



Area
Residential
Care

Dubuque • Dyersville

Empowering *together.*

AREA RESIDENTIAL CARE 2018 - 2019 ANNUAL REPORT





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A large, stylized graphic on the left side of the page. It features a light blue human figure with arms raised in a 'V' shape, set against a white background. This figure is partially enclosed by a larger, light blue shape that resembles a house or a shield. Below this, there are several overlapping, semi-transparent shapes in shades of blue and grey, creating a layered, abstract effect.

MISSION

Empowering people with intellectual disabilities to achieve their highest quality of life.

VISION

It is the vision of Area Residential Care that every individual has the opportunity to live, work and participate in a supportive and accessible community.

VALUES

- Every person has rights and the responsibilities associated with them.
- Every person is to be treated with dignity and respect.
- Every person has unique needs and preferences that influence the choices he or she makes about his or her life and services.
- Every person is to be provided the opportunity to live, work and participate in recreational activities in the community as the natural environment.
- Every person is to be provided with encouragement, opportunity and support to live life to the fullest.
- Every person is to be given the opportunity to provide direct feedback on his or her satisfaction with services, and given prompt response to concerns.



DEAR FRIENDS,

For more than 50 years Area Residential Care has provided the highest quality of care and services to those with disabilities in our community. Thanks to the efforts of our entire staff, volunteers, donors and consumers, Area Residential Care saw some very exciting organizational changes and growth over the last year.

Fundraisers and community events are an important part of the culture and operations at Area Residential Care! Our 2018 Baconfest and 2019 Corporate and Community Games were again great successes thanks to our staff and volunteers. Baconfest is always a hit with more than 340 tickets sold! Our winners included J&D Catering, Brew & Brew, Fat Tuesday's and Frosted N' Filled. We can't express enough how grateful we are to our vendors whose culinary creativity really make this event a success. In June, 64 teams from all over the tri-states competed in Area Residential Care's 18th annual Corporate and Community Games! Together, we raised more than \$20,000 which has been designated towards upgrading and maintaining agency vehicles.

Thanks to grant funds and the generosity of our donors we were able to complete a couple of significant projects last year. The addition of our turtle top van (read more on page 14) and the completion of four total bathroom remodels (read more on page 11)! Keeping our homes modernized and readily accessible for our consumers is a priority for Area Residential Care and our consumers couldn't be happier with the updates.

I couldn't talk about highlights of the past year without mentioning the Area Residential Care's Finders Keepers resale shop! Jim Schilling and a group of steadfast volunteers pioneered this venture which has turned out to be a five-star success for Area Residential Care and a wonderful community asset. Funds raised through the resale shop benefit volunteer organizations, like Creative Expressions Workshop, that support people with disabilities with arts programming.

This past year also brought challenges, but together, we were able to successfully navigate difficulties to ensure only the best outcomes for our consumers, staff and community.

We faced yet another managed care organization (MCO) exit with United Healthcare leaving and Iowa Total Care entering the picture. I am extremely proud that our team was able to successfully weather the adjustment, while assisting our consumers and guardians in managing these funding changes.

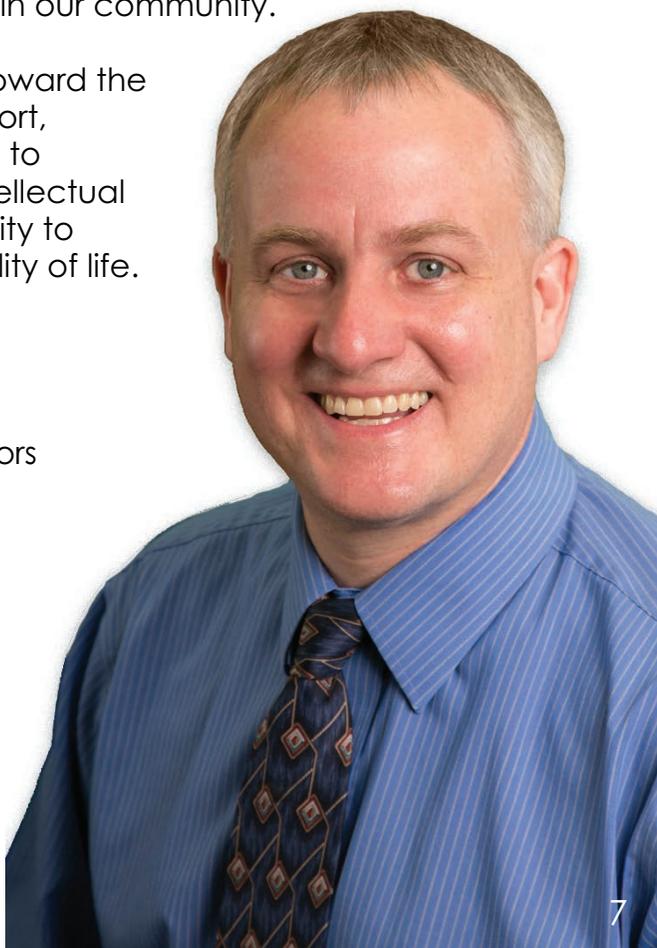
Looking ahead, the future at Area Residential Care is bright! We look forward to our Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation visit in the upcoming year. The CARF International accreditation provides a visible symbol that assures the public of a provider's commitment to continually enhance the quality of services and programs with a focus on the satisfaction of the persons served. Area Residential Care has a strong commitment to maintaining the highest quality standards and was the first facility in Iowa with full residential and vocational accreditation (1992).

Additionally, in the coming year we look forward to growing our employment programming with the establishment of our new employment specialist role. Having a team member dedicated to growing this service area will be vital in meeting this recognized need within our community.

We look enthusiastically toward the future and with your support, together, we will continue to empower people with intellectual disabilities in our community to achieve their highest quality of life.

Best Regards,

John Splinter
President, Board of Directors



FINANCIAL PERFORMANCE

REVENUE

MCO & OTHER PURCHASED SERVICES	\$8,533,618
VOCATIONAL PRODUCTION	\$240,446
INVESTMENT & RENTAL INCOME	\$142,251
DONATIONS, CONTRIBUTIONS & OTHER INCOME	\$161,600
TOTAL REVENUE	\$9,077,915

EXPENSES

STAFF WAGES & BENEFITS	\$5,908,237
CONSUMER WAGES & BENEFITS	\$94,253
FOOD & SUPPLIES	\$189,499
OCCUPANCY EXPENSE	\$374,053
INTEREST & DEPRECIATION	\$456,546
TRANSPORTATION EXPENSE	\$152,945
OTHER EXPENSES	\$480,105
TOTAL EXPENSES	\$7,655,638

OUTCOMES

The administration of Area Residential Care review 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, 2018 through June 30, 2019.



Twenty-four 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.



Residents participated in an average of **nine outings** per month in ICF/ID.



Six consumers successfully completed a communication class (a new agency offering)!

ACCOMPLISHMENTS



In August 2018 Area Residential Care celebrated our 50th anniversary!

In October 2018 Area Residential Care opened the retail store, Finders Keepers.



Area Residential Care employed 170 staff. Nine staff were recognized for their milestone years of service awards with a cumulative total of 180 years supporting our mission.

Area Residential Care received a total of \$30,245 in grant funds for multiple projects including new flooring in our homes, updated staff training materials and shower chairs.



Fourteen individuals participated in the Special Olympics!

RESTROOM REVAMP

A fully accessible bathroom can make a world of difference in the life of someone with a disability. Thanks to the generosity of our donors, Area Residential Care renovated bathrooms in four of our community living homes last year.

Area Residential Care is committed to providing the best quality of care to those we serve. As our population ages we want to provide the necessary equipment to ensure their safety. Our goal with every individual that we serve is to provide them with the ability to stay in their homes with their natural support network. Accessible bathrooms will allow them to have that freedom, independence and privacy in the safety of their own home.

Thanks to a combination of grants, funds raised from Corporate and Community Games and the Dubuque Area Baconfest, and generous donors including a large donation from longtime supporters, the Bradley family, Area Residential Care was able to fund this project to include the following renovations:

- Replacing the existing floor with ceramic tile
- Creating an accessible shower area with newly installed shower chairs
- Replacing the toilet and shower stall plumbing fixtures
- Adding additional walls and corner protection

Due to the charitable spirit of our families, supporters and the wonderful Dubuque community, residents in our homes now have beautiful and safe bathroom spaces!



CONSUMER CORNER



Meet Karen, consumer since 2019

Karen moved to Area Residential Care after living in an assisted living facility. While living at the assisted living center Karen lost her mother, and despite what could have been major setbacks, she has become extremely accomplished after making the transition to Area Residential Care.

Karen's favorite activities include baking cookies and playing Uno! She's made many friends and enjoys preparing dinner meals with her housemates. Karen's brothers have enjoyed watching and supporting her every step of the way! The first day Karen was moved to Area Residential Care her brother stated, "Today starts the beginning of the rest of your life."



Meet John, consumer since 2008

John is an active Area Residential Care day habilitation (day hab) participant! John's favorite things to do in day hab include playing basketball and going on day hab outings like bowling and picnics! During his free time John enjoys playing on social media, watching YouTube videos and listening to 80s and 90s music.



Meet J'Shon, consumer since 2015

J'Shon joined the Area Residential Care family in the fall of 2015. At that time, he moved into a home with seven other peers and began working a job at Area Residential Care in paid production.

J'Shon had never worked before. Would he enjoy it? Was he ready? At first, J'Shon was a bit unsure of the work world and being away from his family that lived about an hour away.

Over time though, J'Shon began to feel comfortable and safe. He adores visits from his mom and other family members, but he calls Area Residential Care home. And, he is the best worker on the floor.

J'Shon's favorite activities include swimming and sitting in the hot tub, painting and coloring, playing marbles, stringing beads, listening to music and sitting outside when the sun is warm.

Not a day goes by that J'Shon doesn't giggle and smile with his peers and staff.

GOING PLACES

Last year Area Residential Care received a generous memorial donation for a new, fully accessible shuttle bus! With the 12-passenger bus, Area Residential Care consumers have been able to enjoy trips to several area parks, a visit to the Henry Vilas Zoo in Madison, Wisconsin, and University of Iowa Hawkeye Football games!

“The agency bus has been a huge asset, our consumers have the opportunity to go on some very neat outings now,” said Rachel Naderman, Area Residential Care Day Program Coordinator.

Lack of transportation is the number one barrier for persons with disabilities to become fully integrated members of their community. Affordable and reliable transportation allows people with disabilities access to important opportunities in education, employment, healthcare, housing and community life.

The addition of the shuttle bus helps Area Residential Care to achieve our vision that every individual has the opportunity to live, work and participate in a supportive and accessible environment.



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