Ale Works

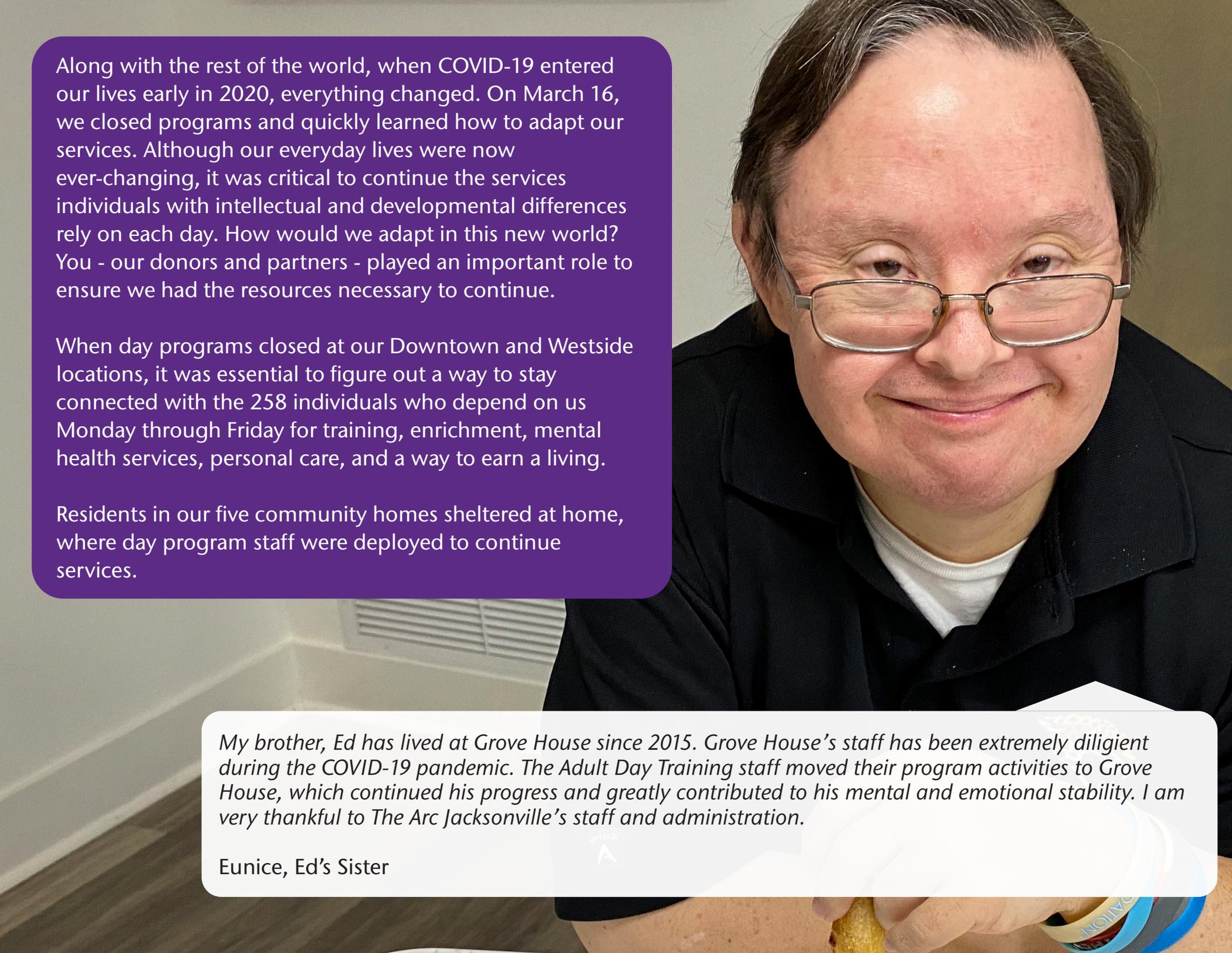


Sponsors and Partners

Air Solutions Heating & Cooling, Inc.
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Big Guy Moving & Delivery
Certified Air Contractors, Inc.
John & Leyda Cooksey
Cornelius, Schou & Leone, LCC
Davoli's Catering
The Della Porta Group

First Coast YMCA
Fuzzy's Taco Shop
The Holmes Organisation
Intuition Ale Works
Jax Roller Derby
Anne & Robert Lufrano
McCall Service
Miller's Ale House

Bernadette Moran & Frank Rossi
OE&S
Pitney Bowes
Publix Super Markets
Red Fin Group
Riverside Liquors
VyStar Credit Union



Along with the rest of the world, when COVID-19 entered our lives early in 2020, everything changed. On March 16, we closed programs and quickly learned how to adapt our services. Although our everyday lives were now ever-changing, it was critical to continue the services individuals with intellectual and developmental differences rely on each day. How would we adapt in this new world? You - our donors and partners - played an important role to ensure we had the resources necessary to continue.

When day programs closed at our Downtown and Westside locations, it was essential to figure out a way to stay connected with the 258 individuals who depend on us Monday through Friday for training, enrichment, mental health services, personal care, and a way to earn a living.

Residents in our five community homes sheltered at home, where day program staff were deployed to continue services.

My brother, Ed has lived at Grove House since 2015. Grove House's staff has been extremely diligent during the COVID-19 pandemic. The Adult Day Training staff moved their program activities to Grove House, which continued his progress and greatly contributed to his mental and emotional stability. I am very thankful to The Arc Jacksonville's staff and administration.

Eunice, Ed's Sister

DREAM BIG.

Many individuals we serve thrive in a structured and routine environment, so mental health services were needed more than ever. Our counseling team jumped into action through regular phone calls, video chats, and in-person meetings at The Village (adhering to CDC recommendations). Virtual modes of service allowed staff to immediately address increased anxiety related to the pandemic.

To stay connected to individuals who typically attend day programs, activity packets were delivered monthly to continue learning at home. Included in each packet were handmade cards made by JEA volunteers and other members of our community. More than 1,500 packets were delivered.



Telemental Health

26 Individuals | 326 Sessions



Virtual Group Counseling

21 Individuals | 162 Sessions



[Virtual Mental Health Services] made a lot of difference. I felt relaxed and I could tell people about my feelings. I didn't have to hold them back.

Karrell
Day program participant

The Village showed tremendous strength and resilience during a year of great challenge. In April, for everyone's safety, we closed our community to visitors and volunteers. While residents were sad and disappointed, they rallied together and took care of each other. We redefined our coaching services and activities to ensure every resident's needs were met. The Xplore program quickly shifted its focus from community-based experiential learning to providing classes at The Village, giving residents the opportunity to engage in activities close to home.

In spite of it all, we completed three great projects! Thanks to Holland & Knight, our new ARTable studio was created as a space for our residents to express themselves through a variety of art. The new sensory garden, through the City of Jacksonville Beautification Grant, provides a beautiful and peaceful area for residents to sit and enjoy quiet time. The Kirbo Way Café at The Village was remodeled thanks to a generous donation from the GFWC Jacksonville Beaches Woman's Club. The Café provides Village residents a place to gather and enjoy healthy drinks and snacks.



*I feel safe,
I feel comfortable here.*

Joanna, Village Resident

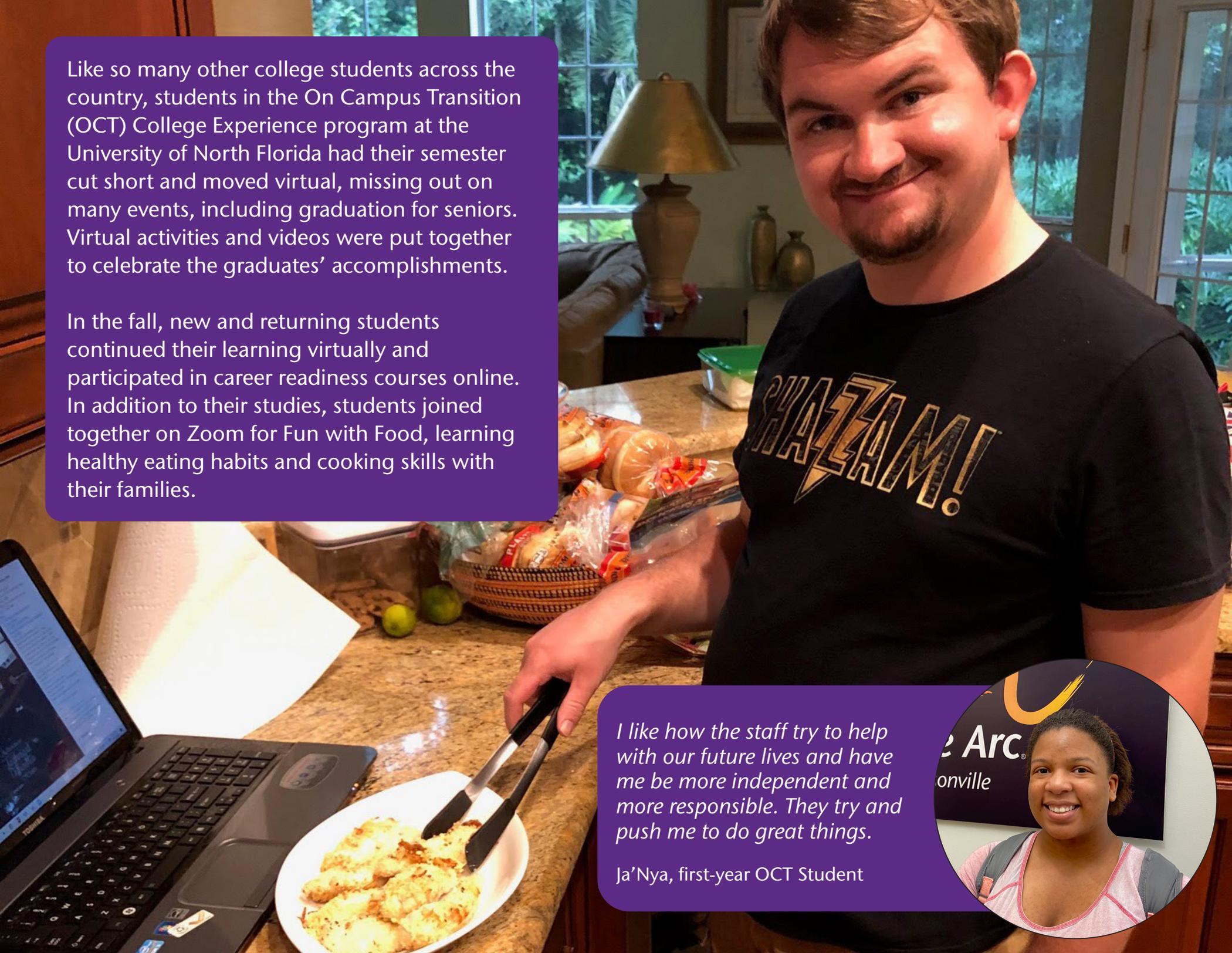


Like so many other college students across the country, students in the On Campus Transition (OCT) College Experience program at the University of North Florida had their semester cut short and moved virtual, missing out on many events, including graduation for seniors. Virtual activities and videos were put together to celebrate the graduates' accomplishments.

In the fall, new and returning students continued their learning virtually and participated in career readiness courses online. In addition to their studies, students joined together on Zoom for Fun with Food, learning healthy eating habits and cooking skills with their families.

I like how the staff try to help with our future lives and have me be more independent and more responsible. They try and push me to do great things.

Ja'Nya, first-year OCT Student



At the start of 2020, we joined the 20 in 20 campaign, an initiative by Connectable and JAX Chamber for 20 local businesses to hire 20 individuals with intellectual and developmental differences.

VyStar Credit Union was one of the first companies to participate by hiring Robbie as their Downtown campus tower host. By the end of the year, VyStar expanded their employment opportunities and added Kelly to the team as a mailroom supply clerk.

Throughout the pandemic, 28 employees were considered essential and continued working, supported by job coaches on-site and virtually. For those who were furloughed, job coaches provided ongoing employment support through Zoom, phone calls and porch visits to keep clients engaged and continue building their skills.

The High School High Tech program, funded by The Able Trust, successfully transitioned to online work readiness training and virtual business tours.



I like that VyStar hires people with all abilities.

Robbie,
Tower Host, VyStar Credit Union



It is extremely important to me, my senior management team, and to VyStar Credit Union that every individual in this community has the ability to work and earn an income.

Brian Wolfburg, President & CEO
of VyStar Credit Union

Employment Partners

Baptist Health
Berg's Café/St. Vincent's
Duval County Courthouse
European Street Cafe
Field's Auto Group
Florida Blue
Golden Corral
Home Depot
JAX Chamber
JTA
Lowe's
Mandarin Vet Clinic
Miller Electric Company
Naval Station Mayport

Navy Exchange/NAS Jacksonville
PDQ Restaurant
Pitney Bowes
Prime Car Wash
The Office of the Public Defender for the
Fourth Judicial Circuit of Florida
Publix Super Markets
Royal American Management
Sodexo at Mayo Clinic
Top Golf
TIAA Bank
VyStar Credit Union
W&O Supply
Wolfson's Children's Hospital Autism Center

In August, we slowly started to reopen our day programs and services. Individuals who returned to services expressed overwhelming emotions when reconnecting with our staff, not typical to some of their usual personalities. Their reactions were a heartwarming reminder of the importance of these programs. For group home residents who returned to our Westside location, it was their first time leaving their home in more than five months.

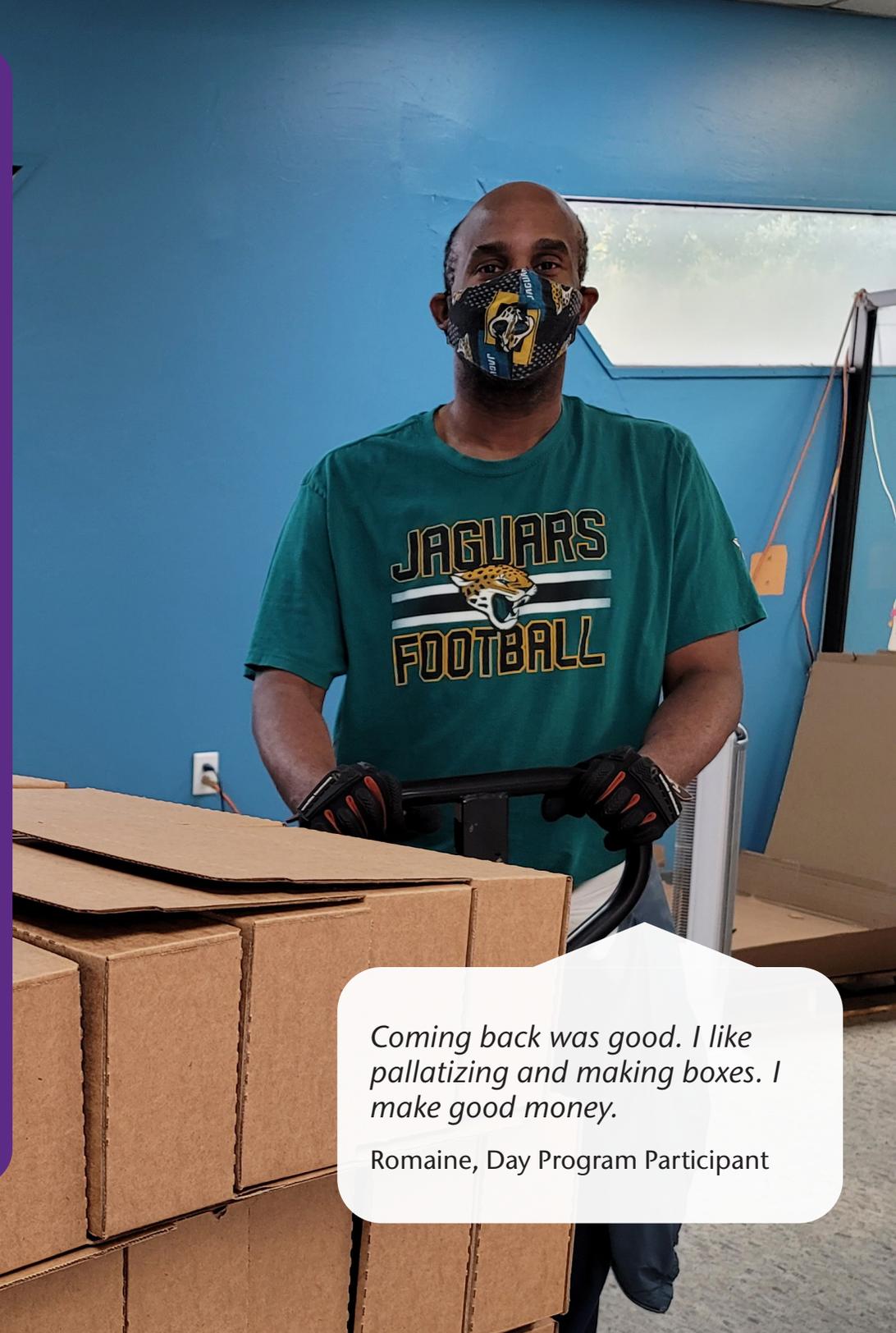
Twenty individuals in our work program downtown returned to their minimum-wage jobs making boxes for Johnson & Johnson Vision. During the shutdown, they were included in our Paycheck Protection Program so they could continue receiving their weekly paycheck, as funds allowed. Staff fulfilled the weekly orders so these individuals would have jobs when it was safe to return.

Throughout the pandemic, our Advocacy team provided vital information and assistance to individuals and their families and served as a resource for navigating through the ever-changing environment of COVID-19.



Virtual Adult Day Training

17 Individuals | 161 Sessions



Coming back was good. I like palletizing and making boxes. I make good money.

Romaine, Day Program Participant

Through it all, our donors and partners were our safety net. Your generosity answered our question of how we could adapt and continue programs and services for individuals with intellectual and developmental differences and their families.

In this unique year, we recognize the companies and foundations that saw the immense needs in the community and quickly stepped up to provide COVID-19 emergency funding. We thank our relief partners for the funds to provide testing and personal protective equipment, maintain our staff, and provide emergency funds for individuals in need.

“My husband Jim often said, ‘Nothing happens until someone makes it happen.’ Faced with a global health crisis, we proactively awarded emergency relief grants to help our nonprofit partners respond to the devastating impact of COVID-19 in our communities. We are very grateful for The Arc Jacksonville’s continued leadership in caring and advocating for individuals with intellectual and developmental differences and their families, especially during these unprecedented times.”

Jan Moran, Chairman and President
The Jim Moran Foundation

Grantors and Corporate Funders

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Alfred I. duPont Foundation
Baptist Health*
The Church of Eleven22
City of Jacksonville
Comcast NBCUniversal Foundation*
Corporation for National & Community Service
Edna Sproull Williams Foundation
Florida Backyard
Florida Department of Transportation
GFWC Jacksonville Beaches Woman’s Club
Holland & Knight
The Jim Moran Foundation*
The John H. and Ethel G. Noble Charitable Trust
Johnson & Johnson Vision
Regions Bank*

The Respond Adapt Recover Fund at The Community Foundation for Northeast Florida*
The Riverside Hospital Foundation Charitable Fund
Rotary Club of Mandarin
Shepherd of the Woods Lutheran Church
State of Florida Special Appropriations
David A. Stein
TIAA Bank
United Way of Northeast Florida
Vocational Rehabilitation
Volunteer Florida
J. Wayne and Delores Barr Weaver
Wells Fargo*

**COVID-19 Relief Partner*

Jason "Moose" Hamilton
Mail Clerk II, TIAA Bank
The Arc Jacksonville Board of Directors



Thank
You!

Dinner with Bill & Friends is our annual celebration and reflection on what it means to have great friends, a good job and a safe home. Although we were unable to hold the event this year, our community joined together to exceed the \$200,000 goal, raising \$226,350! We are humbled by our generous donors and partners who uplifted us to ensure the individuals we serve continue to have a good life.

Dinner with Bill & Friends Sponsors

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CSX

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Debbie Martin Johnson

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Marcus Allen Homes

McCall Service

Elise and Greg Nowikowski

Orange Environmental Services

Christy and Lee Smith

Mike and Diane Tanner

Taylor Day Law

Kit and Corky Thomas

University of North Florida

Vestcor Company

W&O Supply

The Whittaker Family

James and Charlotte Wilkes

Robert and Nichole Zeglin



Florida Blue is honored to support The Arc and its mission to educate and integrate people with intellectual and developmental differences into the workplace and our community. We're so proud of the many people whose lives The Arc has enhanced and supported for over 55 years.

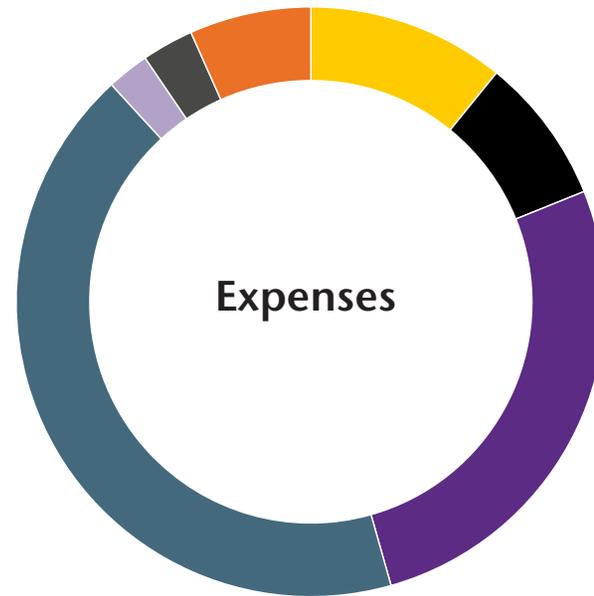
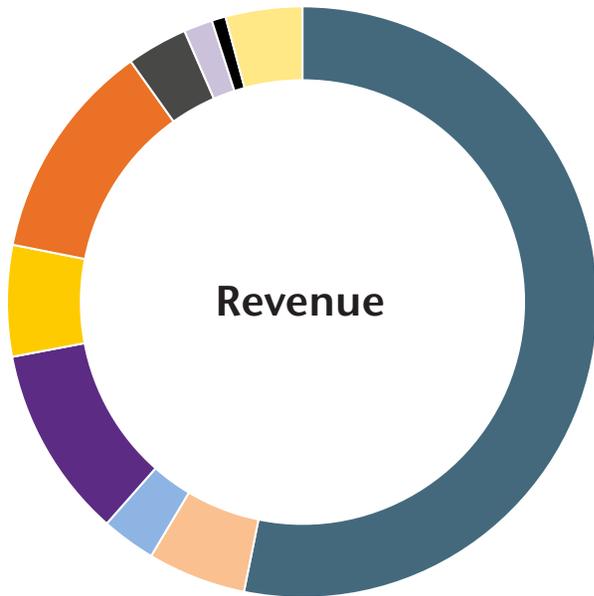
John Trevathan
Vice President, Corporate Services
& Chief Procurement Officer, Florida Blue



At Florida Blue, we believe it's important for every individual in our society who wants gainful employment to have that opportunity. Dinner with Bill & Friends raises funds to ensure these opportunities are possible.

Darnell Smith, Market President for North Florida Region, Florida Blue

The Arc Jacksonville's fiscal year ran from October 1, 2019 through September 30, 2020.



- Program Service Fees
- CARES Fund PPP
- Contributions, Grants and In-Kind
- Other Government Contracts
- Contracts
- Other
- Special Events
- State of Florida Contracts
- City of Jacksonville
- United Way

- Adult Day Services
- Residential Care
- Employment Services
- Management, Buildings
- The Village
- Development
- Advocacy



89.1% of every donation goes directly to programs





The Arc Jacksonville | arcjacksonville.org

Downtown: 1050 North Davis Street, Jacksonville, FL 32209
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

