



2022 ANNUAL REPORT

## Our Finances

### 2022 Income by Source

**Total Revenues: \$26,825,421**

Program Related Services	\$18,652,995
Herkimer Industries Sales	\$5,960,946
Fund Development	\$86,326
Other Revenues	\$2,125,154

### 2022 Total Expense by Type

**Total Expenses: \$27,462,655**

Wages	\$14,213,657
Employee Benefits	\$2,470,268
Program Related Expenses	\$9,402,440
Other Expenses	\$1,376,290

**Net Surplus / (Loss): (\$637,234)**

**2022 Finances Unaudited\***

\*Audited financial statements unavailable at the time of printing.

### 2021 Income by Source

**Total Revenues: \$26,005,455**

Program Related Services	\$17,473,965
Herkimer Industries Sales	\$5,065,645
Fund Development	\$444,180
Other Revenues	\$3,021,665

### 2021 Total Expense by Type

**Total Expenses: \$25,688,337**

Wages	\$13,572,716
Employee Benefits	\$2,550,543
Program Related Expenses	\$8,056,642
Other Expenses	\$1,508,436

**Net Surplus: \$317,118**

**2021 Finances Audited**

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### President/CEO

**Kevin Crosley**



*Photos on Front Cover — from Left to Right:*

Staci Gross, Assistant Program Director, and Allie Dillon, Production Supervisor, bring nonperishable food to the local food pantry, donated by employees of Arc Herkimer.

Scott Riffle, Contract Sales Manager, passes out lunch as a thank you to Herkimer Industries staff and individuals supported by the agency.

Sophia, supported by the agency's Valley Commons program, smiles sweetly after meeting Santa Claus at Arc Herkimer.

Robert rides in a golf cart with Gianna Rojas, renowned as the "One Handed Lady Golfer" of the PGA world, during a golf clinic at MV Golf & Event Center.

## Our Mission:

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

Dear Arc Herkimer Supporters:

As we reflect on 2022, we are disappointed with our end of the year financial results which has not happened to us with the current administration. However, we are very encouraged at our accomplishments during the year and at the momentum that is clearly building as we look to 2023 and the opportunities being presented to us for the people we support.

We would say that recovering from the pandemic has been difficult on a number of fronts. We are optimistic that 2022 represents the final negative effects of the last three years as we have forged ahead creating more opportunities for people.

We are strong as an organization and continue to receive accolades for the many creative programs and enterprises we operate. Numerous providers in our industry seek out our expertise in those areas hoping to glean some insight as to how we have been able to successfully develop so many interesting options for people supported.

So, as we embark on a new year, our level of optimism is very high based on our direction and incredibly capable and motivated staff who have become accustomed to seeking new and creative ways to assist the people in our programs. We are unique and take pride in that regard. We look for many great results as we continue our mission of empowering people and enriching lives in Herkimer County.

Sincerely,



**Kevin Crosley**  
President/CEO



**Al Amendolare Jr.**  
Board of Directors Chair



**Kevin Crosley**



**Al Amendolare Jr.**





▲ *Nova enjoys an enchanted evening at the 2022 Arc Herkimer Residential Prom, as she smiles with President/CEO, Kevin Crosley.*

## Agency Residents Enjoy an Enchanted Evening

As summer winded down and the seasons began to change, Arc Herkimer staff and people supported found a reason to celebrate by holding an inaugural prom.

“The Enchanted Garden” was a magical evening of formalwear, dancing, and dining for people with disabilities who reside in agency-owned homes. Individuals were transfixed as they exited their limos and VIP bus service and walked the red carpet into the MV Golf & Event Center tent, which had been transformed with twinkle lights, draping, chandeliers, and stunning floral displays.

Several months of planning and preparation went into the execution of the enchanted event. Arc Herkimer worked in close partnership with New York State Industries for the Disabled (NYSID), who graciously sponsored the prom.

A committee of 15 staff members from various positions of both agencies worked together to carefully curate the evening, creating centerpieces, backdrops, foods, photo booths, and more. People supported also enjoyed preliminary activities of dress and suit-shopping, spa days, hair appointments, and promposals.



▲ *Tom dances the night away with DSP, Savannah Congdon, at the MV Golf & Event Center during the fall prom.*

## Arc Herkimer Rocks Developmental Disabilities Awareness Month

March of 2022 was Developmental Disabilities Awareness Month and Arc Herkimer celebrated by hosting its first Battle of the Air Bands contest.

With assistance from the agency’s dedicated and fun-loving staff, people supported collaborated on 13 rocking videos with performers of various ages and abilities. Open to all programs, houses, and departments, groups selected a favorite song, creating costumes, props, and instruments to compliment the tune and create a one-of-a-kind music video.

The performances were video recorded and stylistically edited before being posted to Arc Herkimer’s social media platforms and voted on by the community.

Some favorites included the ladies of the Executive Team jumping onto Ozzy Osbourne’s *Crazy Train*, residents shimmying to Elvis’ *Jailhouse Rock*, day program participants opening umbrellas for *It’s Raining Men*, and parents & children of Valley Commons transforming into the *Baby Shark* family, among others.

The lip sync contest boosted morale at a time when the agency needed it; emerging from the pandemic. Moreover, the contest was a great way to promote awareness and advocacy, while showcasing that music knows no disability.

► *Isabella is all smiles as she accepts the award for Valley Commons as the Battle of the Air Band winners.*





## Employee Celebrates 40 Years at Arc Herkimer

In 2022, Cindy Schrader became one of Arc Herkimer's longest-serving employees, commemorating an incredible 40 years. She has been key in the success of the agency, bringing along an institutional knowledge during her tenure.

Prior to reaching her anniversary date, Schrader was named Community Engagement and Career Development Director, managing Clinical Support Specialists, mediating issues, and assisting people supported with employment. She also served as the interim Vice President of Supports & Services, leading direct care staff in reopening services, finding rewarding outlets, and seeking opportunities for increased care and community support.

Originally, Schrader spent her first 37 years at Arc Herkimer in day habilitation directing services for people with disabilities, engaging them in enriching activities, and increasing socialization. After that time, she transitioned to overseeing clinical supports, treatment meetings, and investigations.

Schrader has enjoyed being a leader, while simultaneously working hands-on with people supported. She's thrived by helping people from a clinical standpoint, aiding individuals in crisis, and identifying fitting support services.

In addition to her daily duties, she also spent much of 2022 conceptualizing and preparing the agency's newest initiative, Copper Café. Open to the public, the eatery's primary goal is to be an interactive training space for people supported to learn hospitality and restaurant skills. Schrader was pivotal in the successful opening and operation of the café.



▲ *Cindy Schrader celebrates 40 years working for Arc Herkimer.*



▲ *Cindy receives an award and recognition for her years of service at the annual service award luncheon.*



▲ *Cindy serves up a hot cup of coffee as the Copper Café opens its doors for the first time.*



▲ *Cindy embraces Lecia, person supported, as they enter the Enchanted Garden Residential Prom.*





► *Betsey, Kyle, and Levi, three DCCTP trainees, celebrate graduation, with all three moving on to full-time community employment.*

► *Kyle, a trainee in the DCCTP, learns how to use a forklift while working at the Little Falls Fulfillment Center, a workspace of Herkimer Industries.*



## Herkimer Industries Launches DCCTP

The Herkimer Industries (HI) division launched an experiential program aimed at increasing employability for people supported. The Distribution Center Candidate Training Program (DCCTP) was established to build and refine industrial skills for candidates seeking sustainable employment in production settings.

The idea for the DCCTP came to fruition as a way for individuals with disabilities or those receiving services through the Office of Mental Health to learn alongside production professionals, as well as cultivate relationships with local distribution centers. The goal is to grow on-the-job abilities, while having candidates experience different teams and engage in peer-to-peer mentoring.

The program ran in three sections throughout the year, with trainees spending 16 weeks rotating through positions at HI sites at Fourth Avenue, Arc Herkimer Mall, and the Little Falls Fulfillment Center. Each worksite offers hands-on training in picking, packing, shipping, forklift operation, loading/unloading, scaling, wrapping, aisle navigation, and warehouse operations.

After completion of the program, trainees are synched with the Career Connections division to obtain ongoing career services, including assistance in building an inclusive resume, professional development, coaching, and supports for long-term employment.

## Goods Store Boasts Highest Sales Year on Record

It was a banner year for the Arc Herkimer Goods Store. The effects of the COVID-19 pandemic didn't seem to diminish the store's ability to thrive and grow in the local economy.

In 2021, the thrift shop reached new levels in sales. The year 2022 surpassed the prior, increasing to the highest sales amount to date.

The Goods Store has found increased success by offering shoppers a selection of both new and gently used goods. Many of the store's selections are donations from community members and supporters of the organization, while others are brand new items procured from auctions. This combination offers an unmatched shopping experience in the local community.

In addition, the store provides valuable work opportunities to people supported by Arc Herkimer, and all Goods Store profits go directly back into programs and services of the agency.

► *Store Supervisor, Barbra Urich, sorts greeting cards at the Arc Herkimer Goods Store.*





## Communications Team Helps to Keep Mohawk Valley Beautiful

Arc Herkimer joined the spring cleanup effort, Keep Mohawk Valley Beautiful, on Earth Day. The local project aimed to tidy, sanitize, and clean up cities and villages of Central New York, as part of a larger initiative called Keep America Beautiful.

President/CEO, Kevin Crosley, attended a press conference at the beginning of April, which gathered organizations and volunteers from a six-county region: Herkimer, Oneida, Otsego, Schoharie, Fulton, and Montgomery. There, local dignitaries emphasized the importance of recycling, sanitation, and beautifying New York.

For their part, the Arc Herkimer Executive and mid-level management teams concentrated on cleaning the area surrounding the Arc Herkimer Mall in Ilion. Together with family members, the group raked, swept, washed, and picked up the gazebo, side street, alleyway, lawns, and lots of the mall.

This area was selected as a way to give back to the Village of Ilion, making the environment welcoming for guests of the Copper Café, workers of Herkimer Industries, and patrons of other mall businesses.

Most importantly, this collaborative cleanup was a great way to celebrate Earth Day and help to keep the local community clean and green.



▲ **Ashley Jones, Recruitment Specialist, cleans up the Arc Herkimer Mall in Ilion, alongside her son and other agency staff members.**

▼ **Robert, along with the rest of the Gentleman's Group, partners with Ilion True Value Hardware for the 2022 Canal Clean Sweep.**



▲ **Billy, a member of the Gentleman's Group, carries a bag of trash as he helps clean up the NYS Canal Trail.**

## People Supported Take on the Canal Clean Sweep

Each year, the NYS Canal Corporation and Parks & Trails New York spearhead the Canal Clean Sweep, a transformative movement focused on good, clean fun in an effort to clear the more scenic parts of the state.

The Gentleman's Group and STEPS Program of Arc Herkimer partnered with Ilion True Value Hardware for the 2022 cleanup of the Earth Day initiative. Together, hardware employees and agency volunteers eliminated litter along the walking and biking trail. The groups focused on the stretch between Ilion and Frankfort. Located in close proximity to the 5s highway, this particular part of the trail had become a hotbed for wind-blown trash and garbage tossed from moving vehicles.

Gloved and ready to fight grime, the groups bagged up countless pieces of food scraps, old newspapers, boxes, torn clothing, small scrap metal, and more. Bags were supplied by the Canal Clean Sweep organization and then left at the ends of the trail for convenient pickup and disposal.

The partnership and cleanup was a forward effort in growing social and employability skills for people supported, as well as promoting cleanliness and stressing the importance of caring for one's community.



## Supported Worker Celebrates Awareness Month with Award

October was National Disability Employment Awareness Month (NDEAM). Observed annually, the month celebrated inclusion in the workplace, recognizing the significant impact employees with disabilities have on the country's workforce.

The 2022 theme was "Disability: Part of the Equity Equation," which was a fitting title for Gary LaPorte, Custodian of Herkimer Industries (HI). LaPorte has been an outstanding member of the Arc Herkimer team for the past decade.

In appreciation of his dedication and contribution, LaPorte was nominated by Mike Lamb, Vice President of Industrial Operations, for the William B. Joslin Outstanding Performance Award. With 44 exceptional performers nominated for the award throughout the state, LaPorte was one of only two to receive the esteemed accolade from New York State Industries for the Disabled (NYSID).

When he started with Arc Herkimer, LaPorte quickly displayed a passion for learning and hard work. Growing from production work to maintenance of the facilities, he has nurtured employability skills, work ethic, professionalism, socialization, and independence. Winning the respected award exemplified his praiseworthy work at Arc Herkimer, recognizing his achievements and growth both personally and professionally.

In addition to celebrating the achievement at a NYSID ceremony, LaPorte was honored with a video highlighting his workmanship, colleague relations, and the lasting impression he has left with leaders of the agency.



▲ Gary LaPorte receives the William B. Joslin Outstanding Performance Award from NYSID.



◀ Arc Herkimer celebrated Gary's outstanding accomplishment with a luncheon and cake.

► Gary (middle) poses with Arc Herkimer staff, Jamii Vogt, Mike Lamb, Sharayah Shepardson, Kevin Crosley, and Scott Riffle.





## Staff Member Receives Prestigious State Award

October brought many reasons to celebrate, one of which was Joseph Michaud, Medical Appointment Specialist, being awarded the prestigious Thomas A. Maul Direct Support Professional Excellence Award by The Arc New York.

The award, in the amount of \$2,500, is presented annually. Selected from thousands of nominations, only four employees throughout the State of New York receive the honor each year. Each nominee works in a direct support capacity for people with intellectual and developmental disabilities. With more than 110,000 Direct Support Professionals working within the state, the award recognizes those who consistently demonstrate excellence, compassion, creativity, and devotion in providing support services.

In his role, Michaud transports residents to medical appointments, facilitates treatment plans, implements health goals, and helps individuals with dignified care management. Michaud was nominated by fellow Arc Herkimer colleague, Shelby Smith, RN Manager.

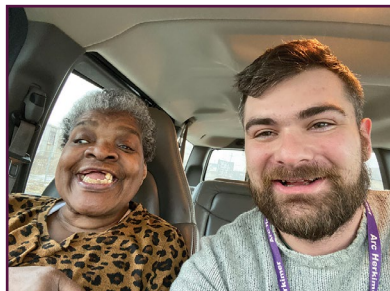
Smith found Michaud to be a standout amongst those in direct care, recognizing him for his exemplary dedication to helping people with disabilities increase their wellness and achieve greater independence.

Arc Herkimer staff gathered for a virtual ceremony and luncheon to celebrate Michaud. Acknowledged for constantly asking “what can I do to help,” Smith recognized Michaud for picking up shifts, assisting other departments, and displaying a kind and positive disposition to supervisors, coworkers, and people supported alike. For his part, Michaud spoke about the significance of winning the accolade with a peaceful and humble demeanor.

◀ *Joe Michaud helps Tim get ready for bus pickup outside of Arc Herkimer.*



▶ *As a Medical Appointment Specialist, Joe drives Frieda, a person supported, to her doctor appointments.*



▲ *Joe poses with the prestigious Thomas A. Maul Direct Support Professional Excellence Award.*



▲ *Joe shakes hands with Arc Herkimer President/CEO, Kevin Crosley, shortly after being recognized by The Arc New York.*





▲ *Summer employee, Zach (middle), poses with the Copper Café team, Lorene Bass, Cindy Schrader, Matt Shirley, Eric Kennedy, and Catherine Loomis.*

▼ *Matt Shirley, Copper Café employee, checks out a customer during the opening days of the café.*



## Copper Café Opens Inside of the Arc Herkimer Mall

Just in time for summer, the Copper Café opened its doors in June of 2022. Located inside of the Arc Herkimer Mall, Ilion, the eatery began by offering fresh breakfasts, lunches, smoothies, and sweets to the public.

Copper Café was conceptualized to be more than just an eatery. It was established to serve as an interactive training ground for people with disabilities, who are supported by Arc Herkimer. The goal is for employees receiving support services to learn restaurant and hospitality skills in a real-world environment, including cooking, food safety, cleaning, point of sale, and customer service. After training at the café, individuals can take what they learned into future employment at other restaurants.

Managed by Head Chef, Eric Kennedy, the café caters to the community weekdays from 7:00 am until 2:00 pm. Patrons are able to order by walk-in, phone, online, or by utilizing the mall's curbside window. Inside, guests enjoy modern décor, homemade comfort foods, and decadent desserts while pulling up a stool to the copper high-top or getting cozy in a lounge chair. Favorite menu selections include a melty breakfast sandwich, high-piled club sandwich, grilled cheese with a gourmet twist, savory soups, and much more.

Copper Café also partnered with Generous Brands, Rome, to bring three distinctive coffee blends to the restaurant – Campfire, Canal Blend, and Sunrise. The roaster's mission aligns well with Arc Herkimer, creating meaningful employment for people with disabilities.

In its first year, Copper Café welcomed many guests from the Mohawk Valley.



▲ *Michele Hummel of the Herkimer County Chamber of Commerce presents a grand opening award to President/CEO, Kevin Crosley.*

▼ *Allison, Copper Café trainee and person supported by Arc Herkimer, learns restaurant skills in the café kitchen.*





## Arc Herkimer Hosts Largest Golf Open to Date

August 1 proved to be the hottest, yet one of the most fun days of the year. Arc Herkimer welcomed 144 golfers, its largest turnout to date, to the annual charity Golf Open on a sunny, 85-degree day.

The all-inclusive tournament was hosted on the picturesque grounds and greens of the MV Golf & Event Center, owned and operated by Arc Herkimer. This year's honorary committee chairman was Dick Cassella, 12-time Club Champion and 60+ year golf member.



▲ *Kevin Crosley presents a gift to Tom Caminiti, golfer.*

Volunteer staff and people supported welcomed players of all ages and playing abilities with golf bag valet services, speedy check-in, and breakfast to go.

On the course, golfers played in teams of four, enjoying 18 holes, men's and ladies' longest drive, closest to the pin, hole-in-one, and putting contests. Players were treated to Tin Cup Tailgater beverages and "tee party" lunch stations throughout the course, with food by 315 Foodies, Copper Moose, Dominick's Deli, Hemstrought's Bakery, Holland Farms Bakery & Deli, Italian Feast, McGill's Whiskey Tavern and Grill, Napoli's Italian Bakery & Deli, PK's Pub, Roma Sausage and Deli, and The Medicine Shoppe.

In the late afternoon, players dined under the event tent on a grand dinner buffet prepared by the Tin Cup Tavern & Grille with top-shelf open bar, while enjoying raffles, door prizes, and receiving commemorative gifts and swag bags.

The day's winning foursome was also the event's Championship Sponsor, the Alera Group – Relph Benefit Advisors, including players Scott Flansburg (aka the Human Calculator), Kyle Crosley, Paul Metcalf, and Ian Walsh.

Overall, the event was a success thanks to the support of sponsors, donors, staff, volunteers, and golfers, raising more than \$50,000 for enriching programs and services at Arc Herkimer.

► *A participant of the 2022 Golf Open takes a big swing on the MV Golf & Event Center course.*



▲ *The winning team, Alera Group – Relph Benefit Advisors, Paul Metcalf, Scott Flansburg, Kyle Crosley, and Ian Walsh, pose with their trophy.*

▼ *A golfer concentrates on her short game during the annual Arc Herkimer Golf Open.*







## Utica University Students at Arc Park

Arc Herkimer welcomed Utica University students to Arc Park. Students studying Occupational Therapy at the university gathered with President/CEO, Kevin Crosley, to learn about the history and progress of the park, including housing the only accessible playground in the region.

Crosley showcased the subsections of the playground, highlighting the importance of segmenting equipment for different age groups. Having worked closely with occupational therapy experts, the playground was set up so that equipment could be tailored to children of varying ages and abilities, with an emphasis on both safety and fun. He also focused on the impact the park makes in increasing wellness and togetherness for the region's families.

Students gained hands-on experience at the park, testing out exercise stations, pavilions, and playgrounds for themselves.

◀ *Kevin Crosley talks with Utica University students of the college's Occupational Therapy program.*

## Learn & Play at Arc Park

During the summer, Arc Herkimer and Herkimer County HealthNet co-hosted "Learn & Play: Wellness Fair for Kids" at Arc Park. The free fair welcomed children of all ages and abilities, as well as families and locals to informational booths hosted by human services organizations and other community businesses. Guests interacted with nearly 25 participating vendors, enjoying informative fun, games, and giveaways.

Several booths focused on wellness, such as making healthy trail mix and creating stress balls. Others offered exploratory activities, including reading, trivia, and hands-on play. Children also enjoyed face painting, Stewart's Shops ice cream, Chobani yogurt, Easels



on the Gogh painting, and the Utica Mobile Museum.

◀ *Children of the community engage in hands-on play and activities at Learn & Play: Wellness Fair for Kids.*

## Music in Arc Park

Arc Herkimer hosted another successful summer of Music in Arc Park with four free community concerts. Musical acts included Last Left, Fritz's Polka Band, Max Scialdone, and Scot Raymond.

The concert series was open to the public for people of all ages and abilities, who enjoyed live musical performances, Arc Herkimer concessions, adult beverages by Stoney's Tavern, and the accessible playground.

The series was created to revitalize the agency's vision of building community by creating inclusive events for families of surrounding villages, as well as enriching experiences for individuals supported by Arc Herkimer.

▶ *Staff volunteers and people supported serve at the concession stand during Music in Arc Park, including Liz Ramos, Sonya, Shayna Huyck, Janet LaRock, and Shawna Pardee.*





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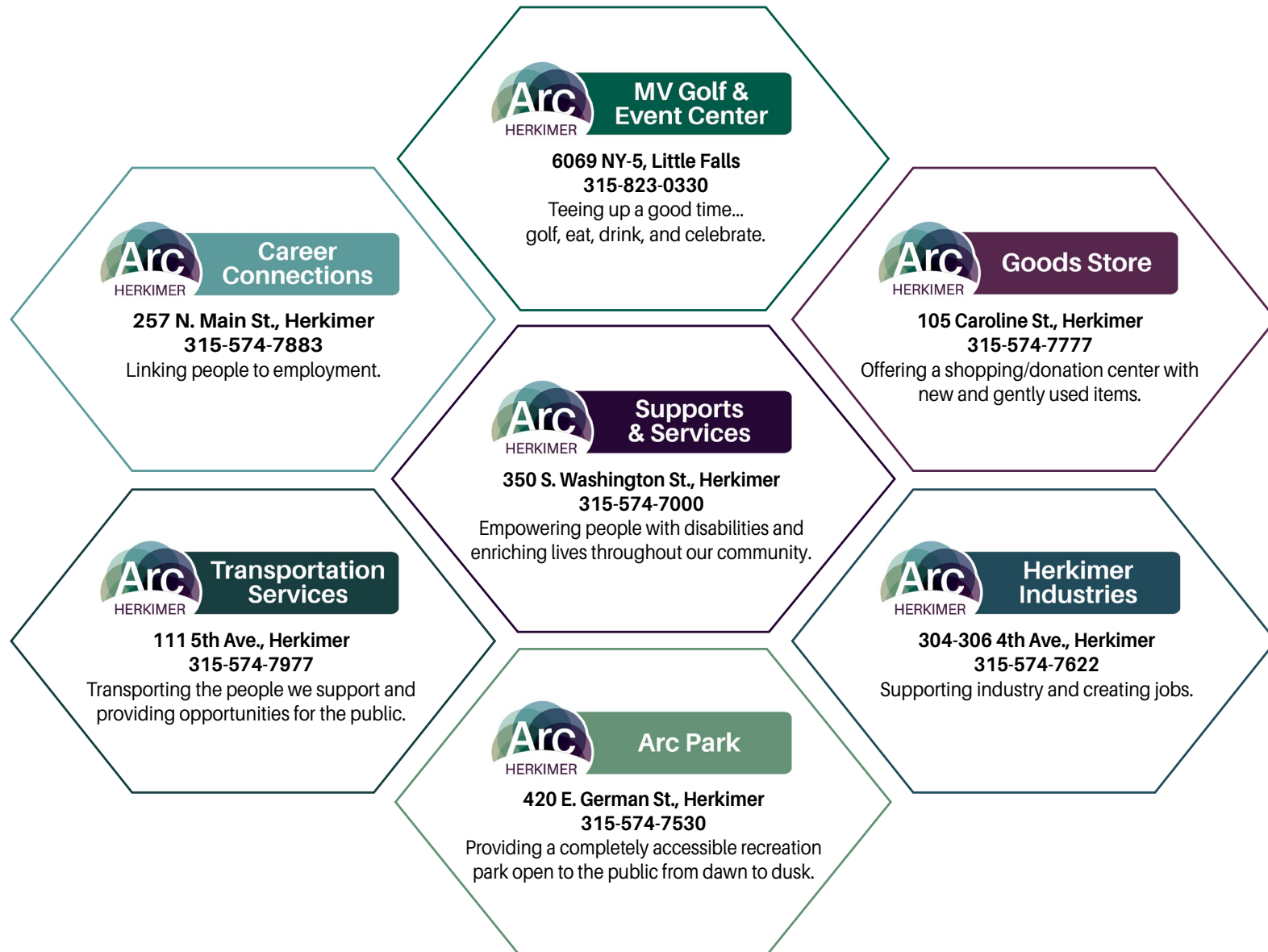
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