

Turning Point

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Against the Odds: Making a Stand for Better Health



Health Advocate Natalie Walker (left) monitors Yessica while she refills her medicine box. The team system helps clients stay on top of complex prescription regimens—and stay healthy.

Loud...very loud noise." Yessica holds her hands up, covering her ears while rolling her eyes and moving her head back and forth. "Dizzy, I'm dizzy," she says, struggling to get the words out. She is with her Arc Health Advocate trying

to describe her seizures which come on suddenly and violently, leaving her scared, disoriented and completely exhausted.

Until recently, Yessica Sanchez, a young woman with a bright smile and lively spirit, was plagued by as many as 3-4

seizures a week—often waking her up from a deep sleep at night. Whether in class at The Arc or out in the community with her staff, she found it difficult to focus during the day and

(Continued on page 3)

INSIDE: Our FY 2011-2012 Annual Report

In a year that challenged all of us to do more with less, here at The Arc we did just that. Find out how we managed to accomplish more than we thought possible:

- Our response to changing demographics and growing client needs
- New partnerships that mean more jobs, housing and health care for those we serve
- Unprecedented community support to sustain us

Please turn to page 8.

The Arc San Francisco
FY 2011-2012

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.

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Marti Sullivan, CFRE

TURNING POINT

Meredith Manning
Editor

Please send your comments and questions to mmanning@thearc.org.

The Arc San Francisco
1500 Howard Street
San Francisco, CA 94103
T: (415) 255-7200
F: (415) 255-9488

www.thearc.org

A Message from our Chief Executive Officer



Dr. Glenn Motola
CEO

It is with a real sense of pride and gratitude that we bring you our latest issue of *Turning Point* which includes our **Fiscal Year 2011-2012 Annual Report** (page 8) highlighting our achievements and recognizing our donors and their impact on our success.

I am pleased to report that our two new HUD-funded housing projects, building residences for 35 adults with developmental disabilities over the next four years, have entered the public forum phase and have been met with enthusiasm by neighbors. We look forward to sharing the renderings with you and we'll keep you posted about this exciting partnership with Mercy Housing.

I am very proud of our clients' accomplishments, assisted by Arc instructors, such as **Cindy Ruiz** who graduated with an Associate Degree and Early Childhood Education credential from City College and **Leopold Callejo** who marked 25 years with his employer, proving that Arc clients make some of the

very best students and employees! I am also filled with admiration for the many dedicated staff members who guide, motivate and strengthen our clients in pursuit of their independence and self-reliance. We are a community of people who need and support each other, and that brings me to gratitude...

I am so very grateful for you, who donated when we asked, volunteered in our programs, employed our clients and celebrated our 60th Anniversary at the Arc Angel Breakfast and WorkLife Awards. More than 200 new donors joined the ranks this year, and we are pleased to list them in this report.

I close with a big thank you to The Arc Board of Directors whose support is leading us to a new strategic plan which we will be sharing with you in the coming months. I particularly thank our departing board members, **Cary Fulbright**, **Jim Emerich**, **Ellen Hanscom** and **Stacy Proctor**, for their dedicated service, and I look forward to working with our new Board President, **Kirsten Mellor**, and our five new board members.

Thank you again for a wonderful first year!

Sincerely,

Dr. Glenn Motola
CEO

ADVOCACY roundup



With the passage of the 2012-13 state budget in June, the 4.25% reduction on rates paid to service providers like The Arc San Francisco has now sunset. However, a new rate reduction of 1.25% took its place on July 1, 2012 with more reductions on the horizon if Governor Brown's tax initiative does not pass in November. Already reeling from prior years' cuts plus deep reductions to Medi-Cal and IHSS (In Home Support Services), advocates are monitoring any movement toward further reductions impacting service quality and delivery.

...

The CA State Senate voted unanimously in April to pass "End The R-Word" Legislation (SB-1381). The bill, introduced by Senator Fran Pavley (D-Agoura Hills), will remove the use of the word "retarded" from state provisions, and instead use the term "intellectual disability."

...

In response to the Supreme Court's decision to uphold the Affordable Care Act in June, The Arc's Director of Public Policy in Washington D.C., Marty Ford, said, "The ACA ends discriminatory insurance practices and makes health coverage more accessible for people with intellectual and developmental disabilities (I/DD). However, The Arc is concerned that disallowing the federal government the ability to withhold Medicaid dollars from states that don't expand their program to cover more of the uninsured might mean that people with I/DD who would have benefitted from the expansion could be left behind. We'll be watching..how states react."

Against the odds; better health, *continued from page 1*

lived in fear of the next episode.

"Her quality of life was in rapid decline, and we had to respond and try to turn it around," says Natalie Walker, one of Yessica's advocates on The Arc's Health and Wellness Services team.

Extreme barriers to health

"Because of cognitive challenges and verbal limitations, many of our clients have difficulty communicating their health needs and can suffer incapacitating conditions," says Jennifer Dresen, The Arc's Health and Wellness Services Director. "We need earlier interventions, better communication and a system of care that accommodates the needs of this population, and that's what our support services are designed to do," says Dresen.

Of the 85 clients currently enrolled in The Arc's Wellness program, almost all have more than one chronic medical condition. In addition, many of those with a history of poor care experience acute vision problems, compromised dental health and a host of other problems that can lie undetected for years.

These issues, combined with clinicians who often lack the necessary training to serve these individuals, make it

extremely difficult for people with Down syndrome, autism, cerebral palsy and other developmental disabilities to access the health care they need. The odds instead are that, for this population, many common conditions worsen, accelerating the loss of whatever independence has been achieved.

Fortunately, skilled support is available to intervene before it's too late.

A complete turnaround

While Yessica's neurologist prescribed a very specific plan for her treatment, it proved too difficult for her to follow on her own. She confused her medications, lost track of which to take when, and suffered increased seizures as a result. That's when The Arc Health and Wellness team stepped in to help.

"We organized a meeting with everyone involved in Yessica's day-to-day support—her family, case manager, staff at The Arc—and we devised a simple way to stay on top of her care. These days, we help her communicate with her doctor at medical appointments, we make sure her prescription refills are timely, and that she's taking dosages as indicated," says Walker. Best of all, Yessica plays an active role in

her own care. Every week, she brings her medicine box into the Wellness office where her advocate monitors Yessica while she fills the slots for each day of the week with proper medications and dosages.

Today, Yessica is back on track with all her activities and responsibilities at The Arc and at home. She's more alert and energetic, she's smiling again, she's able to focus better, and she's surprising everyone at The Arc with her capacity to learn new things—especially on the computer. In short, her quality of life has completely turned around.

"This model of care for people with developmental disabilities is clearly creating better outcomes while ensuring our clients stay out of costly emergency rooms and nursing homes," says Director Dresen. "Our goal now is to increase our capacity so that all our at-risk clients have the Health Advocacy they need to live healthier, safer lives in our community."

To learn more about The Arc San Francisco Health and Wellness Services, visit us at www.thearcsf.org, or contact Jennifer Dresen, Director, Health and Wellness Services, at (415) 255-7200 x158. □

UCSF

In addition to The Arc San Francisco on-site advocates, we are partners with the UCSF Department of Family and Community Medicine in providing an Arc Developmental Disability Health Advocate at San Francisco General Hospital. The advocate at GH supports families and clinicians in delivering improved outcomes for patients with developmental disabilities. The Health Advocate Project is a collaboration between The Arc San Francisco, the UCSF Office of Developmental Primary Care, the Family Health Center at SF General Hospital, the Golden Gate Regional Center (GGRC) and Health Plan of San Mateo (HPSM) and others. The Arc is leading a long-term effort to create a model health-care system for adults with developmental disabilities, of which the Health Advocate Project is an integral part. Special thanks also to Dr. Clarissa Kripke (UCSF), Megumi Okumura, MD, Assistant Professor, (UCSF Pediatrics), Jim Shorter (GGRC) and Dr. Mary Giammona (HPSM) for their leadership.

If I can't talk about my symptoms, how am I going get well?

Unable to speak for themselves, many clients we serve risk losing everything if they fall ill—including their hard-won independence.

Arc Health Advocates are their only line of defense. Please help keep their ranks strong and our clients healthy and safe.

You can help. Please mail your gift or donate online at



The Arc.
San Francisco

www.thearcsf.org **Donate today.**



donate online

Joseph (third from left, back row), Nicole (third from left, front) and Henry (second from right, front) celebrate their 9-month internships with PG&E and Arc staff.

Hitting a Home Run with The Arc Project Search Interns at PG&E

"We were all nervous,

but not anymore. I learned how to be more professional and work independently and that's a good feeling."

—Henry, one of three Arc Project Search interns at PG&E.

Three clients of The Arc San Francisco completed a 9-month internship at PG&E and celebrated their achievement at a June graduation ceremony with over 200 cheering friends, family and co-workers in attendance.

The interns were part of a unique partnership between The Arc and Project Search, a national program that pairs young adults who have developmental disabilities with business and education partners who provide training and employment opportunities in a real-world, immersion setting.

PG&E worked with The Arc to find the right internal placements for Henry Larreynaga, Nicole Addad and Joseph Green, three clients of The Arc who were eager to expand their skills as interns in a challenging office environment.

Over a 9-month period, the interns rotated through three different departments at PG&E: Corporate Relations, Solar and Customer Energy Solutions.

The program provided an on-site liaison/PG&E mentor and Arc job coach to make sure the interns met each PG&E department's expectations.

The interns also attended job skills classes through City College to improve their overall job readiness through resume-writing, mock-interviews and job search skills-building.

Surprise benefits

When Laurel Castiglione in PG&E's Corporate Relations heard about the program, she knew immediately she wanted to be involved. "Inclusion in my family has always been important. My aunt is a woman with Down syndrome, and through her I learned that everyone has something of value to contribute."

But Henry surpassed her highest expectations. "Henry came to us with computer skills," says Laurel, "but his dedication and his contribution to the whole team were remarkable. He learned how to build a Wiki page for us, taking an entire resource manual and putting it online. He gave a presentation to my staff when he was finished and

it was a very proud moment for all of us."

Another intern, Joseph, initially struggled with his filing responsibilities during his rotation in the Solar Department. But he and his Project Search/ Arc coach worked together to overcome the rough spots and he turned a corner.

Nicole had particular success in supporting PG&E's Rebate Processing Center where customers' energy efficiency rebate applications are handled.

Alinda Martinez, supervisor at the Customer Energy Solutions department, was especially impressed with Nicole's attitude and work ethic. "Nicole showed all of



Above: Nicole sorts mail at the rebate processing center. Left: Henry learns how to migrate a resource manual onto a Wiki page.



us a real willingness to take initiative to help others," said Alinda.

A bright future

These interns are learning marketable skills that will lead to paid positions in the workforce. For them, it's the experience of a lifetime, paving the way for a brighter future where abilities—not disabilities—are what's most important.

"PG&E appreciates The Arc's commitment to providing critical support and opportunities to hundreds of people in San Francisco and San Mateo counties," said Gabe Togneri, PG&E's vice president of Investor Relations and sponsoring officer of the utility's Access Network.

"Our hope is to expand opportunities for our clients through more successful Project Search internships at companies throughout the area," said Terry Goodwin, The Arc San Francisco Director of Employment Services. "It's a win-win partnership for everyone involved."



For more information about The Arc and Project Search, contact: Terry Goodwin at tgoodwin@thearc.org or call 255-7200.

Success in Action: Arc Clients on the Move



Herman Moore has a lot to smile about—he's lost 26 lbs. since last September. He's eating smaller portions, walking more and shopping smarter. "My instructor, Pam, is teaching me to cook healthier meals so I'm eating better, too," says Herman. "I feel good and I have more energy." *Way to go, Herman!*



Congratulations to our College of San Mateo students **Garrett Sharp** (above) and **Gene Choi** who both finished the semester with above average GPAs despite a tough schedule of classes including Algebra and Biology. Their Arc instructor helps with class material reviews and keeping them on track with assignments, but says "...the hard work and commitment is all theirs."

Larry Yuvan is a vintage car and bicycle buff who loves fixing things. A caring donor gave our Senior Center four new chairs recently, but we



weren't sure how to assemble them. Larry volunteered to help, and now we have a set of chairs that are sturdy and safe thanks to Larry's efforts.



Anne Slater, shown here with a new canine friend, tells us she has completed her classes at the SPCA where "... there are lots of rules but it's good for the animals so I don't mind." Anne now volunteers there two days a week, helping to walk dogs and socialize other animals as needed. The best part? "The puppies," she says, "because they are the most fun."



A Ne Voong's "Honeybun Yoga" class is a hit with clients. A Ne, who has been practicing yoga since high school, leads a weekly session that begins with meditation, followed by a series of postures that she demonstrates. She uses sign language and an occasional big hug to encourage class participants.



A tip of the hat to **Xavier Thompson** (left) and **Jorel Jose** (right) who both landed jobs at Westlake Trader Joe's recently. Xavier tells us, "I try to keep the baskets and carts as organized as I can—it makes things easier for people shopping." Jorel agrees. "I do the carts, I straighten out the shelves and help with the bagging. It's perfect for someone who wants to keep busy like me."

Partners and Volunteers Making a Difference

It's been a busy season. In our kitchens, classrooms—even out on the ball field, our partners and volunteers are lending a hand and making sure our community gets to know us better.

Autism Awareness at AT&T Park



(Left and center) Former Giants first baseman Will Clark at Autism Awareness Night, AT&T Park; The Arc San Francisco CEO Dr. Glenn Motola with board member Mark Marshall, Cory Manalani, Area Director of Autism Speaks and Will Clark.

(Right) The Arc Family Coalition serves up dinner for 100 at our First Annual Pasta Dinner.

Family Coalition Pasta Dinner

(Left and center) Helping hands from Triage Consulting collaborate with The Arc's art students to make mosaic trivets.

(Right) Creative volunteers from Williams Sonoma help seniors plant bougainvillea for a garden makeover.



Done-in-a-Day Volunteers



(Left to right)) An artist from The Arc's ArtReach Studios talks about his work at a PULSE-sponsored show at Pe Yale, San Francisco. PULSE celebrates summer with a fundraiser at Tonic Lounge. Members of PULSE, The Arc's young professionals volunteer group, take a break from another successful event.

PULSE Volunteers Stir Up Awareness and Funds

A Special Invitation: Join PULSE on September 6, 2012 for the launch of EmpowerFund, the young professionals leadership giving program. For more information, contact Kristen Hickey, Volunteer Coordinator, (415) 255-7200 x103, or khickey@thearc.org.

Many Ways to Share Your Time and Talents

Contact Kristen Hickey, Volunteer Coordinator at khickey@thearc.org or (415) 255-7200 x103.

Individuals

Teach a class, lead a walking group, read to seniors or collaborate on an art project. Or join PULSE, our young professionals 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!

Meet our New Board Members

In July 2012 we welcomed five new board members and we look forward to having their special expertise help us sustain and strengthen our mission.



Bruce Francis

Bruce Francis is Chief Messaging Officer of salesforce.com, the enterprise cloud computing company. Bruce develops company messaging for a wide array of external communications, including Dreamforce, the technology industry's largest customer show, which also calls San Francisco home. Prior to working at salesforce.com, Bruce spent 17 years as a reporter and anchor for CNBC and CNN. Bruce holds a Bachelor of Arts from Brown University and a Master of Science in Journalism from Columbia University. Bruce became a big fan of The Arc during his years at salesforce.com, where Arc clients perform a number of jobs at the company. Says Bruce, "I've experienced the real and valuable work of The Arc in my job, where Arc client Marie is a treasured part of our team. I can't imagine our company without The Arc, and I want to expand their success in the San Francisco business community."



Connie Tabas

Connie is a graduate of UC Berkeley and Delaware Law School and is a member of the California and Penn-

sylvania Bar Associations. She practiced business law in California prior to having her children. She is the mother of a son with autism who is an artist and an Arc client. She served six years on the board of the Oak Hill School, including three years as Board Chair. Connie says, "I am honored to become a board member where I can contribute my experience educating an autistic adult and offering my unique combination of skills which include board chair for a non-profit, legal counseling for special needs as well as 20 years of special education program analysis and business management expertise. I hope to contribute my experience to help build The Arc's programs, client base and community outreach, and anchor its fiscal stability so that it is sustainable for the future."



Todd Janzen

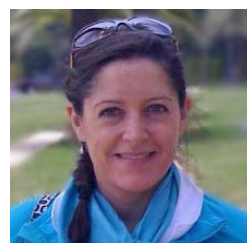
As Director of Sales Engineering at salesforce.com, Todd leads a global organization of technical developers. Prior to salesforce.com, Todd was at Accenture implementing large enterprise software applications. He holds a B.S. in Industrial Engineering from California Polytechnic State University, San Luis Obispo. Todd has known The Arc and its clients since the first day he started at salesforce.com back in 2004. Inspired by his mother's 25-year career with Hope Services, Todd initially became involved with The Arc as a

member of the Business Advisory Counsel (BAC) which he chairs. Says Todd, "I'm fortunate to work for a company that employs 14 Arc clients. I've seen firsthand the positive impact employing Arc clients has on a company and it's culture, and I know how employment enriches and changes the lives of Arc clients. It's my mission to make sure the Arc workforce is not the best kept secret in the city."



Aaron Cohen

Aaron Cohen brings over 11 years of experience as a Certified Public Accountant to The Arc San Francisco. He is currently Controller and Vice President of GCA Savian. Prior to that Aaron worked at a public accounting firm and a forensic accounting firm providing audit, taxation and litigation consulting services to companies and individuals including non-profit organizations. A native Californian, he earned his B.A. in Business Economics with an emphasis in accounting from The University of California, Santa Barbara. Aaron became involved with The Arc through his service on the Audit and Endowment Committees. Says Aaron, "The Arc has an important mission that I believe in deeply. I feel very honored to be a part of a great organization that is dedicated to individuals that are too often neglected and overlooked in our communities."



Courtney Broadus

Courtney has 15 years of executive and technology leadership and management experience, most recently as a Technology SVP at salesforce.com where she worked for the past 10 years. She is currently an advisor and consulting technology executive to startups and cloud computing companies, and enjoys helping entrepreneurs execute, scale, and build excellent teams founded on strong cultures. Courtney held technology leadership positions at Oracle and engineering/architect roles at several startups. She earned her B.A. cum laude from Colgate University, and a Certificate with Distinction in Information Systems from UC Berkeley. She has worked with and been inspired by Arc clients at Salesforce since 2000, and became actively involved with the Arc in 2004 and an Arc Angel Society member since 2007. Her sister is an individual with intellectual and developmental disabilities, and Courtney is passionate about realizing the Arc's vision of inclusion. Says Courtney, "I truly believe that disability is a distinction without a difference, and that every one of us is a key ingredient to a full and vibrant community. The Arc's work has such rich impact on both the clients' and all of our lives. It brings us together as human beings who all essentially just want to belong and enjoy the freedom to realize our potential."



the arc san francisco

FY 2011-2012

Annual Report



Cary Fulbright
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.

557

clients served in
FY 2011-2012

Dear Friends,

As I step down as Board President and board member, I am pleased to thank you one last time for responding to our call for volunteer and financial support.

Each morning, The Arc greets hundreds of clients who are ready for a new day. Dedicated Arc staff embrace the opportunity to teach employment skills to a prospective employee, to deliver stimulating day services and health advocacy to a frail senior, and provide a young adult with autism new possibilities for continued growth in mind, body and spirit. The care and concern of The Arc staff is evident. And, as you know from daily reports, because of cuts in government support and difficulties in the housing and job markets, the need for these services continues.

This year, we took time to enjoy our 60th Anniversary! In October, we welcomed more than 300 friends to the 10th Annual Arc Angel Breakfast, featuring keynote speaker **Peter Magowan**, who is passionate about inclusion for people with disabilities. In January, we led the **Health Policy Summit** at UCSF, gathering Bay Area professionals to address much needed improvements in client health care delivery. In February, we launched **The Anniversary Leadership Fund**, raising nearly \$40,000 in four months for strategic initiatives. And in March, more than 350 of us celebrated our clients' employment milestones at the 10th Annual **WorkLife Awards**.

I thank our Board of Directors for their deep commitment to our mission and want to particularly recognize my fellow departing board members, and thank each for their dedicated service: **Stacy Proctor**, **Jim Emerich**, and **Ellen Hanscom**. It has been a privilege working with them to further The Arc's mission.

As you read through this year's impressive highlights and donor listing, please know that it is because of your support that staff and volunteers will continue serving that eager new employee, that frail senior and the young person who strives to live a healthier life of inclusion and independence in our community.

With gratitude,

Cary Fulbright
Board President

Making an Impact

Clients Served The Arc San Francisco currently serves 557 clients with developmental disabilities in San Francisco and San Mateo counties as of June 30, 2012.

New Jobs Despite the challenges of our Bay Area's 8.1% unemployment rate, The Arc's Employment Services placed 30 clients in new jobs. The total number of clients in paid employment is now 199 with an average hourly wage of \$11.70. Also, our annual Employer Survey showed that 97% of employers of The Arc clients are "satisfied overall" with our support services. And finally, 65 clients have been at the same job for 10 years or more.

Senior Services 53 seniors are currently enrolled at our senior center on Bay Street near Fisherman's Wharf. This past year, The Arc introduced an End-of-Life Protocol for our staff and clients to follow. The protocol will ensure clients facing life-threatening illness understand and clarify their medical and end-of-life options through Advanced Directives.

(continued, page 9)

Advocacy
Education & Skills
Employment
Independent Living
Health & Wellness
Senior Services
Recreation & The Arts





THE ARC SAN FRANCISCO PRESENTS
Strategies for Change

(Making an Impact, cont.)

Independent Living 87 clients in San Francisco and San Mateo Counties received Residential Services from The Arc, with instructors providing support and training in personal banking, bill paying, grocery shopping and meal planning—all skills clients need to live successfully on their own. Plus, six older clients moved out of shared housing and became sole occupants.

Advancing Skills 48 students participated in Job Club, The Arc's weekly employment skills class offered at The Arc through City College. 10 students gained employment, and 4 students qualified for internships.

Wellness Services We now support 85 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. In addition, in partnership with UCSF, our Developmental Disability Advocate at San Francisco General Hospital received 30 referrals from clinicians serving patients at the Family Health Center, facilitating better communication and health outcomes for patients receiving care at this busy clinic.

Responding to Autism Over half of The Arc's new referrals are individuals with autism. The Arc implemented new clinical components to our supports for these adults, including on-site clinical observation and group case reviews with clients, case managers and family members. Our behavioral consultant led 3 new trainings on using more visual and environmental tools to support clients with autism, instead of relying on auditory cues that are less effective. During April, Autism Awareness Month, our *Strategies for Change* workshop drew families, service providers and special education teachers to a workshop on successful behavior interventions, and The Arc continued to reach out to the community through participation in the San Francisco Giants Autism Awareness night at AT&T park in May.

Transition-Age Youth Now in the third and final year, this innovative pilot program created a new model for helping young adults 18-20 years—and their families—make a successful transition from high school to adult life. In addition to providing classes in vocational, independent living and social opportunities for youth, the program offered family workshops on Employment Opportunities, Housing Options, Navigating Medi-Cal, Autism Strategies and Personal Safety while hosting special support groups and family dinners, plus dances for participating young adults. The Arc's strengthened partnership with the San Francisco Unified School District created an opportunity for the SFSUD to move two of the district's transition classes to The Arc's Howard Street location beginning August 2012.

Family Advocacy Members of The Arc Family Coalition increased advocacy efforts with a series of activities including a Legislative Town Hall Meeting that resulted in an agreement by elected officials to stand up to budget cuts that would marginalize or institutionalize people with disabilities. The group also conducted trainings on community organizing and how to effectively advocate with state policy-makers.

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.

Staff Training 7 staff from The Arc earned a bonus for completing a 35-hour online course offered by The College of Direct Support at the University of Minnesota. The Arc added a new *Preventive Aid* training to help staff identify and respond to fall-risks associated with advanced age including dementia, diabetes, osteoporosis and atrial fibrillation.

Sexual Assault and Trauma Informed Services provided an overview of abuse among people with developmental disabilities and the factors that affect the high percentage of victims.

Health Care Reform The Arc San Francisco led the Policy Summit on Health Care and Developmental Disabilities at UCSF in January 2012. Attendees including health care service providers, hospital clinicians, researchers and policy makers plus county public health officials met to advance strategies toward improving health outcomes for individuals with developmental disabilities through improved services, public policy and funding. Also, in partnership with UCSF, The Arc continued as a training site for 3rd and 4th year medical students who do a rotation in developmental medicine working with our clients.

Self-Advocacy Over 25 clients attended the 15th annual Self-Advocacy Conference in San Francisco, plus our self-advocates rallied their forces in protest against budget cuts at City Hall, the State Capitol and in Washington, D.C. In addition, Arc clients supported successful efforts to reverse a decision to deny seniors and students with disabilities access to City College classes unless they are in a certificate or degree program.

The Arts Artists from The Arc drew great reviews and new patrons this past year as art-lovers enjoyed our 22 exhibits in galleries, museums and other public venues in San Francisco and San Mateo counties. Artists from The Arc generated \$10,100 in art sales while learning valuable skills as self-determined artists and entrepreneurs.



Cindy Ruiz received her Associate Degree in Early Childhood Education from City College as well as state certification.



(Top to bottom) Liz Elmore in her new studio where she gets support to stay on top of all her domestic responsibilities; artists from The Arc group show at Gallery del Grotto; a senior consults with Rita Peterson, R.N., at our Senior Center.



Leopold Callejo (r) celebrates 25 years on the job at Great Western Building Materials.



Deloitte.

Deloitte, our 2012 Employer of the Year, was honored at our "GLEEFul" WorkLife Awards.

Statement of Activities FY 2011-2012*

REVENUE & SUPPORT

Total: \$8,730,489

Fundraising, Events and
Special Activities
\$661,033 (7.6%)

Contracts
\$414,087 (4.7%)

Rent/Other Income
\$283,375 (3%)

State Funding
\$7,371,994 (84%)

EXPENSES

Total: \$9,083,167

Fundraising
\$377,449 (4%)

Administration
\$833,665 (9%)

Program Services
\$7,872,053 (86.7%)

The complete 2011-2012 audited Financial Statements for The Arc San Francisco will be available online at www.thearc.org, or contact us at (415) 255-7200.

**unaudited figures*

The economic downturn during FY 2011-2012 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.

You Make a Difference

Your donations during FY 2011-2012 (July 1, 2011-June 30, 2012) made a real difference in the lives of our clients, empowering those we serve to reach their highest potential. We thank you for your generous support.

Heart of The Arc Society

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

Shelley Gottlieb
Dorothy and Joseph Miles
LaVey and Brandt Norquist
Honorable Justin Rockwell

Arc Angels

Arc Angels make 5-year pledges of \$1,000 or more per year, helping to transform the lives of those we serve.

John Beeler
Kim Bollin
Courtney Broadus and Christian Meyers
Angela and Charles Carter
Paula Champagne
Julie and Chris Cimino
Jeanine and Aaron Cohen
Dan Cousins

Mary and David Dietrich
Eliot Dobris and Enrique Sanchez
Arlene and Donald Doyle
Amanda Duckworth
Patty and Christman Dunhill
Audrey Wong Emerich and James Emerich
Tracy and Bryan Everett
Marian Fields
Jacqueline and Alan Fox
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Tim Jones and Freddie Lessley
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(continued, page 11)

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CALENDAR

"Americana"

Through August 31, 2012
New work from the artists at
The Arc's ArtReach Studios
Dallas' Place
699 Oceana Blvd.
Pacifica, CA 94044
Info: Nina Asay
nasay@thearcscf.org

Arc in the Park

SF Giants vs. Wash. Nationals
Wed., August 15, 2012 12:45pm
AT&T Park
3rd and King Streets
Arc Seats RSVP only
Info: Elisabeth Clobucker
eclobucker@thearcscf.org

We Gotta Dance!

Fri., August 17*, September 21 &
October 19, 2012
6:00-8:00pm
Admission: \$1.00 All Ages
The Arc San Francisco
1500 Howard St., SF CA 94103
**August dance will be videotaped*

The Arc Family Coalition

7:00pm during Aug., Sept. & Oct.
"We Gotta Dance!"
Info: Jackie Kenley
jbksfo@pacbell.net

The Arc San Francisco Board Mtg.

Tue., September 25 and
Tue., November 27, 2012
5:30-7:00pm
The Arc San Francisco
Info: Elisabeth Clobucker
eclobucker@thearcscf.org

16th Annual Golden Gate Self-Advocacy Conference

Thu., September 27, 2012
9:30am-3:00pm
Milton Marks Conference Center
455 Golden Gate Avenue
San Francisco, CA 94102
Info: Stacy Trager-Carls
strager@thearcscf.org

www.thearcscf.org



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Thursday, October 18, 2012

11th Annual Arc Angel Breakfast Celebration

8:00am Breakfast

8:30-10:00am Program

The Julia Morgan Ballroom
465 California St., SF, CA 94104

DETAILS & SPONSORSHIP INFO:
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