

20²⁰ ANNUAL REPORT



July 1, 2019 — June 30, 2020

Our Mission

To partner with people living with intellectual and developmental disability for EQUAL participation and inclusion in the communities of eastern Connecticut.

Our Vision

The Arc Eastern Connecticut will be eastern Connecticut's leader in partnering and advocating for equality of opportunity and equality of choice.

IN PARTNERSHIP FOR FULL EQUALITY



The Arc[®]
Eastern Connecticut

Dear Friends, Colleagues, and Community Partners,

This year has challenged all of us to embrace innumerable firsts. Here at The Arc Eastern Connecticut, we **pivoted in the Spring from traditional, location-based services to virtual supports** in all but our residential platform. The COVID-19 pandemic has meant developing **new and creative ways of providing programming and supports to people with IDD and their families**. It has required keeping abreast of policies and protocols that change daily, making sure our team members have the tools they need to perform their jobs safely, and preparing for the eventual (and safely gradual) return to the normal face-to-face world that we all miss very much.

This has been our first full year as The Arc Eastern Connecticut!

The dedication and commitment of Board and team members, who have seamlessly cooperated and combined programming and services of The Arc Quinebaug Valley and The Arc New London County **to ensure the stability of our mission and augment the quality of the services** we provide, has been heartwarming and inspiring. We could not have succeeded without the support of our families, caregivers, and tenacious community partners, especially during these past few months.

This year's Annual Report salutes our "Connection to Community." It **highlights our biggest accomplishments and provides a blueprint for what we hope to achieve** in the coming year. I believe you will find it informative and engaging.

Yours In Partnership for Full Equality,



Kathleen Stauffer
Chief Executive Officer



TheArcECT.org/answers



2020

OUR OPERATING PRINCIPLES →

Our Impact

A snapshot of The Arc Eastern Connecticut

\$20.9 million

Total agency budget

764 people served

throughout eastern Connecticut

- 102** People and **380** family members supported in their own homes
- 93** People living in **22** residential homes
- 97** People supported in employment programs
- 101** People supported in day programs
- 21** People supported in pre-vocational, school, and transitional employment programs
- 161** People participating with Community Life & Advocacy
- 189** Campers attending Camp Harkness

Volunteering & Fundraising

- 2,266** Volunteer Corps hours donated to the community
- \$24,926** Donated services through volunteering
- 36%** of Community Life & Advocacy participants volunteered at least 3 times last year
- \$181,758** raised through fundraisers and campaigns
- \$275,345** raised through grants

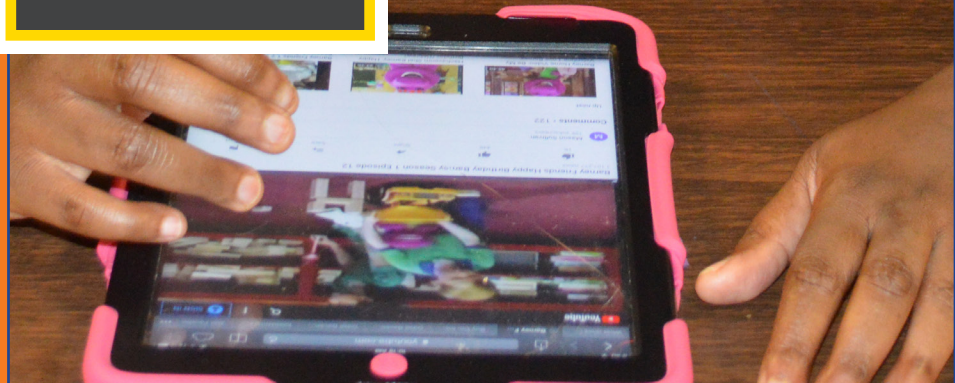
459 TEAM MEMBERS

72% ♀

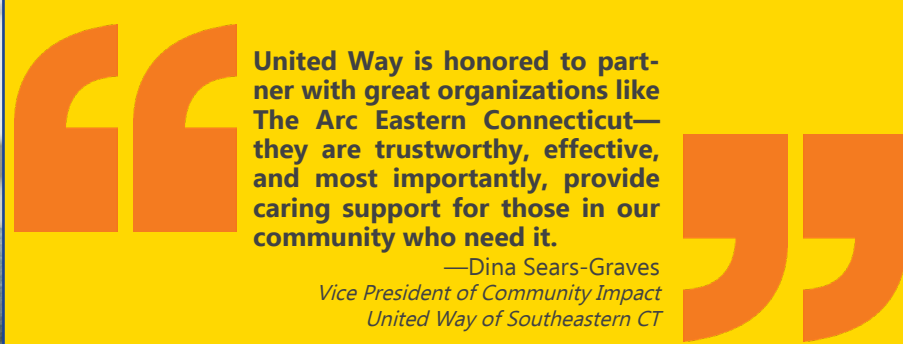
28% ♂

181 Full-Time

278 Part-Time



Civil Rights: *We partner with people living with disability to promote their voice and champion their perspective.*



Teamwork

The Arc Quinebaug Valley and The Arc New London County combined experience, partnerships, and our intimate knowledge of the areas we both serve to yield a host of benefits:

- * **Stronger service models:** residential, day, employment, community involvement
- * **Expanded Residential services:** we now support 22 residences and a Community Companion Home (CCH) program.
- * **20% increase in United Way team member campaign donations,** thanks to our generous team.
- * A **complete Strategic Planning document** emphasizing Person-Centered services, Community Engagement, Community Partnerships, Diversity, and Inclusion—the result of combined Board and Team retreats, leadership meetings, and plenary sessions.

Program Development and Growth

- * The agency conducted a **thorough review and evaluation of all programming**, combining and unifying programs to ensure that all participants in eastern CT could access all the types of programming we provide: residential, day, employment and retirement supports.
- * A consultant helped us conduct a region-wide program, transportation and **facility study to optimize operations.**
- * Grants for comprehensive architectural studies and construction documents gave us **complete facility renovation guidelines for the northeast.**
- * Community Life & Advocacy, one of the agency's most popular programs, began **replicating activities in the northeast.**
- * Our Advocacy groups combined forces and are now an **even more formidable voice for disability rights at the Capitol.**
- * Relocation of our **Retirement program** expanded services and increased participation.
- * Marketing grants helped **expand our cookie production micro-enterprise** and place the business on track for self-sufficiency.
- * Leadership worked with OPM, DDS, and area development/construction representatives to plan for **integrated, affordable, supportive housing units** in a larger development in New London.

OUR OPERATING PRINCIPLES →

Outreach, Advocacy, and the Fight for Fair Funding

- ❖ Throughout the year, The Arc ECT's CEO presented talks on mergers both locally and nationally, and was keynote speaker at The Eastern CT Chamber of Commerce's 10th Annual Social Services Recognition Breakfast.
- ❖ Over 100 advocates, team, family and friends of The Arc ECT attended **Family Hearing Day at the Capitol in February**, providing testimony and support for increased funding for disability services.
- ❖ The Arc ECT became a **Census Complete Count Committee**.
- ❖ Our Advocacy Coordinator Jamie Lazaroff and our Board Member Sen. Paul Formica were honored for their service at the Legislative Office Building in February 2020.
- ❖ We worked with elected officials to **advance recycling legislation** benefitting our redemption center employment program.
- ❖ The Arc ECT CEO began a **series of monthly columns** for *The Bulletin* on disability-related topics, highlighting the people we support, our team, and community partners.



It's always a pleasure to see The Arc ECT's advocates at the State Capitol and the Legislative Office Building talking to legislators and testifying on bills. We rely on their energy and expertise to make great public policy for Connecticut's disability community.

—Sen. Cathy Osten

Training, Technology, and Continuous Improvement

- ❖ With The Arc CT, we co-hosted and facilitated several **Future Planning Seminars** throughout the region for parents and families of people with IDD.
- ❖ All agency technology was upgraded this year, and our web and social media sites consolidated to reflect the merged agency.
- ❖ We now have an **agency-wide Help Desk** for all technology-related issues.
- ❖ A new **online jobs portal** was created to simplify and streamline the application process for potential team members.
- ❖ Training grants received will allow for Certified Employment Support Professional Training for Job Coaches.
- ❖ Thanks to the diligent efforts of both program team and our in-house auditors, our **QSR (Quality Service Review) scores** for the entire agency were 98% for fiscal year 2020.

Residential Supports

—promoting choice, personal growth, and community relationships

The Arc Eastern Connecticut's 22 Community Living Arrangements (CLA) and Continuous Residential Supports (CRS) are homes to **93 people throughout Eastern Connecticut**. This year, thanks in part to grant funds, we introduced a program from a professional singer that included combined music and sign language. Our residents with autism especially loved these performances.

Community Companion Homes

—an additional housing option for people with IDD

The Arc ECT oversees one of the region's CCH programs. It works with people with IDD who would like the opportunity to live in a family setting, and matches them with warm, nurturing people who accept the responsibility of caring for an adult with IDD in their home. This year we referred 10 families from western CT to CCH's in those regions.

“

My daughter really looks forward to her daily Zoom call with her job coach—it keeps her so engaged. The peer video chats on ZooRoom are also really helping her.

—Lorraine L.

”

2020

Person-Centered Supports for People with IDD Living at Home

The Arc Eastern Connecticut's **Individual Services** program provides daily living and social service supports to **95 people with IDD throughout the region**. Each person living in his or her own apartment, with roommates, or with family, partners with The Arc ECT to develop strategies to live as independently as possible. The program also provides a **day support component** that includes community, social integration, and volunteer activities.

This year the Individual Services program partnered with DDS and Eastern CT Housing Opportunities to develop a proposal to oversee a program for people with IDD living in 7 apartments in a proposed 64-unit apartment building in New London.

Specialized Services

The Arc ECT is an approved provider of services to people with IDD who are in long-term care nursing homes. Our team visits people directly in these care facilities and continue providing the necessary supports they were receiving prior to needing to be transferred to long-term care.



OUR OPERATING PRINCIPLES



Day Support Options

—a focus on community involvement and choice

Day programs and extended day programs at our Norwich and Danielson locations provided **personally tailored programming to over 100 people age 16 to 84**, many of whom require complex supports.

This year, grants provided upgraded equipment at both sites that assists in moving participants and preventing team injuries. In addition to going on a variety of outings, participants took advantage of in-house activities including music therapy and mock trips that included planning, getting tickets and boarding a plane. They also participated in **volunteer opportunities that built friendships and strengthened neighborhood ties**.

We expanded our **Retirement Services**, with help from participating Seniors, and our Norwich Seniors officially joined the Red Hat Society. **Our Danielson space was completely reorganized** to be comfortable, inviting, and able to host a variety of activities—including cooking classes—simultaneously. Seniors continue to take advantage of the many community outings offered, but at a bit of a **slower, more relaxed pace**.

“We’re so fortunate to have The Arc volunteers at our running events—they’re dependable, reliable and very hard working. They add so much spirit and enthusiasm to our events. You’re the best!”

—Nancy Loughlin
Hartford Marathon

Community Life & Advocacy

—a plan for a full life

The Arc ECT’s Community Life & Advocacy (CL&A) program facilitates ongoing social networking and independence through fun, supportive, and educational activities.

Last year the program served 161 people.

In March, we pivoted successfully, keeping everyone connected through routine calls, ZooRoom chats, and online games and discussions. 2019 and early 2020 was also full of activity.

- ❖ 9 athletes participated in the **Virtual Olympics Summer Games**
- ❖ By popular request we began to develop a **men’s group**, similar to our popular **Voices group for women** at-risk of sexual abuse and/or exploitation.
- ❖ The 35+ member **Volunteer Corps** assisted at 75 projects and community events.
- ❖ Our north and south **Self-Advocates** merged into one group and this year participated in Family Hearing Day at the Capitol as well as other advocacy events.
- ❖ The 16-member **SPARCS teen advocacy** group focused on personal budgeting, job-seeking skills, and good nutrition.



Community: *We facilitate the development of natural relationships to connect people with their communities.*

The Arc ECT's Innovative Employment Programs

—a variety of supports and resources to help people on their journey to financial independence

97 people with IDD age 21 to retirement participated in our varied employment programs last year.

In both our northeast and southeast locations, The Arc's Employment Programs offer:

- * An exploration of areas of interest, skills evaluation, vocational training
- * Job seeking/resume writing
- * Interview preparation, workplace etiquette workshops

Participants complete their employment program in **competitive employment with area businesses**, in **groups at area businesses**, at training assessment sites in the community, at **student-specific training sites**, and through **volunteering** in a variety of venues including senior centers, community centers, area colleges, etc.

This year, our Day Support Option for those who need a bit more support included:

- * Advocacy and community integration and volunteer opportunities
- * Computer and internet training and Digital Literacy courses (which continued remotely during the pandemic)
- * Participation in the New London Library's Empowerment program



The Arc ECT's Micro-Enterprises

Real world experience that translates into competitive employment

We match employees with jobs in their fields of choice, where they receive training and support and grow into sought-after employees.

The Arc ECT operated **8 micro-enterprises throughout eastern Connecticut** in fiscal year 2020.

Highlights:

- * Lawn and landscape services doubled their customer base.
- * The Emporium upscale thrift store saw a surge in business.
- * Legislators visited our Redemption Center and vowed to help us advocate for a bottle and can return increase.
- * A DDS Employment Innovation grant provided promotion/marketing assistance for the cookie business.

From March to July 2020, these programs were suspended due to the pandemic. We are now reopening, bringing our eager workforce back to gain experience in the fields they eventually want to join.

2020

OUR OPERATING PRINCIPLES →

Camp Programs

*Summer is for camping all
throughout eastern Connecticut!*

We work with campers and their families to choose the perfect summer experience. In 2019 we offered 6 week-long overnight sessions at Camp Harkness in Waterford. **189 campers** took advantage of the beautiful location and many indoor and outdoor activities that included swimming, boating, crafts, hikes, games, dances and more.

Camp is a valuable and fun recreational experience for everyone—**summer counselors and team members gain as much from camp as our campers do.** They become friends and advocates, developing relationships that last far beyond the summer.

We also help campers take advantage of programs at Camp Horizons in Windham and Camp Quinebaug in Danielson.

Due to the COVID-19 pandemic, with much sadness we made the decision to suspend Camp Harkness programming for 2020. We're planning for an incredible 2021 season and hope to see even more campers enjoying this great experience.



The Transitional Employment and School-to-Work Transition

In fiscal year 2020, our **Transitional Employment Services (TES)** program and our **School-to-Work Transition Program** helped provide supported vocational services to 17 people determined to further their careers. TES participants meet 5 times a week for employment training sessions and life skills training during their internships with local businesses. Both programs create **tailored plans for each individual** focusing on skills assessment and development, community involvement, and civic responsibility. Internships this year, at area hospitals and non-profit agencies including animal sanctuaries, helped with career exploration.

The **Extended Year Program** offers students with IDD the opportunity to continue their educational plan through the summer, with activities including recreation, leisure and life skills. During fiscal year 2020, 4 students continued to improve on skills worked on during the school year while enjoying other activities as well.



For me, working with The Arc Eastern Connecticut is more than one business working with another. Its mission is what makes this partnership special. I can provide my customers with a top shelf product and support a program that truly gives back to the community—it has a special place in my heart.

—Brian Unwin
Director of Dining Services, Pfizer Groton



Family: *We encourage and facilitate family education and engagement as fundamental to helping people living with disability achieve positive outcomes.*

Staying Safe and Healthy —

PIVOT

- ❖ We retooled programming for all our participants, keeping everyone in contact with team members and peers, and established regular, reassuring routines that **minimized disrupted services**.
- ❖ More than 60 team members who were called from other various programs to help staff our supported residences were trained in the use of the Therap case management software for residential programs.
- ❖ Online (Zoom, ZooRoom, etc.) platforms were utilized to keep all team members and participants connected.
- ❖ A committee comprised of managers from all programs created a comprehensive plan for a **gradual and thoughtful reopening**.

TECH SUPPORTS

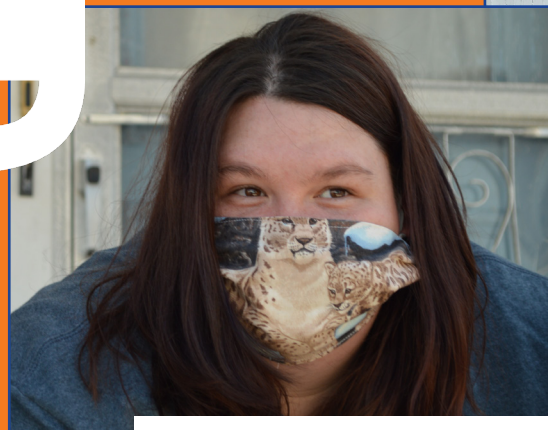
- ❖ Every day through the pandemic, The Arc ECT connected families, team members and program supports through innovative technologies.
- ❖ New alarm systems and **exterior monitoring cameras** were installed in our Danielson locations.
- ❖ Our entire vehicle fleet received **homogenized GPS systems** this year via ClearPath to track all van details, including maintenance requirements and location data.

RISK MITIGATION

- ❖ Food and supplies were delivered to each residence by a contracted vendor.
- ❖ Kiosks were set up at building entrances with team member and visitor **sign-in procedures and health screenings**.
- ❖ Enhanced nursing supports **allowed supervisors to confer with nurses** regarding team screenings, observations, etc.

“Thanks to all the staff for their dedication and sacrifice during this trying time as they provide care to some very special people. Words cannot describe how thankful I am to all of you.

— Michael J. Motyl,
friend of The Arc ECT



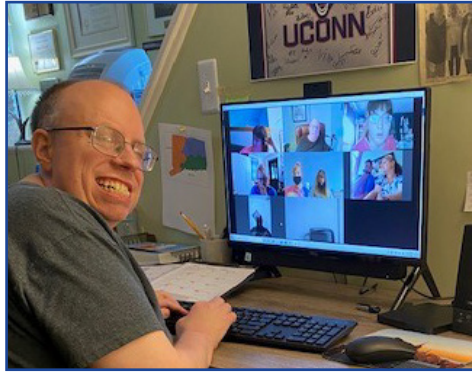
OUR OPERATING PRINCIPLES ➔

Our Response to the COVID-19 Pandemic



HEALTH AND SAFETY

- * Through exhaustive global searches, the agency acquired **sufficient PPE for its 22 group residences and all day program facilities, vehicles, and administrative offices** for the months during the pandemic and in preparation for ongoing and future needs.
- * All buildings were **professionally cleaned**, including the HVAC/duct systems.
- * Reconfigured program and office space in each building, along with **policies and health check stations at entrances**, allowed the agency to reopen on July 15 at 50% capacity.



COMMUNICATION

- * The Arc ECT created podcasts, **weekly COVID-19 updates**, community resource lists, and "Activities 4 U," a growing and changing list of virtual adventures and activity links for the entire eastern Connecticut community.
- * A member of the IT department became the **agency Vendor Liaison**, coordinating all construction, maintenance, and equipment supply activities.
- * A survey was sent to families to help **guide our reopening plan**, stay connected, and talk about how everyone was adjusting and adapting.
- * Our **"Answers from The Arc"** podcasts reached more than 20,000 team members and partners.



MAKING LIFE A LITTLE EASIER . . .

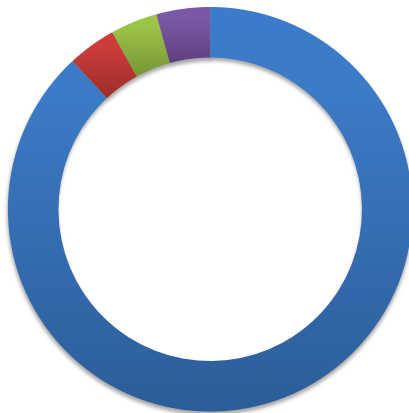
- * New iPads were purchased for the supported residences and day programs to **keep people connected** to their friends, families and team members.
- * Complete **movie packages were installed** at all our supported residences to make "staying in" a bit more enjoyable.
- * In June, a **supervised family visit protocol was developed** that let families visit face-to-face at our main locations while maintaining social distancing and following all precautions. Many families took advantage of what turned into an extremely positive and beneficial activity for everyone.

Innovation: *We continually break new ground in providing a menu of service options and improving how we operate our organization to bring about meaningful change for the future.*

Our First Year as

THE YEAR IN NUMBERS

FY2020 Revenue



■ Contract Revenue ■ Room & Board
■ Service Fees ■ Other

FY2020 Expenses



■ Salaries ■ Benefits
■ Program ■ Transportation
■ Building & Equip ■ Admin & General

Revenue	FY2019	FY2020
Contract Revenue	\$15,725,036	\$18,411,948
Room & Board	\$760,907	\$809,848
Service Fees	\$1,213,104	\$784,956
Supported Employment Program	\$394,284	\$309,841
Grants	\$215,967	\$275,345
Fundraising & Support	\$354,996	\$181,758
Rental Income	\$89,342	\$89,070
Investment Income	\$12,594	\$2,247
Other Income	\$163,757	\$38,213
Total Revenue	\$18,929,987	\$20,903,226

Expenses	FY2019	FY2020
Salaries	\$10,713,085	\$11,962,400
Benefits	\$2,117,161	\$2,464,848
Program	\$948,330	\$1,176,433
Transportation	\$1,094,962	\$1,087,609
Building & Equip	\$1,489,490	\$1,563,325
Admin & General	\$2,548,428	\$2,582,578
Total Expenses	\$18,911,456	\$20,837,192

The Department of Developmental Services made every effort this fiscal year to make providers whole and to compensate for COVID-related expenses.

The Arc Eastern Connecticut

Grant funding is a vital component of The Arc Eastern Connecticut's programming. In 2019/20, state, federal, community, and foundation grants were instrumental in helping our employment, community involvement, and enrichment programs continue to strengthen and grow. We're grateful to the many organizations who contribute to our programming through grant funds and regular cash gifts.

AHEPA Foundation
Bailey's Team for Autism
Berkshire Bank Foundation/The Savings Institute Financial Group Foundation
Chamber of Commerce of Eastern Connecticut Foundation
Charter Oak Federal Credit Union
Chelsea Groton Foundation
Community Foundation of Eastern Connecticut
Connecticut Water Company
Dime Bank Foundation
Dominion Energy Charitable Foundation
Eastern Connecticut Savings Bank Foundation
Electric Boat Employees Community Service Association
Jewett City Savings Bank Foundation
Killingly Building Products
Edward and Mary Lord Foundation
Knights of Columbus Councils of Norwich, Wauregan, Gales Ferry, and Oakdale
Town of Old Lyme
Putnam Bank Foundation
SeaChange Capital Partners/Lodestar Foundation
State of Connecticut Office of Policy and Management
USDA Rural Business Opportunity program
United Way of Southeastern Connecticut
Town of Waterford



The Founder of Habitat for Humanity, Millard Fuller, once said, 'For a community to be whole and healthy, it must be based on people's love and concern for each other.' By promoting and protecting the human rights of community members with intellectual and developmental disabilities, The Arc is building a stronger and healthier community for everyone. In full agreement with the thoughts of Mr. Fuller, it has been the privilege and pleasure of The Edward and Mary Lord Foundation to support the people, the programs and the Mission of The Arc Eastern Connecticut.

—Kathryn Lord
President
(center in photo, with Bonnie Jones and Tim Bates)

The Connecticut Neighborhood Assistance Act

Through this program, corporations are allowed to donate a certain percentage of their state business tax to a non-profit of their choice. In 2019 we were fortunate to have two corporate partners:

The Connecticut Water Company

Killingly Building Products

These generous companies contributed their tax credits towards energy-efficient window installation at our Mechanic Street, Danielson facility.

GRANTS and SUPPORTS

Our combined fundraisers are some of the most eagerly-anticipated events of the year, from New London to Woodstock. 100% of proceeds are directed towards programming for people with IDD. Thanks to the hundreds of participants and event sponsors who help us to continue providing vital programs and services.

The Arc's Fundraisers at a Glance

April: Murder Mystery Dinner Theater: a limited-seating formal dinner where attendees solve a crime, assisted by a professional theatre troupe.

April: The Arc Film Festival: an evening of short films celebrating people with disabilities, with hors d'oeuvres and a high-quality silent auction.

June: The Gardner Johnson Memorial Golf Tournament: for both experienced and week-end golfing foursomes, held at the CT National Golf Club.

October: The Annual Jack O'Keefe Memorial Strides Road Race. 10k, 5k and fun run/walk/roll for all ages and abilities.

December: Families, friends and businesses contribute to The Arc ECT through the worldwide Giving Tuesday campaign.

Year Round: Annual Giving campaign.



The Arc's events are the best! There's always great food, a good program, and best of all we know that everything they raise is going directly to support people with IDD. We couldn't partner with a better organization.

—Matt Desaulnier
Gerardi Insurance Services, Inc. (event sponsor
and enthusiastic Golf Tournament participant)

Note: Due to the pandemic, we were forced to cancel our Murder Mystery Dinner Theater, Film Festival and Golf Tournament this year. We don't know what we would have done without the kindness, understanding and generosity of our event sponsors who had committed funds to these events and have allowed us to retain their sponsorship dollars. These incredible community partners made it possible to continue funding those essential programs that depend on these events for their continuation.

2020

Thank you to our community partners who provide venues, resources, services and supplies to help make our programs a success!

Bill Library
Buttonwood Farm
Chase Manor 2 Norwich
Chelsea Groton Bank
CT Free Store
CT Humane Society
Denison Pequotsepos Nature Center
Divine Providence Church
Eastern CT Ballet
Ekonk Hill Turkey Farm
Get Fired Up
Groton Senior Center
Hartford Marathon Foundation
High Hopes
Lavender Hill Farm Alpacas
Lyman Library
McCook Point Park
Mohegan Bowl, MA
Mystic Aquarium
New London VFW
Newent Congregational Church
Norwich Bully Busters
Norwich Senior Center
Norwich Ten Pin
Outback Stables
Panera Bread
Preston Library
Pumpkintown
Ray of Light Farm
Southwick Animal Farm
Sprague Library
Waterford Parks & Recreation

Employment & Training Site Partners

Burnett's Landscaping
CW Resources—The US Naval Submarine Base
Coastal Cleaners
Camp Harkness
Community Café Putnam
Coogan Farm
DXC Technology
Day Kimball Hospital
Fleet Reserve Association
Gemma E. Moran United Way Food Center
Goodwill
Hay Burr Inn Horse Rescue
Heritage Pines Apartments
Linda's House Pediatric Daycare and Preschool
Local Creations at Groton Senior Center
Lowe's Distribution Center Plainfield
Mike Smith Transmissions
Mohegan Sun
Mystic Marriott
New London Public Library
Panera Bread
Paws Cat Shelter
Rawson Materials
The Resident
Rite-Aid
St. Vincent DePaul Place
– Norwich Soup Kitchen & Food Pantry
Seely-Brown Village
ShopRite New London
Stop & Shop Groton and Waterford
Thames Valley Council for Community Action, Inc. (TVCCA)
Valley View Riding Stables
Walmart Putnam
Waterford Community Center
Whitcraft

COMMUNITY PARTNERS

We are pleased to acknowledge the following individuals and families for their generous donations to The Arc Eastern Connecticut.

Adam & Hollis Abram
Roberto & Ellen Abutin
Shannon & Robert Aiello
Arlene Altmeier
Anonymous
Charles & Alice Archambault
Marc & Mary Archambault
Denise Archambault
Claire Armstrong
Daniel & Mary Atwood
Diane Aubin
Susan Bailey
Raymond & Lorraine Balick
Helen Ballou
William & Susan Barbuto
Kathryn Bartus
Ronald Bates
Diane Bates
Giusy Beaman
Martin & Arlean Bednar
Alice Belden
Kathleen Belinga
Paul & Annemarie Bellenoit
Judith Bennett
Carol Benson
Charles W. Bentley Jr.
Katrina Bercaw
George & Gertrude Bordua
Thomas & Kathy Borner
David & Lynn Bourque
Joyce Bouthillier
Gary & Theresa Bowne
George & Pamela Brown
James & Linda Bunn
Sherri Burdette
Christopher & Patricia Burke
Kim & Susan Bushey
Susan Calaman
Patricia Carlin
Richard & Dolores Carnahan
Gail Carr
Norma Cassettari

Kristin Cathell
Marianne Champagne
Harold Chappell
Debbie Chappell
Robert Chicoine
Victoria Christian
Richard Cimochoowski
Gerard Cinq Mars
Mark & Bette Clemens
George & Joy Collelo
The Colgan Family
Anthony & Christine Cosentino
David & Gloria Cournoyer
Everett & Nancy Cowley
Walter & Denise Crabtree
Jim & Michele Cronin
Gerald Daigle
Marge Daly
Rita Dancosse & Barbara Morrison
Patricia Daviau
Betty-Jo Davis
Barbara Davis
Monica Dean
Gene Michael Deary & Elizabeth Zachow-Deary
Allen Deary
Rick & Luanne DeMatto
Leo & Shirley Demers
Roy & Bonnie DePizzol
Matthew & Julie Desaulnier
David & Sandra Desjardin
Norman Deslauriers
Mark & Susan Desrosiers
Richard Dion
Marc DiSilvestro & Wendy Daly
Sandy Dodge, Jr.
Bill & Abby Dolliver
Lara Dolphin
James & Patricia Doran
Jeffery & Susan Dover
Michael E. Driscoll

Julie Drouin
Nhu Duong
Thomas & Julie Ann Dupont
Paul & Ellen Durand
Charles & Cheryl Eaton
Max Edmond
John & Lorraine Egan
Edgar & Barbara Elliot
Alice Ennis
Jerome & Diane Ethier
Joel & Roslyn Etra
Stephen Etzel & Sherill Cyr
Richard & Julia Evans
Joan Fenick
Emily Ferguson, MD
Joseph & Mary Ann Fodor
John Folsom
Debra Gagnon
Denton Gates
Louis Gedeon
Jason & Jessica Gerum
Frances Gesualdi
Laura Giannelli
Arthur E. Girard
Michelle Glaza
Frank & Susan Golet
Lynn Goodwin
Dwayne & Denise Grant
Russell & Ashley Grant
Joseph & Noreen Gravel
Pat Grygorcewicz
Annette Grenier
Paul Grenier
Robert & Rebecca Grillo
Theresa Gromko
Judy Haines
Ronald & Wanda Halinski
Colleen Halloran
Nathan & Jean Hart
Shiela Hayes
Laurie Herring
Frank Hegedus

Peter & Beverly Herstein
Ann Hesketh
The Hickey Family
Brian & Bridgette Hickey
John & Patricia Hines
Amy Hinkle
Joann Johannemann
Kevin Johnson
Rolland & Alma Johnson
Sandra Joyce
The Juber Family
Scott Kadey
Michael & Andrea Kaiser
Thomas & Joanne Kasprzak
Kathleen Katamura
Michael Kelleher
Paul Kelly
Amy Kennedy
Marjorie Kimball
Deborah Kirby
Sara Klemmer
Lisa Knobloch
Hans & Christina Koehl
Paul Koenigs & Mary Mercado
Anthony & Giselle Komorowski
Leonel & Marie Konicki
Doris Konowski
Elizabeth Korineck
Steven & Patricia Kovacic
John & Jeanne Kramer
Sherilyn Kuzel-Flannery
John & Judi Lachance
James & Mary Lafontaine
John Lafountain
Jean Lafreniere
Lorraine Lanyon
Mary LeBlanc
Donald & Jean Leone
John Lopes
Mark Lopez, MD
Peter Lopriore
Lori Loughlin

If you made a gift to The Arc Eastern Connecticut between July 1, 2019 and June 30, 2020 and do not see your name on our list of Community Partners or Donors, please accept our apologies. You may contact Denise Tift at (860) 889-4435 ext.116 to be added to this list.

Michael Lowell
& Jennifer Heath
Edward & Barbara Luther
David & Christine MacIntosh
William & Diane MacLaren
Priscilla Magnan
Lorraine Mailhot
Mark & Joan Malchiodi
Mark & Ellen Maloney
Joseph & Marilyn Mancini
Diane Manning
Loretta Manning
Kevin & Cary Marcoux
Eleanor Mariani
Brian Martel
Donald & Patricia Masse
Joe & Carol Mastronunzio
Mike & Ellen Maus
Russell & Nancy Mayhew
Kathleen McBride
Margaret McCarthy
Richard McCarthy
Donna McDonough
Melissa McGuire
Michael & Joyce McOsker
Michael & Julie Menders
Rachel Merrill
Gregory & Renee Messier
Marissa Miller
John & Darlene Miller
Ricky & Donna Milnarik
Carol Minalga
Jenna Miner
Michael Mirsky
Abner Molina
The Moody Family
Philip A. Moody
Andrew & Emily Morrison
Phyllis Morrison
Dennis & Johanna Morse
Gary Motin
Doreen Murdock
Jennifer Nadeau
Paul Narducci
Murray Navick
Joan Nelson

John Normington
Ronald & Gail Obach
Julie O'Conner
Karl Odden & Alyson Aleman
Mary Anne O'Keefe
Jack & Robin O'Keefe
Ginger Palmer
Peter Panichas
Richard & Florence Parker
Bruce & Linda Parsons
Jeffrey & Lindsay Paul
Gwen Perry & Douglas Barrette
Peter & Lynda Petrides
Theodore & Rosemarie Pieczyk
Anne Pierson
Carl & Cheryl Plassman
Louise Pockoski
Raymond Poirier
Leslie Poitras
Joseph & Elizabeth Ponzi
Eric & Debra Porter
James & Irene Profetto
Charles Puffer
Jeffrey & Jessica Rawson
Richard Raymond
Dennis & Darleen Raymond
Alberto & Megan Recillas
Roberta Reddy
Peter Regas
Anthony & Beth Reinhold
Lawrence Ring
Grant & Elizabeth Ritter
Mercedes Robbins
William & Joanne Robinson
Michael & Rose Rodrigues
Earl Rosebrooks
Nathan & Ann Rosebrooks
David & Judith Rzuclido
Roger & Cheryl Salvas
Kenneth & Patricia Sarasin
John Satti
Norman & Sara Seney
Rita Serio
Jeremy Serwer
Kevin & Linda Shaw

Barry & Brenda Shead
Karen Sheffield
Edwin & Alice Sheldon
Kenneth & Janice Shirshac
Jan Jens
Stephen Sikora
Peter Silkowski
Jitendra Sinha
Lisa Smigel
The Smith Family
Phyllis Smith
Robert & Diana Smith
Abby Snyder
Ronald & Mildred Sokolowski
Cathleen Special
The Stankewich Family
Joseph & Joanne Stanley
Kathleen Stauffer
Josephine Stenback
Marissa Strakis
Thomas & Candace Sullivan
Charles Sullivan, Jr.
Paul Swantek
Mary Beth Sworin
Ralph & Vicki Tate
Diane Theriot
Tom & Susan Theve
Thomas Thurlow
Preston Toliver
Steven & Mary Tomeo
Richard & Dianne Tremblay
Gladys Tucker
Gayle Vare
David & Patricia Varholy
Cheryl Veilleux
Gail Vitagliano
Hany & Noheir Wahba
Dick Walsh
Denise Walstra
Richard & Terri Warren
Richard & Janet Watson
Arthur & Cheryl Weeks
Grace Werling
Mary White
Linda Wilkinson
Bill Williams

John Williams
John Wood & Lynn Martell
Robert Wood
Gregory Young
& Barbara Deindorfer
Lu Ann Zbinden
Edward Zbinden
Martin Zeldis
John & Sheila Zittel



It has been a true privilege for me to work alongside The Arc Eastern Connecticut to protect and support people with IDD. I am always amazed at the terrific response from families when they are called to action. As a legislator, I can tell you what a profound impact their voices have on helping craft sound policy for individuals with disability in the areas of employment, education, housing, funding, and an array of vital services.

—Rep. Kathleen McCarty

The 1952 Society

To commemorate the founding year of both The Arc New London County and The Arc Quinebaug Valley's founding year, the 1952 Society recognizes donors who have exceeded a lifetime contribution of \$1,952.

The Adams Family
Shannon and Robert Aiello
Denise Archambault
Diane Aubin
Martin and Arlean Bednar
David and Lynn Bourque
George and Pam Brown
Sherri Burdette
The Chojnicki Family
Victoria Christian
Joann and Charles Cirrito
Stephen Colgan
James and Deborah Dandeneau
Gene Michael Deary
Michael Deary
Barbara Deindorfer & Gregory Young
The DeMatto Family
The Demicco Family
Lisa DeMots Davies
Edward and Mary Lou Desaulnier
Mark and Susan Desrosiers
Thomas and Julie Ann Dupont
The Fournier Family

Denton Gates
The Gedeon Family
Laura Giannelli
Maureen Gilardi
Deborah Gregoire
The Grygorcewicz Family
Betty Hale
The Halloran Family
The Heck Family
Laurie Herring
Terrence Hickey
Scott Kadey
Bob Kaufman & Joann Chapel
The Kelleher Family
Deborah Kirby
The Klemmer Family
The Leone Family
The Lorenz Family
Attorney Stanley Lucas
Roland H. Lupien, DDS
Joe and Carol Mastronunzio
The Maus Family
The Middleton Family

John and Darlene Miller
Alice Munyan
Frank Newth
Peter and Kelly Newth
The O'Keefe Family
Onnolee Rader
Allan and Kathie Rawson
Jeffrey and Jessica Rawson
The Rhodes Family
Daniel and Judith Rovero
Kevin and Linda Shaw
The Siart Family
Bob and Jinny Smanik
Mary Ellen Snyder
The Sobolov Family
Kathleen Stauffer
The Thomas J. Sullivan Family
Ralph and Vicki Tate
Robert and Ann Tetreault
The Theve Family
Steven and Marge Townsend
Robert and Sue Vincent
The Walstra Family

***New members as of FY 2020 are in bold**



In Memoriam

The Arc Eastern Connecticut is honored to receive donations from friends and family members in memory of the following loved ones:

John Bard
Sandy Barry
Matthew Benoit
Henriet Blanchette
Leo Cassettari
Patricia Cassidy
Terry Chambers
Andrew Chatlas
James H. Clair
Paul and Georgette Coderre
George Daly
Judy Daviau
Charles Fenick
Linda Gedeon
Kara Grillo
Thomas Hesketh
Mary Courtney Kelleher
Steven Kennedy

Members of Knights of Columbus
Ponemah Council #34
Philip Lachance
Robert A. LeBlanc
Dick Mailhot
Annette Mars
Melvin Mason
Americo Mastronunzio
Margaret Maus
Kay Moore
John Morrison
Jack O'Keefe
Raymond L. Plassman
Gilbert Sheffield
Janine Theve
Norman Topping
Gail Tyler

Honorees

Gifts were made this year in honor of the following friends, family members and co-workers:

Doris Briere
Alexia Sedonia Bunn
Gary Cote
Conor Daly
John Deindorfer
Gail Grieka
Andrea Kaiser
Steven Kennedy
Patricia Masse
Patty Moody
Felicia Murallo
Everett O'Keefe
Patricia Parker
Barbara and Fred Rich
Jay Siart
Abby Snyder
Denise Tift
Paula Vincent

Gifts in Kind

We're delighted to acknowledge the following organizations, businesses and families for their generous and thoughtful donations of goods and services to our fundraising events and to our day, residential, advocacy and employment programs.

Cathy Bokoff
David & Lynn Bourque
Brooklyn Country View Restaurant
Clarity Output Solutions
Garde Arts Center
H&R Block
The Hickey Family
Hitachi Cable – Suzhou
Lisbon Tire, LLC
Microtel Inn & Suites by Wyndham
Mohegan Sun Resort & Casino
Northeast CT Chamber of Commerce
ServiceMaster by Mason
Skydive Danielson
The Sunshine Shop Inc.
Town Fair Tire
The West Family



SPONSORSHIPS and GIFTS

The Arc Eastern Connecticut is extremely fortunate to be supported by so many wonderful organizations and area businesses who made donations to the agency and sponsored our fundraising events in FY 2020.



Special Thanks to These Sponsors

21st Century Tolland Fund
 A & A Management, LLC
 Ace - 43 Corporation
 Acorn Acres Campground
 Alarm Security Protection
 Co, Inc (ASP)
 All Souls Unitarian
 Universalist Congregation
 Amazon Smile
 American Truck
 Historical Society
 Anonymous
 Archambault Insurance
 Associates
 Atlantic Broadband
 bankHometown
 Bartol Heating and Cooling
 Benepe Sales & Consulting, LLC
 Berkshire Bank
 Bousquet's Appliance & TV
 Brunet & Company
 Real Estate LLC
 Bucknam, Masseur
 and Associates
 Business Systems &
 Incentives, Inc.
 Byrnes Agency Insurance, Inc.
 Chace Building Supply
 of CT, Inc.
 Charity Painting
 Charter Oak Federal
 Credit Union
 Children's Dental Associates
 Christ Church of Pomfret
 Cigna Health and Life
 Insurance Company
 CohnReznick
 Collins & Jewell Company
 Colonial Health Rehab Center
 of Plainfield, LLC
 Columbia Ford Kia

Comcast
 Connecticut Business Systems
 CorePlus Credit Union
 Creative Wellness Marketing
 Daniel R. Santos, CPA, LLC
 Desmarais & Sons, Inc.
 Dime Bank
 Kristine Durocher
 Eastern CT Savings Bank
 ERW, Inc.
 Flanders Fish Market
 Fluid Coating Technology, Inc.
 Foster Corporation
 Louis Gedeon
 Gerardi Insurance Services, Inc.
 Gilman and Valade Funeral
 Homes and Crematory
 Guillot Funeral Home, LLC
 Hilltop Contractors, LLC
 Home Builders & Remodelers
 Association of Eastern
 Connecticut, Inc.
 bankHometown
 Hometown Heating LLC
 Janney Montgomery Scott, LLC
 Jewett City Savings Bank
 Killingly Brooklyn Rotary Club
 Killingly High School
 Linemaster Switch Corporation
 Lisbon Tire, LLC
 Roland Lupien, D.D.S.
 Macara Vehicle Services
 Mallove's Jewelers
 Mattern Construction, Inc.
 Maynard Electric LLC
 John & Darlene Miller
 Miyoshi America
 MJ Sullivan Automotive Group
 M & M Properties
 Mohegan Congregational
 Church

Muenzner Payroll Solutions
 Mutual of America
 Mystic River Building Company
 New England Telephone
 Employees Community
 Service Fund
 New Shoreham Human
 Systems Consulting, LLC
 Northeast Flooring &
 Kitchens, LLC
 Norwich Public Utilities
 O&G Industries, Inc.
 Odd Fellows Faith Hope &
 Charity Fund, Inc.
 Overhead Door Company
 Pfizer Connecticut Labs
 Premier Printing
 Putnam Bank - a Division of
 Centreville Bank
 Putnam Bank Employee
 Giving Program
 Putnam Emblem Club #209
 Putnam Rotary Club No. 6507
 Putnam Supermarket
 R & W Heating Energy
 Solutions, LLC
 Rawson Development
 Rawson Materials
 Rose City Financial Services
 Rotary Club of Norwich
 RPC Associates, LLC
 S & S Worldwide
 Sisters of the Immaculate
 Conception
 Spirol International Corp.
 Kathleen Stauffer
 Stop & Shop
 Suisman Shapiro
 Attorneys-at-Law
 Sure Bright Inc.
 Takeda Millenium

Thames Valley Relief
 The Daughters of the
 Holy Spirit
 The G-Seven Catering Co.
 The Loomis Team
 The Mitchell D. Phaiah
 Foundation, Inc.
 The Nutmeg Companies Inc.
 The Rideshare Company
 The Robert F. and Maureen
 T. O'Keefe Family Foundation
 The Schuster Group
 Thomas & Candace Sullivan
 Thompson Lions Club
 Titan Energy New England, Inc.
 Tito's Handmade Vodka
 Towne Liquor Store
 TriPoint Insurance, Inc.
 Walgreens Dayville
 Distribution Center
 Walter & Carolyn McGinn,
 DMD
 Wheelabrator Putnam Inc.
 Willimantic Waste
 Paper Co., Inc.
 WINY Radio
 Wireless Zone
 Woodstock Business
 Association
 Workers Compensation Trust
 Yankee Remodeler of
 New London, Inc.
 Gregory Young
 & Barbara Deindorfer

SPONSORSHIPS and GIFTS

Board of Directors

Linda Rhodes, *President*

Diane Aubin, *Vice President*

Ray Baribeault, *Secretary*

Gene Michael Deary, *Treasurer*

Enrico DeMatto, *Immediate Past President*

Directors

Shannon Aiello

Pamela Brown

Paul Formica

Emily Morrison

Jeffrey Rawson

Michele Scott

Abby Snyder

Mary Ellen Snyder

Committee Chairs

EXECUTIVE

Linda Rhodes

FINANCE

Gene Michael Deary

BOARD DEVELOPMENT

Linda Rhodes



Board members with The Arc's cookies, L to R: Jeffrey Rawson, Mary Ellen Snyder, Linda Rhodes, Abby Snyder, Ray Baribeault

“

As a business owner who has hired people with IDD, I understand firsthand the importance of both providing people with IDD the opportunity to be completely integrated in their communities and showcasing their enormous contributions to the workforce. Our advocacy as Board members is vital.

—Jeffrey Rawson
Board Member

”

OPERATING PRINCIPLES →

LEADERSHIP TEAM

Executive Team

Kathleen Stauffer
Chief Executive Officer

Laurie Herring
Chief Operations and Quality Officer

Terrence Hickey
Chief Financial Officer

Scott Kadey
Chief Information Officer

Andrea Kaiser
Chief Development Officer

Elizabeth Korineck
Chief Talent Officer

Annemarie Bellenoit
Chief Administrator

Deputies

Betty-Jo Davis
Deputy Chief Quality Assurance Officer
—Residential Services

Pat Grygorcewicz
Deputy Chief Quality Assurance Officer
—Individual Services

Valerie Malone
Deputy Chief Quality Assurance Officer
—Support Services

Jennell Ricard
Deputy Chief Quality Assurance Officer
—Day Services

Directors

Alex Cabezas
Director of Residential Services Southeast

Joann Cirrito
Director of Day Services Southeast

Joseph and Kathleen Cote
Directors of Camp

Jason Fletcher
Director of Residential Services Northeast

Yvette Horton
Director of Individual Services

Susan James
Director of Day Services Northeast

Bonnie Jones
Director of Employment Services Southeast

Paula Kowalski
Director of Senior Retirement

Rachel Merrill
Finance Manager

Penny Newbury
Director of Grants & Communications

Jennifer Ricci
Director of Community Enterprise

Crystal Simonson
Director of Development

Denise Tift
Director of Community Outreach

Leadership: *We model choice in everything we do.*



Central Offices

125 Sachem Street, Norwich, CT 06360 | T: 860.889.4435

Northeast Administrative Offices

687 Cook Hill Road, Danielson, CT 06239 | T: 860.774.2827

Northeast Day Services

193 Mechanic Street, Danielson, CT 06239 | T: 860.779.2362

Employment Transition Center

52 Sacred Heart Drive, Groton, CT 06340 | T: 860.449.1529

The Arc Emporium & Redemption Center

22 Route 171, Woodstock, CT 06281 | T: 860.928.4727

TheArcECT.org



2020

IN
**PARTNERSHIP
FOR FULL
EQUALITY**