



Dr. Glenn C. Motola, CEO

702

CLIENTS IN 2014

644

CLIENTS IN 2013

### **Beating the National Trends**

Nationally, only **44%** of people with developmental disabilities are in the labor force (working or looking for work).<sup>1</sup>

At The Arc San Francisco, over **60%** of clients are in the workforce, either employed or in work training.

Nationally, only **5.2%** of individuals with developmental disabilities work in administrative or office support jobs.<sup>2</sup>

At The Arc San Francisco, **35%** of our working clients are in administrative or office services positions.

<sup>1</sup>Special Olympics, 2013

<sup>2</sup>NCI (National Core Indicators), 2012

### **Achieve with us.**

1500 Howard Street  
San Francisco CA 94103  
[thearc.org](http://thearc.org)  
415.255.7200

## **Better Together**

### Looking Back, Looking Ahead in the New Year

January 2015

Dear Friend of The Arc,

Thanks to the hard work, contributions and inspiration of countless individuals like you, 2014 was a historic year of impact for The Arc San Francisco.

Together, we set the bar high—for our clients with developmental disabilities, our organization and our partners—and I am proud to report a year of extraordinary success.

#### **Against the Odds**

San Francisco was a city of rapid change in 2014. While the local economy experienced a tech-driven boom, state funding stayed frozen, challenging service providers to address the housing crisis and the increased cost of living with strained resources.

But at a time when many nonprofits experienced setbacks, The Arc made new corporate, private and community connections that allowed us to grow at an unprecedented pace. More than ever, partner participation was a huge factor in achieving success toward our goals.

#### **Year-Long Focus Pays Off**

For adults with developmental disabilities, continued learning opportunities are all too rare after high school—a tragic waste of potential and possibilities for those we serve.

Two years ago, we decided to challenge this norm, and began the work of creating a new Continued Learning Center responsive to today's demands and opportunities.

In 2013, we focused on expanding curriculum and our clients' real-world experience by seeking help from experts both inside and outside of The Arc. Our "brain trust" of partners—in education (City College, SF Public Library), employment (from PG&E and Salesforce to Twitter and LinkedIn) and health care (UCSF)—are now the lifeblood of our organization. With their partnership, we have been able create innovative skill-building programs, offer new career paths, graduate more interns, place more clients in meaningful work and champion their improved health and greater independence.

Throughout this very dynamic period, our supporters have stood by us, celebrating our accomplishments and sharing in our success. I am happy to share our key achievements of the past year with you while setting the stage for what's in store for the months ahead.

#### **I'm proud to report a year of success in 2014:**

- Job placements doubled over the previous year with over 246 clients currently employed.
- Clients of The Arc who are employed generated over \$2.25 million in earned taxable income.
- The number of client employers increased by 15% to a new total of 96.
- 16 interns graduated; 15 of whom were placed in jobs within 12 months, a 93% placement rate.
- 90 clients participated in our Adult Life and Career Path classes.

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

**CLOSING THE DIGITAL DIVIDE  
at THE ARC SAN FRANCISCO**

DIGITAL BARRIERS	DIGITAL ACCESS
Technology not included in annual client goals	Add Individualized Tech Plan (ITP)
One approach fits all	Individualized teaching strategies
Difficulty accessing classes	Expanded Computer Classes
Communication, mobility, vision limitations	Adaptive/assistive technology workshops
Availability of devices	Device-lending library
Isolation from user community	Integration with user community

- Provided Health Advocacy to 107 clients with over 300 health interventions.
- Attendance in our Recreation and Socialization programs doubled to 60 weekly participants due to added evening and weekend activities.
- Leveraged over 800 volunteer hours in classroom support, career development and fundraising.
- Received over \$293,000 in grants toward health advocacy, technology, and employment.
- Became part of the Mayor’s special Rule 115 advisory team to create more city jobs for people with developmental disabilities.
- Our Business Advisory Committee hosted 3 “Get to Know The Arc” events for prospective employers that netted 13 new jobs for clients of The Arc.
- Secured increased corporate sponsorships of \$106,500 for the annual Arc Angel Breakfast which raised in total more than \$350,000 in leadership support.
- Served 18 clients at our new Marin County campus, exceeding Year 1 service expectations by 38% through partnerships with the Department of Rehabilitation, Star Academy, a non-profit 1-12 school for students with learning differences, and College of Marin.
- Added more than 570 new donors to our roster of valued supporters.
- Gained exposure through 12 Arc-focused stories in mainstream media and employer-partner publications while increasing targeted social media audience to our current 2,776 followers.

**The Road Ahead**

**HEALTH ADVOCACY**

Our case loads continue to grow in both numbers and complexity. In the year ahead, more Spanish-speaking Health Advocates will be added to address existing language barriers. We will also be directing more of our aging clients to our staff with gerontological experience. Health screenings for clients both at The Arc and at The Pomeroy Recreation & Rehabilitation Center will continue toward closing the gap in health care access for the disability population. We are also exploring a new partnership with the Centers for Disease Control (CDC) to support health advocacy for adults with developmental disabilities.

**Tele-Advocacy**

In the year ahead, we will bring more clients into our Tele-Advocacy program, using simple technology such as smart phones and tablets to augment personal visits. This gives clients (and caregivers) easier access to their advocate, helps Arc staff follow-up on wellness check-ins, physician appointments and medication management while providing a more comfortable means of communication for family members and many clients who are on the autism spectrum.

**Systems Change**

Thanks to a grant from the Special Hope Foundation, we are partnering with UCSF to expand and replicate our Health Advocacy Services through the addition of an RN case manager who will review individual client health profiles, developing more streamlined health advocacy plans that will reduce risk and improve outcomes. We will be increasing service capacity to 165 clients while creating a new outcome measurement system to track key program performance data.

**Intensive Transition Services**

Our pilot Transition Support Program is designed to serve youth age 18-22 as they transition to adult life in the community after high school. Moving successfully into a world of new choices and demands can be overwhelming without help. The Arc support model offers behavioral therapy, speech and language support, mobility training and a range of other expert supports to help a young person navigate a more independent life. Beginning with one student with autism, we will be refining and expanding the program for a roster of 3 in 2015.



Center for Health and Wellness		
Highlights	2014	2013
Clients	107	90
Interventions	318	317
Staff	8 health advocates; 1 p/t R.N.	6 health advocates; 1 p/t R.N.
Arc/CDC Screenings*	140	85

\*The Arc-CDC (Centers for Disease Control) HealthMeet initiative is part of a three year grant to research the barriers to health in the developmental disability population while improving health outcomes.

## ADULT LEARNING & CAREER DEVELOPMENT

### Curriculum Expansion

Responding to the needs and interests of clients demands a broader range of choices. In 2015 our education team will be expanding our life enrichment classes, career prep options and job advancement workshops. From specific trainings in IT and Clerical Support jobs to new wellness classes, the new year promises a robust range of options toward post-secondary work/life success.

The Arc's Continued Learning Center will continue to evolve as our curriculum matures and more community partners engage with us. This is part of a multi-year migration and we look forward to reaching out to all of The Arc's constituents and especially supporters like you to help us realize the potential of this ambitious undertaking.

### Internships

Our "Project SEARCH" internship program at PG&E has a 93% placement rate for our client-graduates who are emerging prepared to meet the demands of the competitive marketplace. In the months ahead, we will be adding new internships at Bright Horizons, the San Francisco International Airport, the California Academy of Sciences and other sites, leveraging a proven model that includes a 9-month client rotation through a variety of skills-building environments.

### Closing the Digital Divide

The Arc San Francisco is incorporating Individualized Technology Plans that are customized and reviewed on an annual basis for each individual with disabilities we serve. Thanks to support from AT&T and Cisco, along with a close relationship with the San Francisco Unified School District, we are incorporating solutions from new mobile apps and customized tablets to a tech lending library and expanded computer classes.

### Recreation and Socialization

Thanks to the support of "Friends of Friends," our after-hours "Friends Like Me" program offers a range of weekly and weekend activities including cooking classes, game competitions and movie nights facilitated by trained staff. In 2015, program staff anticipate adding new Drama and Theater classes and expanded activities specifically for adults on the autism spectrum that will reduce the isolation common among people with developmental disabilities, while helping them improve social and behavioral skills and enjoy new peers and experiences in a safe, accessible environment.

## HOUSING

The Arc will provide Independent Living Services at two HUD-funded Mercy Housing projects, one at 6th and Howard, the other at Page and Masonic, San Francisco, which are on track for completion by 2016, with affordable units for 36 individuals with developmental disabilities. We have also begun exploratory conversations to consider incorporating housing into our 11th and Howard Street location.

### The power of partnership

Partnership at every level is the story of our success in the past year. In addition to generous individuals who have supported our mission, we are grateful for corporate partners like **AT&T** (Client Technology Access), **State Street** and **Wells Fargo** (Client Employment Services), **Cisco Systems** (Client Tele-Advocacy), **Kaiser Permanente** (Client Health Advocacy) and **Union Bank** (Presenting Arc Angel Sponsor), and grantor organizations such as **The Walter and Elise Haas Fund** (Marin Expansion), **The S. H. Cowell Foundation** (Technology Infrastructure) and **The Special Hope Foundation** (Client Health Advocacy).

**"Alone we can do so little; together we can do so much."** —*Helen Keller*

Our achievements this past year and the exciting forward movement we have planned would not be possible without the commitment of our staff, partners, parents—and especially supporters like you. I am grateful to have such a community of caring partners to share our accomplishments and goals for the months and years ahead.

Together, we can continue to advance the dreams and aspirations of our clients, increasing our impact through collaboration, imagination and cooperation.

Please call or email me if you have any thoughts or questions about this report. Together, we are better.

Sincerely,

Dr. Glenn Motola  
 Chief Executive Officer  
 gmotola@thearcsf.org 415.255.2000

P.S. If you like what you have read here, please tell as many people as you can about The Arc San Francisco.

# FY 2013-2014 The Arc San Francisco

## STATEMENT OF ACTIVITIES\*

### REVENUE & SUPPORT

Total: \$9,620,318 (net)

Contracts & Private Pay  
\$495,712 (5%)

Contributions  
\$1,106,641 (12%)

Rent/Other Income  
\$316,406 (3%)

State & Federal Funding  
\$7,701,559 (80%)

Program Services  
\$8,873,046 (89%)

### EXPENSES

Total: \$9,982,041

Development  
\$410,523 (4%)

Administration  
\$698,472 (7%)

*\*unaudited figures*

Expansion and merger exploration costs impacted The Arc's resources and precluded the balanced budget we had anticipated. While no services for clients were affected, we have taken strategic steps to ensure we complete the next fiscal year in a positive position.

The complete 2013-2014 audited Financial Statements for The Arc San Francisco will be available online at [www.thearc.org](http://www.thearc.org), or contact us at (415) 255-7200.