



Everyday *heroes.*
Extraordinary *outcomes.*

AREA RESIDENTIAL CARE 2019 - 2020 ANNUAL REPORT

Dear Friends,

What a year it has been! I'm incredibly proud of the hard work, dedication and adaptability Area Residential Care has exhibited over the past twelve months. From navigating the complicated Payroll Protection Program (PPP) to ensuring proper Personal Protective Equipment (PPE) for both staff and consumers, the team at Area Residential Care has handled it all in stride.

Despite the challenges presented by COVID-19, Area Residential Care has once again accomplished great things to better the lives of our consumers and staff. Missing face-to-face interactions with our family and friends has been one of the most difficult aspects of the pandemic. To help our residents overcome this challenge, Area Residential Care provided technology upgrades in all thirteen homes. Our residents now have access to tablets and virtual communication tools to allow them to connect with their families. We view this as a huge success, as it will contribute to improved mental and emotional health of both our residents and their loved ones.

Like many of us, Area Residential Care used the quarantine period to make updates! Upgrades throughout the main building and several homes include new paint, new flooring and renovated bathrooms to better ensure safety.

Looking ahead, Area Residential Care is making plans to re-integrate consumers with the community when it is safe. This includes helping those we serve enter the workforce and participate in the everyday activities we all miss so much. To help provide more transportation options we purchased a second handicap accessible minibus this year.

On behalf of the Area Residential Care board of directors and staff, I want to extend my most sincere thank you for your support during this difficult year.

We are extremely optimistic about the future of the agency and continuing the work of our mission: to empower people with intellectual disabilities to achieve their highest quality of life.

Best Regards,
John Splinter
President, Board of Directors



FINANCIAL PERFORMANCE

REVENUE

MCO REVENUE	\$8,595,579
VOCATIONAL PRODUCTION	\$206,481
INVESTMENT AND RENTAL INCOME	\$135,113
DONATIONS, CONTRIBUTIONS AND OTHER INCOME	\$82,638
MORTGAGE BOND RATE ADJUSTMENT	-\$112,056
TOTAL REVENUE	\$8,907,755

EXPENSES

STAFF WAGES AND BENEFITS	\$6,483,868
CONSUMER WAGES AND BENEFITS	\$77,433
FOOD AND SUPPLIES	\$195,175
OCCUPANCY	\$465,052
INTEREST AND DEPRECIATION	\$453,811
TRANSPORTATION	\$93,501
OTHER	\$453,180
TOTAL EXPENSES	\$8,222,020

OUTCOMES

The administration of Area Residential Care reviews agency outcomes on an annual basis to determine what we did well and in which areas we can improve. It is our goal to continue to provide high-quality services to each and every person served.

The following are progress outcomes measured from July 1, 2019 through June 30, 2020.



Twenty-nine consumers worked in competitive employment. **One hundred percent** of these employees indicate satisfaction with employment services and job coaching.



One hundred percent of residents expressed satisfaction in our Intermediate Care Facilities for Individuals with Intellectual Disability (ICF/ID) homes.



Twelve consumers (a 100% increase compared to the previous year) successfully completed a communication class!

EMPLOYEE SPOTLIGHT

MEET KIANA HILL

HOW LONG HAVE YOU WORKED AT AREA RESIDENTIAL CARE?

I've worked at Area Residential Care for just over a year. I am an instructor and ensure the safety of all residents, take them on outings, do special activities with them like baking, keep them on task with their special duties, pass medications and help them with their personal needs.

WHAT DO YOU FIND REWARDING ABOUT YOUR WORK?

I have learned a lot from working at Area Residential Care. I have the opportunity to help others on a daily basis and have grown a special bond with the residents. It is like having an extended family. This alone can make the hard work and dedication well worth it!

WHAT WOULD YOU WANT PEOPLE TO KNOW ABOUT THE SERVICES PROVIDED BY AREA RESIDENTIAL CARE?

Area Residential Care provides equal employment opportunities. It doesn't matter your race. You are treated as family and with respect. Area Residential Care provides a safe environment for their residents and staff. They also provide me, as an employee, an opportunity to work with residents who have all different types of disabilities. A chance to care for them as my very own family.

WHAT IS THE BEST PART ABOUT BEING A MOM?

Having your heart grow with so much love! I never imagined loving someone in this way before becoming a mom. It's unconditional.



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