

*Achieve with us.*

# Turning Point

## Table of Contents

|   |    |
|---|----|
| Work, Leisure and Leadership                                | 1  |
| CEO Message; Advocacy Roundup                               | 2  |
| Notes from the Field by Gary Gregerson                      | 4  |
| Arc Clients on the Move                                     | 5  |
| Partners & Volunteers                                       | 6  |
| New Board Members; Disability Training at Kaiser Permanente | 7  |
| FY 2012-2013 Annual Report                                  | 8  |
| Thank You Supporters  | 10 |
| Calendar  | 12 |



[www.thearcscf.org](http://www.thearcscf.org)

Follow us!



## A New Life of Work, Leisure and Leadership

The Arc's Employment and After-Hours Programs Build Skills, Add Balance



Sharon greets clients and staff in The Arc San Francisco lobby before heading out to her job with the Giants at AT&T Park.

It's morning at The Arc San Francisco and clients are streaming through the front door from Muni buses, vans and family cars, ready to begin their day at the busy Howard Street location.

In the center of all the action

is Sharon Jones, who greets the many friends and staff she's come to know over the years.

"I like saying 'hi' to people and being helpful," Sharon says, smiling.

As anyone who knows Sharon can testify, she doesn't

let the challenges of cerebral palsy and being in a wheelchair stand in her way.

"There was a time when I stayed at home, just watching T.V.," she says, speaking slowly

(Continued on page 3)

## INSIDE: Our FY 2012-2013 Annual Report

In a year of continued economic pressures and increased needs, we found innovative approaches and solutions that created new opportunities for those we serve:

- New national and local partnerships to improve our clients' quality of life
- More individualized service models to respond to changing demographics
- Unprecedented community support to sustain us

Please turn to page 8.

The Arc San Francisco  
FY 2012-2013

**Annual Report**



**The Arc**  
San Francisco

## OUR MISSION

The mission of The Arc San Francisco is to serve people with developmental disabilities by promoting self-determination, dignity and quality of life.

## BOARD OF DIRECTORS

### Officers

Kirsten Mellor  
President

Dan Cousins  
Vice President

Karen Schneider  
Secretary

Juliana Terheyden Saviano  
Treasurer

### Members

Gary Bong  
Courtney Broadus  
Aaron Cohen  
Spencer De Bella  
Bruce Francis  
Ellen Hanscom  
Todd Janzen  
Sharon Jones  
Michel Kapulica  
Mark Marshall  
Larry Melillo  
Meg Rosegay  
Megan Blue Stermer  
Connie Tabas

## CHIEF EXECUTIVE OFFICER

Dr. Glenn Motola

## DIR. of DEVELOPMENT & COMMUNITY RELATIONS

Marti Sullivan, CFRE

## TURNING POINT

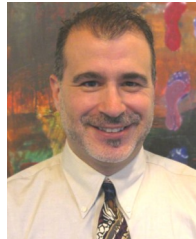
Meredith Manning  
Communications Director  
Editor

Please send your comments and  
questions to [mmanning@thearc.org](mailto:mmanning@thearc.org).

**The Arc San Francisco**  
1500 Howard Street  
San Francisco, CA 94103  
(415) 255-7200

[www.thearc.org](http://www.thearc.org)

# A Message from our Chief Executive Officer



Dr. Glenn Motola  
CEO

Dear Friends,

Reflecting back on this past fiscal year, I am struck by the determination of our many supporters and partners toward advancing our mission. The adults with developmental disabilities we serve are impacted daily by the vision of our leadership, the generosity of our donors, the talents of our volunteers and the commitment of our staff to transform the lives of our clients. I am very grateful to you all.

In this issue of *Turning Point*, I am proud to highlight our achievements in our FY2012-2013 Annual Report (p.8). I am also pleased to report to you on our many initiatives that launched in 2013.

The **SFUSD Access The Arc** program, serving youth ages 18-22, opened last fall next to our Howard Street location. Students learn functional skills in the community—including activities at The Arc where many will call home when they transition from school system to adult services.

**Friends Like Me**, our after-hours socialization and recreation program grew to approximately 35 participants each night, and continues to expand and thrive. Clients connect to peers, sharpen skills and relax with board games and Wii, plus enjoy movies and lively discussion groups three evenings a week.

A cooperative agreement between **The Arc US** and the **Centers for Disease Control (CDC)** enabled us to launch Wellness Wednesdays to screen and address the health disparities between people with developmental disabilities and those who are non-disabled.

Thanks to a generous \$100,000 grant from the **William Randolph Hearst Foundations**, we made great strides in expanding our impact in **Health and Wellness Advocacy**.

Needed **capital improvements** were made thanks to the support of the **William G. Irwin Charity Foundation**, which granted \$100,000 for repairs of our much loved and used facility.

More than **120 new donors** joined the ranks this year, and we are pleased to include you in this report.

I am so very grateful for you, who donated when asked, volunteered in our programs, employed our clients and helped celebrate our success at the **Arc Angel Breakfast, WorkLife Awards** and **Cirque de l'Arc** events.

I close with thanks to our Board of Directors, especially Board Chair **Kirsten Mellor**. I particularly recognize departing Board members, **Christine Ouano, Dr. Jonathan Strober** and **Elizabeth Elmore** for their dedicated service.

I am truly grateful for all your support and invite you to stop by and see for yourself all that's new, improved and evolving at The Arc San Francisco.

Sincerely,

Dr. Glenn Motola, CEO

## ADVOCACY roundup

**C**ity College of San Francisco advocates including clients and staff of The Arc San Francisco joined rallies and hearings throughout the summer to prevent the closure of City College where broad access to educational and vocational programs is encouraged. The accreditation committee recommending the closure has been sued by the SF District Attorney for conflict of interest.

...

The recent **IHSS Lawsuit Settlement** repeals and eliminates major cuts to IHSS (In Home Support Services) including across-the-board hours reductions and the disqualification for hundreds of thousands of current IHSS recipients. David Oster, lead plaintiff in the lawsuit said, "I was worried that I would lose all my hours and not be able to stay independent." IHSS provides very personal care enabling many individuals with developmental and other disabilities to remain safely in their own homes.

For more information about recent legislative activities, contact **Tim Hornbecker**, Advocacy and Public Policy Advisor, The Arc San Francisco/The Arc California at [thornbecker@thearca.org](mailto:thornbecker@thearca.org).



Clients and staff from The Arc San Francisco rally to save City College from a proposed closure.



## A New Life, continued from page 1

and deliberately, "I wanted to do things, but I didn't know how." Her social worker suggested coming to The Arc San Francisco, and after meeting with her support team, she knew she had found the right place.

Terry Goodwin, Director of Employment Services, recommended Sharon for a job in Guest Services with the San Francisco Giants. "Sharon isn't someone who immediately comes to mind when you think of customer interaction," says Goodwin, "but I had a feeling she'd be perfect." She recalls that Sharon was asked during the interview if she was a Giants fan. "I am now!" Sharon declared.

Nine years later, Sharon has her own fans at every Giants game where she's an usher, directing guests to their seats at AT&T Park, plus during other special events. Her Job Coach is proud of how Sharon's responsibilities have grown over the years and her evolution as a role model for others with disabilities.

### A self-advocate and leader

Sharon attributes her work ethic to her mom who raised 12 kids and still found time to support other children in need. "My

mom said, 'Just stand up for yourself—that's what I try and show people,' she says.

Sharon takes her role seriously as a self-advocate and mentor to many clients who look up to her. Recently, she joined The Arc's Board of Directors where she'll speak for those who can't speak for themselves. "I've never done anything like this before, but I'm willing to try," she says.

### After work, new options for fun

For many clients of The Arc, support services used to end at the close of the business day. Tight budgets and an emphasis on safety net programs precluded any focus on social opportunities, and individuals like Sharon suffered. "I always wished there were more places for clients to have some company and fun after work and classes," she says.

When The Arc started *Friends Like Me* in January 2013, Sharon was one of the first to enjoy the after-hours program that offers working and non-working clients a safe, supportive environment to enjoy game nights, free big-screen movies and snacks in a safe, casual, comfortable setting.

The benefits of the new

*Friends Like Me* program go far beyond having a place to connect with others, according to Lance Scott, The Arc's Director of Recreation and Socialization. "This program not only alleviates the isolation and loneliness our clients experience, but also helps develop social skills and self-esteem. We provide assistance to ensure everyone can participate, and some clients are really transformed by the experience," says Scott.

### Together, that's how we do it

"This place can feel a little crazy with everyone coming and going all the time," Sharon observes as she waves goodbye to her friends in The Arc lobby before heading out to her job with the Giants. "There are lots of clients with all different disabilities and personalities," she says. "Sure, we have our ups and downs, but that's because we're like family. What's really important is that we all stick together."

For more information about The Arc San Francisco's Employment Services contact Terry Goodwin at (415) 255-7200 x148 or [tgoodwin@thearcsf.org](mailto:tgoodwin@thearcsf.org). For information about *Friends Like Me*, contact Lance Scott at (415) 255-7200 x156 or [lscott@thearcsf.org](mailto:lscott@thearcsf.org). □

## Q & A with Terry Goodwin & Lance Scott

Director of  
Employment Services

Director of Recreation and  
Socialization



**Why** do people with developmental disabilities have difficulty accessing social activities?

**How** do quality of life improvements impact job performance and job satisfaction?

Online interview at  
[thearcsf.org](http://thearcsf.org)

## Invest in a World of Possibilities

For People with Intellectual and Developmental Disabilities

Employment  
Independent Living  
Housing  
Health & Wellness  
Recreation & The Arts  
Advocacy

  
**The Arc**  
San Francisco

Please mail your donation or donate online at [www.thearcsf.org](http://www.thearcsf.org). **Donate today.**

# Notes from the Field

by Gary  
Gregerson

(Left to right) John, Lauren,  
Gary and Ané make plans for  
a day in the community.



**M**y name is Gary Gregerson and I've been at The Arc San Francisco since 1997 in either a Direct Service Professional or Job Developer role.

I have a caseload of six clients who I support in the community in Integrated Work Services;\* some full-time; others part-time.

Whether a client is volunteering or part of the workforce, I feel one of my strengths is developing a team approach from co-workers to provide support to our working clients.

What I've learned over the years is that clients are most successful on the job when communication is clear. I support our clients' co-workers and supervisors in learning how to adapt their language so our clients can understand better. It might mean designing a checklist for an employer to review every day with someone who needs reminders to stay on task.

## Communication is the key

Two of my clients are very capable at their jobs but have communication challenges; one has limited speech and English skills and one has selective mutism where speech is not possible for her in most situations. It was quite a challenge for me to help place these clients in employment. I was creative with both of their resumés and included work they did with their families.

On a recent visit to my client's job at a café, her co-workers were laughing and joking with her just like any other co-worker. The other client's employer (a design firm) had provided her with an iPad so she can write notes to her supervisor while doing

the weekly grocery shopping for the office. Not speaking has been eliminated as a barrier to work.

I work with two other people who need more support in the community. One person I've worked with since she came to The Arc from high school many years ago. She is deaf and uses survival ASL skills.

When I first started working with her she had no independent travel skills. I rode my bicycle next to the Muni bus over and over from her house to Market Street until she was able to ride the bus by herself. Later, she worked for many years at an art supply store until they closed. I've been trying to support her with finding a new job but it's a daunting task to find the right fit.

## Challenging expectations

It's important for our clients to succeed both inside the workplace and outside the workplace.

One of the things I would really love to do is coordinate a Performing Arts program at The Arc. I've been involved in many client performances over the years and I think challenging expectations is important for growth. We have many people who love to play music, dance and act and it would really open up a lot of opportunities for people. I'm thinking high concept too--guest teachers from performers in the community and I know a client who would make a great Stanley Kowalski in Sunset Boulevard!

I'm feel privileged to play a role in our clients' achievements and very proud of their success. That's why I stay at The Arc.

**"I rode my  
bicycle  
alongside  
the Muni  
bus...until  
she was  
able to ride  
by herself."**

*\*Integrated Work Services provides an individualized program combining work, volunteering, education and recreation for clients planning their futures. For more information, contact Nina Asay at (415) 255-7200 x150 or [nasay@thearc.org](mailto:nasay@thearc.org).*



## Success in Action: Arc Clients on the Move

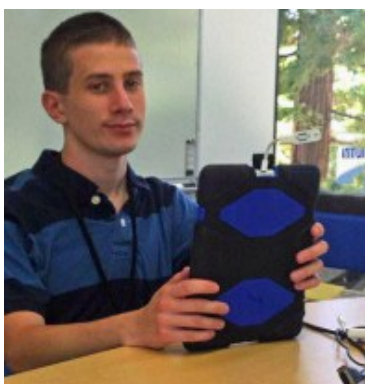


Four clients of The Arc and their instructor run the **Gifts on the Hill** thrift store every Monday morning. **Jenny Sam** and **Michele Gonzales** (above) are great on the floor organizing displays and helping customers, while two other clients log inventory. Proceeds benefit the **Bernal Heights Neighborhood Center**. Says Jenny, "This is a new experience for me—I love it." A tip of the hat to these lovely fashionistas who are making folks in the neighborhood look good.

Congratulations to **Christian Chevalier**, shown below at his new job at **Intuit** in Mountain View. A Conference Room Technician, Christian checks the phones, computer connection cords and other equipment for employees who need to work in alternate areas besides their assigned cubicles. The **Jones Lang Lasalle** company who hired Christian reports that he's hardworking and dedicated to doing a good job.



While the **Museum of Modern Art** remains closed for a three-year expansion project, **Maria Coffey** is enjoying her new role at the **Exploratorium**. As part of the Guest Services team, she scans tickets and directs people to the many exhibits and resources. She tells us, "People love to touch things, but at this place, it's really ok."



Twice a month, seniors from The Arc visit preschool classrooms at the **Telegraph Hill Neighborhood Association** in North Beach.

The program, called "Adopt-a-Grandparent," enables 3 to 4-year-old kids and elders to learn more about each other while having fun singing songs, telling stories and enjoying new faces and friends.



**Thumbs Up!**  
Annual Survey  
Gives High Marks  
to The Arc's  
Employment  
Services

**9 out of 10**

employer respondents  
rate their satisfaction as  
**Good to Excellent**

**The Arc**  
San Francisco

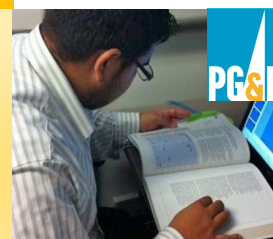
Project | **SEARCH**

### INTERNS ON THE RISE

#### A Bright Future at PG&E

Our clients at PG&E now number 11, thanks to a partnership between The Arc and Project Search, a national program that pairs young adults with developmental disabilities with business and education partners who provide training and employment opportunities in a real-world, immersion setting.

So far, four interns have been hired as regular employees at PG&E. Congratulations, all!



Former intern **Henry Larreynaga** is now employed as an administrative clerk in PG&E's University Internship Program.



# Partners and Volunteers Making a Difference

Our partners and volunteers are the backbone of our organization, advancing our mission, forging new connections and making sure our community gets to know our clients and our cause better.

## San Francisco Giants Partner with The Arc



(Left to right) The San Francisco Giants host Autism Awareness Night at AT&T Park with The Arc San Francisco and Autism Speaks; Arc in the Park celebrants; AT&T recognizes The Arc San Francisco as a valued community partner.

(Below, left to right) UCSF dental students provide free screenings; a volunteer from Triage Consulting helps prepare lunch for a senior; Terry Betterly at Cirque de l'Arc; Cat Denogean teaches a jewelry class; Volunteer of the Year Mike Cutchin (with Louie the Pug) and friends.

## Volunteers Make a Difference



(Left to right) Bin 38 mixer for old and new PULSE members; PULSE's "EmpowerFund" which supports client programs and activities; the PULSE team meets to plan upcoming events; volunteers enjoy playing Wii at "Friends Like Me," an after-hours program for clients.

## PULSE of The Arc Friend and Fundraising

### Many Ways to Share Your Time and Talents

Contact Kelsey Hermann, Volunteer Manager at [kherrmann@thearcscf.org](mailto:kherrmann@thearcscf.org) or (415) 255-7200 x120.

#### Individuals

Teach a class, lead a walking group, read to seniors or collaborate on an art project. Or join PULSE, our young supporters group whose volunteer activities are making a real difference.

#### Groups

Lead your company on a special 'done-in-a-day' painting or gardening effort.

#### Companies

Let us know if your business has a community service day coming up. We'd like your help!

## New Board Members

Introducing two new board members who are helping us sustain and strengthen our mission.



### Ellen Hanscom

Returning board member Ellen Hanscom is currently the Area Operations Manager for Deloitte Services LLP. Prior to Deloitte Ellen was the Office Manager of the Western Region for A.T. Kearney, Inc. Ellen relocated to San Francisco in 1999 from Bend, Oregon, where she was very active in community efforts.

During her 12 years in Bend, Ellen served on the boards of Deschutes United Way, Central Oregon Boys and Girls Club, the St. Charles Medical Center Foundation, Mt. Bachelor Rotary Club, and at the state level on the Jobs Plus and Lighted Schools Councils. Ellen became involved with The Arc San Francisco as a member, then Chair of the Business Advisory Council. She served on the board in 2004-05, and after a two year absence, she returned to the board. Ellen is a member of The Arc Angel Society, and is thrilled to be an active supporter of The Arc San Francisco and its efforts to serve the developmentally disabled community.

### Sharon Jones

Sharon Jones has been a client of The Arc San Francisco since 2004. The Arc has assisted Sharon with several job placements including her position as a Student Mentor at Mission High for three years, and presently as an usher for the San Francisco Giants where she has worked for the past nine years. Sharon was born in Louisiana. Her family moved to San Francisco when Sharon was three years old so that she could receive better care and services. Sharon went to Balboa High School and graduated in 1981. After High School Sharon worked as a greeter at Loew's AMC Theatre movie for four years and also worked at Blockbuster.



Sharon currently resides in South San Francisco where she shares an apartment with a roommate. Sharon is a role model and mentor to many clients of The Arc and believes that all of us can learn to speak up for ourselves and others. She has advocated publicly for her peers at San Francisco's City Hall and at the state capitol in Sacramento, and privately as a mentor and confidant to many. "I haven't done anything like this before, but I am a good listener and I want to help people. I will try and be a good board member," says Sharon.

## Arc Angel Advocate brings Disability Training to Kaiser

Our Center for Health & Wellness team provided a training to over 25 nurses in the Medical Surgery Unit at Kaiser Permanente recently. Kaiser's Karla Ferrufino-Simon, Medical Social Worker, reached out to The Arc after learning that trainings specific to the health of individuals with developmental disabilities were available from our Health & Wellness team.

Ferrufino-Simon, an Arc Angel donor and sister to a client of The Arc, understands first-hand the barriers to better health outcomes among the disability community. "This training offers real insight and is very helpful to health care professionals. I'm looking forward to more trainings by The Arc with our other units," she said.



(left-right) Karla Ferrufino-Simon, Kaiser Permanente, with Wendy Ginther and Jennifer Dresen, The Arc Center for Health & Wellness.

## Special Memories and Tributes

Weddings are wonderful, and when the bride and groom suggest donations to The Arc San Francisco, we feel like honored guests. All of us at The Arc San Francisco wish to extend our congratulations and sincere thanks to our recent newlywed donors for their generosity.



### A Thoughtful Tribute

The Arc welcomes tribute gifts in honor of a loved one, a family member, a special occasion or a personal milestone. Celebrate the life of a special person or event with a donation that makes a difference.

Donate at [www.thearcsof.org](http://www.thearcsof.org)





the arc san francisco

FY 2012-2013



## Annual Report

Kirsten Mellor  
President, Board of Directors, The Arc San Francisco

The mission of The Arc San Francisco is to serve people with developmental disabilities by promoting self-determination, dignity and quality of life.

644

clients served in  
FY 2012-2013



Cirque de l'Arc

Advocacy

Education & Skills

Employment

Independent Living

Health & Wellness

Senior Services

Recreation & The Arts

Dear Friends of The Arc,

As you will see from this report, The Arc achieved at record levels in furtherance of its goals for this past year. We took time to enjoy our 60<sup>th</sup> Anniversary! In October, we capped our 60<sup>th</sup> Anniversary celebrations record attendance and fundraising at our 11<sup>th</sup> Annual Arc Angel Breakfast.

I personally want to thank our dedicated Board of Directors for continuing their advocacy and support of the mission of The Arc to empower our clients to achieve to their highest potential. Their unwavering dedication to The Arc's mission of self-determination, dignity and quality of life inspires me to give as much as I can to the wonderful community built by The Arc's phenomenal staff and clients.

As you enjoy the summary of impressive accomplishments achieved by The Arc for fiscal year ended 2013, know that these are but a taste of the amazing results achieved each day by our dedicated staff and volunteers in supporting the efforts of our clients to live lives full of dignity and self-determination. This enrichment is only made possible by your generosity and support of our programs.

Every day The Arc's management and staff champions our clients in their efforts to navigate the housing and job markets of a challenging city, to improve their health and wellness and to enjoy their lives through innovative programming at our locations and the friendship and fellowship of our caring community. We welcome you to visit The Arc and see your contributions in action and let us express our gratitude to our entire community of supporters.

With sincere appreciation,

Kirsten N. Mellor  
Board President

## Making an Impact

**Clients Served** The Arc San Francisco currently serves 644 clients with developmental disabilities in San Francisco San Mateo and Marin counties as of June 30, 2013.

**Employment** The Arc's Employment Services placed 42 clients in new jobs. The total number of clients in paid employment is now 198 with an average hourly wage of \$11.70. Our annual Employer Survey showed that 9 out of 10 employers rate The Arc's Employment Services "Good to Excellent." 60 clients have been at the same job for 10 years or more. We launched a new Technology Subcommittee and a new pilot, in collaboration with the Specialist Guild, training clients in quality assurance testing, resulting in the placement of 2 clients in QA positions. The Arc/PG&E/Project Search program, now in its third year, successfully graduated 6 interns, 4 of whom are currently employed.

**Senior Services** 53 seniors are currently enrolled at our senior center on Bay Street near Fisherman's Wharf. Seniors participated in the "Adopt-a-Grandparent" program with the Telegraph Hill Neighborhood Center. Seniors helped clean neighborhood streets as part of the San Francisco Giants "Clean Sweep" beautification program.

(continued, page 9)





### (Making an Impact, cont.)

**Center for Health & Wellness** We now support 90 at-risk individuals with dedicated Health Advocates who accompany clients on medical visits, advocate for them with health practitioners and assist individuals in complying with medication and other therapies. A bridge between clients, clinicians and families, The Center is a community-based resource for San Francisco General Hospital, and a training site for third year medical students at UCSF. Under a grant from The Arc US and the CDC (Centers for Disease Control), we implemented Wellness Wednesday screenings to understand and address health disparities. Part of a national program called "HealthMeet," the screenings are capturing data that will be consolidated with other Arcs across the nation with the goal of removing barriers to better health care for individuals with developmental disabilities.

**Independent Living** 75 clients in San Francisco and San Mateo Counties received Residential Services from The Arc, with instructors providing support to live independently through training in personal banking, bill paying, grocery shopping and meal planning—all skills clients need to live successfully on their own.

**Housing** The Arc announced the development of two new HUD-fund housing initiatives. One on Page Street and another on Sixth Street in San Francisco are moving ahead with 35 affordable units of housing for adults with I/DD. The accessible units will feature roll-in showers, lower cabinet and counter heights. Community spaces are planned for group instruction, fitness and recreation activities. This housing will be online in 2015-16.

**Education and Skills** A new curriculum to address evolving needs of older clients was introduced including "Changing Lives: Growing Older & How to Make the Most of It," "Death and Dying," Recreation Therapy & Nutrition. New classes and workshops available to all ages were added, including Men's Group, Women's Group, Anger Management, Anti-Bullying and our leadership training program, Arc Allies. 160 clients took advantage of these new offerings.

**Responding to Autism** Over half of The Arc's new referrals are individuals with autism. We implemented a new individualized program for 5 clients with autism who are benefitting from a new quiet space and dedicated supports that teach skills for integrating successfully into busy environments like the Arc and the larger community. During April, Autism Awareness Month, The Arc continued to reach out to the community through participation in the San Francisco Giants Autism Awareness night at AT&T Park.

**SFUSD Arc Access & Transition-Age Youth** We welcomed the San Francisco Unified School District's new program for transition age youth with disabilities to our building annex this past year. "SFUSD Access The Arc" focuses on teaching functional life skills within a community setting. These new neighbors are enjoying access to many of The Arc's activities while getting a preview of adult opportunities they can plan for in the future.

**Friends Like Me** launched after months of planning and preparation, offering a range of activities such as free movies, pool and Wii competitions and board games. Created to address the isolation experienced by many Arc clients after-hours, the program is an important vehicle to connect with peers, develop improved communication and problem-solving skills in a safe, fun environment.

**Family Advocacy** The Arc's Family Coalition members met monthly to exchange information, learn about new programming for clients and to hear the latest updates from Sacramento and Washington. The group hosted the Annual Family Pasta Dinner in June with over 80 clients, family members and friends attending.

**Volunteers** Our Volunteer Program expanded with 31 individual, 5 group and 3 corporate participants stepping up to improve not only our facilities but our clients' quality of life by donating 387 hours in time and talent. From animal therapy visits to large landscaping and cleanup projects, our volunteers stepped up to make us look and feel better.

**Staff Training** The Arc added six new trainings to our agency curriculum including "Mental Health: Common & Dual Diagnoses," and "Learning Styles & Natural Support: Theory and Models." These new trainings will help staff better understand and address the complex needs of the clients we serve.

**Self-Advocacy** Over 30 clients attended the 15th annual Self-Advocacy Conference in San Francisco, plus our self-advocates rallied in protest against the threatened closure of City College, and further budget cuts at the state capitol in Sacramento. Arc seniors attended the Women with Disabilities Rally and Flash Mob Rally at City Hall, San Francisco to protest cuts affecting services for its most vulnerable citizens.

**The Arts** Artists from The Arc's three studios exhibited their artwork at 16 different venues this year, from SF MOMA to local galleries, downtown corporations and cafés. Sales of over \$6,981 were generated, helping to support individual Arc artists and our art programs while students learned valuable skills as self-determined artists and entrepreneurs.



Rendering of new housing at 200 Sixth Street (top); Marcus went from stock clerk to cashier at Trader Joe's.



| Health Advocacy at The Arc |                |   |                |
|----------------------------|----------------|---|----------------|
| INTERVENTION PROVIDED      | NO. OF CLIENTS | INTERVENTION PROVIDED   | NO. OF CLIENTS |
| Vision Care                | 54             | Health Screenings (bone density, prostate, mammogram, cholesterol, other) | 81             |
| Dental Care                | 60             | Fitness   | 60             |
| Podiatry Care              | 47             | Protective Advocacy   | 15             |

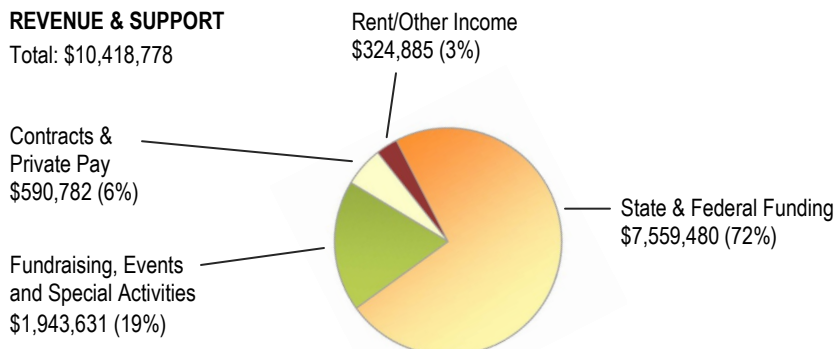


Steady Eddy Awardee Ed Cai with staff Yuki Li at the WorkLife Awards; Peet's, 2013 Employer of the Year.

# Statement of Activities FY 2012-2013

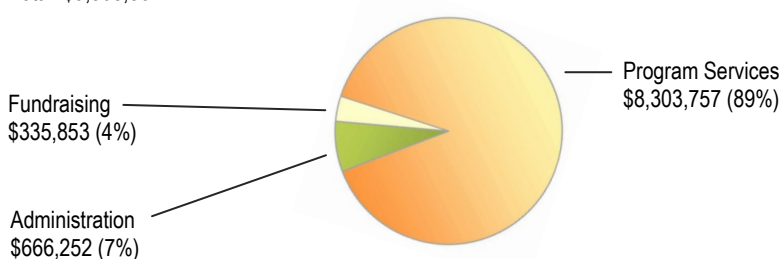
## REVENUE & SUPPORT

Total: \$10,418,778



## EXPENSES

Total: \$9,305,862



The complete 2012-2013 audited Financial Statements for The Arc San Francisco will be available online at [www.thearcsf.org](http://www.thearcsf.org), or contact us at (415) 255-7200.

*\*unaudited figures*

Revenue in the last fiscal year included an extraordinary \$1 million grant that is restricted for future use in one specific program.

## You Make a Difference

Your support and donations during FY 2012-2013 (July 1, 2012-June 30, 2013) made a real impact in the lives of our clients, empowering those we serve to reach their highest potential. We thank the following donors who made gifts or pledge payments of \$250 or more to make a difference. We also recognize our many volunteers, client-employers and community partners whose commitment to our mission is invaluable.

### Heart of The Arc Society

*Planned gifts from our legacy donors ensure a secure future for our clients.*

Shelley Gottlieb  
Valerie Long\*  
Dorothy and Joseph Miles  
LaVey and Brandt (\*) Norquist  
Honorable Justin Rockwell  
Lawrence Rosenberg\*

### Arc Angels

*The Arc Angel Society is comprised of Angels who make gifts or multi-year pledges of \$5,000 or more. These leadership donors support the mission and vision of The Arc, helping to transform the lives of those we serve.*

Anonymous  
Annie Armstrong  
Camilla & Ron Bixler  
Kim Bollin  
Courtney Broadus &  
Christian Meyer  
Pamela Buttery  
Angela & Charles Carter

Paula Champagne  
Hardy Chan  
Jenny Cheng  
Chris & Julie Cimino  
Jeanine & Aaron Cohen  
Dan Cousins  
Ariene & Donald Doyle  
Jamie Draper  
Amanda Duckworth  
Patty & Christman Dunhill  
Audrey & Jim Emerich  
Marian Fields  
Sam & Juliet Fleischmann  
Bruce Francis  
Alene & Matthew Frankel  
Myrna & Tom Frankel  
Kay Franklin  
Marjorie & Cary Fulbright  
Kacy Gott  
Shelley Gottlieb  
Anafior & Paul Graham  
Rodney Grebe  
Ellen Hanscom  
Holly Johnson & Parker Harris  
Anne Marie Heffernan &  
Scott Gardner  
Shelley Gottlieb  
Lenore & Frank Heffernan  
Erna Hennessey

Sandra & Charles Hobson  
Nancy & Dick Hoedt  
Timothy Hornbecker  
Catherine & Sam Humphreys  
Craig Issod  
Brian Jacobs  
Jodi & Todd Janzen  
Tim Jones & Freddric Lessley  
Dan Joraanstad & Bob Hermann  
Elizabeth Brogna &  
Michel Kapulica  
Nancy Kato  
Jackie & Mack Kenley  
Patricia Kennedy  
Ina & Sasha Kovriga  
Kathleen & John Leones  
Kris Johnson & Joe Lerer  
Chris Lien  
Jenny & Clifton Linton  
Timothy Lynn & Gary Sullivan  
Deborah & Peter Magowan  
Alanna McAlorum &  
Sakorn Skulpone  
Tomasita Medal  
Elizabeth Sheofsky & Larry Meillo  
Kirsten Mellor & Jonathan Shapiro  
Tricia Miller  
Suzie Medak & Greg Murphy  
Paul Nakada

Pat Napoliello  
Patrick Nims  
Sheila Olvos  
Christine Ouano-Dodd  
Chris Parker  
Stacy & John Proctor  
Laura & Robert Repke  
Kevin Robinson  
Margaret Rosegay & Steve Platek  
Dean Sampson  
Cindy Schlaefter  
Jeremy Schneider  
Karen Schneider &  
Ignacio Sanz-Pastor  
Juliana Terheyden Saviano  
Karla Ferrufino Simon  
& Ramon Simon  
Walter Slater  
Marissa Snapp  
Daniel Strauss & Darleen DeMason  
Connie & Eric Tabas  
Qasim Tarin—EIS  
Jean & William Terheyden  
Amy & Bill Walsh  
Betty Yee  
Kay Yun & Andre Nuemann-Loreck  
Ann Ziolkowski  
Abby Hurst & Joe Ziolkowski

### Corporate Circle

*Members are companies who contribute \$2,500 or more to sustain and improve our services.*

### Circle of Empowerment

\$15,000+  
Union Bank  
Salesforce.com Foundation  
Schwab Charitable Fund  
Wells Fargo Foundation

### Circle of Dignity

\$10,000-\$14,999  
Pillsbury Winthrop Shaw Pittman  
State Street Global Advisors  
United Way of the Bay Area

### Circle of Equality

\$5,000 - \$9,999  
Fenwick & West LLP  
Hanson Bridgett LLP  
Insurance Industry Charitable Fund  
Marin Software  
Morrison Foerster  
PG&E  
Tempositions  
Zendesk

### Circle of Community

\$2,500 - \$4,999  
Deloitte  
Heffernan Group Foundation  
RocketFuel  
San Francisco Giants

### Corporate Donors

*Our corporate partners invest in our clients' success, changing lives and building awareness in the business and wider community.*

### \$1,000 - \$2,499

Coblentz, Patch, Duffy & Bass LLP  
EIS - Qasim Tarin  
Microsoft  
Morgan Stanley Smith Barney  
New Comer's Association  
Nims Associates  
Pantheon Ventures LLP  
PwC  
Wells Fargo Community Support Campaign

### \$500 - \$999

AT&T Employee Giving  
Bank of America Employee Giving

(continued, page 11)



**(Thank you to our supporters, cont.)**

Chevron USA Employee Giving  
Costco Employee Giving  
Credo Restaurant  
Genentech Employee Giving  
Lululemon USA  
PG&E Employee Giving  
7/11 Stores

**\$250 - \$499**

New York Life Insurance Company  
Rematch Sports

**Foundations**

*We gratefully acknowledge the support of our foundation partners who advance our mission.*

**\$10,000 - \$100,000**

The California Wellness Foundation  
The Carl Gellert &  
Celia Berta Gellert Foundation  
The George H. Sandy Foundation  
The Harold & Mimi Steinberg  
Charitable Trust  
The Hearst Foundations  
Mayor's Office of Housing  
Metta Fund Health Foundation  
State Street Global Advisors  
Salesforce.com Foundation  
The San Francisco Foundation  
Schwab Charitable Fund  
Wells Fargo Foundation  
The William G. Irwin  
Charity Foundation

**\$5,000 - \$9,999**

Art4Moore Fund  
Insurance Industry Charitable Fund

**\$1,000 - \$4,999**

Friends of School of the Arts  
Heffernan Group Foundation  
Frederick A. Holloway  
Special Needs Trust  
Hurst Foundation

**\$500 - \$999**

S. H. Cowell Foundation

**Individual Major Donors**

*Thank you to these generous individuals whose support creates more opportunities for our clients.*

**\$100,000 - \$1,000,000**

Pamela Buttery

**\$10,000 - \$99,999**

Hardy Chan  
Anaffor & Paul Graham  
Brian Jacobs  
Michel Kapulica &  
Elizabeth Brogna  
Holly Johnson &  
Parker Harris  
Dick & Nancy Hoedt  
Catherine & Sam Humphreys  
Peter Magowan  
Walter Slater

**\$5,000 - \$9,999**

Anonymous  
Courtney Broadus &  
Christian Meyers  
Sam & Juliet Fleischmann  
Bruce Francis  
Kacy Gott  
Nancy Kato  
Chris Lien  
Timothy Lynn & Gary Sullivan  
Margaret Rosegay & Steve Platek  
Cindy Schaefer  
Karen Schneider &  
Ignacio Sanz-Pastor  
Daniel Straus & Darleen DeMason

**Individual Valued Donors**

*These donors make our work possible with contributions that support and empower our clients every day.*

**\$1,000 - \$4,999**

Ann Armstrong

Brad Aris  
Luc & Sarah Barthelet  
Camilla & Ron Bixler  
Kim Bolin  
Jean Brazil  
Paula Champagne  
Jenny Cheng  
Chris & Julie Cimino  
Jeffrey Cole

Gerald Coletti  
Alta Cornforth  
Dan Cousins  
Elizabeth Cumming  
Mary Cutchin  
Donald Davis  
Charles Dietrich (p)  
James Doebrman  
James Draper  
Amanda Duckworth  
Patty & Christman Dunhill  
EIS - Qasim Tarin  
Robert Elfont  
James Emerich & Audrey Wong  
Marian Fields  
Alene & Matthew Frankel  
Tom & Myrna Frankel  
Kay Franklin  
Marjorie & Cary Fulbright  
Robert & Leslie Garcia  
Denise Garone & Stuart Kogod  
Terrence Gill  
Shelley Gottlieb  
Rodney Grebe  
Ellen Hanscom  
Bob Hermann & Dan Joraanstad  
Anne Marie Heffernan &  
Scott Gardner  
Harvey Hinman  
Sandra & Charles Hobson  
Richard Hoedt  
Abby Hurst & Joe Ziolkowski  
Susan Igras  
Todd & Jodi Janzen  
Tim Jones & Freddric Lessley  
Hay Jue  
Tatyana & Vladimir Kardonskaya  
Carl Kaufman  
Jackie & McDowell Kenley  
Irina & Sasha Kovriga  
Pamela O'Rourke Larin  
Kathleen & John Leones  
Kris Johnson & Joseph Lerer  
Alanna McAlorum &  
Sakorn Skulpone  
John & Jeanine McGovern  
John McGuire (p)  
Tomasita Medal  
Larry Meillo & Elizabeth Sheofsky  
Kirsten Mellor & Jonathan Shapiro  
Marilyn Miles-Petrich &  
Richard Petrich  
Walter & Synthia Miller  
Tricia Miller  
Glenn Motola & Mark Walden  
Paula Morgan  
Greg Murphy & Suzie Medak  
Thomas Murphy  
Paul Nakada  
Pat Napolieello  
Patrick Nims  
Sheila Otvos  
Christine Ouano-Dodd  
Eileen & Phillips Perkins  
Jeanne Peterson  
Ralph Rauli  
Laura & Robert Repke  
Dean Sampson  
Juliana Terheyden Saviano  
Dieter Schmalzing &  
Benedicte Lebreton  
Jeremy Schneider  
Harry Schoening  
Dolores Scott  
Sina Shekou (p)  
Karla Ferrufino Simon &  
Ramon Simon  
Marissa Snapp  
Helen Snyder  
Marti Sullivan  
Thomas & Mary Sullivan  
Connie & Eric Tabas  
Jean & William Terheyden

Sandra Van Keuren  
Simon Voong  
Wister & Catherine Walcott  
Virginia Wan Nogueira  
Virginia & Guy Wanger  
Kay Yun &  
Andre Nuemann-Loreck  
Michelle Zauss  
Dan Zhou

**\$500 - \$999**

Anonymous  
John Beeler  
Sophie Breall  
Erma Brim & Sharon Atkins  
James & Ruby Cheng  
Cecile Chiquette  
Katie Coffey  
Lucy & William Crain  
Lory & Mary Daly  
Mark Dickey  
Mary & David Dietrich  
Alita Eaton  
Bryan & Tracy Everett  
Paul Eyert  
Lindsey Finch  
Gary Friedman  
Pearl Gottlieb  
Jon Harada  
Richard & Mona Lessing Harroch  
Tiffani Jessup  
Vernon Michael Kirtan  
Frances Lau  
Shoab Malik  
Joseph Marena  
Missy Mastel & Scott Horwitz  
John McGuire  
Joseph Miles  
Pamela Meehan Moulton  
Matthew & Leah Odette  
Caitlin Pardo de Zela &  
Dan Lockwood  
Russ Pitto  
Jeffrey Robertson  
Kevin Robinson  
Pam Rolph  
Jeff Russell & Jennifer Yeagley  
Giovanna & John Sant  
Amy Scheffler  
Gabriel Sod Hoffis  
Joan Spaulding  
Karen St. Germain  
Stephen Tedesco  
George Tichy  
Robert & Diane Wagner  
Warren & Loretto White  
Betty Yee

**\$250 - \$499**

Anonymous (3)  
Gary Bong  
Susan Caston  
Aura Coulter  
Carol & Steve Crowell  
Patricia Cullinan & William Fortington  
Donald DeCrescenzo  
Wesley & Bonnie Fastiff  
Renee French  
Robert Gamett  
Deborah Hales & Daniel Gordon  
Thomas Hales  
Susan Heisey  
Kelsey Hermann  
Paul R. Holland  
Jonathan Hubbard  
Mary Jung  
Barbara Knego  
Elizabeth & Ramnathan Krishnan  
Louise Lamb  
Jung Lau  
Margaret Lau  
Peter Logan  
Kevin Lyons  
Julian Mann  
Meredith Manning & Mike Ryan  
Bill McGrath  
Susan Pascual & Dwight Nacnac  
John & Jean Pellandini  
Mitchell Pulizzano  
Dale Randall  
Gilbert Resultan  
Celia Sarte

Tristan Seifer  
Alan Smith  
Richard & Diane Stein  
Megan Stermer  
Linda Stevens  
Noel Steward  
Wayne Straight  
Victoria Terheyden  
Linda Tung  
Mary Ann White  
William & Pamela Wong  
Clay Young  
Peter Zawislanski  
Ann Ziolkowski

**Gifts In Kind**

*These direct donations of goods or services helped to support our operations.*

Ellen Hanscom  
Pat Napolieello  
Virginia Wan Nogueira  
Dan Zhou

**Arc Staff Campaign**

Jim Bettencourt  
Elisabeth Clobucker  
Jacy Cohen  
Terry Goodwin  
Ceneca Jackson  
Kelsey Hermann  
Meredith Manning  
Glenn Motola  
Kristen Hickey Pedersen  
Marlene Sanchez  
Marti Sullivan  
Jeff Terrell \*

**Individual Volunteers**

Judi Basolo  
Terry Berterly  
Gary Bong  
Lindsey Boyer  
Courtney Broadus  
Jon Campbell  
Aron Cohen  
Pascale Couderc  
Dan Cousins  
Beth Cumming  
Mike Cutchin  
Lily Dang  
Spencer De Bella  
Katherine Denogean  
Alita Eaton  
Nick Evans  
Bruce Francis  
Debbie Gill  
Zachary Goeman  
Shelley Gottlieb  
Mark Gould  
Alana Green  
Ellen Hanscom  
Steve Huebener  
Meghan Hughes  
Todd Janzen  
Lauren Jones  
Kyle Keyser  
Michel Kapulica  
Andrew Koltuniak  
Amelia Kusar  
Casey Leones  
Danielle Lewis  
Melissa Linsangan  
Wan He Liu  
Mark Marshall  
Yessenia Martinez  
Tom Marzella  
Huian Mathre  
Larry Meillo  
Kirsten Mellor  
Andria Mendoza  
Pat Napolieello  
Kelly Neale  
JoAnn Parayno  
Rachel Patterson  
Keith Phelps  
Meg Rosegay  
Eddie Russell  
Juliana Terheyden Saviano  
Karen Schneider  
Marissa Snapp  
Megan Blue Stermer

Gary Snow  
Connie Tabas  
Heidi Taglio  
Mollie Taylor  
Bill Terheyden  
Victoria Terheyden  
Adam Vera  
Troy Walker  
Val Walker  
Sophie Westbrook  
Stephanie Wilcox  
Rebecca Willett  
Cayte Williams  
Emily Ziegler

**Corporate & Group Volunteers**

The Arc San Francisco  
Board of Directors  
The Arc San Francisco  
Business Advisory Counsel  
Eleven  
PULSE of The Arc  
Salesforce.com  
San Francisco Rotary  
Stuart Hall High School  
Triage Consulting  
UCSF Dental School  
Valiant Capital Management  
William Sonoma  
Yammer

**In Kind Donors of \$250****or more**

Deloitte  
Goat Hill Pizza  
Ellen Hanscom  
Joanne Jepson  
Levi Strauss  
Morrison Foerster  
Pat Napolieello  
Virginia Wan Nogueira  
Dan Zhou

**Employers**

A.B.M. Janitorial Services  
AMC Metreon 16 Theatres  
Ammunition LLC  
Arch Drafting & Graphic Design  
Awasu Design  
Bingham McCutchen  
Boudin Bakery & Cafe  
Bright Horizons  
California Academy of Sciences  
California Caster &  
Hand Truck Company  
Carat Fusion  
Coblentz, Patch, Duffy  
& Bass LLP  
Coffee Bean and Tea Leaf  
at Market & 4th  
Cohn & Wolfe  
Costco Wholesale  
Crunch Fitness  
CulinArt Inc.  
Deloitte  
Department of Health  
and Human Services  
Department of Public Health  
Discount Builders Supply  
DLA Piper  
DTI  
Eleven  
EVb  
Eventbrite  
Exploratorium  
FedEx Office  
Fenwick & West, LLP  
Ghirardelli Chocolate  
Golden Gate National Parks  
Conservancy  
Good Life Grocery  
(Bernal Heights)  
Goodwill Industries  
Great Western Bldg. Materials  
Hanson Bridgett LLP  
Hill & Knowlton  
Inpowered  
Jack in the Box  
Jewish Community Center-  
Helen Diller Family Preschool  
Jones Lang LaSalle  
Kabuki Springs & Spa

Kixeye  
Lowe's Home Improvement  
Lucky Supermarket  
Macy's Union Square  
Marin Software  
Marriott Courtyard  
San Francisco Downtown  
Marriott San Francisco Marquis  
Mayors Office City County of SF  
McCann Erickson SF  
Morrison & Foerster  
Murphy, Pearson, Bradley  
& Feeney  
Ninth Circuit Court of Appeals  
Nixon Peabody LLP  
Noah's Bagels  
Options4Growth  
Partita Custom Design Jewelry  
Peef's Coffee and Tea  
Pereira O'Dell  
PG&E  
Richmond Senior Center  
Safeway  
Salesforce.com  
San Francisco 49ers-  
Nelson Staffing  
San Francisco Giants  
San Francisco Human  
Services Agency  
San Francisco Institute  
of Esthetics and Cosmetology  
San Francisco School Alliance -  
EYD Project  
SEIU Local 1021  
Sephora  
SF MOMA  
SteppingStone Adult Day  
Health Services  
Sun Run Inc.  
Ted's Market & Deli  
Tenderloin WorkForce  
Development Center  
The American Grilled Cheese  
The Coffee Bean & Tea Leaf  
The Salvation Army-  
SF Harbor Light Center  
The Serra Preschool  
Trader Joe's  
Triage Consulting Group  
Trimark ERF, Inc  
Venables Bell & Partners  
Veolia Transportation  
Xerox Corporation  
Yerba Buena Ice Skating  
and Bowling Center  
Zendesk

\* Deceased  
(p) Pledged

**89%**

Percentage of  
revenue directly  
benefitting clients  
of The Arc  
San Francisco



## CALENDAR

**12th Annual Arc Angel Breakfast**  
Thursday, October 10, 2013  
8:00am-10:00am  
Julia Morgan Ballroom  
465 California Street  
San Francisco, CA 94104  
RSVP by October 4th at  
arcangelbreakfast2013.eventbrite.com  
Info: Marti Sullivan  
msullivan@thearcscf.org

**Superfest International Film Festival**  
presents "The Dissies"  
(Hoot & heckle cringe-worthy clips)  
Sat., October 12, 2013  
7:00pm-10:00pm  
The Women's Building  
3543 18th Street  
SF, CA 94110  
Suggested Donation: \$10  
Longmoreinstitute.sfsu.edu/Superfest

**We Gotta Dance!**  
Fri., October 18, November 22 &  
December 20, 2013  
6:00-8:00pm  
Admission: \$1.00 All Ages  
The Arc San Francisco  
1500 Howard St., SF CA 94103  
Info: (415) 255-7200

**The Arc Family Coalition**  
7:00pm during Oct., Nov. & Dec.  
"We Gotta Dance!"  
The Arc San Francisco  
Info: Jackie Kenley  
jbksfo@gmail.com

**The Arc San Francisco Board Mtg.**  
Tue., October 22 and  
Tue., November 26, 2013  
5:30-7:00pm  
The Arc San Francisco  
Info: Jacy Cohen  
jcohen@thearcscf.org

**AASCEND Autism Job Club**  
Sat., October 26, November 9 & 23  
and December 7 & 21  
10:00am-2:00pm  
\$5.00/session (sliding scale)  
The Arc San Francisco  
Registration: Cindy Zoeller at  
jobclub@cindyzoeller.com

**www.thearcscf.org**

RETURN SERVICE REQUESTED



1500 Howard Street  
San Francisco, CA 94103

NONPROFIT ORG  
U.S. POSTAGE PAID  
SAN FRANCISCO CA  
PERMIT NO. 63

## Dare to Dream



**It all comes together at The Arc.**

**Thursday, October 10, 2013**

## 12th Annual Arc Angel Breakfast Celebration

"Join me to  
share our  
dreams and  
achievements."  
-Jenny



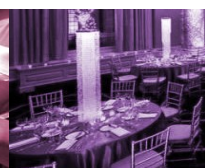
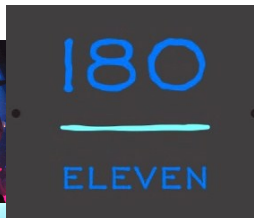
**www.thearcscf.org**

Contact: Marti Sullivan at msullivan@thearcscf.org

## 180 eleven for weddings and special events

**Private Parties Meetings  
Weddings**

**Kitchen or Catering DJ Booth  
JK Sound System**



**180 Eleventh Street between Mission and Howard, SF**  
**Contact Mark Kirk, Events Director, (415) 255-7200 x140**

**mkirk@thearcscf.org or www.180eleven.org**