

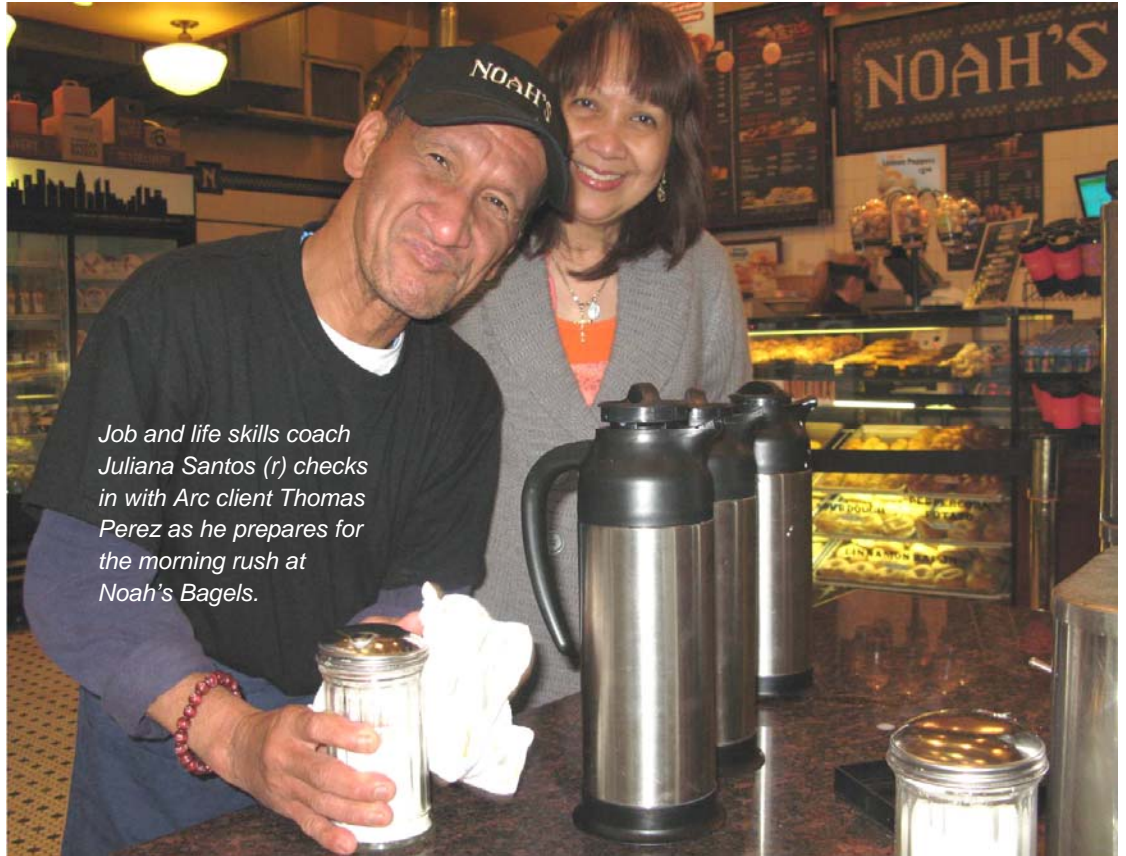
Achieve with us.

Turning Point

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A Special Dream Team Sets the Bar High



Job and life skills coach Juliana Santos (r) checks in with Arc client Thomas Perez as he prepares for the morning rush at Noah's Bagels.

It's 7:45 a.m. on a Monday morning at Noah's Bagels on Fremont and Mission Streets in downtown San Francisco. The smell of fresh coffee fills the air and the pace is picking up as patrons rush in and the counter

crew fields orders for their morning joe and freshly baked bagels.

And in the middle of the maelstrom is Arc client and Noah's employee Thomas Perez, a blur of activity as he moves about

checking supplies at the service island, wiping down counters and straightening out tables and chairs.

"Thomas knows all his job

(Continued on page 3)



www.thearc.org

Follow us!



New Look, New Study Signals Change

At The Arc San Francisco, we're renewing our energy and determination toward creating more opportunities for people with intellectual and developmental disabilities. Read how this is reflected in our new brand, a new PSA and the ground-breaking FINDS Report that highlights the impact of diminishing services and supports, and the work ahead toward achieving the rights of all those we serve.

(More about our new brand and the FINDS Report on page 4.)

Still in the Shadows
with their
Future Uncertain

FINDS Report





OUR MISSION

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

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TURNING POINT

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Leadership Changes at The Arc San Francisco

New Advocacy Role for Tim Hornbecker

After almost 6 years as Chief Executive Officer of The Arc San Francisco, I am looking forward to exciting changes as I transition to new advocacy roles with both The Arc San Francisco and The Arc California where I am hoping to increase our advocates and grow our influence.

It has been an honor to lead an organization so vital in the fight for the rights of people with intellectual and developmental disabilities, and I'm very proud to have worked with so many of you on key initiatives over the years. We saw a statewide bill against the abuse of elders and people with disabilities become law. We influenced pending legislation on quality of services without redundant and duplicative licensing. Both our state and federal elected officials have gone to bat for us, voting against proposed cuts in budgets and programs, from \$200 million from the state to cuts in Medicaid/Medi-Cal health benefits.

Protecting and improving services for people with I/DD needs to continue, and making sure our systems at the local, state and federal levels stay strong will be my priority as The Arc's new Advocacy and Public Policy Advisor.

I thank you for the support you have given me, and I'm hoping all of you will continue to "Achieve with us" as we move forward.

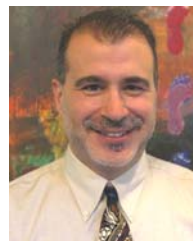
Best regards,

Timothy P. Hornbecker
Advocacy and Public Policy Advisor

Board Announces New CEO, Dr. Glenn Motola

On behalf of the Board of Directors, I am very excited to announce that Dr. Glenn Motola joined The Arc San Francisco as our new Chief Executive Officer on August 1st.

Glenn is the former Executive Director of the Oak Hill School in Marin, a therapeutic educational community for children and young adults living with Autism Spectrum Disorders (ASD) and other neuro-developmental challenges. At Oak Hill, Glenn



The Arc San Francisco welcomes new CEO, Dr. Glenn Motola.

doubled the school in size, financially stabilized the organization, led the effort to mature all clinical and educational aspects of the school, and created significant partnerships with leaders in the ASD and special education fields throughout California and beyond.

Previously, Glenn served as the Director of Programs and Services for Catholic Charities CYO. In that role, he led over 20 programs

in six service areas serving over 40,000 clients annually and was closely involved in the organization's efforts to raise \$6 million dollars annually.

Glenn received his Doctorate in Clinical Psychology from Pepperdine University. He and his partner, Dr. Mark Walden, are the parents of a daughter with developmental disabilities whom they adopted ten years ago.

We are excited to welcome Dr. Motola to The Arc and we look forward to the opportunities that lie ahead.

Sincerely,

Cary Fulbright
President, Board of Directors

For the Record: Legislative Update Advocates Step Up the Pressure on Legislators

Advocates from The Arc San Francisco kept up a steady stream of activism during April, May and June:

- Clients and caregivers testified at a CA Department of Developmental Services hearing against "one-size-fits-all" services.
- CA Senator Leland Yee held a press conference at The Arc to highlight unfair budget cuts affecting people with disabilities. The Senator told the crowd, "This is life or death—don't give up."
- On Disability Capitol Action Day, Arc clients joined 2,000 other activists at the state capitol, urging legislators to make no further cuts affecting services and to extend tax revenues that would help make it possible for people with disabilities to live independently.



Senator Yee and concerned parents.



Above (top): Disability Action Day. (Bottom) Arc advocate John Coulter and state Senator Mark Leno.

Turning lives around, *continued from page 1*

responsibilities and this store counts on his help,” says Juliana Santos, Arc job and life coach. Juliana says she and Thomas have worked together for over 5 years—long enough for everyone to notice big improvements in his life. And not just on the job.

High expectations

Thomas, like many other clients of The Arc, gets support to broaden horizons beyond work through The Arc’s Integrated Work Services (IWS), a unique program designed to offer clients with intellectual and developmental disabilities a range of life options, from volunteering and paid employment to adult education and social activities.

With help from Juliana, Thomas takes classes at City College, attends dances in his Filipino community and enjoys exploring the city on his days off. It’s a well-rounded life, and one that wouldn’t be realized without Juliana’s support.

“They really are a dream team,” says Kerry Laws, IWS Manager. “Many clients are conservative in thinking about what they want their lives to look like, but Thomas and Juliana keep setting the bar high for what he can do on his own.”

For example, learning to use

the computer was a big milestone for Thomas—he had never touched a keyboard in his life, says Juliana. This, plus his challenges learning numbers and telling time, affected his prospects for growing in his job and other areas of his life.

Today, Thomas meets his responsibilities with fewer problems. He uses a computer to log in and out of work, his math and English skills are much improved and his talking watch—a gift from Juliana—makes sure he’s on-time whenever he needs to be.

Support throughout life

IWS is the largest program at The Arc, serving 205 clients like Thomas whose goals change and evolve throughout their lifespan. While some clients are fresh out of high school and want more life experience before deciding a future course, others are part- or full-time workers who need help improving their job skills or connecting to new activities in their free time.

For these individuals, IWS helps with the big questions: What do you want to do at this time in your life, and how can we help you get there? Together, staff-client successes

THE ARC PROVIDES A PATH TO HELP CLIENTS ACHIEVE DIVERSE DREAMS:

- A new literacy class for **George** who, at age 62, is finally learning how to read
- An internship at a day-care center for **Maxine** who is completing her Child Development Certification at City College
- Data-entry training for **Mei** who wants to expand her office skills and earn more money
- A new phase in **Anne**’s retirement that includes volunteering at an animal rescue center



Anne helps puppies socialize at Wonder Dog Rescue.

like Juliana and Thomas are forging a path to new dreams that may take months—or even a lifetime—to achieve.

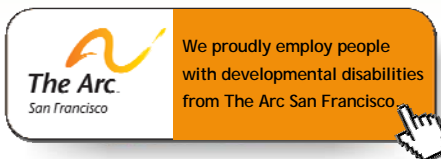
Says IWS’ Kerry Laws, “Not every staff will be with a client long enough to see progress like Juliana and Thomas. But the highly individualized support we provide to these adults pays off over time. My hope is that we’ll continue to help our clients make life better for themselves—at every stage of their lives.” □

Be a hiring agent for clients of The Arc

Mei and Nancy. Thomas and Juliana. You and The Arc.

Our job coaches and clients are an employer’s dream team. With your help, we can put even more clients to work.

Be a partner.
Post our Web Badge.



Employers: Contact Terry Goodwin at (415) 255-7200 x148. Or make a donation to support our Employment Services today.



FINDS Survey: Families in Danger as Supports Disappear

New data released from The Arc's *Families and Individual Needs for Disability Supports* (FINDS) survey shows efforts to bring people with intellectual

and developmental disabilities "out of the shadows" have leveled off and not enough progress has been made to support their independence.

The survey included 4,962 caregivers of people with disabilities from all 50 states, and reveals that the 7 million individuals with I/DD and their families are among the hardest hit in the down economy.

The FINDS Report, *Still in the Shadows with their Future Uncertain*, indicates that more than 75% of families have problems accessing non-institutional community care, trained reliable home-care providers and support services. Families are shouldering tremendous financial strain as they try to compensate for a dire lack of services.

At risk financially

FINDS also reveals:

- One out of five families report that someone in their family had to quit their job to stay home and support the needs of their family member.
- More than 80% of families report not having enough retirement savings for their future as a result of using personal funds to cover the cost of supports.

- 62% of parents and caregivers don't have a plan for where the person they support will live when the parent/caregiver gets older.
- 85% of families report that their adult family members with I/DD are not employed at all.

Among the most vulnerable

The Arc San Francisco serves individuals and families in San Francisco and San Mateo counties. As the state budget battle continues, these families are facing dramatic cuts to their services, on top of other cuts to lifeline benefits like Medi-Cal.

"Without support from The Arc, our clients with Down syndrome, autism, cerebral palsy and other intellectual and developmental disabilities will be left out in the cold, without the resources they need to stay healthy, safe and productive in our community," said Alan Fox, Chief Operating Officer at The Arc San Francisco.

As a result of the report, The Arc is calling for more activism by people with I/DD and their families, launching a new effort to engage people locally while calling upon the 1 million people with I/DD and their families across the nation to come out of the shadows and make their needs a priority in the 2012 elections.

The FINDS survey was conducted from July 22, 2010 through October 31, 2010.

See the FINDS Report online at thearc.org.

Still in the Shadows with their Future Uncertain
FINDS Report



82%

Percentage of families reporting problems balancing care of a loved one with disabilities and other family responsibilities (marriage, other children, managing household)

New Look Captures Spirit of The Arc



For people with intellectual and developmental disabilities

tagline **Achieve with us.**

The Arc San Francisco has joined chapters across the country in adopting a new brand that raises our profile, consolidates our message and delivers more impact.

Our national office in Washington D.C. spearheaded the rebranding effort with input from chapters, clients, families and other stakeholders. The new logo features a bold orange and yellow color with a stylized "a" in a mark designed to convey energy and forward motion.

"Our commitment to change

is embodied in our updated look, the new PSA, and especially our new tagline, 'Achieve with us,'" said Alan Fox, The Arc San Francisco Chief Operating Officer. "These elements represent our drive to move forward, out of the shadows and toward a brighter day for all our clients with intellectual and developmental disabilities."

Our SF-based client focus group approved the new brand commenting, "It's colorful and it helps people remember us."

See more at thearc.org.

The Arc of Progress

Progress toward our goals continued in our 3rd quarter, notably in employment—a great success given the job market.

Number of new clients

13

Number of clients currently served

564



Number of clients in the workforce

201

Number of companies employing clients of The Arc

81

Number of clients on the job five or more years

98

Number of new job placements

11

Average hourly wage of employed clients

\$11.05

For more information about our strategic goals in advocacy, employment, housing, autism, transition age youth, wellness and more, visit our website. Find out how you can be a force for progress toward achieving our objectives at thearc.org.



Jumpstarting Jobs with the BAC

Success breeds success; that's the way The Arc's Business Advisory Council (BAC) sees it. Members meet quarterly to create more job opportunities for Arc clients. And it seems to be working: Over 80 local companies employ clients from The Arc. Says BAC Chair Ellen Hanscom from Deloitte, "We're always on the lookout for a great match."

Members sponsor The Arc's annual WorkLife Awards. Plus, smaller affairs like Deloitte's "Get to Know The Arc" event help to build awareness about the advantages of hiring workers with developmental disabilities.

Thanks to all our hard-working BAC members who help to put more clients to work.

DID YOU KNOW?

Employers have lower turnover and higher retention from employees with developmental disabilities. Learn more at thearc.org.

Who's Who on the BAC

Ellen Hanscom (Chair), Deloitte
Gary Brown, EVB
Ann Doherty,
Coblentz Patch Duffy & Bass
Debbie Gill, Morrison Foerster
Tita Gray, PG&E
Eva Guy, Hanson Bridgett

Todd Janzen, Salesforce.com
Casey Leones, Fenwick & West
Christine Ouano, Genentech
Rachel Patterson, Hanson Bridgett
Ryan Sittauer,
Payroll Solutions of California
Megan Blue Stermer,
Osterweis Capital Management



Walmart Foundation Empowers Transition Age Youth

Young Adults Taking Charge

Students in our Transition Support Program (TSP) are making the most of new opportunities as they check out the service options that are available through The Arc thanks to a grant from the Walmart Foundation awarded through The Arc of the United States.

Christina Cooper (left) in cooking class with TSP's Hannah Yanow. Classes in self-defense, healthy relationships and job-readiness prepare transition age youth for adulthood.

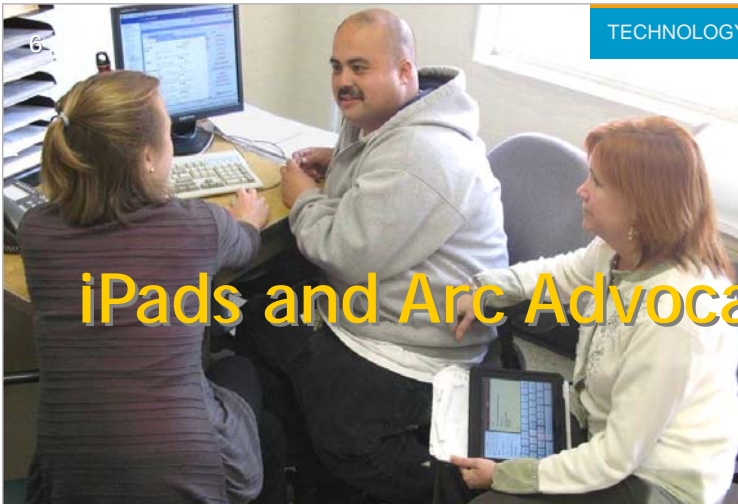


Ranging in age from 18 to 20 years, the eight program participants and their families are learning about life after high school and how to plan for a successful transition to adult, community-based services.

The three-year program offers classes in basics like cooking and self-defense as well as exposure to vocational, independent living and social opportunities—like Friday night dances at The Arc. Plus, parents learn how to access the housing, employment and independent living supports their sons and daughters will need as adults.

A special thank you to the Walmart Foundation as well as members of the San Francisco Unified School District and Support for Families for their ongoing collaboration and support.

For more information, contact Jacy Cohen, Transition and Intake Services Director, at (415) 255-7200 x151.



iPads and Arc Advocates: Helping Doctors and Patients

Dr. Eagan with Benjie and Arc Health Advocate Elaine Forsythe (right, with iPad) review his medications.

The Health Advocate Project is a collaboration between The Arc San Francisco, the UCSF Office of Developmental Primary Care, the Family Health Center at SF General Hospital, the Golden Gate Regional Center (GGRC) and Health Plan of San Mateo (HPSM) and others. Thanks to Dr. Megie Okumura, who leads the research component and provided the iPad that is advancing our success. The Arc is leading a long-term effort to create a model health-care system for adults with developmental disabilities, of which the Health Advocate Project is an integral part. Special thanks also to Alan Fox (The Arc), Dr. Clarissa Kripke (UCSF), Jim Shorter (GGRC) and Dr. Mary Giammona (HPSM) for their leadership.

Dr. Kelly Eagan, a third year resident at San Francisco General Hospital, was worried about one of her favorite patients, Benjie. A young man with developmental disabilities—and diabetes—he began missing doctor appointments after moving out of his family home and into a place of his own.

“I didn’t want to see all the progress we’d made slip away, so I contacted Elaine, the DD Health Advocate for help,” says Doctor Eagan.

The Arc’s Elaine Forsythe is a Developmental Disabilities Health Advocate who supports clinical staff, individuals with disabilities and their caregivers at the hospital’s Family Health Center, part of UCSF’s Office of Developmental Primary Care.

Armed with an iPad and years of experience serving the DD population, Elaine facilitates better outcomes by providing helpful case history, better communication between practitioners and patients, and coordination with family members.

“The iPad makes it easier to call up the background information we need, plus we’re tracking progress to measure the success of our interventions,” says Elaine.

At today’s appointment,

Dr. Eagan, Benjie, his residential skills instructor and Elaine meet to discuss how the team can help him better manage his condition.

They talk about the challenges of living independently (“It’s great,” says Benjie, “but I forget things sometimes...”), the importance of checking his blood glucose levels daily, eating smarter and staying on top of his medications.

For Benjie’s family, it is a huge relief to know that his health is being monitored.

“It’s not easy to stay on top of a condition like diabetes, but tools like the iPad, along with team meetings and regular follow-up, are giving Benjie and others with developmental disabilities a better chance of staying healthy,” says Elaine. “We’re happy about that, and so is his mom.”

profile

Kay Franklin, Volunteer of the Year

We’re proud to announce that Kay Franklin is our new Volunteer of the Year for her extraordinary commitment to our clients and our mission.

Kay began supporting The Arc when her daughter, Kelly, became a client two years ago. “I thought The Arc had lots of possibilities for her,” says Kay.

Since then, she’s become active in our Family Coalition which brings parents and caregivers together each month for support and advocacy.

Kay doesn’t think she’s a practiced speaker, but her recent treks to legislative offices in Sacramento have demonstrated her ability to communicate concerns to lawmakers clearly and persuasively.

Says Tim Hornbecker, The Arc’s Advocacy and Public Policy Advisor, “I’m delighted Kay is our Volunteer of the Year. She’s a tremendous asset to our organization and a much-needed voice on our behalf.”

In addition to being a strong advocate, Kay is well-known for the cookies she bakes for our monthly “We Gotta Dance!” event. Congratulations, Kay.



“If I can help make things better for my daughter, it’s better for everyone.”

Clients in the News



Jean Wong has a new part-time job as a stock clerk at *Ted's Deli* on Howard Street, plus she recently moved into a new efficiency studio apartment in the city—a move she welcomes after years of noisy roommates. "At my old place, the other people kept me awake at night," says Jean. "It was hard to get up in the morning. Now I have a place of my own and I can get a good night's sleep."

>>>

A special tip of the hat to **Joseph Flanagan** who has



been appointed to the *Citizen's Advisory Committee* for SF's Transportation Authority. Joseph recently testified before city supervisors about enforcing disability seating on MUNI and the need to keep bicyclists off our sidewalks.

Bryant Wong is a brand new employee at *Deloitte's* downtown office in San Francisco.



After months of supported job searching, Bryant landed a plum position in Office Support Services cleaning and stocking staff kitchens and providing light janitorial support wherever he's needed at this major international accounting and consulting firm.

>>>

Christina Cooper received her California Learner's Permit and is working on the hours she needs to finally get her driver's license. She loves cars and looks forward to taking her mom shopping. Go, Christina!



New t-shirts (designed by CAC member Tyrone Johnson) feature the slogan, "Helping Hands Get Things Done".

Members of the Client Advisory Committee (CAC) are sporting a new look with custom t-shirts and a new logo highlighting their purpose. The CAC meets weekly to improve leadership skills while advocating for the rights of people with developmental disabilities.

The group recently testified about pedestrian safety to the SF Planning Commission, citing a range of needs and concerns:

- Better street lighting
- Crosswalks with longer crossing times
- More yellow bubbled street ramps
- More benches throughout the city

For more information about the CAC, contact Brett Miller at bmiller@thearcsf.org.

Giving Matters

Create Opportunities with United Way

United Way contributors help The Arc create jobs, find housing and improve the quality of life for over 560 clients every day.

Designate The Arc San Francisco as your charity of choice and make a difference today.

Visit uwba.org



CALENDAR

We Gotta Dance!

Fri, August 19, September 16, and
October 21, 2011
7:00-9:00pm
Admission: \$1.00 All Ages
The Arc San Francisco
1500 Howard St., SF CA 94103
Info: (415) 255-7200

The Arc Family Coalition

7:30pm during
"We Gotta Dance!"
Info: Jackie Kenley
jbksfo@pacbell.net

The Arc of the U.S. Convention

September 16-19, 2011
Sheraton Downtown Denver
1550 Court Place
Denver, Colorado 80202
Info: <http://tinyurl.com/arconvene>

The Arc San Francisco Board Mtg.

Tue, September 27 and
October 25, 2011
5:30pm-7:00pm
The Arc San Francisco
Info: Elisabeth Clobucker
eclobucker@thearcfsf.org

15th Annual Golden Gate Self-Advocacy Conference

Wed, September 21, 2011
9:30am-3:00pm
Milton Marks Conference Center
455 Golden Gate Avenue
San Francisco, CA 94103
Info: Shelley McHugh
smchugh@thearcfsf.org

Family Coalition Training: IPPs for Families

Sat, September 24, 2011
9:00am-11:00am
The Arc San Francisco
Info: Tim Hornbecker
thornbecker@thearcfsf.org

60th Anniversary Arc Angel Celebration Breakfast

Fri, October 14, 2011
8:00am-10:00am
The Westin St. Francis
335 Powell Street
San Francisco, CA 94102
Info: Craig Issod: cissod@thearcfsf.org

*The Arc San Francisco is accessible to persons
using wheelchairs and others with disabilities.
To request accommodations for a disability,
contact mkkirk@thearcfsf.org. Providing 72 hours
advance notice will help to ensure availability.*



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People Are Talking



Guidestar, the preeminent site for charity information and ratings, shows five stars for The Arc San Francisco from over 30 supporters.

"The Arc is a passionate and supportive community of educators and advocates! My brother James, a man with autism, now has the independent life he has dreamed of." Marilyn M.

"My company employs two Arc clients and I am their manager. The clients are fantastic—reliable and good workers. I attribute this to the job coaching staff of The Arc." Ann D.

"The Arc has shown leadership in developing health care for adults with disabilities and they are tireless advocates." Dr. K.

"The Arc Senior Program has been a life-saver for my 57-year-old Down syndrome brother. He came to live with me ten years ago after our parents died. Without this program, he would be alone at home. I am so grateful to The Arc for providing quality care to my brother." V. Barth

All the stars we've earned are because of you.

For 60 years, your support and generosity have helped us help people with developmental disabilities find jobs, access health care and learn to live independently. Together, we are making a difference.



Please donate today.
To learn more, visit us at www.thearcfsf.org