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Annual Report



Our Finances

2018 Income by Source*

Total Revenues: \$26,725,881

Program Related Services	\$17,733,258
Herkimer Industries Sales	\$7,218,299
Fund Development	\$359,406
Other Revenues	\$1,414,918

2018 Total Expense by Type*

Total Expenses: \$26,283,531

Wages	\$12,773,094
Employee Benefits	\$2,589,072
Program Related Expenses	\$10,386,115
Other Expenses	\$535,250

Net Surplus: \$442,350

2018 Finances Unaudited*

* Audited financial statements were not available at the time of printing the 2018 Annual Report.

** Includes final year of donations toward the Capital Campaign for Arc Park.

2017 Income by Source

Total Revenues: \$25,608,657

Program Related Services	\$17,554,722
Herkimer Industries Sales	\$6,139,205
Fund Development	\$521,417**
Other Revenues	\$1,393,313

2017 Total Expense by Type

Total Expenses: \$25,507,194

Wages	\$11,872,635
Employee Benefits	\$2,966,869
Program Related Expenses	\$10,101,961
Other Expenses	\$565,730

Net Surplus: \$101,463

2017 Finances Audited

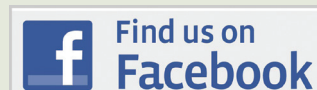
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For more info. visit:
Arc Herkimer
www.archerkimer.org

Herkimer Industries:
www.herkimerindustries.com

New York International Wine Auction:
www.nyiwa.com



Our 2018-19 Board of Directors

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President/CEO

Kevin Crosley



Photos on Front Cover: Left top photo, clockwise: Clayton Reed, 2018 Inspiration Award Winner, Mary Bruce, Herkimer Industries worker packing Stop the Bleed kits, and Jason Robinson, first place winner of the first-ever wheelchair division of Arc Herkimer's Heart & Sole Awareness 5K Run.

Our Mission:

“Empowering people with disabilities and enriching lives throughout our community.”


To Our Valued Supporters:

We continue our trend in growing our agency, regardless of the current political environment. We have found by diversifying our revenues—we’re not just keeping pace, but rather, finding ourselves in a position of flexibility in a difficult period for our industry.

We strive to offer first class supports and services and feel as though strategically we have positioned ourselves to do so. That said, the reality of recruiting quality people into our field has become a bit of a national crisis. Consequently, we are doing everything in our power to improve the wages of our staff in order to not compromise the supports and services our families have come to expect.

As we continue to prepare for Medicaid Managed Care down the road, it will become imperative that we are viewed as the provider of choice. We cannot afford the luxury of resting on our previous successes and will continue to aspire to be the best provider of supports and services in the state.

I know you all are with us. Thank you for your support.



Kevin Crosley
President/CEO



Harrison Hummel IV
Board of Directors Chair



Kevin Crosley



Harrison Hummel IV



Kucerak Family Boosts NYIWA to New Record

◀ The New York International Wine Auction (NYIWA), one of the northeast's premier wine and food events held October 6 at the Turning Stone Resort • Casino, raised a record \$320,000—thanks in part to a generous donation from Paul Kucerak and his family.

This year was magical with a \$100,000 donation from the Kuceraks to the Fund-A-Need portion of the evening that will ultimately help fund vital and meaningful updates to Arc Herkimer residential homes that are not covered with government funding. The family challenged those who attended to match support upgrades to enhance home life for the individuals supported. The Central New York community has come to realize that people equate the top-notch events Arc Herkimer hosts with the excellence of the supports and services the nonprofit provides.

Kucerak also donated \$50,000 in 2017 for the Fund-A-Need portion of NYIWA to support Arc Park, a regional park that supports recreation for people of all abilities. Proceeds from NYIWA help Arc Herkimer to empower people with disabilities and enrich lives throughout the community.

Paul Kucerak, seated, was represented in the NYIWA presentation of the \$100,000 by his children, standing from left, Paula Fuchs, and Milan Kucerak.

HI Achieves Record Sales Growth

► Herkimer Industries (HI), a division of Arc Herkimer, which supports an integrated workforce of 150 people with and without disabilities, just had another banner year, setting a new record of over \$7.2 million in sales.

HI is the only assembly house for Stop the Bleed kits that are sold throughout the world. In 2017, Herkimer Industries achieved \$750,000 in total sales for the kits. In 2018, that grew to \$2.2 million, and the numbers continue to rise. To spread the word regarding these life-saving kits, the HI Sales team members made presentations to the School Safety Summit hosted by the Herkimer County School Safety Taskforce, the New York State Governor's office, and colleges and schools. Additionally, the products were added for procurement through the New York State Office of General Services Preferred Source Program-NYSID.

HI became a member of the Contract Packaging Association to assist in seeking potential customers who are looking for unique contract packaging and manufacturing abilities. In 2018, new packaging opportunities were secured with two new customers: 4C Inc., energy drink mixes, and Seed Sheets, personal gardening kits. HI is also in the process of becoming SQF (Safe Quality Food) certified. The Food Safety Certification requirements provide a rigorous system to manage food safety risks and provide safe products for use by companies in the food industry.



Mary Bruce and Justina Kiefer help package Stop the Bleed kits at Herkimer Industries. The kits are sold throughout the world.



Career Connections and Herkimer College celebrate as recipients of a national job placement award for their collaboration for the Project SEARCH program. Those accepting the award, from left, Career Connections Assistant Program Director Catherine Loomis, Career Connections Employment Services Specialist Nicole Knapp, Herkimer College Associate Dean of Academic Affairs - Humanities/Social Science Dr. Robin Reicker, Herkimer College President Dr. Cathleen McColgin, Arc Herkimer President/CEO Kevin Crosley, Career Connections Director Robin Mattox, and Arc Herkimer VP - Supports & Services Shawn Schultz.

Nichols Makes a World of Difference

► Staci Nichols, Career Connection's assistant director, had the distinct honor of being named as a Difference Maker! TIAA (Teachers Insurance and Annuity) 100 Honoree. One hundred individuals throughout the United States were recognized for their work in the nonprofit sector for making significant contributions in their communities and the world.

TIAA received over 4,000 submissions, and Nichols was selected. Each recipient represents an inspiring story that epitomizes what it means to be a difference maker. TIAA recognized each of the 100 honorees with a \$10,000 donation in their name to the nonprofit organization they support, totaling \$1 million in contributions. Nichols chose Arc Herkimer as the recipient!

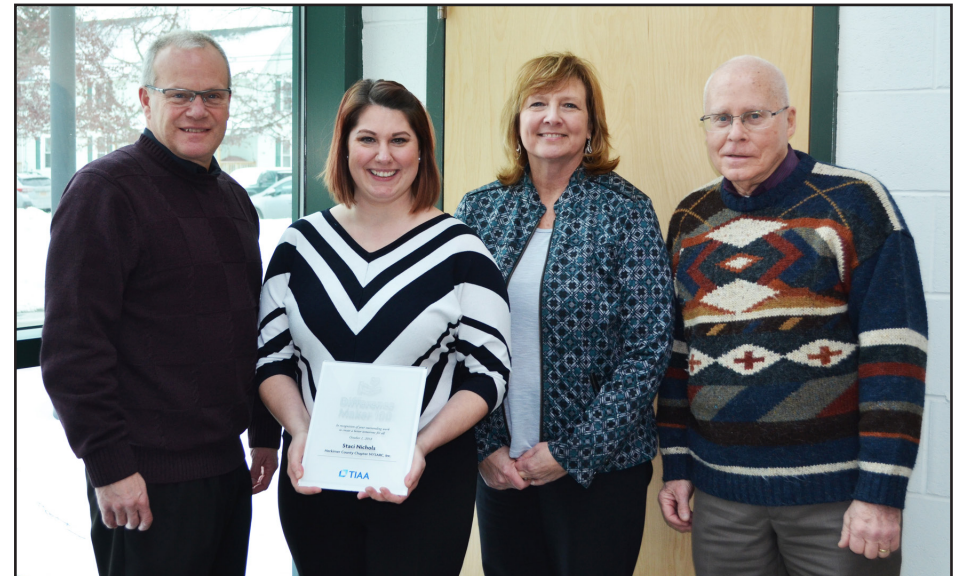
The final Difference Maker 100 Honorees were selected by a panel of judges based on their impact, creativity, perseverance, and motive. Nichols was chosen for her work with young adults, aged 16 to 24, and her assistance in helping them to reach their goals and find jobs. She assisted with life tasks such as job searches, earning high-school equivalency diplomas, enrolling in college, and signing up their children for daycare.

Career Connections Earns National Award

◀ Career Connections, a division of Arc Herkimer, and Herkimer County Community College earned a national job placement award for the Project SEARCH program.

The award, presented at the Annual Project SEARCH Conference in Savannah, GA honored the organizations for their collaboration to secure 100 percent placement for the first class of interns for jobs in the community earning at least minimum wage. In 2019, the program is in its third year of collaboration between the nonprofit and college.

Project SEARCH is a 40-week intern program for young adults with disabilities, ages 18 to 34, with a sole objective and intensive focus on achieving competitive employment and maximum independence for each participant.



Congratulating Nichols for her award include from left, President/CEO Kevin Crosley, Staci Nichols, Career Connections Director Robin Mattox, and VP - Strategic Development Frank Reid.



From left, Transportation Manager Dean Jones, congratulates 2018 Transportation Drivers of the Quarters which includes Terry Fox, Bob Sommer, and Mike Faubert. Sommer was also named Driver of the Year.

Boosting Safety with New Buses & Cameras

◀ Arc Herkimer's transportation bus fleet traveled 227,000 miles delivering individuals to and from programs, work, and school. Transportation Services also provided 30 charter runs for a variety of local businesses, villages, and private parties.

Five new buses were added to the fleet in July 2018 with the project partially funded through a federal grant funneled through the New York State Department of Transportation. Those buses allowed for the retirement of some older models that were pushing up the costs of maintenance.

Safety improved with the installation of camera units on each bus. This multi-year project was partially-funded with a grant from The Community Foundation of Herkimer and Oneida Counties, Inc. The cameras are invaluable to ensure safety for drivers and passengers. Passengers cannot always articulate situations they might encounter with other passengers. Review of incidents can help mitigate further issues. Additionally, the cameras are a tool for managers to utilize for training purposes to help evaluate driving skills.

To keep driver safety at the forefront and to reward best practices, drivers are recognized for their attendance, driving records, and teamwork. Drivers of the quarters included: Bob Sommer (1st and 2nd), Terry Fox (3rd), and Mike Faubert (4th). Bob Sommer was also named Driver of the Year.

Reunited Feels So Good

► Historic floods in Herkimer County damaged an Arc Herkimer house in Mohawk, and although residents were never in harm's way, it was decided to change their living situation as the home was bought through a buyout program for areas with persistent flooding.

Individuals were relocated to different homes while awaiting completion of a complex construction project of a home in Herkimer to meet each person's needs. Arc Herkimer residential staff worked diligently with contractors to create a safe and inviting new residence. The four individuals were reunited in 2018, adding a new roommate.

Everyone loves the new Central Avenue home. Maryellen said she loves living closer to downtown, where she can walk to shop and visit friends. Diane likes that she has a shorter bus ride to work. Barbie and Diane are enjoying their bedrooms. Ron is happy the group is back together. Eric likes how quiet his new neighborhood is, and cooking in his new kitchen.



The Central Avenue residents enjoying their new home, from left, Ron Hill, Maryellen Doane, Diane Duffy, Barbara Bobbit, and Eric McCauley.

After selecting paint colors for their own bedrooms and helping with decorating in the final stages, five individuals moved into their beautiful new house. Two women, who shared a bedroom for years, were welcomed into private rooms.

Hosting Inaugural Wheelchair 5K Run Division

► Arc Herkimer hosted its first Wheelchair Division at the Heart & Sole Awareness 5K Run, which was a day-long community celebration at Arc Park, a unique recreational park that accommodates recreation for individuals of all ages and all abilities. The event also included a free Kids' Run, which was enjoyed by over 50 children.

Proceeds from the Heart & Sole 5K help support people with disabilities and unfunded and underfunded programs at Arc Herkimer. Cash awards were presented at a post-race ceremony to each top overall male and female 5K winner, with prizes given to the first male and female finishers in each division and medals to second and third place winners in various age groups, including 10 and under to 60 and over. The runners and wheelchair athletes also enjoyed raffles and prizes that included local dining and store certificates. KISS FM was on hand for music and live remote broadcast.

Jason Robinson, first place finisher, and Devin Henry, second place winner participated in Arc Herkimer's inaugural 5K Wheelchair Division.



Herkimer Industries donated a Bleeding Control Station to Herkimer BOCES. Those on hand for the presentation include, from left, Health and Safety Service Coordinator Adam Hutchinson and Technical Education Principal Kathy Fox, both Herkimer BOCES, Arc Herkimer VP - Industrial Operations Michael Lamb, Herkimer BOCES District Superintendent Sandra Sherwood, Arc Herkimer President/CEO Kevin Crosley, and Herkimer Industries National Business Development Director Suzanne Bakiewicz.

Spreading the Word to Stop the Bleed

◀ Herkimer Industries, the employment division of Arc Herkimer, donated a Wall-Mounted Bleeding Control Station to Herkimer-Fulton-Hamilton-Otsego BOCES. The Bleeding Control Station was installed next to the Herkimer BOCES AED (automated external defibrillator) at the Career and Technical Education labs at the William E. Busacker Complex in Herkimer.

The American College of Surgeons Committee on Trauma (ACS COT) is leading this effort to save lives. The goal is to train everyone in the U.S. about what to do during a bleeding emergency. Herkimer Industries is proud to be the designated and primary kitting house for this national program.

As seen on 60-Minutes, NBC Nightly News, Dr. Oz and other notable shows, the kits can help prevent bleeding, the number one cause of death in trauma. Twenty percent of people who have died from traumatic injuries could have survived with quick bleeding control. Launched in October 2015, Stop the Bleed is a national awareness campaign and call to action. It is intended to cultivate grassroots efforts that encourage bystanders to become equipped and empowered to help in a bleeding emergency before professional help arrives.

Walmart Named Employer of Year

► Career Connections, the employment division of Arc Herkimer, honored Walmart with the 2018 Employer of the Year Award. The award recognizes Walmart's outstanding commitment to providing employment opportunities for people with disabilities.

Walmart also received a 2018 Central New York Employment Recognition by the Central New York Office for People with Developmental Disabilities (OPWDD) during National Disability Employment Awareness Month in October.

Walmart hired 13 individuals in 2017-18. The store staff promotes job advancement with a positive approach with both Career Connections staff and individuals with disabilities.

In 2018, with support of employers such as Walmart, Career Connections placed 107 individuals in jobs in the community. The STEPS (Supportive Training & Education - a Plan for Success) program supported 39 individuals in 2018. The program provided volunteer and work experience designed to assist individuals in identifying career goals/plans through community exploration.



Arc Herkimer President/CEO Kevin Crosley honors Herkimer Walmart Store Manager Chris Beaulac with the 2018 Employer of the Year award. Those on hand include, from left, Career Connections Employment Services Specialist Sylvia Jaikin, Walmart Training Coordinator Lynda Jones, Walmart Personnel Coordinator Ben Eisenbrey, Kevin Crosley, Chris Beaulac, Career Connections Director Robin Mattox, and Career Connections Assistant Program Director Catherine Loomis.



Goods Store Enjoys Banner Sales

◀ The Arc Herkimer Goods Store hosted a 10th-anniversary celebration in April, and transferred from a Goodwill partnership to Arc Herkimer ownership in early 2018. The store has achieved several record sales periods, and provides area residents an alternative for shopping—one that offers great values. Merchandise includes new and gently used brand-name items.

Recovering the value of donated goods also allows Arc Herkimer to empower individuals through innovative services for employment, mental health, education, housing, and other programs. Through donations, the store encourages efficient use of resources and diverts recoverable usable items from the local landfill. The focus is on re-purposing and recycling which promotes environmental sustainability and provides green jobs.

Individuals supported enjoyed the 10th anniversary sale in April. Here Robin Goldstein, left, and Maryellen Doane, right, fans of radio station Lite 98.7, say hello to disc jockey, Naomi Lyn, who headed the live broadcast at the store.



The Bergen Family, from left, Billy, Tammy and Bill, present Arc Herkimer President/CEO Kevin Crosley, third from right, with a check for \$6,000, which they raised to honor their son, Tom, from two memorial bowling tournaments. The money is earmarked for the autism program. They hosted a 2019 tournament which raised another \$3,000.

Career Connections Offers Support for Mental Health and Substance Abuse

► Career Connections, a division of Arc Herkimer, began a new service to engage, empower, and employ people with mental health or substance abuse disorders. Adult Behavioral Health Home & Community Based Services (HCBS) help to improve an individual's quality of life by assisting in getting and keeping a job, getting into school and graduating, managing stress, and living independently. Services also help individuals to meet their recovery goals.

In order to receive services, individuals must undergo an assessment and have a comprehensive plan of care developed by a Care Manager. Various components are available in Herkimer, Oneida, and Otsego counties, and may include Education Support Services, Pre-vocational Services, Intensive Supported Employment, Ongoing Supported Employment, and Family Support and Training. Staff also assists in creating a wellness action plan.

In 2018, the program supported 10 individuals.

Tom Bergen Bowling Tournament Benefits Autism Program

◀ As of 2019, the Bergen family of Little Falls has hosted three Tom Bergen Memorial Autism Awareness Bowling Tournaments each February to benefit the autism programs at Arc Herkimer.

Other activities during the tournament weekends included bake sales, prizes, 50-50 raffles, Chinese auctions, and t-shirts sales.

As of 2019, the Bergen family has raised \$9,000 to date in memory of their son, Tom, who was diagnosed with autism, and passed away unexpectedly in 2016. Tom loved to bowl, from youth bowling to his high school team to the Sunday mixed league. He also was very active in his community and church. He was a member of Boy Scout Troop #31 and was awarded the rank of Eagle Scout. He also served as assistant scoutmaster.

Tom graduated from Mohawk Valley Community College. He enjoyed volunteering for Arc Herkimer for 16 years, and he was a true advocate for autism awareness. He was employed as a graphic designer at All Events Engraving, Little Falls.



Career Connections' Assistant Program Director Miranda Meinzer explains Adult Behavioral Health, Home & Community Based Services, a program that helps to improve quality of life for individuals.

Honoring Commitment

Staff and board members, individuals supported, and family members were recognized throughout 2018 and honored for their inspiration, service to others, and dedication to uplifting people with disabilities.

The Inspiration Award is presented each year to an individual who faces the challenges of a disability with a positive spirit to inspire others; who serves as a role model; and whose contributions enhance the quality of life for friends, family, and the community.

▼ Clayton Reed earned the award for his work ethic and positive spirit during his participation in Project SEARCH, a collaborative internship program between Arc Herkimer and Herkimer College. Clayton served as a role model for others including other interns, and college and Arc Herkimer staff, and



Clayton Reed was presented with the Inspiration Award at the 2018 Annual Meeting. Those presenting the award include Career Connections Director Robin Mattox, Herkimer College Athletic Director Don Dutcher, Clayton's mother Darlene Varin, Clayton Reed, Herkimer College Associate Dean of Academic Affairs - Humanities/Social Science Robin Riecker, and Arc Herkimer President/CEO Kevin Crosley.



Tim Whaley, second from right, was named Employee of the Year for 2018 at the 2018 Annual Meeting. Those congratulating him include Career Connections Director Robin Mattox, Grounds Technician Jessica Fox Quackenbush, Tim Whaley, and President/CEO Kevin Crosley.

he was organized, and reliable. He also took ownership in all of his work—ensuring all of his projects were completed.

▲ The Employee of the Year Award in Memory of Gail W. Brown recognizes an Arc Herkimer staff member, who has demonstrated the dedication and commitment, the creativity and vision, and the unconditional love for people with disabilities that Gail W. Brown exemplified in her service to the community.

This year, Tim Whaley, Career Connections Employment Services specialist, was selected for his compassion and creativity in supporting individuals with disabilities for the past 19 years. Tim has also served as a DSP (Direct Support Professional), residence manager, IRA coordinator, and classroom lead. Today, he serves as a clinical support specialist.

Tim works countless hours beyond the traditional work day to support individuals and to embrace best practices. Tim motivates those around him, including his teammates. He truly makes a difference each day. He also engages individuals on a personal level outside of work, hosting individuals Arc Herkimer supports at



Clinical Support Specialist Teri Smith, center, was honored as a 2018 Volunteer of the Year at the Volunteer Recognition event. Those honoring Smith include, left, Guardianship and Spirituality Programs Coordinator Tammy Helmer-Bergen, and right, President/CEO Crosley.

holidays and family celebrations.

▲ Volunteers of the Year awards were presented to two individuals who volunteer at the agency's spiritual events and significant fundraisers. Both give of themselves to empower and enrich the lives of individuals with disabilities and others in the community.

Teri Smith was named Volunteer of the Year for her work with the Spirituality Committee and events held throughout the year. Smith serves as an Arc Herkimer clinical services specialist. Teri exhibits the quality of love in all areas of her life. When she heads-up a coffeehouse, helps at a retreat, or the Celebration of the Spirit concert, the happiness and comfort of those around her are of the utmost importance to her. She pitches in wherever she is needed, and she is happy to do so.

► Chris Anderson, of Little Falls, was also named Volunteer of the Year for his support of special events and fundraising. He is generous to his community, from hosting movie nights for individuals supported by Arc Herkimer and other civic groups, providing movie passes that are raffled, and much more. For several years, Anderson has assisted with the Arc Herkimer Golf Open, taking on the role of Golf Committee

Chair. Through his leadership, he brought in new sponsors and golfers, and the 2018 event was the highest grossing in the agency's history. Through his work, volunteerism, and interactions with the individuals, it is evident that he puts the person before the disability.



Chris Anderson, center, was recognized as a 2018 Volunteer of the Year at the Volunteer Recognition event. Those congratulating Anderson include, left, Executive Vice President - Business Operations/CFO Tony Visconti, and right, President/CEO Kevin Crosley.

Recognizing Service

Individuals were recognized throughout the year with top service awards: Thirty years of services: Jeff Jones, Transportation, and Teresa Smith, Supports & Services.

Twenty-five years of service: Francis Reid, Business Operations, and Robert Youngblut, Supports & Services.

Twenty years of service: Marcia Baylor, Finance, Christine Berberick and Shelley Florian, both of Supports & Services, and Joan Wishod Reardon, Public Relations.

Fifteen years of service: Joanne Austin and Sam Headley, both of Transportation, Vincent Prestigiacomo and Carl Vadney, both of Maintenance; Karin Fox and Carrie French, both of Supports & Services; and Tiffany Eckler, Nursing.

Arc Park in Summer Attracts Thousands

▼Thousands of individuals and area families enjoyed a summer full of fun activities in 2018 at Arc Park in Herkimer. Family-friendly events included a 5K Run with wheelchair division, Kids' Run, Community Festival, craft fairs, basketball three-point and free throw competitions, Herkimer Diamond Days basketball tournament, the Learn N' Play: A Wellness Fair for Kids, co-sponsored by Arc Herkimer and Herkimer County HealthNet, and more.

Music was also a popular attraction as Arc Herkimer hosted bands and musicians at the bandstand, featuring Last Left, Max Scialdone, Dale Edwards, and Anthony LaBarbera. Additionally, Arc Herkimer's Tenth Annual Celebration of the Spirit: Expression of Faith through Music concert featured local musicians.

Arc Park welcomes people of all abilities to enjoy recreation with playgrounds for various ages, basketball courts, a fitness trail, and exercise stations.



Smith Named to Head Special Events & Fundraising

►Kristen Smith was named Special Events & Fundraising Manager. She now oversees Arc Herkimer's major special events such as the Community Festival at Arc Park and Golf Open and other fundraising activities and philanthropical activities such as the Annual Appeal and Circle of Friends, a group dedicated to supporting the Endowment Fund. Smith will also serve as Auction Director for the New York International Wine Auction.

Smith brings a wealth of experience from Wheaton College having served as Assistant to the President and Secretary to the Board of Trustees, Director of Major Events & Special Initiatives, and Director of Conference & Event Services for the past 15 years. Prior to her employment at Wheaton College, Smith served as Regional Executive for Development & Special Events for the American Cancer Society in Brockton, MA.



Marlowe named Scholarship Winner

►Arc Herkimer Assistant Director of Compliance & Quality Jason Marlowe, was one of four 2018 recipients statewide of the Jonathan Weingold Scholarship, awarded from The Arc New York and given to those pursuing special education degrees.

There were more than 70 applications in 2018. The scholarship is presented annually to four full-time Arc chapter employees who wish to further their education with the intention of contributing to the field of intellectual or developmental disabilities. Marlowe plans to utilize the scholarship while working on a Master's of Healthcare Administration degree.



Members of the William H. Privett Giving Tree, Heritage Society, and 2018 Donors and Sponsors

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 Mr. & Mrs. David Bass
 Mr. & Mrs. David Bonacci
 Ms. Patricia Brewer
 Mr. & Mrs. Gregory Broat
 Mr. Kelly Brown &
 Ms. Jacqueline Lewis
 Mr. & Mrs. Thomas Caminiti
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 Mr. & Mrs. Anthony Visconti

Mr. & Mrs. John Visconti
 Mr. & Mrs. Robert Watkins

Heritage Society

Mrs. Elizabeth B. Babinec
 Mrs. Edith M. Byrnes
 Members of the Arc Herkimer

Circle of Friends

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 Mr. & Mrs. David Bass
 Mr. & Mrs. David Bonacci
 Mr. & Mrs. Gregory Broat
 Mr. Kelly Brown &
 Ms. Jacqueline Lewis
 Mr. & Mrs. Thomas Caminiti
 Mr. & Mrs. Kevin Crosley
 Mr. Tim Daly & Mr. Merritt Vaughan
 Mr. Dominic Frank &
 Ms. Karen Peterson
 Dr. & Mrs. Matthew Hawes
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 Mr. & Mrs. Harrison Hummel IV
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 Dr. & Mrs. John Reese
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 PJ Green, Inc.
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